



## STATE OF HAWAII

### Communications, Technical and Finance Meeting (Combined Meeting)

Kalanimoku Bldg., Room 322B

1151 Punchbowl St., Honolulu

Thursday, December 10, 2015

10:00 am – 12:00 pm

### 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. Presentations from APCO Emerging Tech Forum and NENA Development Conference and Critical Issues Forum.
    - ii. Legislative Investigative Committee update- Paul Ferreira
  - b. Technical Committee – Thalia Burns
    - i. Investigative Regulatory Committee update – Marshall Kanehailua
    - ii. FCC update
    - iii. Text-to-911 update
    - iv. Request approval-
      1. 9-1-1 Goes to Wash.DC. Conference, February 21-24, 2016.
        - a. Board member (1) – \$3,000.
      2. IWCE Conference in Las Vegas, NV, March 21-25, 2016.
        - a. Board member (1) - \$2,500.
      3. Oahu PSAP –for Pictometry licensing agreement for FY2021 -\$208,600.
    - v. Others
  - c. Finance Committee – Kiman Wong
    - i. Review of Monthly Cash Flow & Budget Financial Reports.
    - ii. Request Funding:
      1. 9-1-1 Goes to Wash.DC. Conference, February 21-24, 2016.

- a. Board members (1) – \$3,000.
- 2. IWCE Conference in Las Vegas, NV, March 21-25, 2016.
  - a. Board member (1) - \$2,500.
- 3. Oahu PSAP – funding for Pictometry licensing agreement for FY 2021 - \$208,600.
- iii. Others.

## VI. PSAP Status Updates

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

## VII. Items for Discussion, Consideration and Action

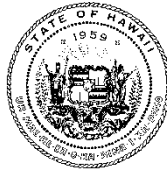
- a. 911 Timeline update.
- b. Others.

## VIII. Announcements

- a. Meeting dates (10:00am – 12:00noon):
  - i. Tuesday, January 12, 2016 (Combined meeting)(DLNR Conf. Room)(10:30am start time)
  - ii. Thursday, February 11, 2016 (Combined meeting)
  - iii. Thursday, March 10, 2016 (Combined meeting)
  - iv. Thursday, April 14, 2016 (Combined meeting)
- b. Others

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

## X. Adjournment



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**Communications, Technical and Finance Meeting  
(Combined Meeting)  
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1151 Punchbowl St., Honolulu  
Thursday, December 10, 2015  
10:00 am to 12:00 pm**

**Communications Committee members present:** Steven Schutte (Chair), Thalia Burns (HPD), Davlynn Racadio (MPD), and Paul Ferreira (HiPD).

**Communications Committee members absent:** Lavina Taovao (KPD).

**Technical Committee members present:** Thalia Burns (Chair), Clement Chan (DIT), Rob Gausepohl (KPD), John Jakubczak (MPD), Ah Lan Leong (HPD), Steven Schutte (Verizon), Eleni Papakiristis (Hawaiian Telcom), Antonio Ramirez (Akimeka), Kenison Tejada (APCO/NENA Pacific Chapter), Jeff Riewer (AT&T Mobility), and Marshall Kanehailua (HiPD).

**Technical Committee members absent:** Kiman Wong (Oceanic Time Warner Cable), Gary Lum (HFD) and David Miyasaki (KPD).

**Finance Committee members present:** Mark Begley (Kauai County), Paul Ferreira (HiPD) and Randy Macadangdang (HPD).

**Finance Committee members absent:** Kiman Wong (Chair), Lisa Hiraoka (Consumer Advocate designee), and Roy Irei (T-Mobile).

**Staff Members Present:** Courtney Tagupa (E911 Board), Stella Kam (AG) and Kerry Yoneshige (DAGS).

**Guests:** Victoria Garcia (DoD), Ryan Freitas (Hawaiian Telcom), Arnold Kishi (CIO designee), Alika Akiona (HFD), Travis Ing (HiPD), Diana Chun (ESD), Ben Morgan (Hawaiian Telcom), Ken Schulte (TriTech), Eric Butler (Pictometry), Allan Nagata (HPD), Wayne Hirasa (SIC), Liz Gregg (AT&T), Agnes Lee (Intrado), Dean Rickard (MPD), and Mark Wong (DIT).

## **Meeting Minutes**

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

- a. The Board Chair called the meeting to order at 10:03 am.
- b. Public notice was issued.
- c. Quorum was present for all committees, with the exception of the Finance Committee.

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

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

## **III. Introductions**

- a. Introductions were made by everyone present at the request of the Board Chair.

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

- a. A copy of the November 2015 meeting minutes was sent to everyone via email by the Executive Director. Ms. Thalia Burns proposed an amendment to the meeting minutes in the form of a correction to the spelling of HPD Acting Major Allan Nagata's first name. MPD A/C John Jakubczak made a motion to approve the meeting minutes including the proposed amendment made by Ms. Thalia Burns. This motion was seconded and approved by voice vote by all committee members present.

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

- a. Communications Committee – Steven Schutte
  - i. Presentations from APCO Emerging Tech Forum and NENA Development Conference and Critical Issues Forum.
    - 1. Committee Chair Steven Schutte thanked the Board and Joint Committees for supporting him in attending the APCO forum. He will send information regarding notes on the different presentations to the Executive Director to disseminate to the Board. The group consisted of approximately 150 to 180 individuals. This particular conference was smaller than the regular APCO/NENA events but many similar things. In larger states with larger PSAPs, the discussions are not as minute and discretionary as here in Hawaii. There is an understanding and recognition in the community of how far along Hawaii is with the deployment of Text-to-911, with PSAPs overall and 911 in general. The biggest thing to come out the conference was that technology is not the issue. There exists enough technology, but the issues that arise are down to applications integrating with RMS and PSAPs. The main issue is the policies that are written in place. Although applications can provide multi-level location information with additional details text and video coming in to the PSAP, the issue is who is going to interpret that info at the PSAP in a three to four minute time frame. FCC Commissioner Jessica Rosenworcel who has been renominated by President Obama and served under former Senator Daniel Inouye was present advocating for the PSAPs and making sure technology is incorporated, but at the same time she acknowledged the challenges that technology has in public safety and the decisions that public safety has to make in ensuring that the customers and constituents are being

served properly. During the 911 visit last year, it was also nice to meet with FCC Chairman Tom Wheeler. It is imperative to make sure that Hawaii consistently keeps in touch and stays in front of the FCC, especially because Hawaii is prominent in sense that we have Text-to-911 ready to deploy. This conference is offered twice a year, one on west coast and one in east coast. This year, it will be held in Seattle in the Spring and Missouri in the Fall. Committee Chair Schutte recommends strongly that a board member attends this conference during the year and delivers a report during board meetings. Communications Chair Schutte would like to start providing reports on conferences attended during the monthly meetings, as he saw great value in the Executive Director's report from his leadership meeting.

2. Ms. Davlynn Racadio had the opportunity to attend the annual NENA Developmental Conference (NDC) and provided a summary of her experience. The conference lasted for five days from 9:00 am to 5:00 pm and consisted of an array of classes. The first three and a half days were dedicated to protocols and standards NENA is trying to develop. The classes were interactive in soliciting feedback from the participants regarding what works and what does not work for their PSAP. Ms. Racadio mentioned she particularly enjoyed and "majored" in classes on text messaging, locations, accuracy, and classes pertaining to PSAP issues. She "minored" in classes in locations focusing on GIS mapping. She stated that the NDC was also a very small conference with approximately 150 attendees. Input is valued and individuals take notes and ask attendees to participate in conference calls. The main issue presented at this conference was class of service for text messages. She stated we are not the only people experiencing class of service issues, there are issues nationwide, but Hawaii differs because of our geographical location. Ms. Racadio felt it beneficial to attend the NDC and recommends that we continue to send our members and fully maximize our NENA membership.

ii. Legislative Investigative Committee update- Paul Ferreira

1. Committee Chair Paul Ferreira stated that we are still waiting on approval from Governor Ige's office to have the prepaid legislation bill move forward and included in his administration package. The Executive Director met with CTIA and had a conversation about potential issues, but he believes they are minor and can be easily resolved.

b. Technical Committee – Thalia Burns

i. Investigative Regulatory Committee update – Marshall Kanehailua

1. There were no updates at this time, but Mr. Kanehailua announced he would like to hold a meeting with the

Investigative Regulatory Committee to discuss the direction of the committee. He also expressed that there may be a need to seek advice from Ms. Stella Kam of the Office of the Attorney General regarding this issue and will likely have an update during the January committee meeting.

ii. FCC update

1. The Executive Director announced there were no FCC updates at this time.

iii. Text-to-911 update

1. Ms. Thalia Burns – Committee Chair Thalia Burns provided an update on Text-to-911. The Text-to-911 Committee did an outstanding job developing the flyers and frequently asked questions (FAQ). The Text-to-911 flyers went to print and the final product was delivered at the board meeting for the board members to take back to their agencies. On both the flyer and FAQ, they point the public to the Text-to-911 website ([hawaiitextto911.com](http://hawaiitextto911.com)) via the DAGS Enhanced 911 Board website. Ms. Burns extended thanks to the Executive Director and his webmaster who have done an excellent job on the website. The website will be utilized to continually provide additional information to the public. There have been some discussions on doing a soft launch before going live, and the next action item will be to discuss a soft launch date for Text-to-911 at the December 16, 2015 meeting. Committee Chair Burns then turned the meeting over to A/C John Jakubczak from MPD. He stated Ms. Davlynn Racadio brought up the class of service issue. He asked if we proceed with the soft launch and text comes in from a location in the ocean, the issue is if the PSAP is able to provide service to the person. He stated Maui only received their agreement for Text-to-911 yesterday and it must go to corporate counsel to have it reviewed before any agreement can be entered into for the soft launch. Hawaiian Telcom held meetings with Tony Ramirez from Akimeka who did an excellent job briefing HT on class of service issues because they admit they do not have all the answers and need to understand where things are going because the standards are still being developed as we go. After the meeting, HT now understands what the issues are. Mr. Ryan Freitas and Mr. Ben Morgan from HT met with Intrado and their two Vice Presidents there, Tim and Eric, who have been on-island before and agree that class of service is something that we need to address in order to improve location information on text calls. They spoke with their location information expert, Mr. John Snap, and believe Mr. Tony Ramirez's information has pushed this through as a requirement for text nationwide. Intrado stated that the whole country was

behind on acknowledging that class of service is a requirement for text calls. Intrado has agreed with HT that this needs to be developed and in the system. HT communicated with Intrado this week and they do not have a timeline right now, but are committed to getting a timeline by the next board meeting. Mr. Ben Morgan mentioned HT's understanding is that the location information they are getting on text today is better than or equal to all of the other agencies that have launched Text-to-911 nationwide. From HT's perspective, they feel comfortable with a soft launch with the level of service that is being provided regarding location information, but they understand it is not their decision and is ultimately up to the PSAPs on when to launch. Mr. Tony Ramirez stated that he went through and provided a presentation to all of the PSAPs and to Mr. John Snap and senior management of Intrado and it was a positive exchange of information. Mr. Snap did indicate that class of service is something that Hawaii is on the leading edge and is the first state to bring up the class of service issue as a recommendation to make the system better. He echoed Mr. Ben Morgan sentiments that Hawaii is on the leading edge of location information. The PSAPs on Text-to-911 now are getting an incoming device location that transmitted from the PDE (the wireless equivalent) location system. The future enhancements of the system are location based technology or location based systems, which will provide more accurate location info. The device location information that is being provided right now is most likely more accurate than what they are getting on the mainland and enhancements continue to be made. The latest BETA standard that came out in May 2015 that provided introduction to MMS and that is a restricted standard for MMS to the message only. No audio video pictures and he thinks that is why some emoji testing was being done. Mr. Ramirez's assessment of Intrado meeting and training is that they are on the right track and we will make it work. They have agreed to exchange data regarding mapping systems and boundaries to make it more accurate. Presently, boundaries are associated with landmark areas of islands, but they will move those boundaries out so that they can capture any text that comes from a centroid located in the ocean. Mr. Ramirez is waiting for Mr. Snap to get back to him regarding exchange of information. Mr. Kenison Tejada stated he has pressed Mr. Roger Hixon on the class of service issue. Mr. Hixon confirmed during the meeting that they were doing class of service but when Mr. Tejada pressed him as to where, he could not say, so Mr. Tejada is not sure they are really doing this. Ms. Davlynn Racadio and Mr. Tony Ramirez are on the class of service committee and

knows they are definitely working on it. MPD A/C John Jakubczak asked how long the soft launch period will be before going live and should we wait until class of service has been developed? Ms. Thalia Burns stated she does know that we should hold off going live at some point, as we owe this to the disability community to go live and give them an equal chance to reach 911. HPD has tested Text-to-911 and their staff has been trained and the policies and procedures are in place. Going live is only a matter of flipping a switch. Acting Major Allan Nagata stated HPD has MOP's in place and are comfortable with what Mr. Ramirez and Mr. Morgan have said about the location information. He clarified that by initiating a soft launch, we are not publicly announcing we are live and that HPD will be on standby and any texts that come in during this period will be processed. A/C Jakubczak asked if the PSAPs should hold off on displaying the Text-to-911 until the official launch. Ms. Thalia Burns stated the posters were printed purposely with no date in order to not give public false hope. Mr. Mark Begley stated he understands the plan was for all PSAPs to go live at same time, but if the PSAPs are not comfortable they should not be forced to launch early, but said if a large jurisdiction like Honolulu is ready, then he understands the need to not hold off in case someone can utilize it during a potential life-threatening situation. Acting Major Allan Nagata stated not everyone has signed up for Smart 911, but Text-to-911 is available for everyone who has a text-enabled phone. He confirmed HPD is ready for a soft launch and Ms. Thalia Burns announced the next action item will be to discuss a soft launch date for Text-to-911 at the December 16, 2015 meeting.

iv. Request approval-

1. 9-1-1 Goes to Wash.DC. Conference, February 21-24, 2016. Board member (1) – \$3,000.

MPD A/C John Jakubczak motioned to approve one board member to attend the 9-1-1 Goes to Washington D.C. conference at a cost of \$3,000 subject to final approval by the Board. The motion was seconded and approved by voice vote by all technical committee members present.

2. IWCE Conference in Las Vegas, NV, March 21-25, 2016. Board member (1) - \$2,500.

- a. MPD A/C John Jakubczak motioned to approve one board member to attend the IWCE Conference in Las Vegas at a cost of \$2,500 subject to final approval by

the Board. The motion was seconded and approved by voice vote by all technical committee members present.

3. Oahu PSAP –for Pictometry licensing agreement for FY2021 -\$208,600.

- a. Per the Executive Director, the amount approved in strategic budget plan (attached sheet) and the strategic budget plan only goes to FY 2020, so FY 2021 has not been approved. The Board has already approved \$1.3M, so there is need to have the remaining \$208,600 approved for FY 2021 for this six year contract. Mr. Tony Ramirez asked if this amount was factored into the request to increase the ceiling in FY 2017. The Executive Director responded that this amount has indeed been factored in to the ceiling increase for FY2017.
- b. MPD A/C John Jakubczak motioned to approve the additional DIT request of \$208,600 subject to final approval by the Board. The motion was seconded and approved by voice vote by all technical committee members present.

v. Others

1. **Ms. Thalia Burns** – Ms. Burns had an announcement that she would like to share with all of the counties. HPD came across a situation earlier in the week in which a registered owner (R.O.) of a vehicle wanted to report his vehicle stolen. The R.O. had a special license plate that spelled HOMIE. The paperwork showed HOMIE, but the physical plate issued by Motor Vehicle reflected a zero “0” in place of the letter “O”. The R.O.’s paperwork and everything in the Motor Vehicle files show the license plate as HOMIE, spelled using the letter O. The Department of Motor Vehicles was contacted and is in the process of performing corrections to make sure that their files, registration paperwork and physical plate all match. Until this situation is corrected, in the interim, counties may need to run inquiries using the letter “O” and the number zero “0”. For HPD, this situation presented an officer safety issue. If the officer ran the license plate only containing the number 0 (zero) spelled HOMIE, there would be no hit on the vehicle that it was reported stolen. If the officer then approached the vehicle, the officer would unknowingly be in a position of engaging suspects in the midst of an auto theft. HPD would like to alert all counties in the interim to run plates with both the letter O and the number 0 (zero) for safety.
2. **Mr. Tony Ramirez** – Mr. Tony Ramirez provided an announcement for the PSAPs that the 1<sup>st</sup> Q of 2016 (Jan-

Mar) Verizon will be conducting statewide testing of all LTE towers. Verizon coordinate with the PSAPs to set up a schedule and draft plans in order to ensure this testing is completed. This is a statewide effort and there are a large amount of sectors. It will most likely take the full three months for completion.

c. Finance Committee – Kiman Wong

1. Quorum was not present for the Finance Committee, so the items that were approved from the Communications and Technical Committees will be referred to the full Board for final approval.
- ii. Review of Monthly Cash Flow & Budget Financial Reports.
  1. The Executive Director emailed Monthly Cash Flow and Budget Financial reports to everyone prior to the meeting for review. At this time, since quorum is not present, this item will be reviewed during the Board meeting.
- iii. Request Funding:
  1. 9-1-1 Goes to Wash.DC. Conference, February 21-24, 2016.
    - a. Board members (1) – \$3,000.
  2. IWCE Conference in Las Vegas, NV, March 21-25, 2016.
    - a. Board member (1) - \$2,500.
  3. Oahu PSAP – funding for Pictometry licensing agreement for FY 2021 - \$208,600.

Quorum was not present for the Finance Committee, so these three items that were moved to the full Board for final approval.

iv. Others.

1. None

## VI. PSAP Status Updates

a. Kauai – Mark Begley

- i. KPD A/C Rob Gausepohl provided an update from the Kauai PSAP. They had an issue regarding their contract. They had a bit of contract negotiation back in May 2015, but they never received the contract back until last week. The revised contract is presently with KPD's county attorney. A/C Gausepohl stated that there is no mention of any kind of upgrades in the contract. He posed the question if any class of service upgrades are made, would this affect the contract pricing? Ms. Eleni Papakiristis from Hawaiian Telcom responded that class of service upgrades would not affect pricing. A/C Gausepohl stated they are also still working on a non-disclosure agreement for Akimeka.

b. Oahu – Allan Nagata

- i. Recruiting update - Honolulu Police Department Acting Major Allan Nagata provided a status update on the 911 dispatcher recruiting efforts. From the period of November 1-19, 2015 they received 543 applications for the position. January 23, 2016 is the 911 police radio dispatcher civil service test and the hope is that all applicants take the test. He would like to congratulate Ms. Thalia Burns on her fantastic marketing efforts to generate interest in the position vacancy and encouraging individuals to apply.
- ii. Smart 911 update – approximately 2,100 registered accounts times three to four phones under each registered account, so this equates to approximately 10,000 registered phones in the state. This is a good number, considering the three month launch.
- iii. Honolulu Hale Christmas Display – A PowerPoint slide show was presented by Acting Major Nagata to everyone in attendance. HPD was assigned the 2015 Christmas display for Honolulu Hale and the personnel were supplied from the communications division. At the end of July, they went to the display coordinator's meeting and they had to select their space for their tree display. They were selected as number 22 out of 24 slots, which was second to last. The display location fronts South King Street, at the beginning of Honolulu Hale. The theme of this year's contest was choo choo trains. In 2014, the theme was How the Grinch Stole Christmas. This year, after solicitation from all the watches, they decided to go with a superhero theme. Recyclable materials were used to create ornaments. The dispatchers also used soft drink tabs and hot glue and placed soft drink tabs on to the ornaments. Approximately 110-140 soft drink tabs were used per ornament. This shows creativity and ingenuity on the employees' part. Dispatchers put the tabs on the ornaments during their down time. They also made something for the keiki who visited the display. They printed several hundred superhero masks and taped them on chopsticks so when the keiki came to the display, they received one mask per child. The soda cans that remained after the tabs were taken off were cut open and had stars drawn on them and were cut and folded to hang on the tree. The leftovers of the comic books were folded into ninja stars and used as additional ornaments. Life-size superheroes of The Hulk and Spider-Man were created using paper mache, chicken wire, newspapers, flour, and white paper and mounted to plywood board for stability. Spider-Man was mounted on the top of display train caboose to guard the presents and The Hulk is on the inside. The Hulk figure stands at approximately 6'5". Three lead police dispatchers helped set up the entire display. HPD Chief of Police hung the ceremonial ornament with the recycled materials. At the tree display ceremony, their display did not receive any awards, but it was nice to build the display for Honolulu Hale and the public. Several displays contained minion characters. Best in show was awarded to the Department of

Design and Construction, who had a Thomas the Train display. Acting Major Nagata had the opportunity to return to the display over the weekend and met a family of six from Canada who really appreciated the HPD display because it was unique and interactive in that they could take photos. They also appreciated that they received something from the display (the superhero mask) which was something many displays did not provide. Acting Major Nagata extended thanks to all of the employees who worked so very hard on this year's display.

c. Molokai – Dean Rickard

Maui Police Department Deputy Chief Dean Rickard made an announcement that he just received their service agreement contract today and he will be forwarding the contract to co-counsel.

d. Maui – John Jakubczak

Maui Police Department A/C John Jakubczak provided an update on emergency services dispatcher recruitment. At the beginning of December, five newly hired dispatchers started their training. There is also a continuous recruitment and are they are moving along to fill some of the vacancies. A/C Jakubczak made mention that their lieutenant is retiring at the end of the month, so the communications division will be looking for a new commander.

e. Hawaii – Paul Ferreira

Hawaii Police Department Acting Lieutenant Travis Ing stated HiPD received their service agreement contracts Friday night. He also provided an update on their police radio dispatcher positions. They presently have five openings and will have another opening in the New Year, as a member of their dispatcher team will be transferring to the records division. At this time, background checks are still being conducted on applicants.

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

a. 911 Timeline update.

This is a standing item on the agenda. This is a reminder to everyone to please to submit any updates to the Executive Director as soon as possible.

b. Others.

i. None

## VIII. Announcements

- a. Meeting dates (10:00am – 12:00noon):
  - i. **Tuesday**, January 12, 2016 (Combined meeting)(**DLNR Conf. Room**)(**10:30am start time**)
  - ii. Thursday, February 11, 2016 (Combined meeting)
  - iii. Thursday, March 10, 2016 (Combined meeting)
  - iv. Thursday, April 14, 2016 (Combined meeting)
- b. Others
  - i. None

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

- i. The board chair asked if there was anyone who wishes to comment on issues not on the agenda for consideration at the next board meeting to please come forward. No one came forward.
- ii. Ms. Victoria Garcia – FirstNet Update  
Ms. Victoria Garcia provided an update on FirstNet. They are trying to put together a Board to oversee communications throughout the state so that people are informed of what FirstNet is doing and can help move things forward. Ms. Garcia thinks this will add value to what the Enhanced 911 Board is doing. Ms. Garcia extended thanks to Mr. Paul Ferreira, who has agreed to sit on the newly formed Board in addition to the Adjutant General. The goal is to bring information to the Enhanced 911 Board and individuals in the county and state individuals that deal with communications. The State Point of Contact (SPOC) is General Logan and Ms. Garcia is the coordinator for FirstNet in Hawaii. FirstNet is on schedule to meet their goal of getting their RFP out by the beginning of January and are under Congressional deadlines. FirstNet has been performing data gathering. She would like to extend thanks of those who have provided data that they needed on Hawaii. Next year, as FirstNet goes forward, they will continue to work with the states, but are trying to get more engaged in the user community which is absolutely essential in terms of what the users will need regarding advanced communications that are deployed. FirstNet has gotten many inquiries regarding tying in 911 to national areas. She mentioned that the Federal Department of Defense (DoD) is also trying to work closer with the state and with 911. Federal DoD is trying to do a cybersecurity project that they would like to tie in with the 911 efforts. Ms. Garcia has asked Mr. Paul Ferreira to sit in on the meeting. Mr. Joe Wassel from the Department of Defense is the contact and he has met the Enhanced 911 Board Executive Director at the NASNA meeting. Mr. Wassel is on-island every two to three months because they are trying to tie Hawaii into this national effort with PACOM and NORTHCOM. They had asked to meet one of the PSAPs. Ms. Garcia asked Ms. Thalia Burns if they

could meet with HPD to discuss further discuss their efforts. Since the group touches public safety and communications, Ms. Garcia believes that it is important the group she is dealing with understands what the Enhanced 911 Board is doing and how it in to other operations.

- iii. Mr. Paul Ferreira asked the Executive Director to add this item to future agendas to provide Ms. Garcia the opportunity to present a FirstNet update at future meetings.

**X. Adjournment**

- a. Mr. Tony Ramirez motioned to adjourn the meeting. The motion was seconded by voice vote of all board members in attendance and the meeting officially adjourned at 10:52 am.

# Oahu Civilian E9-1-1 Status Report

*December 1, 2015 – December 31, 2015*

# Oahu Civilian E9-1-1 Status Report

December 1, 2015 - December 31, 2015

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# Oahu Civilian E9-1-1 Status Report

December 1, 2015 - December 31, 2015

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## Oahu Civilian E9-1-1 Status Report

December 1, 2015 - December 31, 2015

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# Oahu Civilian E9-1-1 Status Report

## December 1, 2015 - December 31, 2015

### 1. PSAP OPERATIONS

#### 9-1-1 CALL VOLUME – DECEMBER 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 |
| December                       | 93,537                      | 21,317                | 22.79%           | 68,366                | 73.09%           | 50.57%                   | 22.52%                   | 3,788             | 4.05%            | 65                       | 0.07%            | 2,228              | 2.38%            | 13,610                 | 14.55%           | 755                | 0.81%            |

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

| 9-1-1 Primary PSAP Call Volume |                             |                       |                  |                       |                  |                          |                          |                   |                  |                          |                  |                    |                  |                        |                  |                            |                  |
|--------------------------------|-----------------------------|-----------------------|------------------|-----------------------|------------------|--------------------------|--------------------------|-------------------|------------------|--------------------------|------------------|--------------------|------------------|------------------------|------------------|----------------------------|------------------|
| Honolulu City & County PSAPs   |                             | Wireline              |                  | Wireless              |                  |                          |                          | VOIP Calls        |                  | Calls with No ALI        |                  | Admin Calls        |                  | Abandoned Calls        |                  | Other Calls                |                  |
| 2015                           | Total 9-1-1 Calls Processed | No. of Wireline Calls | % of Total Calls | No. of Wireless Calls | % of Total Calls | % of Wireless WPH1 Calls | % of Wireless WPH2 Calls | No. of VoIP Calls | % of Total Calls | No. of Calls with No ALI | % of Total Calls | No. of Admin Calls | % of Total Calls | No. of 9-1-1 Abandoned | % of Total Calls | No. of Total Call Received | % of Total Calls |
| JAN                            | 82,328                      | 19,792                | 24.04%           | 59,531                | 72.31%           | 49.23%                   | 23.08%                   | 2,939             | 3.57%            | 66                       | 0.08%            | 2,171              | 2.64%            | 11,306                 | 13.73%           | 618                        | 0.75%            |
| FEB                            | 77,047                      | 18,699                | 24.27%           | 55,782                | 72.40%           | 49.78%                   | 22.62%                   | 2,504             | 3.25%            | 62                       | 0.08%            | 1,790              | 2.32%            | 10,656                 | 13.83%           | 600                        | 0.78%            |
| MAR                            | 82,861                      | 19,837                | 23.94%           | 60,232                | 72.69%           | 50.43%                   | 22.26%                   | 2,751             | 3.32%            | 41                       | 0.05%            | 2,286              | 2.76%            | 11,822                 | 14.27%           | 674                        | 0.81%            |
| APR                            | 79,337                      | 18,532                | 23.36%           | 58,075                | 73.20%           | 49.98%                   | 23.22%                   | 2,674             | 3.37%            | 56                       | 0.07%            | 1,135              | 1.43%            | 11,885                 | 14.98%           | 625                        | 0.79%            |
| MAY                            | 82,466                      | 19,339                | 23.45%           | 60,142                | 72.93%           | 52.21%                   | 20.72%                   | 2,936             | 3.56%            | 49                       | 0.06%            | 1,895              | 2.30%            | 12,616                 | 15.30%           | 597                        | 0.72%            |
| JUNE                           | 82,356                      | 19,338                | 23.48%           | 60,169                | 73.06%           | 51.41%                   | 21.65%                   | 2,800             | 3.40%            | 49                       | 0.06%            | 1,989              | 2.42%            | 12,172                 | 14.78%           | 643                        | 0.78%            |
| JULY                           | 88,272                      | 20,567                | 23.30%           | 64,880                | 73.50%           | 51.02%                   | 22.48%                   | 2,781             | 3.15%            | 44                       | 0.05%            | 2,159              | 2.45%            | 13,150                 | 14.90%           | 748                        | 0.85%            |
| AUG                            | 90,430                      | 20,708                | 22.90%           | 66,575                | 73.62%           | 51.24%                   | 22.38%                   | 3,102             | 3.43%            | 45                       | 0.05%            | 2,405              | 2.66%            | 13,718                 | 15.17%           | 754                        | 0.83%            |
| SEPT                           | 85,443                      | 20,216                | 23.66%           | 62,348                | 72.97%           | 50.83%                   | 22.14%                   | 2,828             | 3.31%            | 51                       | 0.06%            | 2,202              | 2.58%            | 12,044                 | 14.10%           | 903                        | 1.06%            |
| OCT                            | 88,878                      | 20,655                | 23.24%           | 64,970                | 73.10%           | 50.81%                   | 22.29%                   | 3,200             | 3.60%            | 53                       | 0.06%            | 2,409              | 2.71%            | 12,480                 | 14.04%           | 1,900                      | 2.14%            |
| NOV                            | 86,447                      | 20,427                | 23.63%           | 63,054                | 72.94%           | 50.59%                   | 22.35%                   | 2,905             | 3.36%            | 61                       | 0.07%            | 2,327              | 2.69%            | 12,523                 | 14.49%           | 591                        | 0.68%            |
| DEC                            | 93,537                      | 21,317                | 22.79%           | 68,366                | 73.09%           | 50.57%                   | 22.52%                   | 3,788             | 4.05%            | 65                       | 0.07%            | 2,228              | 2.38%            | 13,610                 | 14.55%           | 755                        | 0.81%            |
| YTD                            | 1,019,402                   | 239,427               |                  | 744,124               |                  |                          |                          | 35,208            |                  | 642                      |                  | 24,996             |                  | 147,982                |                  | 9,408                      |                  |
| MON AVG                        | 84,950                      | 19,952                | 23.51%           | 62,010                | 72.98%           | 50.68%                   | 22.31%                   | 2,934             | 3.45%            | 54                       | 0.06%            | 2,083              | 2.45%            | 12,332                 | 14.51%           | 784                        | 0.92%            |

#### NOTE:

- **\*Calls with no Ali 0.07% - Statewide average = 0.18% Year 2015**
- **Wireline totals for February and March have been adjusted per HPD audit.**

# Oahu Civilian E9-1-1 Status Report

December 1, 2015 - December 31, 2015

## 9-1-1 CALL VOLUME BY AGENCY – DECEMBER 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 |
| December | 82,255                      | 87.94%           | 20,307                    | 47,017                        | 1,321                 | 13,610                  | 2,046                       | 2.19%            | 72                    | 39                      |

| 2015     | 9-1-1 Call Volume by Agency    |                  |                       |                         |                                |                  |                       |                         |
|----------|--------------------------------|------------------|-----------------------|-------------------------|--------------------------------|------------------|-----------------------|-------------------------|
|          | Emergency Medical Services     |                  |                       |                         | Ocean Safety                   |                  |                       |                         |
|          | Number of Total Calls Received | % of Total Calls | Number of Admin Calls | Number of Dropped Calls | Number of Total Calls Received | % of Total Calls | Number of Admin Calls | Number of Dropped Calls |
| December | 8,418                          | 9.00%            | 779                   | 114                     | 63                             | 0.07%            | 56                    | 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     | 78,622                         | 86.94%           | 21,788                 | 41,628                     | 1,488              | 13,718               | 2,790                       | 3.09%            | 96                 | 0                    | 8,185                       | 9.05%            | 742                | 90                   | 79                          | 0.09%            | 79                 | 5                    |
| SEPT    | 74,244                         | 86.89%           | 21,690                 | 39,182                     | 1,328              | 12,044               | 2,210                       | 2.59%            | 104                | 0                    | 8,061                       | 9.43%            | 749                | 183                  | 25                          | 0.03%            | 21                 | 7                    |
| OCT     | 75,955                         | 85.46%           | 20,831                 | 41,145                     | 1,499              | 12,480               | 2,439                       | 2.74%            | 89                 | 0                    | 8,513                       | 9.58%            | 752                | 110                  | 71                          | 0.08%            | 69                 | 5                    |
| NOV     | 75,472                         | 87.30%           | 20,572                 | 41,359                     | 1,018              | 12,523               | 2,474                       | 2.86%            | 341                | 35                   | 7,846                       | 9.08%            | 905                | 107                  | 64                          | 0.07%            | 63                 | 3                    |
| DEC     | 82,255                         | 87.94%           | 20,307                 | 47,017                     | 1,321              | 13,610               | 2,046                       | 2.19%            | 72                 | 39                   | 8,418                       | 9.00%            | 779                | 114                  | 63                          | 0.07%            | 56                 | 10                   |
| YTD     | 880,883                        |                  | 244,061                | 474,694                    | 14,146             | 147,982              | 30,758                      |                  | 1,378              | 74                   | 97,572                      |                  | 8,719              | 1,359                | 781                         |                  | 753                | 84                   |
| MON AVG | 73,407                         | 86.38%           | 20,338                 | 39,558                     | 1,179              | 12,332               | 2,563                       | 3.03%            | 115                | 6                    | 8,131                       | 9.59%            | 727                | 113                  | 65                          | 0.08%            | 63                 | 7                    |

# Oahu Civilian E9-1-1 Status Report

December 1, 2015 - December 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

December 1, 2015 - December 31, 2015

## TEXT TO 911 – CURRENT MONTH – DECEMBER 2015

### NOTE:

- The Oahu Civilian PSAPs have deployed a soft launch for Text to 911 on December 21, 2015.
- During this soft launch period, PSAP personnel will utilize this period to sharpen their Texting skills and procedures.
- Although there is a “Text to 911” plot on the MapFlex, the location of the plot is not reliable. Text to 911 Dispatchers should use their skills to ascertain the exact location of the emergency response.

| TEXT TO 911 Oahu Civilian |                             |
|---------------------------|-----------------------------|
| Month                     | Total received at Screeners |
| Dec                       | 84                          |

### NOTE:

A further detailed Text To 911 Chart will be available in the January 2016 report.

## FYI.....FOR YOUR INFORMATION

| FYI ..... For Your Information                                                                      |                                                                                                                                                                                                                                                                                                                                                                                              |
|-----------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| PSAP Operations                                                                                     |                                                                                                                                                                                                                                                                                                                                                                                              |
| Intrado                                                                                             | Intrado, a susidiary of the West Corporation has been rebranded to West Safety Services.                                                                                                                                                                                                                                                                                                     |
| MSAG                                                                                                | Intrado is currently in the process of training new 911 Net Data Analysts assigned to process the MSAG and TNCR record transactions that are submitted daily by Akimeka on behalf of the County PSAPs. There has been a delay of processing TNCR requests as reflected in the "PSAP 9-1-1 Telephone Number Locations Change Request" chart due to this transitional period. refer to page 13 |
| <b>*Statewide average (year 2015) of 911 calls <i>with</i> Location Information = 99.82%</b>        |                                                                                                                                                                                                                                                                                                                                                                                              |
| * Statewide averages does <b>not</b> include the Military 911 calls or current Text to 911 testing. |                                                                                                                                                                                                                                                                                                                                                                                              |

## Oahu Civilian E9-1-1 Status Report

December 1, 2015 - December 31, 2015

### WIRELESS PSAP TESTING – DECEMBER 2015

| OAHU CIVILIAN - DECEMBER 2015 |      |              |                |            |                |                     |
|-------------------------------|------|--------------|----------------|------------|----------------|---------------------|
| Date                          | WSP  | Sites Tested | Sectors Tested | Tested By: | Test Pass/Fail | Comments:           |
| 12/2/2015                     | AT&T | 1            | 1              | Oahu PSAP  | Pass           | Ala Moana Omni site |
|                               |      |              |                |            |                |                     |
|                               |      |              |                |            |                |                     |

#### NOTES:

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

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

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

## Oahu Civilian E9-1-1 Status Report

December 1, 2015 - December 31, 2015

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

CURRENT MONTH – DECEMBER 2015

| OAHU<br>CIVILIAN | 9-1-1 NET REQUESTS |        |          |        |        |       |                             |
|------------------|--------------------|--------|----------|--------|--------|-------|-----------------------------|
|                  | MSAG TRANSACTIONS  |        |          |        |        |       |                             |
| 2015             | Total              | Change | Combined | Delete | Insert | Split | Customer Addresses Affected |
| DEC              | 40                 | 31     | 3        | 1      | 4      | 1     | 559                         |

#### MSAG CURRENT MONTH NOTES:

A total of **51** MSAG transactions were processed in 9-1-1 Net during the month of December 2015. Forty (**40**) requests were processed relating to the MSAG database and **11** requests relating to the ALI database (see ALI Transaction chart on next page). There were **559** 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              | 903                | 866    | 2        | 0      | 3      | 32    | 82,310                      |
| SEPT             | 1,272              | 1,209  | 1        | 4      | 3      | 55    | 222,151                     |
| OCT              | 671                | 640    | 3        | 3      | 8      | 17    | 45,488                      |
| NOV              | 25                 | 19     | 1        | 0      | 0      | 5     | 998                         |
| DEC              | 40                 | 31     | 3        | 1      | 4      | 1     | 559                         |
| TOTAL YTD        | 7,970              | 7,648  | 26       | 60     | 32     | 204   | 531,308                     |
| AVG PER MONTH    | 664                | 637    | 2        | 5      | 3      | 17    | 44,276                      |

# Oahu Civilian E9-1-1 Status Report

December 1, 2015 - December 31, 2015

## ALI TRANSACTIONS CURRENT MONTH – DECEMBER 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 |
| DEC              | 11    | 11                         | 0          | 0           | 402                                                | 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:

**11** Telephone Number Change Requests (TN CR) transactions were processed with MSAG valid addresses, as a result of the ESN 199 clean-up effort. ESN 199 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 402 Open Telephone Number Change Requests as of December 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 December 31, 2015.**

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

## Oahu Civilian E9-1-1 Status Report

December 1, 2015 - December 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              | 0     | 0                          | 0      | 0       | 263                                                | 0      | 0       |
| SEPT             | 49    | 49                         | 0      | 0       | 304                                                | 0      | 0       |
| OCT              | 66    | 66                         | 0      | 0       | 276                                                | 0      | 0       |
| NOV              | 2     | 0                          | 2      | 0       | 380                                                | 0      | 0       |
| DEC              | 11    | 11                         | 0      | 0       | 402                                                | 0      | 0       |
| TOTAL YTD        | 1,917 | 1,909                      | 8      | 0       |                                                    |        |         |
| AVG PER<br>MONTH | 160   | 159                        | 1      | 0       |                                                    |        |         |

# Oahu Civilian E9-1-1 Status Report

December 1, 2015 - December 31, 2015

## TNCR (TELEPHONE NUMBER CHANGE REQUEST) CURRENT STATUS – DECEMBER, 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                                                                                          | 402                                     | 11                                             | 177                                       | 214                         |

| 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

December 1, 2015 - December 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 **December 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

December 1, 2015 - December 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                            |
| Waipahu                                | 08/04/15                                             | 09/07/15                     | 08/25/15                   |                | 08/7/15,<br>08/21/15            |                                     |
| Kunia                                  | 09/08/15                                             | 09/11/15                     | 08/26/15                   |                |                                 |                                     |
| Waipio                                 | 09/14/15                                             | 09/29/15                     | 09/18/15                   |                | 09/18/15                        | 10/12/15                            |
| Mililani                               | 09/30/15                                             | 11/19/15                     | 11/10/15                   |                | 11/10/15                        | 12/14/16                            |
| Pearl City                             | 11/20/15                                             | 12/17/15                     | 12/02/16                   |                | 12/11/16                        |                                     |
| Aiea                                   | 12/18/15                                             | 01/26/16                     | IN PROGRESS                |                | 12/23/16                        | IN PROGRESS                         |
| PC PEN                                 | 01/27/16                                             | 02/02/16                     |                            |                |                                 |                                     |
| McGrew PT                              | 02/03/16                                             | 02/04/16                     |                            |                |                                 |                                     |
| Halawa                                 | 02/05/16                                             | 02/08/16                     |                            |                |                                 |                                     |
| Makalapa                               | 02/09/16                                             | 02/11/16                     |                            |                |                                 |                                     |

# Oahu Civilian E9-1-1 Status Report

December 1, 2015 - December 31, 2015

## 3. GEOGRAPHIC INFORMATION SYSTEM (GIS) – DECEMBER 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                                                                         |                                  | 12/23/15           |                                                                                            |                                                                               |
|                                                                                        | 12/18/2015                       |                    | Deleted one (1) address point in Makakilo                                                  |                                                                               |
|                                                                                        | 12/18/2015                       |                    | Spatially corrected one thousand one hundred forty-nine (1,149) address points in Makakilo |                                                                               |
|                                                                                        | 12/17/2015                       |                    | Corrected four (4) TMK in Kapolei                                                          |                                                                               |
|                                                                                        | 12/17/2015                       |                    | Deleted five (5) address points in Kapolei                                                 |                                                                               |
|                                                                                        | 12/17/2015                       |                    | Added one (1) Alias 1 in Kapolei                                                           |                                                                               |
|                                                                                        | 12/17/2015                       |                    | Spatially corrected fifty four (54) address points in Kapolei                              |                                                                               |
|                                                                                        | 12/17/2015                       |                    | Added two (2) routing ID in Manoa                                                          |                                                                               |
|                                                                                        | 12/17/2015                       |                    | Added twelve (12) address points in Manoa                                                  |                                                                               |
|                                                                                        | 12/17/2015                       |                    | Spatially corrected one (1) address point in Manoa                                         |                                                                               |
|                                                                                        | 12/17/2015                       |                    | Spatially corrected six hundred sixty (660) address points in Makakilo                     |                                                                               |
|                                                                                        | 12/16/2015                       |                    | Deleted three (3) location names in Kapolei                                                |                                                                               |
|                                                                                        | 12/16/2015                       |                    | Deleted one (1) address point in Kapolei                                                   |                                                                               |
|                                                                                        | 12/16/2015                       |                    | Spatially corrected one hundred fifty-one (151) address points in Kapolei                  |                                                                               |
|                                                                                        | 12/15/2015                       |                    | Added one (1) location name in Kapolei                                                     |                                                                               |
|                                                                                        | 12/15/2015                       |                    | Corrected one (1) full address in Kapolei                                                  |                                                                               |
|                                                                                        | 12/15/2015                       |                    | Added twenty-nine (29) address points in Kapolei                                           |                                                                               |
|                                                                                        | 12/15/2015                       |                    | Added one (1) routing ID in Kapolei                                                        |                                                                               |
|                                                                                        | 12/15/2015                       |                    | Deleted four (4) address points in Kapolei                                                 |                                                                               |
|                                                                                        | 12/15/2015                       |                    | Spatially corrected one hundred thirty-one (131) address points                            |                                                                               |
|                                                                                        | 12/14/2015                       |                    | Added two (2) address points in Kapolei                                                    |                                                                               |
|                                                                                        | 12/14/2015                       |                    | Added two (2) location names in Kapolei                                                    |                                                                               |
|                                                                                        | 12/14/2015                       |                    | Added two (2) routing IDs in Kapolei                                                       |                                                                               |
|                                                                                        | 12/14/2015                       |                    | Spatially corrected two hundred thirty-one (231) address points in Kapolei                 |                                                                               |
|                                                                                        |                                  |                    | 12/11/15                                                                                   |                                                                               |
|                                                                                        | 12/11/2015                       |                    |                                                                                            | Spatially corrected one hundred forty-nine (149) address points in Kapolei    |
|                                                                                        | 12/11/2015                       |                    |                                                                                            | Deleted one (1) location name in Ewa Beach                                    |
|                                                                                        | 12/11/2015                       |                    |                                                                                            | Corrected one (1) location name in Ewa Beach                                  |
|                                                                                        | 12/10/2015                       |                    |                                                                                            | Spatially corrected three-hundred (300) address points in Kapolei             |
|                                                                                        | 12/10/2015                       |                    |                                                                                            | Deleted one (1) bad address in Kapolei                                        |
|                                                                                        | 12/9/2015                        |                    |                                                                                            | Spatially corrected seven hundred forty-seven (747) address points in Kapolei |
|                                                                                        | 12/4/2015                        |                    |                                                                                            | Corrected seven (7) addresses in Ewa Beach                                    |
|                                                                                        | 12/4/2015                        |                    |                                                                                            | Spatially corrected seven (7) addresses in Ewa Beach                          |
|                                                                                        | 12/4/2015                        |                    |                                                                                            | Added seven (7) Location Names in Ewa Beach                                   |
|                                                                                        | 12/4/2015                        |                    |                                                                                            | Added seven (7) apartment numbers in Ewa Beach                                |

# Oahu Civilian E9-1-1 Status Report

December 1, 2015 - December 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<br>Delivered | Other/Remarks                                            |
|                                                                                        | Date Created/<br>Edits Performed |                       |                                                          |
| CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE<br>(Listed Alphabetically) |                                  |                       |                                                          |
| Address Points                                                                         | 12/4/2015                        |                       | Added one hundred nine (109) new addresses in Ewa Beach  |
|                                                                                        | 12/4/2015                        |                       | Added one hundred sixteen (116) Routing IDs in Ewa Beach |
| Airports                                                                               |                                  |                       |                                                          |
|                                                                                        |                                  |                       |                                                          |
| Bridges                                                                                |                                  |                       |                                                          |
|                                                                                        |                                  |                       |                                                          |
| Building Footprints                                                                    |                                  |                       |                                                          |
|                                                                                        |                                  |                       |                                                          |
| Bus Stops                                                                              |                                  |                       |                                                          |
|                                                                                        |                                  |                       |                                                          |
| Churches                                                                               |                                  |                       |                                                          |
|                                                                                        |                                  |                       |                                                          |
| Coastal Names                                                                          |                                  |                       |                                                          |
|                                                                                        |                                  |                       |                                                          |
| Coastline                                                                              |                                  |                       |                                                          |
|                                                                                        |                                  |                       |                                                          |
| Common Places                                                                          |                                  |                       |                                                          |
|                                                                                        |                                  |                       |                                                          |
| Correctional Facilities                                                                |                                  |                       |                                                          |
|                                                                                        |                                  |                       |                                                          |
| Emergency Callboxes                                                                    |                                  |                       |                                                          |
|                                                                                        |                                  |                       |                                                          |
| Emergency Operation<br>Centers                                                         |                                  |                       |                                                          |
|                                                                                        |                                  |                       |                                                          |

# Oahu Civilian E9-1-1 Status Report

December 1, 2015 - December 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 Delivered | Other/Remarks                             |
|                                                                                        | Date Created/<br>Edits Performed |                    |                                           |
| CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE<br>(Listed Alphabetically) |                                  |                    |                                           |
| Emergency Shelters                                                                     |                                  |                    |                                           |
|                                                                                        |                                  |                    |                                           |
|                                                                                        |                                  |                    |                                           |
| ESZ/ESN                                                                                | 12/29/2015                       |                    | Corrected boundaries for ESNs 129 and 130 |
|                                                                                        | 12/18/2015                       |                    | Corrected boundaries for ESNs 122 and 125 |
|                                                                                        | 12/15/2015                       |                    | Corrected boundaries for ESNs 130 and 131 |
|                                                                                        | 12/1/2015                        |                    | Corrected boundaries for ESNs 134 and 151 |
| Fire Beats                                                                             |                                  |                    |                                           |
|                                                                                        |                                  |                    |                                           |
|                                                                                        |                                  |                    |                                           |
| Fire Districts                                                                         |                                  |                    |                                           |
|                                                                                        |                                  |                    |                                           |
|                                                                                        |                                  |                    |                                           |
| Fire Response Areas                                                                    | 12/29/2015                       |                    | Corrected boundaries for STA8 and STA10   |
|                                                                                        |                                  | 12/23/15           |                                           |
|                                                                                        | 12/18/2015                       |                    | Corrected boundaries for STA4 and STA6    |
|                                                                                        | 12/15/2015                       |                    | Corrected boundaries for STA38 and STA10  |
|                                                                                        |                                  | 12/11/15           |                                           |
|                                                                                        | 12/1/2015                        |                    | Corrected boundaries for STA36 and STA42  |
| Fire Stations                                                                          |                                  |                    |                                           |
|                                                                                        |                                  |                    |                                           |
|                                                                                        |                                  |                    |                                           |
| Food & Beverage                                                                        |                                  |                    |                                           |
|                                                                                        |                                  |                    |                                           |
|                                                                                        |                                  |                    |                                           |
| Gas Stations                                                                           |                                  |                    |                                           |
|                                                                                        |                                  |                    |                                           |
|                                                                                        |                                  |                    |                                           |
| Gate Codes                                                                             |                                  |                    |                                           |
|                                                                                        |                                  |                    |                                           |
|                                                                                        |                                  |                    |                                           |
| Government Buildings                                                                   |                                  |                    |                                           |
|                                                                                        |                                  |                    |                                           |
|                                                                                        |                                  |                    |                                           |
| Harbors                                                                                |                                  |                    |                                           |
|                                                                                        |                                  |                    |                                           |
|                                                                                        |                                  |                    |                                           |

# Oahu Civilian E9-1-1 Status Report

December 1, 2015 - December 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) |                                  |                       |               |
| Helipads                                                                               |                                  |                       |               |
|                                                                                        |                                  |                       |               |
|                                                                                        |                                  |                       |               |
| Hiking Trails                                                                          |                                  |                       |               |
|                                                                                        |                                  |                       |               |
|                                                                                        |                                  |                       |               |
| Hospitals                                                                              |                                  |                       |               |
|                                                                                        |                                  |                       |               |
|                                                                                        |                                  |                       |               |
| Hydrants                                                                               |                                  |                       |               |
|                                                                                        |                                  |                       |               |
|                                                                                        |                                  |                       |               |
| Hyrdology Layers:<br>Dams<br>Ponds<br>Streams<br>Waterfalls                            |                                  |                       |               |
|                                                                                        |                                  |                       |               |
|                                                                                        |                                  |                       |               |
|                                                                                        |                                  |                       |               |
| Incident Response<br>Areas                                                             |                                  |                       |               |
|                                                                                        |                                  |                       |               |
|                                                                                        |                                  |                       |               |
| Lodging                                                                                |                                  |                       |               |
|                                                                                        |                                  |                       |               |
|                                                                                        |                                  |                       |               |
| Major Roads                                                                            |                                  |                       |               |
|                                                                                        |                                  |                       |               |
|                                                                                        |                                  |                       |               |
| Medic Beats                                                                            |                                  |                       |               |
|                                                                                        |                                  |                       |               |
|                                                                                        |                                  |                       |               |
| Medic Districts                                                                        |                                  |                       |               |
|                                                                                        |                                  |                       |               |
|                                                                                        |                                  |                       |               |
| Medic Response Areas                                                                   |                                  |                       |               |
|                                                                                        |                                  |                       |               |
|                                                                                        |                                  |                       |               |

# Oahu Civilian E9-1-1 Status Report

December 1, 2015 - December 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 Stations                                                                         |                                  |                    |                                                          |
|                                                                                        |                                  |                    |                                                          |
|                                                                                        |                                  |                    |                                                          |
| Medical Facilities                                                                     |                                  |                    |                                                          |
|                                                                                        |                                  |                    |                                                          |
|                                                                                        |                                  |                    |                                                          |
| Milepost Markers                                                                       |                                  |                    |                                                          |
|                                                                                        |                                  |                    |                                                          |
|                                                                                        |                                  |                    |                                                          |
| MSAG Communities                                                                       | 12/30/2015                       |                    | Corrected boundaries for Kalihi and Downtown             |
|                                                                                        |                                  | 12/23/15           |                                                          |
|                                                                                        |                                  | 12/11/15           |                                                          |
|                                                                                        | 12/3/2015                        |                    | Corrected boundaries for Pearl City and Aiea             |
| Net Junctions                                                                          |                                  |                    |                                                          |
|                                                                                        |                                  |                    |                                                          |
|                                                                                        |                                  |                    |                                                          |
| Ocean Rescue Boundaries                                                                |                                  |                    |                                                          |
|                                                                                        |                                  |                    |                                                          |
|                                                                                        |                                  |                    |                                                          |
| Ocean Safety                                                                           |                                  |                    |                                                          |
|                                                                                        |                                  |                    |                                                          |
|                                                                                        |                                  |                    |                                                          |
| Parcels                                                                                |                                  |                    |                                                          |
|                                                                                        |                                  |                    |                                                          |
|                                                                                        |                                  |                    |                                                          |
| Parks                                                                                  |                                  |                    |                                                          |
|                                                                                        |                                  |                    |                                                          |
|                                                                                        |                                  |                    |                                                          |
| Parks Polygon                                                                          |                                  |                    |                                                          |
|                                                                                        |                                  |                    |                                                          |
|                                                                                        |                                  |                    |                                                          |
| Points of Interest                                                                     | 12/30/2015                       |                    | Spatially corrected two (2) locations in Honolulu        |
|                                                                                        |                                  | 12/23/15           |                                                          |
|                                                                                        | 12/21/2015                       |                    | Spatially corrected forty-five (45) locations in Kapolei |
|                                                                                        | 12/16/2015                       |                    | Spatially corrected three (3) locations in Kapolei       |
|                                                                                        | 12/15/2015                       |                    | Added five (5) new Common Place in Aiea                  |

# Oahu Civilian E9-1-1 Status Report

December 1, 2015 - December 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) |                                  |                    |                                                                                                                               |  |
| Points of Interest                                                                     | 12/15/2015                       |                    | Corrected one (1) addresses in Aiea                                                                                           |  |
|                                                                                        | 12/15/2015                       |                    | Added one (1) new Common Place in Airport                                                                                     |  |
|                                                                                        | 12/15/2015                       |                    | Added one (1) new Common Place in Ewa Beach                                                                                   |  |
|                                                                                        | 12/15/2015                       |                    | Corrected one (1) Name in Haleiwa                                                                                             |  |
|                                                                                        | 12/15/2015                       |                    | Corrected one (1) Name in Kalihi                                                                                              |  |
|                                                                                        | 12/15/2015                       |                    | Added one (1) new Common Place in Kalihi                                                                                      |  |
|                                                                                        | 12/15/2015                       |                    | Spatially corrected one (1) location in Kapolei                                                                               |  |
|                                                                                        | 12/15/2015                       |                    | Added one (1) address in Kapolei                                                                                              |  |
|                                                                                        | 12/15/2015                       |                    | Corrected one (1) addresses in Makakilo                                                                                       |  |
|                                                                                        | 12/15/2015                       |                    | Added one (1) new Common Place in Makakilo                                                                                    |  |
|                                                                                        | 12/15/2015                       |                    | Corrected ( ) Name in Mokuleia                                                                                                |  |
|                                                                                        | 12/15/2015                       |                    | Corrected one (1) addresses in Pearl City                                                                                     |  |
|                                                                                        | 12/15/2015                       |                    | Added one (1) new Common Place in Pearl City                                                                                  |  |
|                                                                                        | 12/15/2015                       |                    | Corrected one (1) Name in Waimanalo                                                                                           |  |
|                                                                                        |                                  | 12/11/15           |                                                                                                                               |  |
|                                                                                        | 12/10/2015                       |                    | Corrected one (1) Name in Downtown                                                                                            |  |
|                                                                                        | 12/10/2015                       |                    | Corrected one (1) Name in Hawaii Kai                                                                                          |  |
|                                                                                        | 12/10/2015                       |                    | Corrected one (1) Name in Kaaawa                                                                                              |  |
|                                                                                        | 12/10/2015                       |                    | Corrected one (1) addresses in Kaaawa                                                                                         |  |
|                                                                                        | 12/10/2015                       |                    | Corrected one (1) Name in Kapolei                                                                                             |  |
|                                                                                        | 12/10/2015                       |                    | Added one (1) new Common Place in Moanalua V                                                                                  |  |
|                                                                                        | 12/10/2015                       |                    | Corrected one (1) Name in Waipio                                                                                              |  |
| Police Beats                                                                           | 12/31/2015                       |                    | Corrected Police Beat 566 according to the HPD written policies and procedures, and continued on 568                          |  |
|                                                                                        | 12/30/2015                       |                    | Continued correcting Police Beat 566 according to the HPD written policies and procedures, and continued on 150, 567, and 568 |  |
|                                                                                        |                                  | 12/23/15           |                                                                                                                               |  |
|                                                                                        | 12/23/2015                       |                    | Corrected Police Beat 382 and 383                                                                                             |  |
|                                                                                        | 12/18/2015                       |                    | Corrected Police Beat 565 according to the HPD written policies and procedures, and continued correcting 566, 567, and 570    |  |
|                                                                                        | 12/14/2015                       |                    | Continued correcting Beats 565 and 567 according to the HPD written policies and procedures                                   |  |
|                                                                                        |                                  | 12/11/15           |                                                                                                                               |  |
| Police Districts                                                                       |                                  |                    |                                                                                                                               |  |
|                                                                                        |                                  |                    |                                                                                                                               |  |
|                                                                                        |                                  |                    |                                                                                                                               |  |

# Oahu Civilian E9-1-1 Status Report

December 1, 2015 - December 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 Response Areas                                                                  |                                  |                    |                                                               |
|                                                                                        |                                  |                    |                                                               |
|                                                                                        |                                  |                    |                                                               |
| Police Stations                                                                        |                                  |                    |                                                               |
|                                                                                        |                                  |                    |                                                               |
|                                                                                        |                                  |                    |                                                               |
| Post Offices                                                                           |                                  |                    |                                                               |
|                                                                                        |                                  |                    |                                                               |
|                                                                                        |                                  |                    |                                                               |
| Schools                                                                                |                                  |                    |                                                               |
|                                                                                        |                                  |                    |                                                               |
|                                                                                        |                                  |                    |                                                               |
| Street Centerlines                                                                     | 12/31/2015                       |                    | Spatially corrected one (1) street segment in Moanalua        |
|                                                                                        | 12/31/2015                       |                    | Deleted two (2) bad street segments in Aiea                   |
|                                                                                        | 12/31/2015                       |                    | Corrected seven (7) elevation values in Aiea                  |
|                                                                                        | 12/31/2015                       |                    | Spatially corrected eleven (11) street segments in Aiea       |
|                                                                                        | 12/31/2015                       |                    | Split one (1) street segment in Kalihi                        |
|                                                                                        | 12/31/2015                       |                    | Added three (3) street segments in Kalihi                     |
|                                                                                        | 12/31/2015                       |                    | Corrected eight (8) One Way values in Kalihi                  |
|                                                                                        | 12/31/2015                       |                    | Spatially corrected sixteen (16) street segments in Kalihi    |
|                                                                                        | 12/30/2015                       |                    | Spatially corrected thirty-six (36) street segments in Kalihi |
|                                                                                        | 12/30/2015                       |                    | Deleted two (2) bad street segments in Kalihi                 |
|                                                                                        | 12/30/2015                       |                    | Spatially corrected nine (9) street segments in Aiea          |
|                                                                                        | 12/29/2015                       |                    | Added one hundred thirty (130) street segments in Aiea        |
|                                                                                        | 12/29/2015                       |                    | Corrected thirty-one (31) elevation values in Aiea            |
|                                                                                        | 12/29/2015                       |                    | Deleted one (1) bad street segment in Aiea                    |
|                                                                                        | 12/29/2015                       |                    | Flipped one (1) street segment in Aiea                        |
|                                                                                        | 12/29/2015                       |                    | Spatially corrected twenty-nine (29) street segments in Aiea  |
|                                                                                        | 12/28/2015                       |                    | Added thirty (30) street segments in Aiea                     |
|                                                                                        | 12/28/2015                       |                    | Spatially corrected forty-seven (47) street segments in Aiea  |
|                                                                                        | 12/28/2015                       |                    | Split four (4) street segments in Aiea                        |
|                                                                                        | 12/28/2015                       |                    | Corrected seven (7) street ranges in Aiea                     |
|                                                                                        | 12/28/2015                       |                    | Corrected twenty-four (24) elevation values in Aiea           |
|                                                                                        | 12/28/2015                       |                    | Deleted one (1) bad street segment in Aiea                    |
|                                                                                        | 12/28/2015                       |                    | Flipped two (2) street segments in Aiea                       |
|                                                                                        |                                  |                    | 12/23/15                                                      |

# Oahu Civilian E9-1-1 Status Report

December 1, 2015 - December 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                                                                     | 12/23/2015                       |                    | Spatially corrected thirty-three (33) street segments in Aiea            |                                                                     |
|                                                                                        | 12/22/2015                       |                    | Spatially corrected fifty-three (53) street segments in Aiea             |                                                                     |
|                                                                                        | 12/22/2015                       |                    | Added two (2) street segments in Aiea                                    |                                                                     |
|                                                                                        | 12/22/2015                       |                    | Corrected one (1) street range in Aiea                                   |                                                                     |
|                                                                                        | 12/21/2015                       |                    | Spatially corrected twenty-nine (29) street segments in Aiea             |                                                                     |
|                                                                                        | 12/18/2015                       |                    | Spatially corrected thirty-five (35) street segments in Aiea             |                                                                     |
|                                                                                        | 12/18/2015                       |                    | Split two (2) street segments in Kalihi                                  |                                                                     |
|                                                                                        | 12/18/2015                       |                    | Spatially corrected five (5) street segments in Kalihi                   |                                                                     |
|                                                                                        | 12/18/2015                       |                    | Corrected two (2) street ranges in Kapolei                               |                                                                     |
|                                                                                        | 12/18/2015                       |                    | Added three (3) street segments in Makakilo                              |                                                                     |
|                                                                                        | 12/18/2015                       |                    | Split two (2) street segments in Makakilo                                |                                                                     |
|                                                                                        | 12/18/2015                       |                    | Deleted one (1) bad street segment in Aiea                               |                                                                     |
|                                                                                        | 12/17/2015                       |                    | Corrected one (1) street range in Manoa                                  |                                                                     |
|                                                                                        | 12/17/2015                       |                    | Spatially corrected thirty-seven (37) street segments in Aiea            |                                                                     |
|                                                                                        | 12/16/2015                       |                    | Spatially corrected sixty-two (62) street segments in Aiea               |                                                                     |
|                                                                                        | 12/16/2015                       |                    | Corrected eight (8) street ranges in Kapolei                             |                                                                     |
|                                                                                        | 12/16/2015                       |                    | Flipped three (3) street segments in Kapolei                             |                                                                     |
|                                                                                        | 12/15/2015                       |                    | Spatially corrected ninety-one (91) street segments in Aiea              |                                                                     |
|                                                                                        | 12/14/2015                       |                    | Spatially corrected one hundred thirty-two (132) street segments in Aiea |                                                                     |
|                                                                                        | 12/14/2015                       |                    | Split seven (7) street segments in Aiea                                  |                                                                     |
|                                                                                        | 12/14/2015                       |                    | Added five (5) street segments in Aiea                                   |                                                                     |
|                                                                                        |                                  | 12/11/15           |                                                                          |                                                                     |
|                                                                                        | 12/11/2015                       |                    |                                                                          | Corrected one (1) street ranges in Kailua                           |
|                                                                                        | 12/10/2015                       |                    |                                                                          | Spatially corrected forty-nine (49) street segments in Aiea         |
|                                                                                        | 12/10/2015                       |                    |                                                                          | Corrected fifty-three (53) speed limits in Kalaeloa                 |
|                                                                                        | 12/4/2015                        |                    |                                                                          | Spatially corrected twenty-eight (28) street segments in Aiea       |
|                                                                                        | 12/3/2015                        |                    |                                                                          | Spatially corrected thirteen (13) street segments in Pearl City     |
|                                                                                        | 12/3/2015                        |                    |                                                                          | Spatially corrected sixty-two (62) street segments in Aiea          |
|                                                                                        | 12/3/2015                        |                    |                                                                          | Split one (1) street segment in Aiea                                |
|                                                                                        | 12/3/2015                        |                    |                                                                          | Corrected four (4) elevation values in Aiea                         |
|                                                                                        | 12/2/2015                        |                    |                                                                          | Spatially corrected twenty-three (23) street segments in Pearl City |
|                                                                                        | 12/1/2015                        |                    |                                                                          | Spatially corrected forty-seven (47) street segments in Pearl City  |
| Subdivisions                                                                           |                                  |                    |                                                                          |                                                                     |
|                                                                                        |                                  |                    |                                                                          |                                                                     |
|                                                                                        |                                  |                    |                                                                          |                                                                     |
| Tow Jurisdictions                                                                      |                                  |                    |                                                                          |                                                                     |
|                                                                                        |                                  |                    |                                                                          |                                                                     |
|                                                                                        |                                  |                    |                                                                          |                                                                     |

# Oahu Civilian E9-1-1 Status Report

December 1, 2015 - December 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) |                                  |                    |               |
| Tsunami Evacuation Zones                                                               |                                  |                    |               |
|                                                                                        |                                  |                    |               |
|                                                                                        |                                  |                    |               |
| Tsunami Heights                                                                        |                                  |                    |               |
|                                                                                        |                                  |                    |               |
| Waste Water Plants                                                                     |                                  |                    |               |
|                                                                                        |                                  |                    |               |
| WSP Cell Sectors                                                                       | 12/31/2015                       |                    | Per VZW CRS   |
|                                                                                        | 12/30/2015                       |                    | Per VZW CRS   |
|                                                                                        |                                  | 12/28/15           |               |
|                                                                                        |                                  | 12/23/15           |               |
|                                                                                        | 12/23/2015                       |                    | Per VZW CRS   |
|                                                                                        |                                  | 12/21/15           |               |
|                                                                                        |                                  | 12/14/15           |               |
|                                                                                        | 12/14/2015                       |                    | Per VZW CRS   |
|                                                                                        |                                  | 12/11/15           |               |
|                                                                                        | 12/11/2015                       |                    | Per VZW CRS   |
|                                                                                        |                                  | 12/07/15           |               |
|                                                                                        | 12/2/2015                        |                    | Per VZW CRS   |
|                                                                                        | 12/2/2015                        |                    | Per ATT CRS   |
| WSP Cell Towers                                                                        | 12/31/2015                       |                    | Per VZW CRS   |
|                                                                                        | 12/30/2015                       |                    | Per VZW CRS   |
|                                                                                        |                                  | 12/28/15           |               |
|                                                                                        |                                  | 12/23/15           |               |
|                                                                                        | 12/23/2015                       |                    | Per VZW CRS   |
|                                                                                        |                                  | 12/21/15           |               |
|                                                                                        |                                  | 12/14/15           |               |
|                                                                                        | 12/14/2015                       |                    | Per VZW CRS   |
|                                                                                        |                                  | 12/11/15           |               |
|                                                                                        | 12/11/2015                       |                    | Per VZW CRS   |
|                                                                                        |                                  | 12/07/15           |               |
|                                                                                        | 12/2/2015                        |                    | Per VZW CRS   |
|                                                                                        | 12/2/2015                        |                    | Per ATT CRS   |

# Oahu Civilian E9-1-1 Status Report

December 1, 2015 - December 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                                                                                                                                                                                                                                           |
|------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 12/28/2015 | Cell Towers and Cell Sectors for GeoComm at HPD, HFD and EMS                                                                                                                                                                                                     |
| 12/23/2015 | Street Centerlines, Common Places, Police Beats, MSAG Communities to HPD for Motorola CAD                                                                                                                                                                        |
| 12/23/2015 | Street Centerlines, Address Points, Fire Response Areas, Medic Response Areas, and Display Address Points to HFD, EMS, and Ocean Safety for TriTech CAD                                                                                                          |
| 12/23/2015 | Address Points, Common Places, Street Centerlines, Police Response Areas, Fire Response Areas, Medic Response Areas, Ocean Safety Response Areas, MSAG Communities, Cell Towers, Cell Sectors to the Honolulu MapFlex system for HPD, HFD, EMS, and Ocean Safety |
| 12/21/2015 | Cell Towers and Cell Sectors for GeoComm at HPD, HFD and EMS                                                                                                                                                                                                     |
| 12/14/2015 | Cell Towers and Cell Sectors for GeoComm at HPD, HFD and EMS                                                                                                                                                                                                     |
| 12/11/2015 | Street Centerlines, Common Places, Police Beats, MSAG Communities to HPD for Motorola CAD                                                                                                                                                                        |
| 12/11/2015 | Street Centerlines, Address Points, Fire Response Areas, Medic Response Areas, and Display Address Points to HFD, EMS, and Ocean Safety for TriTech CAD                                                                                                          |
| 12/11/2015 | Address Points, Common Places, Street Centerlines, Police Response Areas, Fire Response Areas, Medic Response Areas, Ocean Safety Response Areas, MSAG Communities, Cell Towers, Cell Sectors to the Honolulu MapFlex system for HPD, HFD, EMS, and Ocean Safety |
| 12/7/2015  | Cell Towers and Cell Sectors for GeoComm at HPD, HFD and EMS                                                                                                                                                                                                     |

### UPCOMING GIS DELIVERABLES SCHEDULE

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

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

# Oahu Civilian E9-1-1 Status Report

December 1, 2015 - December 31, 2015

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## POLICE BEATS CORRECTIONS

### Background

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

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

### Status to Date

Based on HPD PMT's confirmation, Akimeka continued to make corrections to the Police Beats during the month of December 2015 and has corrected two (2) more Police Beats (565, and 566), performed routing maintenance on three (3) Police Beats (150, 382, and 383), and is in the process of correcting three (3) additional Police Beat boundaries (567, 568, and 570,) according to the HPD written Policies and Procedures.

### 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

December 1, 2015 - December 31, 2015

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## ESN PROJECT – COMPLETED

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

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

# Oahu Civilian E9-1-1 Status Report

December 1, 2015 - December 31, 2015

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

| MSAG COMMUNITY | MSAG COMMUNITY ESN PROJECT |       |        |       |        |       |        |       |        |       |        |       |        |                | TOTAL MSAG RECORDS |
|----------------|----------------------------|-------|--------|-------|--------|-------|--------|-------|--------|-------|--------|-------|--------|----------------|--------------------|
|                | TARGET START DATE          | ESN # | Status | ESN # | Status | ESN # | Status | ESN # | Status | ESN # | Status | ESN # | Status | NOTES COMMENTS |                    |
| 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                   | 132   | 100%   |       |        |       |        |       |        |       |        |       |        | Complete       | 26                 |
| McGrew PT      | 08/05/15                   | 130   | 100%   |       |        |       |        |       |        |       |        |       |        | Complete       | 5                  |
| Halawa         | 08/05/15                   | 130   | 100%   |       |        |       |        |       |        |       |        |       |        | Complete       | 7                  |
| Aliamanu       | 08/05/15                   | 128   | 100%   | 127   | 100%   |       |        |       |        |       |        |       |        | Complete       | 27                 |
| Moanalua T     | 08/06/15                   | 128   | 100%   |       |        |       |        |       |        |       |        |       |        | Complete       | 20                 |
| Hale Moku      | 08/06/15                   | 129   | 100%   | 128   | 100%   |       |        |       |        |       |        |       |        | Complete       | 30                 |

# Oahu Civilian E9-1-1 Status Report

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

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## MAPFLEX DEPLOYMENT

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

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

During the month of December 2015, there were continued GIS deliverables into the MapFlex system for Hawaii County, Maui County, and Kauai County. For a chronology prior to November, please see the April thru November 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 December 2015
  - a. **Hawaii County** – December 8<sup>th</sup> and December 22<sup>nd</sup>
  - b. **Maui County** – December 9<sup>th</sup> and December 23<sup>rd</sup>
  - c. **Kauai County** – December 10<sup>th</sup> and December 23<sup>rd</sup>
  - d. **Honolulu** – December 11<sup>th</sup> and December 23<sup>rd</sup>

## MAPFLEX UPLOAD ISSUES

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

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

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7. Questions with regards to the validation process and ensuring updates are successfully taking place were asked of Intrado by Akimeka in February 2015, a process that was seen as critical to be sure updates were taking place on a consistent basis. Unfortunately, the validation of the updates was not seen as critical.
  - a. To date, the validation process and notification process is not taking place for the MapFlex system, something that was a concern to Akimeka and many of the PSAPs during the implementation of MapFlex.
  - b. For the list of specific question regarding this, please refer to the February 2015 Monthly Status Report (MSR).
8. Throughout November 2015, Intrado performed troubleshooting on the MapFlex system, and specifically the scripts for pushing the automatic updates from the SFTP server to each of the local servers.
9. On November 11, 2015, Intrado sent out a notification that the scripts were ready to test for Hawaii County, which required a new GIS update onto the server to validate.
  - a. Akimeka uploaded an updated GIS data set onto the SFTP in the morning of November 12, 2015 for Hawaii County, as requested.
  - b. Later on November 12, 2015, Intrado's Senior Systems Engineer sent out notification that their script was unsuccessful, so they will look to reconfigure.
10. On November 13, 2015, Intrado sent notification that the upload was successful. Also included in the notification was the request to upload Maui County data for the issue in Molokai.
  - a. On November 16, 2015, Akimeka uploaded a new set of GIS data onto the SFTP for Intrado to validate the upload in Molokai.
  - b. Akimeka sent notification to Molokai that the uploads should be available the following day and provided the same list of addresses which they had previously identified as missing.
    - i. If the upload was successful the same list should now appear in the mapping system.
  - c. On December 4, 2015, Molokai PD notified Akimeka that the updates were still not available in the MapFlex system.
    - i. Akimeka subsequently followed escalation with Intrado to test their system.
    - ii. On December 9, 2015, Intrado replied that they were checking on some items and asked if it could be re-verified once again.
    - iii. On December 9, 2015, Molokai PD tested the list again with the same results
    - iv. Later on December 9, 2015, Intrado reported that they would reach out to Molokai
    - v. There were no further actions reported throughout the remainder of December 2015. It is unclear whether this has been resolved to date.
  - d. On December 1, 2015, Akimeka was notified of a possible enhancement that could be made with the responder information. The currently displayed information was not as useful as utilizing the beat information, so Akimeka made some modifications to the Response Areas information that is delivered into the MapFlex system and delivered an update into the system to help provide more useful info.
  - e. On December 16, 2015, some of the information was showing correctly on three positions, while another three were blank, and two were being temperamental. Akimeka helped coordinate with Intrado so that they could review the server and MapFlex positions. Ideally since all of the workstations pull data from the same server, if there was an issue with data, it should be widespread to all positions.
    - i. Shortly after escalation, Intrado was able to resolve the issue and the responder bar was correctly displaying information again on all positions.
11. For the Honolulu MapFlex system, on November 19, 2015, Intrado notified Akimeka that the MapFlex for Honolulu should be ready to being taking uploads.
  - a. On November 27, 2015, Akimeka delivered a data set onto the SFTP for the Honolulu MapFlex system so that it corresponds with all of the other system uploads during the same day.
  - b. Along with the upload, Akimeka provided a list of records that will only be available in the MapFlex if the upload was successful.
  - c. On November 30, HPD sent notification that none of the records in the list were in the MapFlex.
  - d. Intrado began troubleshooting the issues immediately.
  - e. On December 9, 2015, HPD was able to verify that the list provided with the deliverable from November 30, 2015 was available in their MapFlex.

## Oahu Civilian E9-1-1 Status Report

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- i. Later on December 9, 2015, HFD also verified their MapFlex was receiving updates.

To date, EMS and Ocean Safety are pending verification.

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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.

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

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### SPAWAR MEETING ON ADDRESSING FOR MCBH

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

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## STREET UTILITY CHECK

This is an ongoing project to correct the errors identified. A comparison of the raw CAD generated report from the Street Check Utility was performed between the Street Centerline GIS data on November 19, 2015 and December 24, 2015.

| Street Utility Check        |                          |            |            |                                |
|-----------------------------|--------------------------|------------|------------|--------------------------------|
|                             | First Report<br>06/01/13 | 11/19/2016 | 12/24/2016 | Improvements/Corrections       |
| Total Number of GIS Records | 26,602                   | 29,109     | 29,139     | Increased by 97 records        |
| Errors Identified           |                          |            |            |                                |
| Zero Errors                 | 5,112                    | 439        | 373        | Decreased by 66 errors         |
| Low > High Errors           | 3                        | 0          | 0          | No Change                      |
| Mixed Parity Errors         | 1                        | 0          | 0          | No Change                      |
| Changed Parity Errors       | 105                      | 0          | 0          | No Change                      |
| Address Gap Errors          | 2,629                    | 2          | 1          | Decreased by 1 error           |
| Address Overlap Errors      | 423                      | 2          | 1          | Decreased by 1 error           |
| Flipped Link Errors         | 1,030                    | 650        | 630        | Decreased by 20 errors         |
| Total Errors                | 9,303                    | 1,093      | 1,005      | Increased by 8.05% (88 errors) |

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

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

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

# Oahu Civilian E9-1-1 Status Report

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## 4. E9-1-1 DATABASE SYNCHRONIZATION

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

### Next Scheduled Database Synchronization – January 2016

AUDIT SUMMARY RESULTS – 2015 -- TBA

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

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

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

AUTOMATIC LOCATION IDENTIFICATION (ALI) DISCREPANCY REPORT -- TBA

# Hawaii County E9-1-1 Status Report

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# Hawaii County E9-1-1 Status Report

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# Hawaii County E9-1-1 Status Report

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## 1. PSAP OPERATIONS

### 9-1-1 CALL VOLUME HAWAII COUNTY PSAPS – DECEMBER 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 |
| DEC                 | 17,626                      | 3,447                 | 19.56%          | 11,935                | 67.71%          | 43.85%                   | 56.15%                   | 820               | 4.65%           | 13                       | 0.07%            | 0                  | 0.00%           | 1,410                  | 8.00%           | 0                  | 0.00%            |

### CALL VOLUME HAWAII COUNTY PSAP NOTES:

\*The percentage of Wireless Phase 2 calls (56.15%) has increased from the number of Wireless Phase 1 calls (43.85%) in December 2015.

\*911 Calls with no Ali = 0.07% - Statewide average = 0.18% Year 2015

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

| 9-1-1 Call Volume   |                             |                       |                  |                       |                  |                          |                          |                   |                  |                          |                  |                    |                  |                        |                  |                    |                  |
|---------------------|-----------------------------|-----------------------|------------------|-----------------------|------------------|--------------------------|--------------------------|-------------------|------------------|--------------------------|------------------|--------------------|------------------|------------------------|------------------|--------------------|------------------|
| HAWAII COUNTY PSAPS |                             | Wireline              |                  | Wireless              |                  |                          |                          | VOIP              |                  | Calls with No ALI        |                  | Admin Calls        |                  | Abandoned Calls        |                  | Other Calls        |                  |
| 2015                | Total 9-1-1 Calls Processed | No. of Wireline Calls | % of Total Calls | No. of Wireless Calls | % of Total Calls | % of Wireless WPH1 Calls | % of Wireless WPH2 Calls | No. of VoIP Calls | % of Total Calls | No. of Calls with No ALI | % of Total Calls | No. of Admin Calls | % of Total Calls | No. of 9-1-1 Abandoned | % of Total Calls | No. of Other Calls | % of Total Calls |
| JAN                 | 19,236                      | 4,158                 | 21.62%           | 12,597                | 65.49%           | 47.56%                   | 52.44%                   | 807               | 4.20%            | 4                        | 0.02%            | 0                  | 0.00%            | 1,670                  | 8.68%            | 0                  | 0.00%            |
| FEB                 | 17,222                      | 3,513                 | 20.40%           | 11,581                | 67.25%           | 46.45%                   | 53.55%                   | 707               | 4.11%            | 7                        | 0.04%            | 0                  | 0.00%            | 1,414                  | 8.21%            | 0                  | 0.00%            |
| MAR                 | 17,858                      | 3,765                 | 21.08%           | 11,972                | 67.04%           | 49.27%                   | 50.73%                   | 653               | 3.66%            | 3                        | 0.02%            | 0                  | 0.00%            | 1,465                  | 8.20%            | 0                  | 0.00%            |
| APR                 | 17,756                      | 3,483                 | 19.62%           | 11,998                | 67.57%           | 48.95%                   | 51.05%                   | 717               | 4.04%            | 9                        | 0.05%            | 0                  | 0.00%            | 1,549                  | 8.72%            | 0                  | 0.00%            |
| MAY                 | 18,561                      | 3,534                 | 19.04%           | 12,546                | 67.59%           | 50.22%                   | 49.78%                   | 727               | 3.92%            | 5                        | 0.03%            | 0                  | 0.00%            | 1,749                  | 9.42%            | 0                  | 0.00%            |
| JUNE                | 17,884                      | 3,522                 | 19.69%           | 12,135                | 67.85%           | 46.91%                   | 53.09%                   | 675               | 3.77%            | 6                        | 0.03%            | 0                  | 0.00%            | 1,546                  | 8.64%            | 0                  | 0.00%            |
| JULY                | 18,849                      | 3,787                 | 20.09%           | 12,622                | 66.96%           | 46.04%                   | 53.96%                   | 922               | 4.89%            | 15                       | 0.08%            | 0                  | 0.00%            | 1,503                  | 7.97%            | 0                  | 0.00%            |
| AUG                 | 19,572                      | 3,882                 | 19.83%           | 13,032                | 66.58%           | 44.28%                   | 55.72%                   | 826               | 4.22%            | 20                       | 0.10%            | 0                  | 0.00%            | 1,812                  | 9.26%            | 0                  | 0.00%            |
| SEPT                | 17,884                      | 3,501                 | 19.58%           | 12,157                | 67.98%           | 44.21%                   | 55.79%                   | 725               | 4.05%            | 6                        | 0.03%            | 0                  | 0.00%            | 1,495                  | 8.36%            | 0                  | 0.00%            |
| OCT                 | 17,938                      | 3,645                 | 20.32%           | 12,063                | 67.25%           | 43.58%                   | 56.42%                   | 784               | 4.37%            | 20                       | 0.11%            | 0                  | 0.00%            | 1,426                  | 7.95%            | 0                  | 0.00%            |
| NOV                 | 17,382                      | 3,435                 | 19.76%           | 11,724                | 67.45%           | 44.98%                   | 55.02%                   | 716               | 4.12%            | 19                       | 0.11%            | 0                  | 0.00%            | 1,488                  | 8.56%            | 0                  | 0.00%            |
| DEC                 | 17,626                      | 3,447                 | 19.56%           | 11,935                | 67.71%           | 43.85%                   | 1                        | 820               | 4.65%            | 13                       | 0.07%            | 0                  | 0.00%            | 1,410                  | 8.00%            | 0                  | 0.00%            |
| YTD                 | 217,768                     | 43,672                |                  | 146,362               |                  |                          |                          | 9,079             |                  | 127                      |                  | 0                  |                  | 18,527                 |                  | 0                  |                  |
| MON AVG             | 18,147                      | 3,639                 | 20.05%           | 12,197                | 67.23%           | 46.36%                   | 53.64%                   | 757               | 4.17%            | 11                       | 0.06%            | 0                  | 0.00%            | 1,544                  | 8.50%            | 0                  | 0.00%            |

# Hawaii County E9-1-1 Status Report

December 1, 2015 – December 31, 2015

## 9-1-1 CALL VOLUME BY AGENCY – DECEMBER 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 |
| December | 14,051                         | 79.72%           | 0                     | 1,390                             | 0                     | 2,165                          | 12.28%           | 0                     | 20                                | 0                     |

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

| 2015      | 9-1-1 Call Volume by Agency    |                  |                       |                                   |                       |                                |                  |                       |                                   |                       |
|-----------|--------------------------------|------------------|-----------------------|-----------------------------------|-----------------------|--------------------------------|------------------|-----------------------|-----------------------------------|-----------------------|
|           | Hawaii Police Department       |                  |                       |                                   |                       | Hawaii Fire Department         |                  |                       |                                   |                       |
|           | Number of Total Calls Received | % of Total Calls | Number of Admin Calls | Number of Abandoned Dropped Calls | Number of Other Calls | Number of Total Calls Received | % of Total Calls | Number of Admin Calls | Number of Abandoned Dropped Calls | Number of Other Calls |
| January   | 15,080                         | 78.39%           | 0                     | 1,633                             | 0                     | 2,486                          | 12.92%           | 0                     | 37                                | 0                     |
| February  | 13,678                         | 79.42%           | 0                     | 1,394                             | 0                     | 2,130                          | 12.37%           | 0                     | 20                                | 0                     |
| March     | 15,722                         | 88.04%           | 0                     | 1,430                             | 0                     | 2,136                          | 11.96%           | 0                     | 35                                | 0                     |
| April     | 14,131                         | 79.58%           | 0                     | 1,521                             | 0                     | 2,076                          | 11.69%           | 0                     | 28                                | 0                     |
| May       | 14,600                         | 78.66%           | 0                     | 1,697                             | 0                     | 2,212                          | 11.92%           | 0                     | 52                                | 0                     |
| June      | 14,363                         | 80.31%           | 0                     | 1,519                             | 0                     | 1,975                          | 11.04%           | 0                     | 27                                | 0                     |
| July      | 15,015                         | 79.66%           | 0                     | 1,456                             | 0                     | 2,331                          | 12.37%           | 0                     | 47                                | 0                     |
| August    | 15,491                         | 79.15%           | 0                     | 1,790                             | 0                     | 2,269                          | 11.59%           | 0                     | 22                                | 0                     |
| September | 14,146                         | 79.10%           | 0                     | 1,469                             | 0                     | 2,243                          | 12.54%           | 0                     | 26                                | 0                     |
| October   | 14,402                         | 80.29%           | 0                     | 1,397                             | 0                     | 2,110                          | 11.76%           | 0                     | 29                                | 0                     |
| November  | 13,854                         | 79.70%           | 0                     | 1,466                             | 0                     | 2,040                          | 11.74%           | 0                     | 22                                | 0                     |
| December  | 14,051                         | 79.72%           | 0                     | 1,390                             | 0                     | 2,165                          | 12.28%           | 0                     | 20                                | 0                     |
| YTD       | 174,533                        |                  | 0                     | 18,162                            | 0                     | 26,173                         |                  | 0                     | 365                               | 0                     |
| MON AVG   | 14,544                         | 80.17%           | 0                     | 1,514                             | 0                     | 2,181                          | 12.02%           | 0                     | 30                                | 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

December 1, 2015 – December 31, 2015

## TEXT TO 911 – CURRENT MONTH – DECEMBER 2015

### NOTE:

- Hawaii County has not yet deployed the soft launch of Text to 911 pending contract review and approval.
- Although there is a “Text to 911” plot on the MapFlex, the location of the plot is not reliable. Text to 911 Dispatchers should use their skills to ascertain the exact location of the emergency response.
- In the coming months when Text to 911 is operational in Hawaii County, a chart will be provided for the amount of Text to 911 messages that are received at the PSAPs.
- Text to 911 Chart reflects only internal testing of Text to 911.

| TEXT TO 911 Hawaii County PSAPs 2015 |                    |                  |
|--------------------------------------|--------------------|------------------|
| Month                                | Received at Police | Received at Fire |
| Dec                                  | 4                  | 0                |

## FYI.....FOR YOUR INFORMATION

| FYI ..... For Your Information                                                                             |                                                                                                                                                                                                                                                                                                                                                                                              |
|------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| PSAP Operations                                                                                            |                                                                                                                                                                                                                                                                                                                                                                                              |
| Intrado                                                                                                    | Intrado, a susidiary of the West Corporation has been rebranded to West Safety Services.                                                                                                                                                                                                                                                                                                     |
| MSAG                                                                                                       | Intrado is currently in the process of training new 911 Net Data Analysts assigned to process the MSAG and TNCR record transactions that are submitted daily by Akimeka on behalf of the County PSAPs. There has been a delay of processing TNCR requests as reflected in the "PSAP 9-1-1 Telephone Number Locations Change Request" chart due to this transitional period. refer to page 13 |
| <b>*Statewide average (year 2015) of 911 calls <i>with</i> Location Information = 99.82%</b>               |                                                                                                                                                                                                                                                                                                                                                                                              |
| * Statewide averages does <b><u>not</u></b> include the Military 911 calls or current Text to 911 testing. |                                                                                                                                                                                                                                                                                                                                                                                              |

# Hawaii County E9-1-1 Status Report

December 1, 2015 – December 31, 2015

## WIRELESS PSAP TESTING – DECEMBER 2015

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

### NOTES:

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

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

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

## Hawaii County E9-1-1 Status Report

December 1, 2015 – December 31, 2015

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

#### MSAG TRANSACTIONS CURRENT MONTH – DECEMBER 2015

| HAWAII<br>COUNTY | 9-1-1 NET REQUESTS |        |          |        |        |       |                                |
|------------------|--------------------|--------|----------|--------|--------|-------|--------------------------------|
|                  | MSAG TRANSACTIONS  |        |          |        |        |       |                                |
| 2015             | Total              | Change | Combined | Delete | Insert | Split | Customer Addresses<br>Affected |
| DECEMBER         | 43                 | 25     | 5        | 4      | 6      | 3     | 407                            |

#### MSAG CURRENT MONTH NOTES:

A total of **403** MSAG transactions were processed in 9-1-1 Net during the month of December 2015. Forty-three (43) requests were processed relating to the MSAG database, and **360** requests relating to the ALI database (see ALI Transaction chart on next page). There were **407** 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<br>Affected |
| JANUARY          | 86                 | 32     | 0        | 37     | 17     | 0     | 149                            |
| FEBRUARY         | 26                 | 5      | 1        | 9      | 9      | 2     | 109                            |
| MARCH            | 52                 | 10     | 3        | 33     | 5      | 1     | 180                            |
| APRIL            | 74                 | 8      | 0        | 55     | 11     | 0     | 276                            |
| MAY              | 32                 | 5      | 0        | 24     | 3      | 0     | 256                            |
| JUNE             | 45                 | 5      | 0        | 37     | 3      | 0     | 97                             |
| JULY             | 38                 | 23     | 0        | 10     | 3      | 2     | 520                            |
| AUGUST           | 31                 | 11     | 0        | 16     | 4      | 0     | 653                            |
| SEPTEMBER        | 43                 | 13     | 4        | 10     | 13     | 3     | 190                            |
| OCTOBER          | 26                 | 10     | 2        | 4      | 6      | 4     | 974                            |
| NOVEMBER         | 27                 | 8      | 4        | 10     | 5      | 0     | 176                            |
| DECEMBER         | 43                 | 25     | 5        | 4      | 6      | 3     | 407                            |
| TOTAL YTD        | 523                | 155    | 19       | 249    | 85     | 15    | 3,987                          |
| AVG PER MONTH    | 44                 | 13     | 2        | 21     | 7      | 1     | 332                            |

## Hawaii County E9-1-1 Status Report

December 1, 2015 – December 31, 2015

### ALI TRANSACTIONS CURRENT MONTH – DECEMBER 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 |
| DEC           | 360   | 359                        | 1          | 0           | 1,662                                           | 1      | 2       |

| 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:

**359** Telephone Number Change Requests (TN CR) transactions were processed with MSAG valid addresses, as a result of the ESN 299 clean-up effort. ESN 299 TN CRs must be validated against HT records and approved by the end user Hawaiian Telcom customer before updating the ALI record. One **(1)** ALI DR was submitted as the result of a 9-1-1 call from a residence in Mountain View. Hawaii County Fire submitted a request to Akimeka to update the customer information.

### OPEN DISCREPANCY RECORDS STATUS:

- **There are 1,662 Open TN CR Transactions as of December 31, 2015**
- **Refer to chart in the next section "TNCR Current Status"**

**1,587** Open TN CR transactions are a direct result of the ESN 299 clean-up and are awaiting approval from Hawaiian Telcom, Inc. **75** Open TN CR transactions are a result of the Dispatchable Location project submitted in September. Akimeka continues to monitor and track the progress of the Referred records. Once a telephone number is submitted to Intrado for correction, it must be verified against HT records and/or approved by the customer. Intrado's internal process requires calling each telephone customer individually for approval to update an address in the 9-1-1 database.

# Hawaii County E9-1-1 Status Report

December 1, 2015 – December 31, 2015

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

There are three (3) Open VoIP DRs as of December 31, 2015

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

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

| HAWAII COUNTY |       | 9-1-1 NET REQUESTS         |        |         |                                                 |        |         |
|---------------|-------|----------------------------|--------|---------|-------------------------------------------------|--------|---------|
|               |       | ALI TRANSACTIONS SUBMITTED |        |         | Open Discrepancy Records as of Report Month End |        |         |
| 2015          | TOTAL | TN CR                      | ALI-DR | VoIP DR | TN CR                                           | ALI-DR | VoIP DR |
| JAN           | 82    | 71                         | 5      | 6       | 408                                             | 2      | 2       |
| FEB           | 104   | 96                         | 5      | 3       | 430                                             | 3      | 0       |
| MAR           | 170   | 159                        | 10     | 1       | 474                                             | 3      | 0       |
| APR           | 252   | 248                        | 3      | 1       | 532                                             | 3      | 0       |
| MAY           | 377   | 377                        | 0      | 0       | 510                                             | 3      | 0       |
| JUNE          | 254   | 245                        | 9      | 0       | 665                                             | 2      | 0       |
| JULY          | 314   | 309                        | 3      | 2       | 863                                             | 1      | 0       |
| AUG           | 345   | 345                        | 0      | 0       | 876                                             | 1      | 0       |
| SEPT          | 263   | 260                        | 3      | 0       | 1,027                                           | 1      | 0       |
| OCT           | 373   | 366                        | 4      | 3       | 1,108                                           | 2      | 1       |
| NOV           | 315   | 311                        | 2      | 2       | 1,303                                           | 1      | 4       |
| DEC           | 360   | 359                        | 1      | 0       | 1,662                                           | 1      | 2       |
| TOTAL YTD     | 3,209 | 3,146                      | 45     | 18      |                                                 |        |         |
| AVG PER MONTH | 267   | 262                        | 4      | 2       |                                                 |        |         |

## Hawaii County E9-1-1 Status Report

December 1, 2015 – December 31, 2015

### DISPATCHABLE LOCATION – STATUS AS OF – DECEMBER 2015 – “PENDING”

#### NARRATIVE:

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

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

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

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

### TNCR (TELEPHONE NUMBER CHANGE REQUEST) CURRENT STATUS – DECEMBER 2015

## Hawaii County E9-1-1 Status Report

December 1, 2015 – December 31, 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                                                                                                 | 1,662                                            | 171                                                  | 57                                              | 1434                           |

| 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.                                                                                                                                                               |

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

# Hawaii County E9-1-1 Status Report

December 1, 2015 – December 31, 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                                                                         | 12/31/2015                       |                    | Spatially corrected fifty-nine (59) address points in Hilo.                                    |                                                                                           |
|                                                                                        | 12/30/2015                       |                    | Spatially corrected fifty-three (53) address points in Hilo.                                   |                                                                                           |
|                                                                                        | 12/30/2015                       |                    | Deleted three (3) address points in Keauhou.                                                   |                                                                                           |
|                                                                                        | 12/30/2015                       |                    | Deleted one (1) address point (816391 Mamalahoa Hwy) in Kealahou.                              |                                                                                           |
|                                                                                        | 12/30/2015                       |                    | Deleted four (4) address points in Honaunau.                                                   |                                                                                           |
|                                                                                        | 12/29/2015                       |                    | Corrected address to ten (10) address points in Ooka.                                          |                                                                                           |
|                                                                                        | 12/29/2015                       |                    | Corrected address to one (1) address point (811043 Captain Cook Rd B) in Captain Cook.         |                                                                                           |
|                                                                                        | 12/29/2015                       |                    | Spatially corrected one hundred forty (140) address points in Captain Cook.                    |                                                                                           |
|                                                                                        | 12/28/2015                       |                    | Spatially corrected twenty-two (22) address points in Honaunau.                                |                                                                                           |
|                                                                                        | 12/28/2015                       |                    | Spatially corrected thirty-one (31) address points in Kealahou.                                |                                                                                           |
|                                                                                        | 12/28/2015                       |                    | Spatially corrected fifty (50) address points in Keauhou.                                      |                                                                                           |
|                                                                                        | 12/24/2015                       |                    | Spatially corrected thirty (30) address points in Hilo.                                        |                                                                                           |
|                                                                                        | 12/24/2015                       |                    | Corrected location name to two (2) address points (120 Puueo St A and 120 Puueo St B) in Hilo. |                                                                                           |
|                                                                                        | 12/24/2015                       |                    | Corrected address to two (2) address points (120 Puueo St A and 120 Puueo St B) in Hilo.       |                                                                                           |
|                                                                                        |                                  | 12/22/15           |                                                                                                |                                                                                           |
|                                                                                        | 12/18/2015                       |                    |                                                                                                | Completed monthly update on address points.                                               |
|                                                                                        | 12/18/2015                       |                    |                                                                                                | Corrected routing id to five (5) address points in Hilo.                                  |
|                                                                                        | 12/18/2015                       |                    |                                                                                                | Added six (6) address points in Captain Cook.                                             |
|                                                                                        | 12/18/2015                       |                    |                                                                                                | Added eleven (11) address points in Hilo.                                                 |
|                                                                                        | 12/18/2015                       |                    |                                                                                                | Added two (2) address points (760945 Hualalai Rd and 755284 Mamalahoa Hwy A) in Holualoa. |
|                                                                                        | 12/18/2015                       |                    |                                                                                                | Added one (1) address (731276 Onaona Dr) in Kailua Kona.                                  |
|                                                                                        | 12/18/2015                       |                    |                                                                                                | Added five (5) address points in Kamuela.                                                 |
|                                                                                        | 12/18/2015                       |                    |                                                                                                | Added one (1) address point (551212 Kaauhuhu Homestead Rd) in Kapaau.                     |
|                                                                                        | 12/18/2015                       |                    |                                                                                                | Added eighteen (18) address points in Keaau.                                              |
|                                                                                        | 12/18/2015                       |                    |                                                                                                | Added one (1) address point (797237 St Paul Rd) in Kealahou.                              |
|                                                                                        | 12/18/2015                       |                    |                                                                                                | Added thirty-five (35) address points in Keauhou.                                         |
|                                                                                        | 12/18/2015                       |                    |                                                                                                | Added nine (9) address points in Kurtistown.                                              |
|                                                                                        | 12/18/2015                       |                    |                                                                                                | Added thirteen (13) address points in Mountain View.                                      |
|                                                                                        | 12/18/2015                       |                    |                                                                                                | Added five (5) address points in Naalehu.                                                 |
|                                                                                        | 12/18/2015                       |                    |                                                                                                | Added sixteen (16) address points in Ocean View.                                          |
|                                                                                        | 12/18/2015                       |                    |                                                                                                | Added eight (8) address points in Pahoa.                                                  |
|                                                                                        | 12/18/2015                       |                    |                                                                                                | Added one (1) address point (320888 Hanamalo Ln A) in Papaaloa.                           |
|                                                                                        | 12/18/2015                       |                    |                                                                                                | Added one (1) address point (281152 Old Mamalahoa Hwy) in Pepeekeo.                       |

# Hawaii County E9-1-1 Status Report

December 1, 2015 – December 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                                                                         | 12/18/2015                       |                    | Added seven (7) address points in Volcano.                                             |  |
|                                                                                        | 12/17/2015                       |                    | Spatially corrected six (6) address points in Hilo.                                    |  |
|                                                                                        | 12/17/2015                       |                    | Spatially corrected two (2) address points (651377 and 651391 Kawaihae Rd) in Kamuela. |  |
|                                                                                        | 12/16/2015                       |                    | Corrected routing id to twelve (12) addresses in Hilo.                                 |  |
|                                                                                        | 12/16/2015                       |                    | Spatially corrected ten (10) addresses in Hilo.                                        |  |
|                                                                                        | 12/16/2015                       |                    | Corrected address to five (5) addresses in Hilo.                                       |  |
|                                                                                        | 12/16/2015                       |                    | Corrected address to one (1) address (761000 S Pakalakala Pl) in Kailua Kona.          |  |
|                                                                                        | 12/16/2015                       |                    | Corrected address to one (1) address (671349 Ala Ohia) in Kamuela.                     |  |
|                                                                                        | 12/16/2015                       |                    | Spatially corrected six (6) addresses in Mountain View.                                |  |
|                                                                                        | 12/16/2015                       |                    | Corrected address to four (4) addresses in Mountain View.                              |  |
|                                                                                        | 12/16/2015                       |                    | Spatially corrected nineteen (19) addresses in Pahoa.                                  |  |
|                                                                                        | 12/16/2015                       |                    | Corrected address to three (3) addresses in Pahoa.                                     |  |
|                                                                                        | 12/16/2015                       |                    | Spatially corrected fourteen (14) address points in Mountain View.                     |  |
|                                                                                        | 12/15/2015                       |                    | Corrected location name to three (3) addresses in Hilo.                                |  |
|                                                                                        | 12/15/2015                       |                    | Spatially corrected sixty-nine (69) addresses in Hilo.                                 |  |
|                                                                                        |                                  | 12/08/15           |                                                                                        |  |
|                                                                                        | 12/8/2015                        |                    | Corrected address to one (1) address (574 Kapiolani St) in Hilo.                       |  |
|                                                                                        | 12/8/2015                        |                    | Spatially corrected five (5) addresses in Honokaa.                                     |  |
|                                                                                        | 12/8/2015                        |                    | Corrected address to one (1) address (473290 Pali Rd) in Honokaa.                      |  |
|                                                                                        | 12/4/2015                        |                    | Added one (1) address point (734296 Huehue St) in Kailua Kona.                         |  |
|                                                                                        | 12/4/2015                        |                    | Corrected address to nineteen (19) address points in Mountain View.                    |  |
|                                                                                        | 12/4/2015                        |                    | Spatially corrected five (5) address points in Mountain View.                          |  |
|                                                                                        | 12/2/2015                        |                    | Spatially corrected four (4) address points in Hawi.                                   |  |
|                                                                                        | 12/2/2015                        |                    | Corrected location name to one (1) address point (571935 Akoni Pule Hwy) in Hawi.      |  |
|                                                                                        | 12/1/2015                        |                    | Spatially corrected ten (10) address points in Captain Cook.                           |  |
|                                                                                        | 12/1/2015                        |                    | Spatially corrected nine (9) address points in Kailua Kona.                            |  |
|                                                                                        | 12/1/2015                        |                    | Spatially corrected seven (7) address points in Kealahou.                              |  |
|                                                                                        | 12/1/2015                        |                    | Corrected address to one (1) address point (816561 Mamalahou Hwy) in Kealahou.         |  |
|                                                                                        | Airports                         |                    |                                                                                        |  |
|                                                                                        |                                  |                    |                                                                                        |  |
|                                                                                        |                                  |                    |                                                                                        |  |

# Hawaii County E9-1-1 Status Report

December 1, 2015 – December 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<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                                                                                |                                  |                       |               |
|                                                                                        |                                  |                       |               |
|                                                                                        |                                  |                       |               |

# Hawaii County E9-1-1 Status Report

December 1, 2015 – December 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) |                                  |                       |               |
| Fire Beats                                                                             |                                  |                       |               |
|                                                                                        |                                  |                       |               |
|                                                                                        |                                  |                       |               |
| Fire Districts                                                                         |                                  |                       |               |
|                                                                                        |                                  |                       |               |
|                                                                                        |                                  |                       |               |
| Fire Response Areas                                                                    |                                  |                       |               |
|                                                                                        |                                  |                       |               |
|                                                                                        |                                  |                       |               |
| Fire Stations                                                                          |                                  |                       |               |
|                                                                                        |                                  |                       |               |
|                                                                                        |                                  |                       |               |
| Food & Beverage                                                                        |                                  |                       |               |
|                                                                                        |                                  |                       |               |
|                                                                                        |                                  |                       |               |
| Gas Stations                                                                           |                                  |                       |               |
|                                                                                        |                                  |                       |               |
|                                                                                        |                                  |                       |               |
| Gate Codes                                                                             |                                  |                       |               |
|                                                                                        |                                  |                       |               |
|                                                                                        |                                  |                       |               |
| Government Buildings                                                                   |                                  |                       |               |
|                                                                                        |                                  |                       |               |
|                                                                                        |                                  |                       |               |
| Harbors                                                                                |                                  |                       |               |
|                                                                                        |                                  |                       |               |
|                                                                                        |                                  |                       |               |
| Helipads                                                                               |                                  |                       |               |
|                                                                                        |                                  |                       |               |
|                                                                                        |                                  |                       |               |
| Hiking Trails                                                                          |                                  |                       |               |
|                                                                                        |                                  |                       |               |
|                                                                                        |                                  |                       |               |
| Hospitals                                                                              |                                  |                       |               |
|                                                                                        |                                  |                       |               |
|                                                                                        |                                  |                       |               |

# Hawaii County E9-1-1 Status Report

December 1, 2015 – December 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<br>Delivered | Other/Remarks |
|                                                                                        | Date Created/<br>Edits Performed |                       |               |
| CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE<br>(Listed Alphabetically) |                                  |                       |               |
| Hydrants                                                                               |                                  |                       |               |
|                                                                                        |                                  |                       |               |
|                                                                                        |                                  |                       |               |
| 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                                                                       |                                  |                       |               |
|                                                                                        |                                  |                       |               |

# Hawaii County E9-1-1 Status Report

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## MAPPING LAYERS UPDATED (PART VI)

*9-1-1 GIS layers provided by Akimeka to the PSAP are designed for use on E9-1-1 systems 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) |                                  |                    |                                                                        |
| MSAG Communities                                                                       |                                  |                    |                                                                        |
|                                                                                        | 12/29/2015                       |                    | Spatially corrected two (2) MSAG Communities (Laupahoehoe and Ookala). |
|                                                                                        |                                  | 12/08/15           |                                                                        |
| Net Junctions                                                                          |                                  |                    |                                                                        |
|                                                                                        |                                  |                    |                                                                        |
|                                                                                        |                                  |                    |                                                                        |
| Ocean Rescue Boundaries                                                                |                                  |                    |                                                                        |
|                                                                                        |                                  |                    |                                                                        |
|                                                                                        |                                  |                    |                                                                        |
| Ocean Safety                                                                           |                                  |                    |                                                                        |
|                                                                                        |                                  |                    |                                                                        |
|                                                                                        |                                  |                    |                                                                        |
| Parcels                                                                                |                                  |                    |                                                                        |
|                                                                                        |                                  |                    |                                                                        |
|                                                                                        |                                  |                    |                                                                        |
| Parks                                                                                  |                                  |                    |                                                                        |
|                                                                                        |                                  |                    |                                                                        |
|                                                                                        |                                  |                    |                                                                        |
| Parks Polygon                                                                          |                                  |                    |                                                                        |
|                                                                                        |                                  |                    |                                                                        |
|                                                                                        |                                  |                    |                                                                        |
| Points of Interest                                                                     |                                  | 12/22/15           |                                                                        |
|                                                                                        | 12/15/2015                       |                    | Corrected address to three (3) points of interest in Hilo.             |
|                                                                                        | 12/15/2015                       |                    | Spatially corrected forty-two (42) points of interest in Hilo.         |
|                                                                                        |                                  | 12/08/15           |                                                                        |
| Police Beats                                                                           | 12/29/2015                       |                    | Spatially corrected six (6) police beats.                              |
|                                                                                        | 12/23/2015                       |                    | Spatially corrected seven (7) police beats.                            |
|                                                                                        |                                  | 12/22/15           |                                                                        |
|                                                                                        | 12/22/2015                       |                    | Spatially corrected fourteen (14) police beats.                        |
|                                                                                        | 12/21/2015                       |                    | Spatially corrected sixteen (16) police beats.                         |
|                                                                                        | 12/18/2015                       |                    | Spatially corrected eight (8) police beats.                            |
|                                                                                        | 12/16/2015                       |                    | Spatially corrected six (6) police beats.                              |
|                                                                                        | 12/15/2015                       |                    | Spatially corrected nine (9) police beats.                             |
|                                                                                        | 12/14/2015                       |                    | Spatially corrected eleven (11) police beats.                          |
|                                                                                        | 12/10/2015                       |                    | Spatially corrected four (4) police beats.                             |
|                                                                                        | 12/9/2015                        |                    | Spatially corrected fifteen (15) police beats.                         |

# Hawaii County E9-1-1 Status Report

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## MAPPING LAYERS UPDATED (PART VII)

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

| HAWAII COUNTY                                                                          |                                  |                    |                                                                            |
|----------------------------------------------------------------------------------------|----------------------------------|--------------------|----------------------------------------------------------------------------|
| Type of Layer                                                                          | Akimeka GIS Server               | Date GIS Delivered | Other/Remarks                                                              |
|                                                                                        | Date Created/<br>Edits Performed |                    |                                                                            |
| CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE<br>(Listed Alphabetically) |                                  |                    |                                                                            |
| Police Beats                                                                           |                                  | 12/08/15           |                                                                            |
|                                                                                        | 12/8/2015                        |                    | Spatially corrected seven (7) police beats.                                |
|                                                                                        | 12/7/2015                        |                    | Spatially corrected nine (9) police beats.                                 |
|                                                                                        | 12/4/2015                        |                    | Spatially corrected five (5) police beats.                                 |
|                                                                                        | 12/3/2015                        |                    | Spatially corrected eleven (11) police beats.                              |
|                                                                                        | 12/2/2015                        |                    | Spatially corrected eight (8) police beats.                                |
|                                                                                        | 12/1/2015                        |                    | Spatially corrected five (5) police beats.                                 |
| Police Districts                                                                       |                                  |                    |                                                                            |
|                                                                                        | 12/3/2015                        |                    | Spatially corrected two (2) police districts.                              |
| Police Response Areas                                                                  |                                  |                    |                                                                            |
|                                                                                        |                                  |                    |                                                                            |
| Police Stations                                                                        |                                  |                    |                                                                            |
|                                                                                        |                                  |                    |                                                                            |
| Post Offices                                                                           |                                  |                    |                                                                            |
|                                                                                        |                                  |                    |                                                                            |
| Schools                                                                                |                                  |                    |                                                                            |
|                                                                                        |                                  |                    |                                                                            |
| Street Centerlines                                                                     | 12/31/2015                       |                    | Spatially corrected forty-one (41) streets in Hilo.                        |
|                                                                                        | 12/30/2015                       |                    | Corrected street name to twelve (12) streets in Kamuela.                   |
|                                                                                        | 12/30/2015                       |                    | Corrected street name to one (1) segment of Old Volcano Rd in Keaau.       |
|                                                                                        | 12/30/2015                       |                    | Corrected street name to one (1) segment of Ualani Rd in Mountain View.    |
|                                                                                        | 12/30/2015                       |                    | Corrected street name to two (2) segments of Jardine Rd in Ookala.         |
|                                                                                        | 12/30/2015                       |                    | Corrected street name to one (1) segment of Kalopa Rd in Paauhau.          |
|                                                                                        | 12/30/2015                       |                    | Corrected street name to three (3) streets in Pahoa.                       |
|                                                                                        | 12/30/2015                       |                    | Corrected street name to one (1) segment of Old Mamalahoa Hwy in Pepeekeo. |
|                                                                                        | 12/30/2015                       |                    | Corrected street name to one (1) segment of Ele Paio Rd in Volcano.        |
|                                                                                        | 12/30/2015                       |                    | Corrected street name to twenty-five (25) streets in Hilo.                 |
|                                                                                        | 12/30/2015                       |                    | Split four (4) street segments in Hilo.                                    |
|                                                                                        | 12/30/2015                       |                    | Spatially corrected eleven (11) streets in Hilo.                           |
|                                                                                        | 12/29/2015                       |                    | Corrected MSAG Community to four (4) streets in Ookala.                    |
|                                                                                        | 12/23/2015                       |                    | Spatially corrected five (5) streets in Hilo.                              |

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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                                                                     | 12/23/2015                       |                    | Corrected police to five (5) streets in Hilo.                                                         |
|                                                                                        | 12/23/2015                       |                    | Corrected police to eight (8) streets in Honokaa.                                                     |
|                                                                                        |                                  | 12/22/15           |                                                                                                       |
|                                                                                        | 12/22/2015                       |                    | Corrected police to nineteen (19) streets in Honokaa.                                                 |
|                                                                                        | 12/22/2015                       |                    | Corrected police to twenty-one (21) streets in Paauilo.                                               |
|                                                                                        | 12/22/2015                       |                    | Corrected police to seven (7) streets in Pepeekeo.                                                    |
|                                                                                        | 12/22/2015                       |                    | Spatially corrected five (5) streets in Pepeekeo.                                                     |
|                                                                                        | 12/22/2015                       |                    | Split three (3) streets (Mauka Cross Country Rd, Old Mamalahoa Hwy and Old Railroad Way) in Pepeekeo. |
|                                                                                        | 12/21/2015                       |                    | Corrected police to forty-four (44) streets in Hilo.                                                  |
|                                                                                        | 12/21/2015                       |                    | Split one (1) segment of Mohouli St in Hilo.                                                          |
|                                                                                        | 12/18/2015                       |                    | Completed monthly update on street centerlines.                                                       |
|                                                                                        | 12/18/2015                       |                    | Corrected range to five (5) streets in Mountain View.                                                 |
|                                                                                        | 12/18/2015                       |                    | Added one (1) street (Puu Hina St) in Hilo.                                                           |
|                                                                                        | 12/18/2015                       |                    | Corrected police to twenty-eight (28) streets in Hilo.                                                |
|                                                                                        | 12/18/2015                       |                    | Split six (6) streets in Hilo.                                                                        |
|                                                                                        | 12/17/2015                       |                    | Corrected range to one (1) segment of Kaihenui Pl in Mountain View.                                   |
|                                                                                        | 12/16/2015                       |                    | Corrected range to four (4) streets in Captain Cook.                                                  |
|                                                                                        | 12/16/2015                       |                    | Spatially corrected five (5) streets in Hakalau.                                                      |
|                                                                                        | 12/16/2015                       |                    | Added one (1) street (Opihi Point Pl) in Hakalau.                                                     |
|                                                                                        | 12/16/2015                       |                    | Corrected police to thirty-six (36) streets in Hilo.                                                  |
|                                                                                        | 12/16/2015                       |                    | Split one (1) segment of Haihai St in Hilo.                                                           |
|                                                                                        | 12/16/2015                       |                    | Flipped one (1) segment of Nani Pl in Pahoa.                                                          |
|                                                                                        | 12/15/2015                       |                    | Corrected police to forty-two (42) streets in Hilo.                                                   |
|                                                                                        | 12/15/2015                       |                    | Corrected name to one (1) segment of Hoolaulima Rd in Hilo.                                           |
|                                                                                        | 12/15/2015                       |                    | Flipped one (1) segment of Piilani St in Hilo.                                                        |
|                                                                                        | 12/14/2015                       |                    | Corrected police to thirty-nine (39) streets in Hilo.                                                 |
|                                                                                        | 12/14/2015                       |                    | Split one (1) segment of Kanoelehua Ave in Hilo.                                                      |
|                                                                                        | 12/14/2015                       |                    | Corrected police to four (4) streets in Kurtistown.                                                   |
|                                                                                        | 12/14/2015                       |                    | Corrected police to nineteen (19) streets in Mountain View.                                           |
|                                                                                        | 12/14/2015                       |                    | Corrected range to two (2) segments of Volcano Rd in Mountain View.                                   |
|                                                                                        | 12/14/2015                       |                    | Split one (1) segment of Volcano Rd in Mountain View.                                                 |
|                                                                                        | 12/14/2015                       |                    | Corrected name to one (1) segment of Waimaka O Pele Rd in Mountain View.                              |
|                                                                                        | 12/14/2015                       |                    | Flipped one (1) segment of Waimaka O Pele Rd in Mountain View.                                        |
|                                                                                        | 12/14/2015                       |                    | Spatially corrected one (1) segment of N Kopua Rd in Mountain View.                                   |

# Hawaii County E9-1-1 Status Report

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## MAPPING LAYERS UPDATED (PART IX)

9-1-1 GIS layers provided by Akimeka to the PSAP are designed for use on E9-1-1 systems 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                                                                     | 12/14/2015                       |                    | Corrected police to four (4) streets in Volcano.                        |
|                                                                                        | 12/10/2015                       |                    | Corrected police to fifty-nine (59) streets in Kurtistown.              |
|                                                                                        | 12/10/2015                       |                    | Corrected police to three (3) streets in Pahoa.                         |
|                                                                                        | 12/10/2015                       |                    | Split one (1) segment of Government Beach Rd in Pahoa.                  |
|                                                                                        | 12/9/2015                        |                    | Corrected police to thirty-three (33) streets in Naalehu.               |
|                                                                                        | 12/9/2015                        |                    | Corrected range to two (2) segments of Hawaii Belt Rd in Naalehu.       |
|                                                                                        | 12/9/2015                        |                    | Corrected police to four (4) streets in Pahala.                         |
|                                                                                        | 12/9/2015                        |                    | Split one (1) segment of Hawaii Belt Rd in Pahala.                      |
|                                                                                        | 12/9/2015                        |                    | Corrected police to fifteen (15) streets in Pahoa.                      |
|                                                                                        |                                  | 12/08/15           |                                                                         |
|                                                                                        | 12/8/2015                        |                    | Spatially corrected five (5) streets in Hilo.                           |
|                                                                                        | 12/8/2015                        |                    | Corrected police to five (5) streets in Naalehu.                        |
|                                                                                        | 12/8/2015                        |                    | Corrected police to twenty (20) streets in Ocean View.                  |
|                                                                                        | 12/8/2015                        |                    | Added three (3) streets (Eleele Pl and Laakea Way) in Waikoloa.         |
|                                                                                        | 12/7/2015                        |                    | Split one (1) segment of Painted Church Rd in Honaunau.                 |
|                                                                                        | 12/7/2015                        |                    | Corrected police to thirty-one (31) street segments in Kailua Kona.     |
|                                                                                        | 12/7/2015                        |                    | Spatially corrected three (3) street segments in Kailua Kona.           |
|                                                                                        | 12/7/2015                        |                    | Corrected police to seven (7) street segments in Kealahou.              |
|                                                                                        | 12/7/2015                        |                    | Corrected range to one (1) segment of Kuakini Hwy in Holualoa.          |
|                                                                                        | 12/7/2015                        |                    | Corrected police to eight (8) segments in Keauhou.                      |
|                                                                                        | 12/7/2015                        |                    | Corrected range to three (3) street segments in Keauhou.                |
|                                                                                        | 12/7/2015                        |                    | Merged two (2) street segments of Keauhou Kainaliu Beach Rd in Keauhou. |
|                                                                                        | 12/7/2015                        |                    | Spatially corrected four (4) street segments in Keauhou.                |
|                                                                                        | 12/4/2015                        |                    | Corrected police to nine (9) street centerlines in Kailua Kona.         |
|                                                                                        | 12/4/2015                        |                    | Spatially corrected one (1) street segment of Henry St in Kailua Kona.  |
|                                                                                        | 12/4/2015                        |                    | Merged two (2) street segments of Palani Rd in Kailua Kona.             |
|                                                                                        | 12/4/2015                        |                    | Corrected street name to four (4) street segments in Mountain View.     |
|                                                                                        | 12/4/2015                        |                    | Corrected range to four (4) street segments in Mountain View.           |
|                                                                                        | 12/3/2015                        |                    | Corrected police to forty-five (45) street segments in Kailua Kona.     |
|                                                                                        | 12/3/2015                        |                    | Spatially corrected one (1) street segment of Uouoa St in Kailua Kona.  |
|                                                                                        | 12/3/2015                        |                    | Corrected police to fourteen (14) street segments in Kamuela.           |
|                                                                                        | 12/3/2015                        |                    | Corrected police to five (5) street segments in Waikoloa.               |
|                                                                                        | 12/2/2015                        |                    | Split one (1) segment of Akoni Pule Hwy in Hawi.                        |
|                                                                                        | 12/2/2015                        |                    | Corrected police to five (5) street segments in Kapaau.                 |
|                                                                                        | 12/2/2015                        |                    | Corrected police to fifty-three (53) street segments in Kamuela.        |
|                                                                                        | 12/1/2015                        |                    | Corrected police to nineteen (19) street segments in Hawi.              |
|                                                                                        | 12/1/2015                        |                    | Corrected police to eighteen (18) street segments in Kapaau.            |
|                                                                                        | 12/1/2015                        |                    | Split one (1) segment of Pratt Rd in Kapaau.                            |

# Hawaii County E9-1-1 Status Report

December 1, 2015 – December 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.*

| 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) |                                  |                    |               |
| Subdivisions                                                                           |                                  |                    |               |
|                                                                                        |                                  |                    |               |
|                                                                                        |                                  |                    |               |
| Tow Jurisdictions                                                                      |                                  |                    |               |
|                                                                                        |                                  |                    |               |
|                                                                                        |                                  |                    |               |
| Tsunami Evacuation Zones                                                               |                                  |                    |               |
|                                                                                        |                                  |                    |               |
|                                                                                        |                                  |                    |               |
| Tsunami Heights                                                                        |                                  |                    |               |
|                                                                                        |                                  |                    |               |
|                                                                                        |                                  |                    |               |
| Waste Water Plants                                                                     |                                  |                    |               |
|                                                                                        |                                  |                    |               |
|                                                                                        |                                  |                    |               |
| WSP Cell Sectors                                                                       |                                  | 12/08/15           |               |
|                                                                                        | 12/2/2015                        |                    | Per ATT CRS   |
|                                                                                        |                                  |                    |               |
| WSP Cell Towers                                                                        |                                  | 12/08/15           |               |
|                                                                                        | 12/2/2015                        |                    | Per ATT CRS   |
|                                                                                        |                                  |                    |               |

# Hawaii County E9-1-1 Status Report

December 1, 2015 – December 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                                                                                                                                                                                                                                                           |
|------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 12/22/2015 | MapFlex deliverable which included the following updated layers: Address Points, Cell Sectors, Cell Towers, Common Places, Street Centerlines.                                                                                                                                   |
| 12/8/2015  | MapFlex deliverable which included the following updated layers: Address Points, Cell Sectors, Cell Towers, Common Places, Street Centerlines, Police Response Areas, MSAG Communities, ESN, Fire Response Areas, Medic Response Areas, Coastline, Fire Stations and Lava Flows. |

### UPCOMING GIS DELIVERABLES SCHEDULE

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

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

## Hawaii County E9-1-1 Status Report

December 1, 2015 – December 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 **December 18, 2015**. Results are as follows:

| HAWAII COUNTY                 | Address Points Layer | Street Centerlines Layer |
|-------------------------------|----------------------|--------------------------|
| New Addresses Added           | 140                  |                          |
| Addresses Removed             | 0                    |                          |
| Address Street Name Changes   | 0                    |                          |
| Address Street Number Changes | 2                    |                          |
| New Street Segments Added     |                      | 0                        |
| Street Segments Removed       |                      | 0                        |
| Street Segment Range Changes  |                      | 7                        |
| 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

December 1, 2015 – December 31, 2015

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

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

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

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

During the month of December 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 | 141 Added                                          | Throughout County in 17 communities                                                                   |
|                              | Spatial Correction | 551 Corrected                                      | Corrected location of Address Point, recalculated x/y; majority were located in Hilo and Captain Cook |
|                              | Address            | 49 Corrected                                       | Majority were located in Mountain View and Ookala                                                     |
|                              | Location Name      | 6 Corrected                                        | Addresses were located in Hilo and Hawi                                                               |
|                              | Deleted            | 8 Removed                                          | Addresses were located in Honaunau, Kealakekua and Keauhou                                            |
|                              | Routing ID         | 17 Corrected                                       | Addresses were located in Hilo                                                                        |
| <b>Response Boundaries</b>   | Police Beats       | 76 Corrected                                       | Throughout County                                                                                     |
|                              | Police Districts   | 2 Corrected                                        | Districts 1 and 9                                                                                     |
| <b>Street Centerlines</b>    | New Streets        | 5 Added                                            | Streets were located in Hakalau, Hilo and Waikoloa                                                    |
|                              | Spatial Correction | 82 Corrected                                       | Majority were located in Hilo                                                                         |
|                              | Range/Parity       | 22 Corrected                                       | Majority were located in Mountain View and Captain Cook                                               |
|                              | Split              | 22 Corrected                                       | Throughout County in 8 communities                                                                    |
|                              | Name               | 53 Corrected                                       | Throughout County in 10 communities                                                                   |
|                              | Merged             | 4 Corrected                                        | Streets were located in Kailua Kona and Keauhou                                                       |
|                              | Flipped            | 3 Corrected                                        | Streets were located in Hilo, Mountain View and Pahoa                                                 |
|                              | Police             | 629 Corrected                                      | Throughout County in 26 communities                                                                   |
|                              | MSAG Community     | 4 Corrected                                        | Streets were located in Ookala                                                                        |

# Hawaii County E9-1-1 Status Report

December 1, 2015 – December 31, 2015

## NOTE:

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

## 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 December 2015, Akimeka continued to monitor the activity of the lava flow and there was no reported activity to include into the GIS layers during that time.
  - e. Akimeka will continue to monitor the activity of the lava flow and will update the Lava Flows layer as necessary. Akimeka will also monitor the status of the Chain of Craters Road and will add it to the Alternate Routes Lower Puna layer if and when it is rebuilt and available as an alternate route.
  - f. Due to the vital importance involved in staying apprised of the lava flow progress heading toward Pahoa and the Pacific Ocean, Akimeka will deliver the Lava Flows and Alternate Routes Lower Puna layers into MapFlex more frequently than the regularly scheduled MapFlex deliverables if necessary.

## POWER911 (VIPER) UPDATE

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

On July 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.

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

## Hawaii County E9-1-1 Status Report

December 1, 2015 – December 31, 2015

### MAPFLEX DEPLOYMENT

During the month of December 2015, there were continued GIS deliverables into the MapFlex system for Hawaii County, Maui County, and Kauai County. For a chronology prior to November, please see the April thru November 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 December 2015
  - a. **Hawaii County** – December 8<sup>th</sup> and December 22<sup>nd</sup>
  - b. **Maui County** – December 9<sup>th</sup> and December 23<sup>rd</sup>
  - c. **Kauai County** – December 10<sup>th</sup> and December 23<sup>rd</sup>
  - d. **Honolulu** – December 11<sup>th</sup> and December 23<sup>rd</sup>

### MAPFLEX UPLOAD ISSUES

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

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

## Hawaii County E9-1-1 Status Report

December 1, 2015 – December 31, 2015

- a. Akimeka uploaded an updated GIS data set onto the SFTP in the morning of November 12, 2015 for Hawaii County, as requested.
  - b. Later on November 12, 2015, Intrado's Senior Systems Engineer sent out notification that their script was unsuccessful, so they will look to reconfigure.
10. On November 13, 2015, Intrado sent notification that the upload was successful. Also included in the notification was the request to upload Maui County data for the issue in Molokai.
  - a. On November 16, 2015, Akimeka uploaded a new set of GIS data onto the SFTP for Intrado to validate the upload in Molokai.
  - b. Akimeka sent notification to Molokai that the uploads should be available the following day and provided the same list of addresses which they had previously identified as missing.
    - i. If the upload was successful the same list should now appear in the mapping system.
  - c. On December 4, 2015, Molokai PD notified Akimeka that the updates were still not available in the MapFlex system.
    - i. Akimeka subsequently followed escalation with Intrado to test their system.
    - ii. On December 9, 2015, Intrado replied that they were checking on some items and asked if it could be re-verified once again.
    - iii. On December 9, 2015, Molokai PD tested the list again with the same results
    - iv. Later on December 9, 2015, Intrado reported that they would reach out to Molokai
    - v. There were no further actions reported throughout the remainder of December 2015. It is unclear whether this has been resolved to date.
  - d. On December 1, 2015, Akimeka was notified of a possible enhancement that could be made with the responder information. The currently displayed information was not as useful as utilizing the beat information, so Akimeka made some modifications to the Response Areas information that is delivered into the MapFlex system and delivered an update into the system to help provide more useful info.
  - e. On December 16, 2015, some of the information was showing correctly on three positions, while another three were blank, and two were being temperamental. Akimeka helped coordinate with Intrado so that they could review the server and MapFlex positions. Ideally since all of the workstations pull data from the same server, if there was an issue with data, it should be widespread to all positions.
    - i. Shortly after escalation, Intrado was able to resolve the issue and the responder bar was correctly displaying information again on all positions.
11. For the Honolulu MapFlex system, on November 19, 2015, Intrado notified Akimeka that the MapFlex for Honolulu should be ready to being taking uploads.
  - a. On November 27, 2015, Akimeka delivered a data set onto the SFTP for the Honolulu MapFlex system so that it corresponds with all of the other system uploads during the same day.
  - b. Along with the upload, Akimeka provided a list of records that will only be available in the MapFlex if the upload was successful.
  - c. On November 30, HPD sent notification that none of the records in the list were in the MapFlex.
  - d. Intrado began troubleshooting the issues immediately.
  - e. On December 9, 2015, HPD was able to verify that the list provided with the deliverable from November 30, 2015 was available in their MapFlex.
    - i. Later on December 9, 2015, HFD also verified their MapFlex was receiving updates.
  - f. To date, EMS and Ocean Safety are pending verification.

#### 4. SERVICE REQUESTS TRANSACTIONS

##### OPEN SERVICE REQUESTS – DECEMBER 2015

# Hawaii County E9-1-1 Status Report

December 1, 2015 – December 31, 2015

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

Note\* There are three (3) opened service requests pending for December 2015.

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

| HAWAII          |           |           |          | SERVICE REQUEST CATEGORIES |          |           |           |
|-----------------|-----------|-----------|----------|----------------------------|----------|-----------|-----------|
| 2015            | TOTAL     |           | Open     | 911 Map                    |          | MSAG      |           |
|                 | Created   | Closed    |          | Created                    | Closed   | Created   | Closed    |
| 2014 Carryover* |           |           | 6        |                            |          |           |           |
| January         | 6         | 10        | 2        | 0                          | 0        | 6         | 10        |
| February        | 7         | 7         | 2        | 0                          | 0        | 7         | 7         |
| March           | 14        | 12        | 4        | 0                          | 0        | 14        | 12        |
| April           | 4         | 5         | 3        | 0                          | 0        | 4         | 5         |
| May             | 0         | 0         | 3        | 0                          | 0        | 0         | 0         |
| June            | 7         | 8         | 2        | 0                          | 0        | 7         | 8         |
| July            | 5         | 6         | 1        | 0                          | 0        | 5         | 6         |
| August          | 0         | 0         | 1        | 0                          | 0        | 0         | 0         |
| September       | 3         | 3         | 1        | 0                          | 0        | 3         | 3         |
| October         | 7         | 5         | 3        | 0                          | 0        | 7         | 5         |
| November        | 4         | 2         | 5        | 0                          | 0        | 4         | 2         |
| December        | 1         | 3         | 3        | 0                          | 0        | 1         | 3         |
| <b>TOTAL</b>    | <b>58</b> | <b>61</b> | <b>3</b> | <b>0</b>                   | <b>0</b> | <b>58</b> | <b>61</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                 |

## 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)

## Hawaii County E9-1-1 Status Report

December 1, 2015 – December 31, 2015

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### Next Scheduled Database Synchronization Report – February 2016

AUDIT SUMMARY RESULTS – FEBRUARY 2016 -- TBA

AUDIT SUMMARY RESULTS – CONTINUED

AUDIT SUMMARY RESULTS COMPARISION – FEBRUARY 1, 2016 VS NOVEMBER 1, 2015 -- TBA

AUDIT SUMMARY RESULTS -- TBA

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

AUTOMATIC LOCATION IDENTIFICATION (ALI) DISCREPANCY REPORT -- TBA

# Maui County E9-1-1 Status Report

*December 1, 2015 – December 31, 2015*



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

# Maui County E9-1-1 Status Report

December 1, 2015 - December 31, 2015

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# Maui County E9-1-1 Status Report

December 1, 2015 - December 31, 2015

## PSAP OPERATIONS

### 9-1-1 CALL VOLUME MAUI PSAP – DECEMBER 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 |
| DEC               | 11,441                      | 2,248                 | 19.65%           | 7,567                 | 66.14%           | 60.66%                   | 39.34%                   | 305               | 2.67%            | 19                       | 0.17%            | 0                  | 0.00%            | 1,302                  | 11.38%           | 0           | 0.00%            |

### CALL VOLUME MAUI PSAP NOTES:

\*Calls with no Ali 0.17% - Statewide average = 0.18% Year 2015

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

| 9-1-1 Call Volume |                             |                       |                  |                       |                  |                          |                          |                   |                  |                          |                  |                    |                  |                        |                  |             |                  |
|-------------------|-----------------------------|-----------------------|------------------|-----------------------|------------------|--------------------------|--------------------------|-------------------|------------------|--------------------------|------------------|--------------------|------------------|------------------------|------------------|-------------|------------------|
| MAUI PSAP         |                             | Wireline              |                  | Wireless              |                  |                          |                          | VOIP              |                  | Calls with No ALI        |                  | Admin Calls        |                  | Abandoned Calls        |                  | Other Calls |                  |
| 2015              | Total 9-1-1 Calls Processed | No. of Wireline Calls | % of Total Calls | No. of Wireless Calls | % of Total Calls | % of Wireless WPH1 Calls | % of Wireless WPH2 Calls | No. of VoIP Calls | % of Total Calls | No. of Calls with No ALI | % of Total Calls | No. of Admin Calls | % of Total Calls | No. of 9-1-1 Abandoned | % of Total Calls | Other Calls | % of Total Calls |
| JAN               | 11,904                      | 2,411                 | 20.25%           | 7,697                 | 64.66%           | 61.96%                   | 38.04%                   | 277               | 2.33%            | 13                       | 0.11%            | 0                  | 0.00%            | 1,506                  | 12.65%           | 0           | 0.00%            |
| FEB               | 10,934                      | 2,340                 | 21.40%           | 6,977                 | 63.81%           | 63.15%                   | 36.85%                   | 255               | 2.33%            | 20                       | 0.18%            | 0                  | 0.00%            | 1,342                  | 12.27%           | 0           | 0.00%            |
| MAR               | 11,628                      | 2,451                 | 21.84%           | 7,479                 | 64.32%           | 63.14%                   | 36.86%                   | 307               | 2.64%            | 13                       | 0.11%            | 0                  | 0.00%            | 1,378                  | 11.85%           | 0           | 0.00%            |
| APR               | 11,486                      | 2,204                 | 19.19%           | 7,507                 | 65.36%           | 61.78%                   | 38.22%                   | 262               | 2.28%            | 20                       | 0.17%            | 0                  | 0.00%            | 1,493                  | 13.00%           | 0           | 0.00%            |
| MAY               | 11,182                      | 2,368                 | 21.18%           | 7,181                 | 64.22%           | 60.66%                   | 39.34%                   | 266               | 2.38%            | 18                       | 0.16%            | 0                  | 0.00%            | 1,349                  | 12.06%           | 0           | 0.00%            |
| JUNE              | 11,573                      | 2,261                 | 19.54%           | 7,599                 | 65.66%           | 59.36%                   | 40.64%                   | 287               | 2.48%            | 47                       | 0.41%            | 0                  | 0.00%            | 1,379                  | 11.92%           | 0           | 0.00%            |
| JULY              | 12,129                      | 2,378                 | 19.61%           | 8,004                 | 65.99%           | 59.86%                   | 40.14%                   | 326               | 2.69%            | 12                       | 0.10%            | 0                  | 0.00%            | 1,409                  | 11.62%           | 0           | 0.00%            |
| AUG               | 12,306                      | 2,377                 | 19.32%           | 8,148                 | 66.21%           | 58.36%                   | 41.64%                   | 298               | 2.42%            | 16                       | 0.13%            | 0                  | 0.00%            | 1,467                  | 11.92%           | 0           | 0.00%            |
| SEPT              | 10,908                      | 2,096                 | 19.22%           | 7,306                 | 66.98%           | 58.34%                   | 41.66%                   | 276               | 2.53%            | 9                        | 0.08%            | 0                  | 0.00%            | 1,221                  | 11.19%           | 0           | 0.00%            |
| OCT               | 11,361                      | 2,157                 | 18.99%           | 7,480                 | 65.84%           | 57.13%                   | 42.87%                   | 309               | 2.72%            | 31                       | 0.27%            | 0                  | 0.00%            | 1,384                  | 12.18%           | 0           | 0.00%            |
| NOV               | 10,981                      | 2,085                 | 18.99%           | 7,257                 | 66.09%           | 58.30%                   | 41.70%                   | 261               | 2.38%            | 21                       | 0.19%            | 0                  | 0.00%            | 1,357                  | 12.36%           | 0           | 0.00%            |
| DEC               | 11,441                      | 2,248                 | 19.65%           | 7,567                 | 66.14%           | 60.66%                   | 39.34%                   | 305               | 2.67%            | 19                       | 0.17%            | 0                  | 0.00%            | 1,302                  | 11.38%           | 0           | 0.00%            |
| YTD               | 137,833                     | 27,376                |                  | 90,202                |                  |                          |                          | 3,429             |                  | 239                      |                  | 0                  |                  | 16,587                 |                  | 0           |                  |
| MON AVG           | 11,486                      | 2,281                 | 19.93%           | 7,517                 | 65.44%           | 60.22%                   | 39.78%                   | 286               | 2.49%            | 20                       | 0.17%            | 0                  | 0.00%            | 1,382                  | 12.03%           | 0.00        | 0.00%            |

# Maui County E9-1-1 Status Report

December 1, 2015 - December 31, 2015

## 9-1-1 CALL VOLUME MOLOKAI PSAP – DECEMBER 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 |
| DEC               | 405                         | 131                   | 32.35%           | 223                   | 55.06%           | 50.67%                   | 49.33%                   | 2                 | 0.49%            | 0                        | 0.00%            | 0                  | 0.00%            | 49                     | 12.10%           | 0           | 0.00%            |

## CALL VOLUME MOLOKAI PSAP NOTES:

\*Calls with no Ali 0.00% - Statewide average = 0.18% Year 2015

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

| 9-1-1 Call Volume |                             |                       |                  |                       |                  |                          |                          |                   |                  |                          |                  |                    |                  |                        |                  |             |                  |
|-------------------|-----------------------------|-----------------------|------------------|-----------------------|------------------|--------------------------|--------------------------|-------------------|------------------|--------------------------|------------------|--------------------|------------------|------------------------|------------------|-------------|------------------|
| MOLOKAI PSAP      |                             | Wireline              |                  | Wireless              |                  |                          |                          | VOIP              |                  | Calls with No ALI        |                  | Admin Calls        |                  | Abandoned Calls        |                  | Other Calls |                  |
| 2015              | Total 9-1-1 Calls Processed | No. of Wireline Calls | % of Total Calls | No. of Wireless Calls | % of Total Calls | % of Wireless WPH1 Calls | % of Wireless WPH2 Calls | No. of VoIP Calls | % of Total Calls | No. of Calls with No ALI | % of Total Calls | No. of Admin Calls | % of Total Calls | No. of 9-1-1 Abandoned | % of Total Calls | Other Calls | % of Total Calls |
| JAN               | 371                         | 152                   | 40.97%           | 176                   | 47.44%           | 51.70%                   | 48.30%                   | 0                 | 0.00%            | 2                        | 0.54%            | 0                  | 0.00%            | 41                     | 11.05%           | 0           | 0.00%            |
| FEB               | 355                         | 159                   | 44.79%           | 141                   | 39.72%           | 55.32%                   | 44.68%                   | 0                 | 0.00%            | 2                        | 0.56%            | 0                  | 0.00%            | 53                     | 14.93%           | 0           | 0.00%            |
| MAR               | 470                         | 191                   | 40.64%           | 224                   | 47.66%           | 60.27%                   | 39.73%                   | 0                 | 0.00%            | 2                        | 0.43%            | 0                  | 0.00%            | 53                     | 11.28%           | 0           | 0.00%            |
| APR               | 295                         | 93                    | 31.53%           | 156                   | 52.88%           | 45.51%                   | 54.49%                   | 1                 | 0.34%            | 13                       | 4.41%            | 0                  | 0.00%            | 32                     | 10.85%           | 0           | 0.00%            |
| MAY               | 317                         | 109                   | 34.38%           | 157                   | 49.53%           | 50.96%                   | 49.04%                   | 3                 | 0.95%            | 20                       | 6.31%            | 0                  | 0.00%            | 28                     | 8.83%            | 0           | 0.00%            |
| JUNE              | 359                         | 99                    | 27.58%           | 225                   | 62.67%           | 55.56%                   | 44.44%                   | 1                 | 0.28%            | 2                        | 0.56%            | 0                  | 0.00%            | 32                     | 8.91%            | 0           | 0.00%            |
| JULY              | 359                         | 127                   | 35.38%           | 190                   | 52.92%           | 48.95%                   | 51.05%                   | 1                 | 0.28%            | 3                        | 0.84%            | 0                  | 0.00%            | 38                     | 10.58%           | 0           | 0.00%            |
| AUG               | 455                         | 144                   | 31.65%           | 259                   | 56.92%           | 55.98%                   | 44.02%                   | 1                 | 0.22%            | 2                        | 0.44%            | 0                  | 0.00%            | 49                     | 10.77%           | 0           | 0.00%            |
| SEPT              | 440                         | 140                   | 31.82%           | 250                   | 56.82%           | 44.00%                   | 56.00%                   | 0                 | 0.00%            | 6                        | 1.36%            | 0                  | 0.00%            | 44                     | 10.00%           | 0           | 0.00%            |
| OCT               | 389                         | 128                   | 32.90%           | 214                   | 55.01%           | 47.20%                   | 52.80%                   | 0                 | 0.00%            | 5                        | 1.29%            | 0                  | 0.00%            | 42                     | 10.80%           | 0           | 0.00%            |
| NOV               | 289                         | 105                   | 36.33%           | 143                   | 49.48%           | 58.74%                   | 41.26%                   | 2                 | 0.69%            | 1                        | 0.35%            | 0                  | 0.00%            | 38                     | 13.15%           | 0           | 0.00%            |
| DEC               | 405                         | 131                   | 32.35%           | 223                   | 55.06%           | 50.67%                   | 49.33%                   | 2                 | 0.49%            | 0                        | 0.00%            | 0                  | 0.00%            | 49                     | 12.10%           | 0           | 0.00%            |
| YTD               | 4,504                       | 1,578                 |                  | 2,358                 |                  |                          |                          | 11                |                  | 58                       |                  | 0                  |                  | 499                    |                  | 0           |                  |
| MON AVG           | 375                         | 132                   | 35.03%           | 197                   | 52.18%           | 52.07%                   | 47.93%                   | 0.92              | 0.27%            | 5                        | 1.42%            | 0                  | 0.00%            | 41.583                 | 11.10%           | 0           | 0.00%            |

# Maui County E9-1-1 Status Report

## December 1, 2015 - December 31, 2015

### 9-1-1 CALL VOLUME (COMBINED MAUI & MOLOKAI PSAPS) – DECEMBER 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 |
| DEC               | 11,846                      | 2,379                 | 20.08%           | 7,790                 | 65.76%           | 60.37%                   | 39.63%                   | 307               | 2.59%            | 19                       | 0.16%            | 0                  | 0.00%            | 1,351                  | 11.40%           | 0           | 0.00%            |

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

| 9-1-1 Call Volume |                             |                       |                  |                       |                  |                          |                          |                   |                  |                          |                  |                    |                  |                        |                  |             |                  |
|-------------------|-----------------------------|-----------------------|------------------|-----------------------|------------------|--------------------------|--------------------------|-------------------|------------------|--------------------------|------------------|--------------------|------------------|------------------------|------------------|-------------|------------------|
| MAUI COUNTY PSAPs |                             | Wireline              |                  | Wireless              |                  |                          |                          | VOIP              |                  | Calls with No ALI        |                  | Admin Calls        |                  | Abandoned Calls        |                  | Other Calls |                  |
| 2015              | Total 9-1-1 Calls Processed | No. of Wireline Calls | % of Total Calls | No. of Wireless Calls | % of Total Calls | % of Wireless WPH1 Calls | % of Wireless WPH2 Calls | No. of VoIP Calls | % of Total Calls | No. of Calls with No ALI | % of Total Calls | No. of Admin Calls | % of Total Calls | No. of 9-1-1 Abandoned | % of Total Calls | Other Calls | % of Total Calls |
| JAN               | 12,275                      | 2,563                 | 20.88%           | 7,873                 | 64.14%           | 61.73%                   | 38.27%                   | 277               | 2.26%            | 15                       | 0.12%            | 0                  | 0.00%            | 1,547                  | 12.60%           | 0           | 0.00%            |
| FEB               | 11,904                      | 2,499                 | 22.14%           | 7,118                 | 63.05%           | 63.00%                   | 37.00%                   | 255               | 2.26%            | 22                       | 0.19%            | 0                  | 0.00%            | 1,395                  | 12.36%           | 0           | 0.00%            |
| MAR               | 12,098                      | 2,642                 | 21.84%           | 7,703                 | 63.67%           | 63.05%                   | 36.95%                   | 307               | 2.54%            | 15                       | 0.12%            | 0                  | 0.00%            | 1,431                  | 11.83%           | 0           | 0.00%            |
| APR               | 11,781                      | 2,297                 | 19.50%           | 7,663                 | 65.05%           | 61.45%                   | 38.55%                   | 263               | 2.23%            | 33                       | 0.28%            | 0                  | 0.00%            | 1,525                  | 12.94%           | 0           | 0.00%            |
| MAY               | 11,499                      | 2,477                 | 21.54%           | 7,338                 | 63.81%           | 60.45%                   | 39.55%                   | 269               | 2.34%            | 38                       | 0.33%            | 0                  | 0.00%            | 1,377                  | 11.97%           | 0           | 0.00%            |
| JUNE              | 11,932                      | 2,360                 | 19.78%           | 7,824                 | 65.57%           | 59.25%                   | 40.75%                   | 288               | 2.41%            | 49                       | 0.41%            | 0                  | 0.00%            | 1,411                  | 11.83%           | 0           | 0.00%            |
| JULY              | 12,488                      | 2,505                 | 20.06%           | 8,194                 | 65.61%           | 59.60%                   | 40.40%                   | 327               | 2.62%            | 15                       | 0.12%            | 0                  | 0.00%            | 1,447                  | 11.59%           | 0           | 0.00%            |
| AUG               | 12,761                      | 2,521                 | 19.76%           | 8,407                 | 65.88%           | 58.28%                   | 41.72%                   | 299               | 2.34%            | 18                       | 0.14%            | 0                  | 0.00%            | 1,516                  | 11.88%           | 0           | 0.00%            |
| SEPT              | 11,348                      | 2,236                 | 19.70%           | 7,556                 | 66.58%           | 57.86%                   | 42.14%                   | 276               | 2.43%            | 15                       | 0.13%            | 0                  | 0.00%            | 1,265                  | 11.15%           | 0           | 0.00%            |
| OCT               | 11,750                      | 2,285                 | 19.45%           | 7,694                 | 65.48%           | 56.85%                   | 43.15%                   | 309               | 2.63%            | 36                       | 0.31%            | 0                  | 0.00%            | 1,426                  | 12.14%           | 0           | 0.00%            |
| NOV               | 11,270                      | 2,190                 | 19.43%           | 7,400                 | 65.66%           | 58.31%                   | 41.69%                   | 263               | 2.33%            | 22                       | 0.20%            | 0                  | 0.00%            | 1,395                  | 12.38%           | 0           | 0.00%            |
| DEC               | 11,846                      | 2,379                 | 20.08%           | 7,790                 | 65.76%           | 60.37%                   | 39.63%                   | 307               | 2.59%            | 19                       | 0.16%            | 0                  | 0.00%            | 1,351                  | 11.40%           | 0           | 0.00%            |
| YTD               | 142,952                     | 28,954                |                  | 92,560                |                  |                          |                          | 3,440             |                  | 297                      |                  | 0                  |                  | 17,086                 |                  | 0           |                  |
| MON AVG           | 11,913                      | 2,413                 | 20.35%           | 7,713                 | 65.02%           | 60.02%                   | 39.98%                   | 287               | 2.42%            | 25                       | 0.21%            | 0.00               | 0.00%            | 1,424                  | 11.95%           | 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

December 1, 2015 - December 31, 2015

### TEXT TO 911 – CURRENT MONTH – DECEMBER 2015

#### NOTE:

- Maui County has not yet deployed the soft launch of Text to 911 pending contract review and approval.
- Although there is a “Text to 911” plot on the MapFlex, the location of the plot is not reliable. Text to 911 Dispatchers should use their skills to ascertain the exact location of the emergency response.
- In the coming months when Text to 911 is operational in Maui County, a chart will be provided for the amount of Text to 911 messages that are received at the PSAPs.
- Text to 911 Chart reflects only internal testing of Text to 911.

| TEXT TO 911 Maui County PSAPs 2015 |                  |                     |
|------------------------------------|------------------|---------------------|
| Month                              | Received at Maui | Received at Molokai |
| Dec                                | 7                | 2                   |

### FYI.....FOR YOUR INFORMATION

| FYI ..... For Your Information                                                                      |                                                                                                                                                                                                                                                                                                                                                                                              |
|-----------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| PSAP Operations                                                                                     |                                                                                                                                                                                                                                                                                                                                                                                              |
| Intrado                                                                                             | Intrado, a susidiary of the West Corporation has been rebranded to West Safety Services.                                                                                                                                                                                                                                                                                                     |
| MSAG                                                                                                | Intrado is currently in the process of training new 911 Net Data Analysts assigned to process the MSAG and TNCR record transactions that are submitted daily by Akimeka on behalf of the County PSAPs. There has been a delay of processing TNCR requests as reflected in the "PSAP 9-1-1 Telephone Number Locations Change Request" chart due to this transitional period. refer to page 15 |
| <b>*Statewide average (year 2015) of 911 calls <i>with</i> Location Information = 99.82%</b>        |                                                                                                                                                                                                                                                                                                                                                                                              |
| * Statewide averages does <b>not</b> include the Military 911 calls or current Text to 911 testing. |                                                                                                                                                                                                                                                                                                                                                                                              |

## Maui County E9-1-1 Status Report

December 1, 2015 - December 31, 2015

### WIRELESS PSAP TESTING – DECEMBER 2015

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

### NOTES:

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

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

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

## Maui County E9-1-1 Status Report

December 1, 2015 - December 31, 2015

### MSAG (MASTER STREET ADDRESS GUIDE)

CURRENT MONTH – DECEMBER 2015

| MAUI<br>COUNTY | 9-1-1 NET REQUESTS |        |          |        |        |       |                             |
|----------------|--------------------|--------|----------|--------|--------|-------|-----------------------------|
|                | MSAG TRANSACTIONS  |        |          |        |        |       |                             |
| 2015           | Total              | Change | Combined | Delete | Insert | Split | Customer Addresses Affected |
| DECEMBER       | 4                  | 3      | 0        | 0      | 0      | 1     | 59                          |

### MSAG CURRENT MONTH NOTES:

A total of 255 MSAG transactions were processed in 9-1-1 Net during the month of December 2015. Four (4) requests were processed relating to the MSAG database, and 251 requests relating to the ALI database (see ALI Transaction chart on next page). There were 59 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         | 11                 | 2      | 0        | 5      | 4      | 0     | 217                         |
| SEPTEMBER      | 15                 | 4      | 0        | 0      | 10     | 1     | 199                         |
| OCTOBER        | 8                  | 5      | 0        | 0      | 3      | 0     | 119                         |
| NOVEMBER       | 7                  | 3      | 1        | 1      | 2      | 0     | 71                          |
| DECEMBER       | 4                  | 3      | 0        | 0      | 0      | 1     | 59                          |
| TOTAL YTD      | 173                | 83     | 5        | 38     | 44     | 3     | 1,872                       |
| AVG PER MONTH  | 14                 | 7      | 0        | 3      | 4      | 0     | 156                         |

## Maui County E9-1-1 Status Report

December 1, 2015 - December 31, 2015

### ALI TRANSACTIONS CURRENT MONTH – DECEMBER 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 |
| DEC         | 251   | 251                        | 0          | 0           | 1,726                                           | 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:

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

### OPEN DISCREPANCY RECORDS STATUS:

- **There are 1,726 Open TN CR Transactions as of December 31, 2015**
- **Refer to chart in the next section "TNCR Current Status"**

Sixty-nine (69) Open TN CR transactions are a direct result of the Dispatchable Location project, and 1,406 Open TN CR transactions are a result of the ESN 399/359 clean-up effort.

Akimeka continues to monitor and track the progress of the ESN 399/359 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.

## Maui County E9-1-1 Status Report

December 1, 2015 - December 31, 2015

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

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

| MAUI COUNTY   |       | 9-1-1 NET REQUESTS         |        |         |                                                 |        |         |
|---------------|-------|----------------------------|--------|---------|-------------------------------------------------|--------|---------|
|               |       | ALI TRANSACTIONS SUBMITTED |        |         | Open Discrepancy Records as of Report Month End |        |         |
| 2015          | TOTAL | TN CR                      | ALI-DR | VoIP DR | TN CR                                           | ALI-DR | VoIP DR |
| JAN           | 92    | 91                         | 1      | 0       | 343                                             | 0      | 0       |
| FEB           | 45    | 44                         | 1      | 0       | 340                                             | 0      | 0       |
| MAR           | 215   | 212                        | 2      | 1       | 447                                             | 1      | 0       |
| APR           | 130   | 129                        | 1      | 0       | 446                                             | 0      | 0       |
| MAY           | 265   | 265                        | 0      | 0       | 577                                             | 0      | 0       |
| JUNE          | 226   | 226                        | 0      | 0       | 735                                             | 0      | 0       |
| JULY          | 208   | 208                        | 0      | 0       | 943                                             | 0      | 0       |
| AUG           | 332   | 332                        | 0      | 0       | 1,179                                           | 0      | 0       |
| SEPT          | 184   | 180                        | 4      | 0       | 1,194                                           | 1      | 0       |
| OCT           | 155   | 149                        | 6      | 0       | 1,303                                           | 1      | 0       |
| NOV           | 204   | 203                        | 1      | 0       | 1,475                                           | 0      | 0       |
| DEC           | 251   | 251                        | 0      | 0       | 1,726                                           | 0      | 0       |
| TOTAL YTD     | 2,307 | 2,290                      | 16     | 1       |                                                 |        |         |
| AVG PER MONTH | 192   | 191                        | 1      | 0       |                                                 |        |         |

# Maui County E9-1-1 Status Report

December 1, 2015 - December 31, 2015

## DISPATCHABLE LOCATION – STATUS AS OF – DECEMBER 2015 - PENDING

### NARRATIVE:

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

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

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

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

# Maui County E9-1-1 Status Report

December 1, 2015 - December 31, 2015

## TNCR (TELEPHONE NUMBER CHANGE REQUEST) CURRENT STATUS – DECEMBER, 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                                                                                                   | 1,301                                            | 93                                                   | 75                                              | 1133                           |
| MOLOKAI                                                                                                | 425                                              | 22                                                   | 19                                              | 384                            |
| TOTAL                                                                                                  | 1,726                                            | 115                                                  | 94                                              | 1517                           |

| STATUS                                                                                                                                                                                                                                                                                                                                                   |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>TOTAL TNCRs SUBMITTED</b> - The total number of TNCR requests for modification that have been submitted in 9-1-1 NET. This includes the 399 and 359 clean up effort, and the "Dispatchable Location" project.                                                                                                                                         |
| <b>PENDING STATUS</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>REFERRED STATUS</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>TOTAL UNOPENED TNCR RECORDS STATUS</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

December 1, 2015 - December 31, 2015

## GEOGRAPHIC INFORMATION SYSTEM (GIS) – DECEMBER 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                                                                         |                                  |                    |                                                         |                                                                              |
|                                                                                        | 12/30/2015                       |                    | Added two (2) addresses in Haiku                        |                                                                              |
|                                                                                        | 12/30/2015                       |                    | Spatially corrected two (2) address points in Haiku     |                                                                              |
|                                                                                        | 12/29/2015                       |                    | Spatially corrected three (3) address points in Kahului |                                                                              |
|                                                                                        | 12/29/2015                       |                    | Spatially corrected three (3) address points in Kihei   |                                                                              |
|                                                                                        | 12/29/2015                       |                    | Spatially corrected three (3) address points in Kula    |                                                                              |
|                                                                                        | 12/29/2015                       |                    | Changed Location Name of one (1) address in Kula        |                                                                              |
|                                                                                        | 12/29/2015                       |                    | Spatially corrected one (1) address point in Lahaina    |                                                                              |
|                                                                                        | 12/29/2015                       |                    | Spatially corrected one (1) address point in Lanai      |                                                                              |
|                                                                                        | 12/29/2015                       |                    | Spatially corrected two (2) address points in Makawao   |                                                                              |
|                                                                                        | 12/29/2015                       |                    | Spatially corrected one (1) address point in Pukalani   |                                                                              |
|                                                                                        | 12/29/2015                       |                    | Added Location Name of one (1) address in Pukalani      |                                                                              |
|                                                                                        | 12/29/2015                       |                    | Spatially corrected one (1) address point in Wailea     |                                                                              |
|                                                                                        | 12/29/2015                       |                    | Spatially corrected four (4) address points in Wailuku  |                                                                              |
|                                                                                        | 12/29/2015                       |                    | Corrected Location Name for one (1) address in Wailuku  |                                                                              |
|                                                                                        |                                  | 12/23/15           |                                                         |                                                                              |
|                                                                                        | 12/23/2015                       |                    |                                                         | Added three (3) addresses in Haiku                                           |
|                                                                                        | 12/23/2015                       |                    |                                                         | Spatially corrected one (1) address point in Hana                            |
|                                                                                        | 12/23/2015                       |                    |                                                         | Spatially corrected one hundred ninety-two (192) address points in Kaanapali |
|                                                                                        | 12/23/2015                       |                    |                                                         | Added three (3) addresses in Kihei                                           |
|                                                                                        | 12/23/2015                       |                    |                                                         | Spatially corrected two (2) address points in Lahaina                        |
|                                                                                        | 12/23/2015                       |                    |                                                         | Spatially corrected one (1) address point in Wailuku                         |
|                                                                                        | 12/23/2015                       |                    |                                                         | Spatially corrected one (1) address point in Waihee                          |
|                                                                                        | 12/22/2015                       |                    |                                                         | Added one (1) address in Kahului                                             |
|                                                                                        | 12/17/2015                       |                    |                                                         | Changed one (1) address in Haiku                                             |
|                                                                                        | 12/17/2015                       |                    |                                                         | Spatially corrected two (2) address points in Kihei                          |
|                                                                                        | 12/17/2015                       |                    |                                                         | Added Location Name on two (2) addresses in Kihei                            |
|                                                                                        | 12/17/2015                       |                    |                                                         | Changed Location Name for one (1) address in Kihei                           |
|                                                                                        | 12/17/2015                       |                    |                                                         | Added one (1) address in Kihei                                               |
|                                                                                        | 12/17/2015                       |                    |                                                         | Assigned MSAG address in Kihei                                               |
|                                                                                        | 12/17/2015                       |                    |                                                         | Added one (1) address in Napili                                              |
|                                                                                        | 12/17/2015                       |                    |                                                         | Spatially corrected nine (9) address points in Wailea                        |
|                                                                                        | 12/17/2015                       |                    |                                                         | Changed Location Name of one (1) address in Paia                             |
|                                                                                        | 12/14/2015                       |                    |                                                         | Spatially corrected seven (7) address points in Kaanapali                    |
|                                                                                        | 12/11/2015                       |                    |                                                         | Added two (2) addresses in Napili                                            |
|                                                                                        | 12/11/2015                       |                    |                                                         | Added one (1) address in Kahului                                             |

# Maui County E9-1-1 Status Report

**December 1, 2015 - December 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) |                                  |                    |                                                                                 |
| Address Points                                                                         | 12/11/2015                       |                    | Added one (1) address in Lahaina                                                |
|                                                                                        | 12/11/2015                       |                    | Added one (1) address in Haiku                                                  |
|                                                                                        | 12/11/2015                       |                    | Added one (1) address in Kaunakakai                                             |
|                                                                                        | 12/11/2015                       |                    | Spatially corrected one (1) address point in Kahului                            |
|                                                                                        | 12/11/2015                       |                    | Added one (1) Location Name in Napili                                           |
|                                                                                        | 12/11/2015                       |                    | Corrected one (1) Location Name in Lahaina                                      |
|                                                                                        | 12/11/2015                       |                    | Added Neighborhood information to one hundred thirteen (113) addresses in Kihei |
|                                                                                        | 12/11/2015                       |                    | Added Location Name to one (1) address in Kihei                                 |
|                                                                                        |                                  | 12/09/15           |                                                                                 |
|                                                                                        | 12/7/2015                        |                    | Spatially corrected one (1) address point in Haiku                              |
|                                                                                        | 12/7/2015                        |                    | Spatially corrected five (5) address points in Kaanapali                        |
|                                                                                        | 12/7/2015                        |                    | Spatially corrected five (5) address points in Lahaina                          |
|                                                                                        | 12/4/2015                        |                    | Added one (1) address in Haiku                                                  |
|                                                                                        | 12/2/2015                        |                    | Spatially corrected three hundred (300) address points in Lahaina               |
|                                                                                        | 12/2/2015                        |                    | Added four (4) address in Haiku                                                 |
|                                                                                        | 12/2/2015                        |                    | Added one (1) address in Waihee                                                 |
|                                                                                        | 12/2/2015                        |                    | Spatially corrected six (6) address points in Haiku                             |
|                                                                                        | 12/1/2015                        |                    | Spatially corrected one (1) address point in Lahaina                            |
|                                                                                        | 12/1/2015                        |                    | Removed special character from Location Name in Lahaina                         |
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# Maui County E9-1-1 Status Report

December 1, 2015 - December 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) |                                  |                    |                                                   |
| Building Footprints                                                                    |                                  |                    |                                                   |
|                                                                                        |                                  |                    |                                                   |
|                                                                                        |                                  |                    |                                                   |
| Bus Stops                                                                              |                                  |                    |                                                   |
|                                                                                        |                                  |                    |                                                   |
|                                                                                        |                                  |                    |                                                   |
| Churches                                                                               |                                  | 12/23/15           |                                                   |
|                                                                                        | 12/22/2015                       |                    | Spatially corrected one (1) church in Kahului     |
|                                                                                        | 12/22/2015                       |                    | Corrected one (1) church name in Lahaina          |
|                                                                                        | 12/11/2015                       |                    | Added one (1) church in Napili                    |
|                                                                                        |                                  |                    |                                                   |
| Coastal Names                                                                          |                                  | 12/23/15           |                                                   |
|                                                                                        | 12/17/2015                       |                    | Spatially corrected three (3) coastal names       |
|                                                                                        |                                  |                    |                                                   |
| Coastline                                                                              |                                  |                    |                                                   |
|                                                                                        |                                  |                    |                                                   |
|                                                                                        |                                  |                    |                                                   |
| Common Places                                                                          |                                  |                    |                                                   |
|                                                                                        |                                  |                    |                                                   |
|                                                                                        |                                  |                    |                                                   |
| Correctional Facilities                                                                |                                  |                    |                                                   |
|                                                                                        |                                  |                    |                                                   |
|                                                                                        |                                  |                    |                                                   |
| Emergency Callboxes                                                                    |                                  |                    |                                                   |
|                                                                                        |                                  |                    |                                                   |
|                                                                                        |                                  |                    |                                                   |
| Emergency Operation Centers                                                            |                                  |                    |                                                   |
|                                                                                        |                                  |                    |                                                   |
|                                                                                        |                                  |                    |                                                   |
| Emergency Shelters                                                                     |                                  |                    |                                                   |
|                                                                                        | 12/30/2015                       |                    | Corrected street name of one (1) shelter in Kihei |
|                                                                                        | 12/29/2015                       |                    | Spatially corrected one (1) shelter in Hoolehua   |
|                                                                                        | 12/29/2015                       |                    | Spatially corrected one (1) shelter in Wailuku    |
|                                                                                        |                                  |                    |                                                   |
| ESZ/ESN                                                                                |                                  |                    |                                                   |
|                                                                                        |                                  |                    |                                                   |
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# Maui County E9-1-1 Status Report

December 1, 2015 - December 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 Delivered | Other/Remarks                                                      |
|                                                                                        | Date Created/<br>Edits Performed |                    |                                                                    |
| CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE<br>(Listed Alphabetically) |                                  |                    |                                                                    |
| Fire Beats                                                                             |                                  |                    |                                                                    |
|                                                                                        |                                  |                    |                                                                    |
|                                                                                        |                                  |                    |                                                                    |
| Fire Districts                                                                         |                                  |                    |                                                                    |
|                                                                                        |                                  |                    |                                                                    |
|                                                                                        |                                  |                    |                                                                    |
| Fire Response Areas                                                                    |                                  |                    |                                                                    |
|                                                                                        |                                  |                    |                                                                    |
|                                                                                        |                                  |                    |                                                                    |
| Fire Stations                                                                          |                                  |                    |                                                                    |
|                                                                                        |                                  |                    |                                                                    |
|                                                                                        |                                  |                    |                                                                    |
| Food & Beverage                                                                        |                                  |                    |                                                                    |
|                                                                                        | 12/29/2015                       |                    | Spatially corrected three (3) restaurants in Kaanapali             |
|                                                                                        | 12/29/2015                       |                    | Spatially corrected one (1) restaurant in Kahului                  |
|                                                                                        | 12/29/2015                       |                    | Spatially corrected two (2) restaurants in Kihei                   |
|                                                                                        | 12/29/2015                       |                    | Changed one (1) business name in Kihei                             |
|                                                                                        | 12/29/2015                       |                    | Added three (3) restaurants in Kihei                               |
|                                                                                        | 12/29/2015                       |                    | Spatially corrected two (2) restaurants in Wailuku                 |
|                                                                                        |                                  | 12/23/15           |                                                                    |
|                                                                                        | 12/11/2015                       |                    | Added one (1) restaurant in Lahaina                                |
| Gas Stations                                                                           |                                  |                    |                                                                    |
|                                                                                        |                                  |                    |                                                                    |
|                                                                                        |                                  |                    |                                                                    |
| Gate Codes                                                                             |                                  |                    |                                                                    |
|                                                                                        | 12/30/2015                       |                    | Changed gate codes for The Island and the Bluffs per Maui Dispatch |
|                                                                                        |                                  | 12/23/15           |                                                                    |
|                                                                                        | 12/17/2015                       |                    | Changed gate code for Waterfront Apartments per Maui Dispatch      |
|                                                                                        | 12/14/2015                       |                    | Deleted one (1) duplicate gate code                                |
|                                                                                        |                                  |                    |                                                                    |
| Government Buildings                                                                   |                                  |                    |                                                                    |
|                                                                                        |                                  |                    |                                                                    |
|                                                                                        |                                  |                    |                                                                    |
| Harbors                                                                                |                                  |                    |                                                                    |
|                                                                                        |                                  |                    |                                                                    |
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# Maui County E9-1-1 Status Report

December 1, 2015 - December 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<br>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<br>Areas                                                             |                                  |                       |               |
|                                                                                        |                                  |                       |               |
|                                                                                        |                                  |                       |               |
| Lodging                                                                                |                                  |                       |               |
|                                                                                        |                                  |                       |               |
|                                                                                        |                                  |                       |               |
| Major Roads                                                                            |                                  |                       |               |
|                                                                                        |                                  |                       |               |
|                                                                                        |                                  |                       |               |
| Medic Beats                                                                            |                                  |                       |               |
|                                                                                        |                                  |                       |               |
|                                                                                        |                                  |                       |               |
| Medic Districts                                                                        |                                  |                       |               |
|                                                                                        |                                  |                       |               |
|                                                                                        |                                  |                       |               |
| Medic Response Areas                                                                   |                                  |                       |               |
|                                                                                        |                                  |                       |               |
|                                                                                        |                                  |                       |               |

# Maui County E9-1-1 Status Report

December 1, 2015 - December 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) |                                  |                    |                                               |
| Medic Stations                                                                         |                                  |                    |                                               |
|                                                                                        |                                  |                    |                                               |
|                                                                                        |                                  |                    |                                               |
| Medical Facilities                                                                     |                                  |                    |                                               |
|                                                                                        |                                  |                    |                                               |
|                                                                                        |                                  |                    |                                               |
| Milepost Markers                                                                       |                                  |                    |                                               |
|                                                                                        |                                  |                    |                                               |
|                                                                                        |                                  |                    |                                               |
| MSAG Communities                                                                       |                                  |                    |                                               |
|                                                                                        |                                  |                    |                                               |
|                                                                                        |                                  |                    |                                               |
| Net Junctions                                                                          |                                  |                    |                                               |
|                                                                                        |                                  |                    |                                               |
|                                                                                        |                                  |                    |                                               |
| Ocean Rescue Boundaries                                                                |                                  |                    |                                               |
|                                                                                        |                                  |                    |                                               |
|                                                                                        |                                  |                    |                                               |
| Ocean Safety                                                                           |                                  |                    |                                               |
|                                                                                        |                                  |                    |                                               |
|                                                                                        |                                  |                    |                                               |
| Parcels                                                                                |                                  |                    |                                               |
|                                                                                        |                                  |                    |                                               |
|                                                                                        |                                  |                    |                                               |
| Parks                                                                                  |                                  |                    |                                               |
|                                                                                        |                                  |                    |                                               |
|                                                                                        |                                  |                    |                                               |
| Parks Polygon                                                                          |                                  |                    |                                               |
|                                                                                        |                                  |                    |                                               |
|                                                                                        |                                  |                    |                                               |
| Points of Interest                                                                     | 12/30/2015                       |                    | Corrected street name of one (1) POI in Kihei |
|                                                                                        | 12/29/2015                       |                    | Spatially corrected three (3) POI in Haiku    |
|                                                                                        | 12/29/2015                       |                    | Spatially corrected one (1) POI in Hana       |
|                                                                                        | 12/29/2015                       |                    | Spatially corrected five (5) POI in Kaanapali |
|                                                                                        | 12/29/2015                       |                    | Spatially corrected six (6) POI in Kahului    |
|                                                                                        | 12/29/2015                       |                    | Added one (1) POI in Kahului                  |

# Maui County E9-1-1 Status Report

December 1, 2015 - December 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) |                                  |                    |                                                  |                                                     |
| Points of Interest                                                                     | 12/29/2015                       |                    | Spatially corrected three (3) POI in Kaunakakai  |                                                     |
|                                                                                        | 12/29/2015                       |                    | Corrected address of one (1) POI in Kaunakakai   |                                                     |
|                                                                                        | 12/29/2015                       |                    | Spatially corrected six (6) POI in Kihei         |                                                     |
|                                                                                        | 12/29/2015                       |                    | Changed business name for one (1) POI in Kihei   |                                                     |
|                                                                                        | 12/29/2015                       |                    | Spatially corrected one (1) POI in Wailuku       |                                                     |
|                                                                                        | 12/29/2015                       |                    | Added seven (7) POI in Kihei                     |                                                     |
|                                                                                        | 12/29/2015                       |                    | Spatially corrected six (6) POI in Kula          |                                                     |
|                                                                                        | 12/29/2015                       |                    | Spatially corrected two (2) POI in Lahaina       |                                                     |
|                                                                                        | 12/29/2015                       |                    | Spatially corrected two (2) POI in Lanai         |                                                     |
|                                                                                        | 12/29/2015                       |                    | Spatially corrected four (4) POI in Makawao      |                                                     |
|                                                                                        | 12/29/2015                       |                    | Spatially corrected one (1) POI in Maunaloa      |                                                     |
|                                                                                        | 12/29/2015                       |                    | Spatially corrected one (1) POI in Napili        |                                                     |
|                                                                                        | 12/29/2015                       |                    | Spatially corrected one (1) POI in Paia          |                                                     |
|                                                                                        | 12/29/2015                       |                    | Spatially corrected fourteen (14) POI in Wailuku |                                                     |
|                                                                                        | 12/29/2015                       |                    | Added two (2) POI in Wailuku                     |                                                     |
|                                                                                        | 12/29/2015                       |                    | Spatially corrected four (4) POI in Wailea       |                                                     |
|                                                                                        | 12/29/2015                       |                    | Added address to one (1) POI in Wailuku          |                                                     |
|                                                                                        |                                  | 12/23/15           |                                                  |                                                     |
|                                                                                        | 12/23/2015                       |                    |                                                  | Spatially corrected three (3) POI in Hana           |
|                                                                                        | 12/23/2015                       |                    |                                                  | Spatially corrected three POI in Hoolehua           |
|                                                                                        | 12/23/2015                       |                    |                                                  | Corrected one (1) POI address in Hoolehua           |
|                                                                                        | 12/23/2015                       |                    |                                                  | Spatially corrected one (1) POI in Kihei            |
|                                                                                        | 12/23/2015                       |                    |                                                  | Spatially corrected thirteen (13) POI in Lahaina    |
|                                                                                        | 12/23/2015                       |                    |                                                  | Added address to one (1) POI in Lahaina             |
|                                                                                        | 12/23/2015                       |                    |                                                  | Spatially corrected two (2) POI in Pukalani         |
|                                                                                        | 12/23/2015                       |                    |                                                  | Spatially corrected two (2) POI in Waihee           |
|                                                                                        | 12/23/2015                       |                    |                                                  | Spatially corrected two (2) POI in Wailuku          |
|                                                                                        | 12/22/2015                       |                    |                                                  | Spatially corrected one (1) POI in Kahului          |
|                                                                                        | 12/22/2015                       |                    |                                                  | Corrected street spelling of one (1) POI in Kahului |
|                                                                                        | 12/22/2015                       |                    |                                                  | Added one (1) POI in Kahului                        |
|                                                                                        | 12/17/2015                       |                    |                                                  | Assigned address to one (1) POI in Kihei            |
|                                                                                        | 12/17/2015                       |                    |                                                  | Spatially corrected two (2) POI in Haiku            |
|                                                                                        | 12/17/2015                       |                    |                                                  | Added two (2) POI in Kihei                          |
|                                                                                        | 12/17/2015                       |                    |                                                  | Spatially corrected one (1) POI in Kihei            |
|                                                                                        | 12/17/2015                       |                    |                                                  | Added address to one (1) POI in Kihei               |
|                                                                                        | 12/11/2015                       |                    |                                                  | Changed Name of one (1) restaurant in Kahului       |

# Maui County E9-1-1 Status Report

December 1, 2015 - December 31, 2015

## MAPPING LAYERS UPDATED (PART VIII)

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

| MAUI COUNTY                                                                            |                                  |                                               |                                                   |
|----------------------------------------------------------------------------------------|----------------------------------|-----------------------------------------------|---------------------------------------------------|
| Type of Layer                                                                          | Akimeka GIS Server               | Date GIS Delivered                            | Other/Remarks                                     |
|                                                                                        | Date Created/<br>Edits Performed |                                               |                                                   |
| CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE<br>(Listed Alphabetically) |                                  |                                               |                                                   |
| Points of Interest                                                                     | 12/11/2015                       |                                               | Added one (1) POI in Lahaina                      |
|                                                                                        | 12/11/2015                       |                                               | Added two (2) POI in Napili                       |
|                                                                                        | 12/11/2015                       |                                               | Spatially corrected one (1) POI in Lahaina        |
|                                                                                        | 12/11/2015                       |                                               | Corrected Name of one (1) POI in Lahaina          |
|                                                                                        | 12/11/2015                       |                                               | Added address to one (1) POI in Napili            |
|                                                                                        |                                  | 12/09/15                                      |                                                   |
|                                                                                        | 12/1/2015                        |                                               | Spatially corrected one (1) POI in Lahaina        |
|                                                                                        | 12/1/2015                        |                                               | Added address to one (1) POI in Lahaina           |
| Police Beats                                                                           |                                  |                                               |                                                   |
|                                                                                        |                                  |                                               |                                                   |
|                                                                                        |                                  |                                               |                                                   |
| Police Districts                                                                       |                                  |                                               |                                                   |
|                                                                                        |                                  |                                               |                                                   |
|                                                                                        |                                  |                                               |                                                   |
| Police Response Areas                                                                  |                                  |                                               |                                                   |
|                                                                                        |                                  |                                               |                                                   |
| Police Stations                                                                        |                                  |                                               |                                                   |
|                                                                                        |                                  |                                               |                                                   |
|                                                                                        |                                  |                                               |                                                   |
| Post Offices                                                                           |                                  |                                               |                                                   |
|                                                                                        |                                  |                                               |                                                   |
|                                                                                        |                                  |                                               |                                                   |
| Schools                                                                                | 12/30/2015                       |                                               | Corrected Street Name for one (1) school in Kihei |
|                                                                                        | 12/29/2015                       |                                               | Spatially corrected one (1) school in Kahului     |
|                                                                                        | 12/29/2015                       |                                               | Spatially corrected two (2) schools in Kaunakakai |
|                                                                                        | 12/29/2015                       |                                               | Spatially corrected one (1) school in Kihei       |
|                                                                                        | 12/29/2015                       |                                               | Spatially corrected one (1) school in Kualapuu    |
|                                                                                        | 12/29/2015                       |                                               | Spatially corrected one (1) school in Kula        |
|                                                                                        | 12/29/2015                       |                                               | Spatially corrected one (1) school in Makawao     |
|                                                                                        | 12/29/2015                       |                                               | Spatially corrected one (1) school in Maunaloa    |
|                                                                                        | 12/29/2015                       |                                               | Spatially corrected one (1) school in Napili      |
| 12/29/2015                                                                             |                                  | Spatially corrected one (1) school in Wailuku |                                                   |

# Maui County E9-1-1 Status Report

December 1, 2015 - December 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.*

| 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) |                                  |                    |                                                                                                  |
| Street Centerlines                                                                     |                                  | 12/23/15           |                                                                                                  |
|                                                                                        | 12/22/2015                       |                    | Added fourteen (14) street centerline segments in Kaanapali                                      |
|                                                                                        | 12/22/2015                       |                    | Spatially corrected twenty-seven (27) street centerline segments in Kaanapali                    |
|                                                                                        | 12/22/2015                       |                    | Corrected Owner, Street Class and Code of seventeen (17) street centerline segments in Kaanapali |
|                                                                                        | 12/22/2015                       |                    | Corrected Speed Limit and Cost of twenty (20) street centerline segments in Kaanapali            |
|                                                                                        | 12/22/2015                       |                    | Split sixteen (16) street centerline segments in Kaanapali                                       |
|                                                                                        | 12/17/2015                       |                    | Changed one (1) street name in Spreckelsville                                                    |
|                                                                                        | 12/17/2015                       |                    | Spatially corrected one (1) street centerline segment in Kaanapali                               |
|                                                                                        | 12/15/2015                       |                    | Spatially corrected seventeen (17) street centerline segments in Kaanapali                       |
|                                                                                        | 12/14/2015                       |                    | Spatially corrected fourteen (14) street centerline segments in Kaanapali                        |
|                                                                                        | 12/11/2015                       |                    | Added Neighborhood information to three (3) street centerline segments in Kihei                  |
|                                                                                        | 12/11/2015                       |                    | Spatially corrected twenty (20) street centerline segments in Pukalani                           |
|                                                                                        | 12/11/2015                       |                    | Removed Alias for five (5) street centerline segments in Pukalani                                |
|                                                                                        | 12/11/2015                       |                    | Extended two (2) street centerline segments in Kihei                                             |
|                                                                                        | 12/11/2015                       |                    | Changed the Street Name of two (2) street centerline segments in Kihei                           |
|                                                                                        |                                  | 12/09/15           |                                                                                                  |
|                                                                                        | 12/4/2015                        |                    | Spatially corrected eighteen (18) street centerline segments in Lahaina                          |
|                                                                                        | 12/3/2015                        |                    | Spatially corrected twenty (20) street centerline segments in Lahaina                            |
|                                                                                        | 12/2/2015                        |                    | Spatially corrected six (6) street centerline segments in Lahaina                                |
|                                                                                        | 12/2/2015                        |                    | Extended street centerline segment in Haiku                                                      |
|                                                                                        | 12/1/2015                        |                    | Spatially corrected four (4) street centerline segments in Lahaina                               |
|                                                                                        | 12/1/2015                        |                    | Added three (3) street centerline segments in Lahaina                                            |
|                                                                                        | 12/1/2015                        |                    | Corrected street name on one (1) street centerline segment in Lahaina                            |
|                                                                                        | 12/1/2015                        |                    | Split centerline into three (3) segments in Lahaina                                              |
|                                                                                        |                                  |                    |                                                                                                  |
|                                                                                        |                                  |                    |                                                                                                  |
| Subdivisions                                                                           |                                  | 12/23/15           |                                                                                                  |
|                                                                                        | 12/23/2015                       |                    | Corrected one (1) subdivision name in Kihei                                                      |
|                                                                                        | 12/22/2015                       |                    | Corrected one (1) subdivision name in Kihei                                                      |
|                                                                                        | 12/11/2015                       |                    | Removed Garcia Makena as requested by Maui Dispatch                                              |
|                                                                                        |                                  |                    |                                                                                                  |
|                                                                                        |                                  |                    |                                                                                                  |
| Tow Jurisdictions                                                                      |                                  |                    |                                                                                                  |
|                                                                                        |                                  |                    |                                                                                                  |
|                                                                                        |                                  |                    |                                                                                                  |

# Maui County E9-1-1 Status Report

December 1, 2015 - December 31, 2015

## MAPPING LAYERS UPDATED (PART X)

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

| MAUI COUNTY                                                                            |                                  |                       |               |
|----------------------------------------------------------------------------------------|----------------------------------|-----------------------|---------------|
| Type of Layer                                                                          | Akimeka GIS Server               | Date GIS<br>Delivered | Other/Remarks |
|                                                                                        | Date Created/<br>Edits Performed |                       |               |
| CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE<br>(Listed Alphabetically) |                                  |                       |               |
| Tsunami Evacuation<br>Zones                                                            |                                  |                       |               |
|                                                                                        |                                  |                       |               |
|                                                                                        |                                  |                       |               |
| Tsunami Heights                                                                        |                                  |                       |               |
|                                                                                        |                                  |                       |               |
|                                                                                        |                                  |                       |               |
| Waste Water Plants                                                                     |                                  |                       |               |
|                                                                                        |                                  |                       |               |
|                                                                                        |                                  |                       |               |
| WSP Cell Sectors                                                                       |                                  |                       |               |
|                                                                                        | 12/31/2015                       |                       | Per VZW CRS   |
|                                                                                        |                                  | 12/23/15              |               |
| WSP Cell Towers                                                                        |                                  |                       |               |
|                                                                                        | 12/31/2015                       |                       | Per VZW CRS   |
|                                                                                        |                                  | 12/23/15              |               |

### 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

December 1, 2015 - December 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                                                                                                                                                                                                       |
|------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 12/23/2015 | Prepared and delivered the following for a MapFlex update: Address Points, Coastal Names, Subdivisions, Food and Beverage, Churches, Points of Interest, Street Centerlines, WSP Cell Sectors and WSP Cell Towers            |
| 12/23/2015 | Delivered the following data for the Intergraph CAD map: Maui Cell Coverage .csv, .str, .rte and .map which included updated Address Points, Gate Codes, Street Centerlines, Coastal Names, Subdivisions and WSP Cell Towers |
| 12/9/2015  | Delivered the following for a MapFlex update: Address Points, Points of Interest, Street Centerlines, WSP Cell Sectors and WSP Cell Towers                                                                                   |
| 12/9/2015  | Delivered the following data for the Intergraph CAD map: Maui Cell Coverage .csv, .str, .rte and .map which included updated Address Points, Street Centerlines and WSP Cell Towers                                          |

#### UPCOMING GIS DELIVERABLES SCHEDULE

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

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

# Maui County E9-1-1 Status Report

December 1, 2015 - December 31, 2015

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

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

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

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

During the month of December 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                   | 23                                                    | Addresses assigned by DSA, DSA Address Layer, MSAG and field verifications |
|                              | Spatially Corrected        | 554                                                   | Corrected location of address point, recalculated x/y                      |
|                              | Correction                 | 0                                                     | Correction of address                                                      |
|                              | Change                     | 1                                                     | DSA reassigns an address                                                   |
|                              | Neighborhood Info          | 113                                                   | Added Neighborhood Info                                                    |
|                              | Location Name              | 11                                                    | Added or Changed Location Name                                             |
| <b>Response Boundaries</b>   | Spatially Corrected        | 0                                                     | Boundary corrections to match spatially corrected street centerlines.      |
|                              |                            |                                                       |                                                                            |
|                              |                            |                                                       |                                                                            |
|                              |                            |                                                       |                                                                            |
| <b>Street Centerlines</b>    | Addition                   | 17                                                    | Added a street centerline segment                                          |
|                              | Range Segments             | 0                                                     | Modification of a range                                                    |
|                              | Spatially Corrected        | 149                                                   | Corrected using Pictometry                                                 |
|                              | Partial Spatial Correction | 0                                                     | 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

December 1, 2015 - December 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. On December 9, 2015, the following data was prepared and delivered for an Intergraph CAD Map update:
  - a. Address Points, Street Centerlines and WSP Cell Towers.
  - b. .map, .str, .rte, CAD Map Build database and Cell Coverage.csv
2. Akimeka delivered an updated Intergraph CAD map on December 23, 2015 which included:
  - a. Address Points, Coastal Names, Gate Codes, Street Centerlines, Subdivisions and WSP Cell Towers.
  - b. The .map, .str, .rte, CAD Map Build database and Cell Coverage.csv were also delivered.
3. Throughout December, duplicate and overlapping Street Centerline and Stream labels were removed. Highway Shields and Street labels of new streets were added. This is an ongoing effort.

During January 2016, 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 December 2015, there were continued GIS deliverables into the MapFlex system for Hawaii County, Maui County, and Kauai County. For a chronology prior to November, please see the April thru November 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 December 2015
  - a. **Hawaii County** – December 8<sup>th</sup> and December 22<sup>nd</sup>
  - b. **Maui County** – December 9<sup>th</sup> and December 23<sup>rd</sup>
  - c. **Kauai County** – December 10<sup>th</sup> and December 23<sup>rd</sup>
  - d. **Honolulu** – December 11<sup>th</sup> and December 23<sup>rd</sup>

### MAPFLEX UPLOAD ISSUES

# Maui County E9-1-1 Status Report

**December 1, 2015 - December 31, 2015**

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

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

## Maui County E9-1-1 Status Report

December 1, 2015 - December 31, 2015

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- v. There were no further actions reported throughout the remainder of December 2015. It is unclear whether this has been resolved to date.
  - d. On December 1, 2015, Akimeka was notified of a possible enhancement that could be made with the responder information. The currently displayed information was not as useful as utilizing the beat information, so Akimeka made some modifications to the Response Areas information that is delivered into the MapFlex system and delivered an update into the system to help provide more useful info.
  - e. On December 16, 2015, some of the information was showing correctly on three positions, while another three were blank, and two were being temperamental. Akimeka helped coordinate with Intrado so that they could review the server and MapFlex positions. Ideally since all of the workstations pull data from the same server, if there was an issue with data, it should be widespread to all positions.
    - i. Shortly after escalation, Intrado was able to resolve the issue and the responder bar was correctly displaying information again on all positions.
11. For the Honolulu MapFlex system, on November 19, 2015, Intrado notified Akimeka that the MapFlex for Honolulu should be ready to being taking uploads.
- a. On November 27, 2015, Akimeka delivered a data set onto the SFTP for the Honolulu MapFlex system so that it corresponds with all of the other system uploads during the same day.
  - b. Along with the upload, Akimeka provided a list of records that will only be available in the MapFlex if the upload was successful.
  - c. On November 30, HPD sent notification that none of the records in the list were in the MapFlex.
  - d. Intrado began troubleshooting the issues immediately.
  - e. On December 9, 2015, HPD was able to verify that the list provided with the deliverable from November 30, 2015 was available in their MapFlex.
    - i. Later on December 9, 2015, HFD also verified their MapFlex was receiving updates.
  - f. To date, EMS and Ocean Safety are pending verification.

### 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.

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

### SERVICE REQUESTS TRANSACTIONS

#### OPEN SERVICE REQUESTS – MAUI PSAP DECEMBER 2015

## Maui County E9-1-1 Status Report

December 1, 2015 - December 31, 2015

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

### NOTE:

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

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

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

### OPEN SERVICE REQUESTS – MOLOKAI PSAP DECEMBER 2015

## Maui County E9-1-1 Status Report

December 1, 2015 - December 31, 2015

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

### NOTE:

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

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

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

## 5. E9-1-1 DATABASE SYNCHRONIZATION

## Maui County E9-1-1 Status Report

December 1, 2015 - December 31, 2015

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

As part of Akimeka's value added services, Akimeka conducted the next quarterly database synchronization audit for Maui County in December 2015.

The database synchronization effort included comparing Maui County's 9-1-1 MSAG against its GIS Street Centerline data. A total number of **2,598** 9-1-1 MSAG (ESN 300 – 357) records were reviewed in the audit and analyzed. Results of the database synchronization audit completed on December 1, 2015 for Maui County are reported below.

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

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

### AUDIT SUMMARY RESULTS – 2015

# Maui County E9-1-1 Status Report

December 1, 2015 - December 31, 2015

| 9-1-1 MSAG TO GIS STREET CENTERLINE<br>AUDIT COMPARISON RESULTS                        | Notes | As of March 1, 2015         |         | As of June 1, 2015          |         | As of September 1, 2015     |         | As of December 1, 2015       |         |
|----------------------------------------------------------------------------------------|-------|-----------------------------|---------|-----------------------------|---------|-----------------------------|---------|------------------------------|---------|
|                                                                                        |       | 9-1-1 MSAG<br>Dated 3-01-15 |         | 9-1-1 MSAG<br>Dated 6-01-15 |         | 9-1-1 MSAG<br>Dated 9-01-15 |         | 9-1-1 MSAG<br>Dated 12-01-15 |         |
|                                                                                        |       | # of<br>Records             | %       | # of<br>Records             | %       | # of<br>Records             | %       | # of<br>Records              | %       |
| Total 9-1-1 MSAG Records Reviewed                                                      |       | 2,658                       |         | 2,661                       |         | 2,662                       |         | 2,672                        |         |
| Less: 9-1-1 MSAG Exception Records                                                     | (1)   | 74                          | 2.78%   | 74                          | 2.78%   | 74                          | 2.7%    | 74                           | 2.7%    |
| Net 9-1-1 MSAG Records Eligible for Comparison                                         |       | 2,584                       |         | 2,587                       |         | 2,588                       |         | 2,598                        |         |
| Total 9-1-1 MSAG Records Match<br>(9-1-1 MSAG -- GIS Match -- No Corrections Required) |       | 2,584                       | 100.00% | 2,587                       | 100.00% | 2,588                       | 100.00% | 2,588                        | 100.00% |
| 9-1-1 MSAG -- GIS No Match - Minor Correction<br>Required                              | (2)   | 0                           | 0.00%   | 0                           | 0.00%   | 0                           | 0.0%    | 0                            | 0.0%    |
| 9-1-1 MSAG Record With No GIS Record                                                   | (3)   | 0                           | 0.00%   | 0                           | 0.00%   | 0                           | 0.0%    | 0                            | 0.0%    |
| Total 9-1-1 MSAG Records No Match                                                      |       | 0                           | 0.00%   | 0                           | 0.00%   | 0                           | 0.0%    | 0                            | 0.0%    |

## AUDIT SUMMARY NOTES:

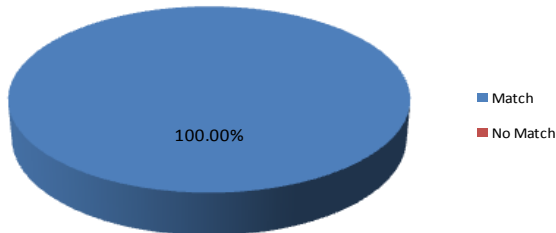
- (1)An MSAG Record that will not have a corresponding GIS Street Centerline Record but is required for the routing of E9-1-1 calls (i.e., Emergency Call Box, Foreign Exchange Records, Wireless Shell Records, etc.). No further action is required.
- (2)An MSAG Record that requires minor MSAG attention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

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

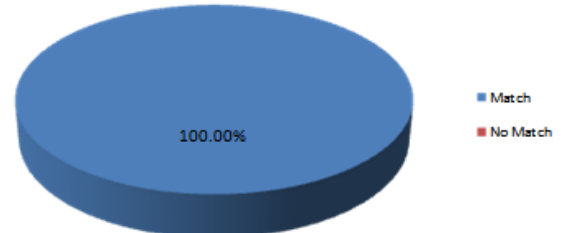
## Maui County E9-1-1 Status Report

December 1, 2015 - December 31, 2015

**9-1-1 MSAG Dated 12-01-15**



**9-1-1 MSAG Dated 09-01-15**



### NOTE:

Maui County's level of accuracy or 9-1-1 Match percentage remained constant  
at 100% as of December 1, 2015 to 100% on September 1, 2015

NENA Recommended Match Rate = 98%

### MSAG AUDIT SUMMARY RESULTS NOTES:

- “MSAG - GIS Minor Corrections” remained constant with zero from September 2015 to December 2015 respectively. The zero minor corrections is primarily the result of edits made to the GIS Street Centerlines layer in order to meet new NG9-1-1 requirements. Low and high address ranges were then adjusted in the MSAG to correspond with the GIS record. Although this is a minor correction, customer telephone numbers (TNs) need to be validated by the service providers prior to adjusting an address range.
- “MSAG Record with No GIS Record” remained constant with zero from September 2015 to December 2015 respectively. The total of zero MSAG Record with No GIS Record was due primarily to the verification of the MSAG records against multiple GIS databases to determine if the roads are existing within Maui County records.
- “GIS Record with Minor Corrections” remained constant with zero from September 2015 to December 2015 respectively. Low and high address ranges, street suffix, and MSAG Community were adjusted in the GIS to correspond with the MSAG record.
- “MSAG records that don’t match GIS” remained constant with zero from September 2015 to December 2015 respectively. The total of zero MSAG Records not matching the GIS database resulted in a combination of corrections to the GIS and MSAG databases have been processed in order to meet NG9-1-1 requirements.
- Ongoing maintenance is critical to ensure the database synchronized level of address accuracy is maintained each time an MSAG or GIS record is “last modified”.

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

# Maui County E9-1-1 Status Report

December 1, 2015 - December 31, 2015

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

| PSAP       | ESN | Invalid MSAG Records      |                                             |                           |                                             |                           |                                             |                           |                                             |
|------------|-----|---------------------------|---------------------------------------------|---------------------------|---------------------------------------------|---------------------------|---------------------------------------------|---------------------------|---------------------------------------------|
|            |     | 9-1-1 MSAG Dated 03-01-15 |                                             | 9-1-1 MSAG Dated 06-01-15 |                                             | 9-1-1 MSAG Dated 09-01-15 |                                             | 9-1-1 MSAG Dated 12-01-15 |                                             |
|            |     | # of Records              | % of Total MSAG Records (Valid and Invalid) | # of Records              | % of Total MSAG Records (Valid and Invalid) | # of Records              | % of Total MSAG Records (Valid and Invalid) | # of Records              | % of Total MSAG Records (Valid and Invalid) |
| MAUI       | 399 | 120                       | 4.7%                                        | 104                       | 4.1%                                        | 100                       | 3.9%                                        | 98                        | 3.9%                                        |
| MOLOKAI    | 359 | 42                        | 16.2%                                       | 32                        | 12.5%                                       | 28                        | 11.1%                                       | 28                        | 11.1%                                       |
| TOTAL MAUI |     | 162                       | 5.7%                                        | 136                       | 4.9%                                        | 128                       | 4.6%                                        | 126                       | 4.5%                                        |

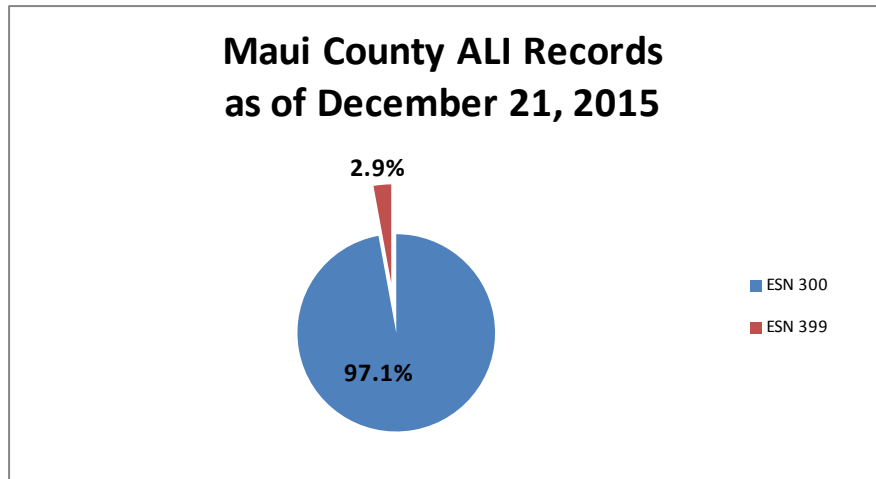
AUTOMATIC LOCATION IDENTIFICATION (ALI) DISCREPANCY REPORT

## Maui County E9-1-1 Status Report

December 1, 2015 - December 31, 2015

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As part of Akimeka's ongoing database synchronization efforts, Akimeka reviewed and summarized the ALI discrepancy reports by community for Maui County. As of December 21, 2015, **1,956** ESN 399 (Maui/Lanai) and ESN 359 (Molokai) records, representing **2.9%** of Maui County's total ALI records, require research and corrective action, if needed.



THE TOTAL NUMBER OF ALI RECORDS REMAINS RELATIVELY CONSISTENT.

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### NOTES:

The number of ESN 359/399 ALI records decreased from 2,062 to 1,956 from September 2015 to December 2015 respectively. The decrease reflects the work that Akimeka has done since the last database synchronization in September 2015. Extensive research has gone into verifying the invalid TNs against current County data. This is an ongoing project, as Akimeka continues to research and correct the ESN 359/399 records.

# Kauai County E9-1-1 Status Report

*December 1, 2015 – December 31, 2015*



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

# Kauai County E9-1-1 Status Report

December 1, 2015 - December 31, 2015

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# Kauai County E9-1-1 Status Report

December 1, 2015 - December 31, 2015

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## **Kauai County E9-1-1 Status Report**

**December 1, 2015 - December 31, 2015**

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# Kauai County E9-1-1 Status Report

December 1, 2015 - December 31, 2015

## 1. PSAP OPERATIONS

### 9-1-1 CALL VOLUME – DECEMBER 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 |
| Dec               | 4,503                       | 708                   | 15.72%           | 2,959                 | 65.71%           | 46.06%                   | 53.94%                   | 159               | 3.53%            | 6                        | 0.13%            | 0                  | 0.00%            | 671                    | 14.90%           | 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               | 4,692                       | 617                   | 13.15%           | 3,199                 | 68.18%           | 46.33%                   | 53.67%                   | 148               | 3.15%            | 31                       | 0.66%            | 0                  | 0.00%            | 697                    | 14.86%           | 0           | 0.00%            |
| SEPT              | 4,665                       | 761                   | 16.31%           | 2,963                 | 63.52%           | 47.86%                   | 52.14%                   | 153               | 3.28%            | 19                       | 0.41%            | 0                  | 0.00%            | 769                    | 16.48%           | 0           | 0.00%            |
| OCT               | 4,970                       | 679                   | 13.66%           | 3,392                 | 68.25%           | 50.03%                   | 49.97%                   | 131               | 2.64%            | 20                       | 0.40%            | 0                  | 0.00%            | 748                    | 15.05%           | 0           | 0.00%            |
| NOV               | 4,439                       | 687                   | 15.48%           | 3,006                 | 67.72%           | 49.73%                   | 50.27%                   | 104               | 2.34%            | 13                       | 0.29%            | 0                  | 0.00%            | 629                    | 14.17%           | 0           | 0.00%            |
| DEC               | 4,503                       | 708                   | 15.72%           | 2,959                 | 65.71%           | 46.06%                   | 53.94%                   | 159               | 3.53%            | 6                        | 0.13%            | 0                  | 0.00%            | 671                    | 14.90%           | 0           | 0.00%            |
| YTD               | 56,874                      | 8,396                 |                  | 37,519                |                  |                          |                          | 1702              |                  | 221                      |                  | 0                  |                  | 9,036                  |                  | 0           |                  |
| MON AVG           | 4,740                       | 700                   | 14.87%           | 3,127                 | 65.97%           | 48.79%                   | 51.21%                   | 142               | 3.00%            | 18                       | 0.38%            | 0                  | 0.00%            | 753                    | 15.78%           | 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.
- \*911 Calls with no Ali 0.13% - Statewide average = 0.18% Year 2015

# Kauai County E9-1-1 Status Report

December 1, 2015 - December 31, 2015

## TEXT TO 911 – CURRENT MONTH – DECEMBER 2015

### NOTE:

- Kauai County has deployed a soft launch for Text to 911 on December 21, 2015.
- During this soft launch period, internal testing and training will be conducted.
- Although there is a “Text to 911” plot on the MapFlex, the location of the plot is not reliable. Text to 911 Dispatchers should use their skills to ascertain the exact location of the emergency response.

| TEXT TO 911 Kauai County |                |
|--------------------------|----------------|
| Month                    | Total received |
| Dec                      | 24             |

## FYI.....FOR YOUR INFORMATION

| FYI ..... For Your Information                                                                      |                                                                                                                                                                                                                                                                                                                                                                                              |
|-----------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| PSAP Operations                                                                                     |                                                                                                                                                                                                                                                                                                                                                                                              |
| Intrado                                                                                             | Intrado, a susidiary of the West Corporation has been rebranded to West Safety Services.                                                                                                                                                                                                                                                                                                     |
| MSAG                                                                                                | Intrado is currently in the process of training new 911 Net Data Analysts assigned to process the MSAG and TNCR record transactions that are submitted daily by Akimeka on behalf of the County PSAPs. There has been a delay of processing TNCR requests as reflected in the "PSAP 9-1-1 Telephone Number Locations Change Request" chart due to this transitional period. refer to page 12 |
|                                                                                                     |                                                                                                                                                                                                                                                                                                                                                                                              |
|                                                                                                     |                                                                                                                                                                                                                                                                                                                                                                                              |
|                                                                                                     |                                                                                                                                                                                                                                                                                                                                                                                              |
| *Statewide average (year 2015) of 911 calls <u>with</u> Location Information = 99.82%               |                                                                                                                                                                                                                                                                                                                                                                                              |
| * Statewide averages does <u>not</u> include the Military 911 calls or current Text to 911 testing. |                                                                                                                                                                                                                                                                                                                                                                                              |

## Kauai County E9-1-1 Status Report

December 1, 2015 - December 31, 2015

### WIRELESS PSAP TESTING – DECEMBER 2015

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

#### NOTES:

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

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

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

## Kauai County E9-1-1 Status Report

December 1, 2015 - December 31, 2015

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

CURRENT MONTH – DECEMBER 2015

| KAUAI<br>COUNTY | 9-1-1 NET REQUESTS |        |          |        |        |       |                                |
|-----------------|--------------------|--------|----------|--------|--------|-------|--------------------------------|
|                 | MSAG TRANSACTIONS  |        |          |        |        |       |                                |
| 2015            | Total              | Change | Combined | Delete | Insert | Split | Customer Addresses<br>Affected |
| DECEMBER        | 7                  | 3      | 0        | 3      | 1      | 0     | 64                             |

#### MSAG CURRENT MONTH NOTES:

A total of eleven (11) MSAG transactions were processed in 9-1-1 Net during the month of December 2015. Seven (7) requests relating to the MSAG database and four (4) requests relating to the ALI database (see ALI Transaction chart on next page).

| KAUAI<br>COUNTY | 9-1-1 NET REQUESTS |        |          |        |        |       |                                |
|-----------------|--------------------|--------|----------|--------|--------|-------|--------------------------------|
|                 | MSAG TRANSACTIONS  |        |          |        |        |       |                                |
| 2015            | Total              | Change | Combined | Delete | Insert | Split | Customer Addresses<br>Affected |
| JAN             | 9                  | 7      | 0        | 1      | 1      | 0     | 116                            |
| FEB             | 88                 | 77     | 2        | 1      | 2      | 6     | 1,064                          |
| MAR             | 3                  | 0      | 0        | 3      | 0      | 0     | 35                             |
| APR             | 11                 | 2      | 0        | 2      | 6      | 1     | 58                             |
| MAY             | 7                  | 3      | 0        | 2      | 2      | 0     | 117                            |
| JUNE            | 4                  | 2      | 0        | 1      | 1      | 0     | 130                            |
| JULY            | 48                 | 26     | 5        | 4      | 2      | 11    | 1,212                          |
| AUG             | 8                  | 3      | 0        | 1      | 1      | 3     | 44                             |
| SEPT            | 2                  | 1      | 0        | 0      | 1      | 0     | 0                              |
| OCT             | 4                  | 2      | 0        | 1      | 1      | 0     | 129                            |
| NOV             | 2                  | 0      | 0        | 0      | 2      | 0     | 0                              |
| DEC             | 7                  | 3      | 0        | 3      | 1      | 0     | 64                             |
| TOTAL YTD       | 193                | 126    | 7        | 19     | 20     | 21    | 2,969                          |
| AVG PER MONTH   | 16                 | 11     | 1        | 2      | 2      | 2     | 247                            |

## Kauai County E9-1-1 Status Report

December 1, 2015 - December 31, 2015

### ALI TRANSACTIONS CURRENT MONTH – DECEMBER 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 |
| DEC          | 4     | 4                          | 0          | 0           | 235                                             | 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 499 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:

Four (4) 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 no ALI Discrepancy Requests (ALI DR) processed in 9-1-1 Net.

### OPEN DISCREPANCY RECORDS STATUS:

- **There are 235 Open TN CR Transactions as of December 31, 2015**
- **Refer to chart in the next section “TNCR Current Status”**
- **173** Open TN CR transactions are a direct result of the ESN 499 clean-up and are awaiting approval from Hawaiian Telcom, Inc. Akimeka continues to monitor and track the progress of the Referred records. Once a telephone number is submitted to Intrado for correction, it must be verified against HT records and/or approved by the customer. Intrado's internal process requires calling each telephone customer individually for approval to update an address in the 9-1-1 database.
- **Sixty-two (62)** Open TN CR transactions are a result of Dispatchable Location Project transactions that were submitted in September, and are awaiting approval from Intrado and Hawaiian Telcom before completion.
- **There are no Open ALI-DRs as of December 31, 2015**
- **There are no Open VoIP DRs as of December 31, 2015**

## Kauai County E9-1-1 Status Report

December 1, 2015 - December 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                      | 0          | 0                          | 0        | 0        | 216                                                | 0      | 0       |
| SEPT                     | 62         | 62                         | 0        | 0        | 278                                                | 0      | 0       |
| OCT                      | 1          | 0                          | 1        | 0        | 249                                                | 0      | 0       |
| NOV                      | 0          | 0                          | 0        | 0        | 249                                                | 0      | 0       |
| DEC                      | 4          | 4                          | 0        | 0        | 235                                                | 0      | 0       |
| <b>TOTAL YTD</b>         | <b>371</b> | <b>370</b>                 | <b>1</b> | <b>0</b> |                                                    |        |         |
| <b>AVG PER<br/>MONTH</b> | <b>31</b>  | <b>31</b>                  | <b>0</b> | <b>0</b> |                                                    |        |         |

# Kauai County E9-1-1 Status Report

December 1, 2015 - December 31, 2015

## DISPATCHABLE LOCATION – STATUS AS OF – DECEMBER 2015 - PENDING

### NARRATIVE:

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

During the month of August 2015, Akimeka started a pilot project, entering additional location information to a verified MSAG address with multiple telephone numbers. Specifically the **Kukui Grove Center at 302600 Kaumualii Hwy, Lihue**. The “Dispatchable Location” data is entered into the “Driving Directions” field in the Intrado 9-1-1 Net system, and will display on the Viper Power 911 ALI Screen in the “Exact” field should a 911 call be received from that telephone number. Sixty two (62) Telephone Number Change Requests (TN CR) transactions were processed as a result of the Dispatchable Location Project. These transactions have not been updated in 9-1-1 Net pending research by Hawaiian Tel and Intrado for providing an additional 60 character field in the ALI data stream to accommodate Dispatchable Location information as an alternative to using the “Driving Directions” field. Until this field is created, no further Dispatchable Location transactions will be submitted. During the months of November and December, as Akimeka awaits for the notice to proceed, Akimeka has continued to research and prepare “Driving Instructions” for other shopping malls that will assist the Kauai Dispatchers with their 911 calls for service. A total of 286 telephone records are complete and ready for submittal, however there were no further developments as of December 2015 to proceed.

| Dispatchable Location     |                                   |              |                                       |                                        |                                    |
|---------------------------|-----------------------------------|--------------|---------------------------------------|----------------------------------------|------------------------------------|
| Common Name Place         | MSAG Address                      | 2015         | Number of TNCR* Transactions Prepared | Number of TNCR* Transactions Submitted | Number of Transactions Processed** |
|                           |                                   | Aug          |                                       |                                        |                                    |
| Kukui Grove Center        | 302600 Kaumualii Hwy, Lihue       | Sept         |                                       | 62                                     | 0                                  |
|                           |                                   | Oct          |                                       | 0                                      | 0                                  |
| Coconut Grove Marketplace | 40484 Kuhio Hwy, Wailua           | Nov          | 83                                    | 0                                      | 0                                  |
| Poipu Shopping Village    | 2360 Kiahuna Plantation Dr, Poipu | Nov          | 72                                    | 0                                      | 0                                  |
| Waipouli Town Village     | 40771 Kuhio Hwy, Waipouli         | Dec          | 35                                    | 0                                      | 0                                  |
| Kauai Village             | 40831 Kuhio Hwy, Waipouli         | Dec          | 96                                    | 0                                      | 0                                  |
|                           |                                   | <b>Total</b> | <b>286</b>                            | <b>62</b>                              | <b>0</b>                           |

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

## Kauai County E9-1-1 Status Report

December 1, 2015 - December 31, 2015

### TNCR (TELEPHONE NUMBER CHANGE REQUEST) CURRENT STATUS – DECEMBER, 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                                                                                                  | 235                                              | 40                                                   | 53                                              | 142                            |

| 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

December 1, 2015 - December 31, 2015

## 3. GEOGRAPHIC INFORMATION SYSTEM (GIS) – DECEMBER 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                                                                         |                                  | 12/23/15           |                                                                |
|                                                                                        | 12/17/2015                       |                    | Spatially corrected two (2) address points in Kapaa            |
|                                                                                        | 12/15/2015                       |                    | Spatially corrected two (2) address points in Poipu            |
|                                                                                        | 12/15/2015                       |                    | Added Location Name to one (1) address in Poipu                |
|                                                                                        | 12/15/2015                       |                    | Spatially corrected two (2) address points in Wailua           |
|                                                                                        | 12/15/2015                       |                    | Spatially corrected eighteen (18) address points in Waimea     |
|                                                                                        | 12/15/2015                       |                    | Added Location Name to three (3) addresses in Waimea           |
|                                                                                        | 12/15/2015                       |                    | Removed Location Name for one (1) address in Waimea            |
|                                                                                        |                                  | 12/10/15           |                                                                |
|                                                                                        | 12/10/2015                       |                    | Spatially corrected one (1) address point in Haena             |
|                                                                                        | 12/10/2015                       |                    | Spatially corrected one (1) address point in Kalaheo           |
|                                                                                        | 12/10/2015                       |                    | Spatially corrected one (1) address point in Anahola           |
|                                                                                        | 12/9/2015                        |                    | Added ten (10) addresses in Kalaheo                            |
|                                                                                        | 12/8/2015                        |                    | Spatially corrected four (4) address points in Nawiliwili      |
|                                                                                        | 12/8/2015                        |                    | Spatially corrected thirty-three (33) address points in Waimea |
| Airports                                                                               |                                  |                    |                                                                |
|                                                                                        |                                  |                    |                                                                |
|                                                                                        |                                  |                    |                                                                |
| Bridges                                                                                |                                  |                    |                                                                |
|                                                                                        |                                  |                    |                                                                |
|                                                                                        |                                  |                    |                                                                |
| Building Footprints                                                                    |                                  |                    |                                                                |
|                                                                                        |                                  |                    |                                                                |
|                                                                                        |                                  |                    |                                                                |
| Bus Stops                                                                              |                                  |                    |                                                                |
|                                                                                        |                                  |                    |                                                                |
|                                                                                        |                                  |                    |                                                                |
| Churches                                                                               |                                  |                    |                                                                |
|                                                                                        |                                  |                    |                                                                |
|                                                                                        |                                  |                    |                                                                |
| Coastal Names                                                                          |                                  |                    |                                                                |
|                                                                                        |                                  |                    |                                                                |
|                                                                                        |                                  |                    |                                                                |
| Coastline                                                                              |                                  |                    |                                                                |
|                                                                                        |                                  |                    |                                                                |
|                                                                                        |                                  |                    |                                                                |

# Kauai County E9-1-1 Status Report

December 1, 2015 - December 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) |                                  |                       |                                                                     |
| Common Places                                                                          |                                  |                       |                                                                     |
|                                                                                        |                                  |                       |                                                                     |
|                                                                                        |                                  |                       |                                                                     |
| Correctional Facilities                                                                |                                  |                       |                                                                     |
|                                                                                        |                                  |                       |                                                                     |
|                                                                                        |                                  |                       |                                                                     |
| Emergency Callboxes                                                                    |                                  |                       |                                                                     |
|                                                                                        |                                  |                       |                                                                     |
|                                                                                        |                                  |                       |                                                                     |
| Emergency Operation<br>Centers                                                         |                                  |                       |                                                                     |
|                                                                                        |                                  |                       |                                                                     |
|                                                                                        |                                  |                       |                                                                     |
| Emergency Shelters                                                                     |                                  |                       |                                                                     |
|                                                                                        |                                  |                       |                                                                     |
|                                                                                        |                                  |                       |                                                                     |
| ESZ/ESN                                                                                |                                  | 12/10/15              |                                                                     |
|                                                                                        | 12/10/2015                       |                       | Modified boundaries of  with spatially corrected Street Centerlines |
|                                                                                        |                                  |                       |                                                                     |
| Fire Beats                                                                             |                                  |                       |                                                                     |
|                                                                                        |                                  |                       |                                                                     |
|                                                                                        |                                  |                       |                                                                     |
| Fire Districts                                                                         |                                  |                       |                                                                     |
|                                                                                        |                                  |                       |                                                                     |
|                                                                                        |                                  |                       |                                                                     |
| Fire Response Areas                                                                    |                                  |                       |                                                                     |
|                                                                                        |                                  |                       |                                                                     |
|                                                                                        |                                  |                       |                                                                     |
| Fire Stations                                                                          |                                  |                       |                                                                     |
|                                                                                        |                                  |                       |                                                                     |
|                                                                                        |                                  |                       |                                                                     |
| Food & Beverage                                                                        |                                  |                       |                                                                     |
|                                                                                        |                                  |                       |                                                                     |
|                                                                                        |                                  |                       |                                                                     |
| Gas Stations                                                                           |                                  |                       |                                                                     |
|                                                                                        |                                  |                       |                                                                     |
|                                                                                        |                                  |                       |                                                                     |

# Kauai County E9-1-1 Status Report

December 1, 2015 - December 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) |                                  |                    |                                                  |
| 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                                                                                |                                  | 12/23/15           |                                                  |
|                                                                                        | 12/15/2015                       |                    | Added four (4) lodges in Poipu                   |
|                                                                                        | 12/15/2015                       |                    | Corrected name of one (1) lodge in Poipu         |
|                                                                                        | 12/15/2015                       |                    | Changed business name for one (1) lodge in Poipu |
|                                                                                        | 12/15/2015                       |                    | Spatially corrected one (1) lodge in Poipu       |
|                                                                                        |                                  |                    |                                                  |

# Kauai County E9-1-1 Status Report

December 1, 2015 - December 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) |                                  |                    |                                                                    |
| Major Roads                                                                            |                                  |                    |                                                                    |
|                                                                                        |                                  |                    |                                                                    |
|                                                                                        |                                  |                    |                                                                    |
| Medic Beats                                                                            |                                  |                    |                                                                    |
|                                                                                        |                                  |                    |                                                                    |
|                                                                                        |                                  |                    |                                                                    |
| Medic Districts                                                                        |                                  |                    |                                                                    |
|                                                                                        |                                  |                    |                                                                    |
|                                                                                        |                                  |                    |                                                                    |
| Medic Response Areas                                                                   |                                  |                    |                                                                    |
|                                                                                        |                                  |                    |                                                                    |
|                                                                                        |                                  |                    |                                                                    |
| Medic Stations                                                                         |                                  |                    |                                                                    |
|                                                                                        |                                  |                    |                                                                    |
|                                                                                        |                                  |                    |                                                                    |
| Medical Facilities                                                                     |                                  |                    |                                                                    |
|                                                                                        |                                  |                    |                                                                    |
|                                                                                        |                                  |                    |                                                                    |
| Milepost Markers                                                                       |                                  |                    |                                                                    |
|                                                                                        |                                  |                    |                                                                    |
|                                                                                        |                                  |                    |                                                                    |
| MSAG Communities                                                                       |                                  | 12/10/15           |                                                                    |
|                                                                                        | 12/10/2015                       |                    | Modified boundaries of with spatially corrected Street Centerlines |
|                                                                                        |                                  |                    |                                                                    |
| Net Junctions                                                                          |                                  |                    |                                                                    |
|                                                                                        |                                  |                    |                                                                    |
|                                                                                        |                                  |                    |                                                                    |
| Ocean Rescue Boundaries                                                                |                                  |                    |                                                                    |
|                                                                                        |                                  |                    |                                                                    |
|                                                                                        |                                  |                    |                                                                    |
| Ocean Safety                                                                           |                                  |                    |                                                                    |
|                                                                                        |                                  |                    |                                                                    |
|                                                                                        |                                  |                    |                                                                    |
| Parcels                                                                                |                                  |                    |                                                                    |
|                                                                                        |                                  |                    |                                                                    |
|                                                                                        |                                  |                    |                                                                    |

# Kauai County E9-1-1 Status Report

December 1, 2015 - December 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) |                                  |                    |                                                    |
| Parks                                                                                  |                                  |                    |                                                    |
|                                                                                        |                                  |                    |                                                    |
|                                                                                        |                                  |                    |                                                    |
| Parks Polygon                                                                          |                                  |                    |                                                    |
|                                                                                        |                                  |                    |                                                    |
|                                                                                        |                                  |                    |                                                    |
| Points of Interest                                                                     | 12/31/2015                       |                    | Added one (1) POI in Princeville                   |
|                                                                                        |                                  | 12/23/15           |                                                    |
|                                                                                        | 12/15/2015                       |                    | Added six (6) POI in Waimea                        |
|                                                                                        | 12/15/2015                       |                    | Added four (4) POI in Poipu                        |
|                                                                                        | 12/15/2015                       |                    | Added one (1) POI in Kokee                         |
|                                                                                        | 12/15/2015                       |                    | Spatially corrected two (2) POI in Kokee           |
|                                                                                        | 12/15/2015                       |                    | Spatially corrected six (6) POI in Poipu           |
|                                                                                        | 12/15/2015                       |                    | Spatially corrected two (2) POI in Wailua          |
|                                                                                        | 12/15/2015                       |                    | Spatially corrected five (5) POI in Waimea         |
|                                                                                        | 12/15/2015                       |                    | Spatially corrected two (2) POI in Waipouli        |
|                                                                                        | 12/15/2015                       |                    | Corrected business name for three (3) POI in Poipu |
|                                                                                        |                                  | 12/10/15           |                                                    |
|                                                                                        | 12/10/2015                       |                    | Spatially corrected one (1) POI in Anahola         |
|                                                                                        | 12/10/2015                       |                    | Spatially corrected two (2) POI in Haena           |
|                                                                                        | 12/10/2015                       |                    | Spatially corrected one (1) POI in Hanalei         |
|                                                                                        | 12/10/2015                       |                    | Spatially corrected two (2) POI in Kalaheo         |
|                                                                                        | 12/10/2015                       |                    | Spatially corrected one (1) POI in Kukuiula        |
|                                                                                        | 12/10/2015                       |                    | Spatially corrected one (1) POI in Poipu           |
|                                                                                        | 12/10/2015                       |                    | Spatially corrected one (1) POI in Waipouli        |
| Police Beats                                                                           |                                  |                    |                                                    |
|                                                                                        |                                  |                    |                                                    |
|                                                                                        |                                  |                    |                                                    |
| Police Districts                                                                       |                                  |                    |                                                    |
|                                                                                        |                                  |                    |                                                    |
|                                                                                        |                                  |                    |                                                    |
| Police Response Areas                                                                  |                                  |                    |                                                    |
|                                                                                        |                                  |                    |                                                    |
|                                                                                        |                                  |                    |                                                    |
| Police Stations                                                                        |                                  | 12/23/15           |                                                    |
|                                                                                        | 12/17/2015                       |                    | Spatially corrected Kapaa substation in Kapaa      |
|                                                                                        |                                  |                    |                                                    |

# Kauai County E9-1-1 Status Report

December 1, 2015 - December 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) |                                  |                    |                                                                                        |
| Post Offices                                                                           |                                  |                    |                                                                                        |
|                                                                                        |                                  |                    |                                                                                        |
|                                                                                        |                                  |                    |                                                                                        |
| Schools                                                                                |                                  |                    |                                                                                        |
|                                                                                        | 12/8/2015                        |                    | Spatially corrected two (2) schools in Nawiliwili                                      |
|                                                                                        | 12/8/2015                        |                    | Corrected school name in Nawiliwili                                                    |
| Street Centerlines                                                                     | 12/31/2015                       |                    | Added one (1) street centerline segment in Kokee                                       |
|                                                                                        | 12/31/2015                       |                    | Added one (1) street centerline segment in Mana                                        |
|                                                                                        | 12/31/2015                       |                    | Corrected one (1) street centerline name in Kokee                                      |
|                                                                                        | 12/31/2015                       |                    | Split two (2) street centerline segments in Kokee                                      |
|                                                                                        | 12/31/2015                       |                    | Split two (2) street centerline segments in Mana                                       |
|                                                                                        |                                  | 12/23/15           |                                                                                        |
|                                                                                        | 12/16/2015                       |                    | Spatially corrected four (4) street centerline segments in Pakala                      |
|                                                                                        | 12/16/2015                       |                    | Added twelve (12) street centerline segments in Kokee                                  |
|                                                                                        | 12/16/2015                       |                    | Split eight (8) street centerline segments in Kokee                                    |
|                                                                                        | 12/16/2015                       |                    | Modified range for eight (8) street centerline segments in Kokee                       |
|                                                                                        | 12/16/2015                       |                    | Spatially corrected one (1) street centerline segment in Kokee                         |
|                                                                                        | 12/16/2015                       |                    | Changed one (1) street centerline name                                                 |
|                                                                                        | 12/15/2015                       |                    | Added three (3) street centerline segments in Kokee                                    |
|                                                                                        | 12/15/2015                       |                    | Split two (2) street centerline segments in Kokee                                      |
|                                                                                        |                                  | 12/10/15           |                                                                                        |
|                                                                                        | 12/9/2015                        |                    | Added one (1) street centerline in Kalaheo                                             |
|                                                                                        | 12/8/2015                        |                    | Added eight (8) street centerline segments in Nawiliwili                               |
|                                                                                        | 12/8/2015                        |                    | Spatially corrected four (4) street centerline segments in Nawiliwili                  |
|                                                                                        | 12/8/2015                        |                    | Spatially corrected eleven (11) street centerline segments in Waimea                   |
|                                                                                        | 12/7/2015                        |                    | Added one (1) street centerline in Waimea                                              |
|                                                                                        | 12/7/2015                        |                    | Spatially corrected two (2) street centerline segments in Numila                       |
|                                                                                        | 12/7/2015                        |                    | Spatially corrected two (2) street centerline segments which boarder Eleele and Numila |
|                                                                                        | 12/7/2015                        |                    | Split two (2) street centerlines in Waimea                                             |
|                                                                                        | 12/7/2015                        |                    | Spatially corrected twenty-three (23) street centerline segments in Waimea             |
| Subdivisions                                                                           |                                  |                    |                                                                                        |
|                                                                                        |                                  |                    |                                                                                        |
|                                                                                        |                                  |                    |                                                                                        |
| Tow Jurisdictions                                                                      |                                  |                    |                                                                                        |
|                                                                                        |                                  |                    |                                                                                        |
|                                                                                        |                                  |                    |                                                                                        |

# Kauai County E9-1-1 Status Report

December 1, 2015 - December 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<br>Delivered | Other/Remarks |
|                                                                                        | Date Created/<br>Edits Performed |                       |               |
| CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE<br>(Listed Alphabetically) |                                  |                       |               |
| Tsunami Evacuation<br>Zones                                                            |                                  |                       |               |
|                                                                                        |                                  |                       |               |
|                                                                                        |                                  |                       |               |
| Tsunami Heights                                                                        |                                  |                       |               |
|                                                                                        |                                  |                       |               |
|                                                                                        |                                  |                       |               |
| Waste Water Plants                                                                     |                                  |                       |               |
|                                                                                        |                                  |                       |               |
|                                                                                        |                                  |                       |               |
| WSP Cell Sectors                                                                       |                                  |                       |               |
|                                                                                        |                                  |                       |               |
|                                                                                        |                                  |                       |               |
| WSP Cell Towers                                                                        |                                  |                       |               |
|                                                                                        |                                  |                       |               |
|                                                                                        |                                  |                       |               |

### NOTE:

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

## Kauai County E9-1-1 Status Report

December 1, 2015 - December 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                                                                                                                                                                            |
|------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 12/23/2015 | Delivered the following for a GeoComm update: Address Points, Street Centerlines, Lodging, Points of Interest, Police Stations, WSP Cell Sectors, WSP Cell Towers, GEO.xml and Landmark.xml       |
| 12/23/2015 | Delivered the following for a MapFlex update: Address Points, Street Centerlines, Lodging, Points of Interest, Police Stations, WSP Cell Sectors and WSP Cell Towers                              |
| 12/10/2015 | Delivered the following for a GeoComm update: Address Points, Street Centerlines, Points of Interest, Schools, ESN, WSP Cell Sectors, WSP Cell Towers, MSAG Communities, GEO.xml and Landmark.xml |
| 12/10/2015 | Delivered the following for a MapFlex update: Address Points, Street Centerlines, Points of Interest, Schools, ESN, WSP Cell Sectors, WSP Cell Towers and MSAG Communities                        |

#### UPCOMING GIS DELIVERABLES SCHEDULE

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

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

## Kauai County E9-1-1 Status Report

December 1, 2015 - December 31, 2015

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### GPS DATA COLLECTION AND SITE VERIFICATION

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

### MAPFLEX DEPLOYMENT:

During the month of December 2015, there were continued GIS deliverables into the MapFlex system for Hawaii County, Maui County, and Kauai County. For a chronology prior to November, please see the April thru November 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 December 2015
  - a. **Hawaii County** – December 8<sup>th</sup> and December 22<sup>nd</sup>
  - b. **Maui County** – December 9<sup>th</sup> and December 23<sup>rd</sup>
  - c. **Kauai County** – December 10<sup>th</sup> and December 23<sup>rd</sup>
  - d. **Honolulu** – December 11<sup>th</sup> and December 23<sup>rd</sup>

### MAPFLEX UPLOAD ISSUES

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

1. On October 8th, 2015, The Hawaii County Fire Department notified Akimeka that they had tried to look up some new streets that had been added and were unable to locate them within the MapFlex system. They mentioned that the listing of streets that were missing went as far back as February 2015.
2. Subsequently, Akimeka sent a list of updates that have been made since February to Street Centerlines and Address Points for HFD to verify.
  - a. None of the items on the list were located within the MapFlex
3. In order to help assess the possible issue, Akimeka sent a list of addresses that have been updated within each County to all of the PSAPs including secondary PSAPs throughout the State of Hawaii.
4. In the meantime, Akimeka escalated the issue to Intrado for Intrado/HT to begin working on.

## Kauai County E9-1-1 Status Report

December 1, 2015 - December 31, 2015

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5. Each County had researched the addresses Akimeka had provided and all of the Primary PSAPs with the exception of Molokai had the updates within the MapFlex.
  - a. This indicated there was an issue with all of the secondary PSAPs and Molokai PSAP receiving updates.
6. On October 30, 2015, a Sr. Program Manager at Intrado notified all of the PSAP leadership that Intrado had received reports from the Honolulu PD, Hilo FD, and Molokai PD regarding issues with the MapFlex updates.
  - a. Intrado briefed that they are investigating the issue and it may be related to the shared directories that are used for most of the PSAPs.
    - i. If this is the issue, Intrado notified everyone that they will work to create separate directories for each PSAP to migrate.
    - ii. If this is not the issue, Intrado will widen its investigation.
7. Questions with regards to the validation process and ensuring updates are successfully taking place were asked of Intrado by Akimeka in February 2015, a process that was seen as critical to be sure updates were taking place on a consistent basis. Unfortunately, the validation of the updates was not seen as critical.
  - a. To date, the validation process and notification process is not taking place for the MapFlex system, something that was a concern to Akimeka and many of the PSAPs during the implementation of MapFlex.
  - b. For the list of specific question regarding this, please refer to the February 2015 Monthly Status Report (MSR).
8. Throughout November 2015, Intrado performed troubleshooting on the MapFlex system, and specifically the scripts for pushing the automatic updates from the SFTP server to each of the local servers.
9. On November 11, 2015, Intrado sent out a notification that the scripts were ready to test for Hawaii County, which required a new GIS update onto the server to validate.
  - a. Akimeka uploaded an updated GIS data set onto the SFTP in the morning of November 12, 2015 for Hawaii County, as requested.
  - b. Later on November 12, 2015, Intrado's Senior Systems Engineer sent out notification that their script was unsuccessful, so they will look to reconfigure.
10. On November 13, 2015, Intrado sent notification that the upload was successful. Also included in the notification was the request to upload Maui County data for the issue in Molokai.
  - a. On November 16, 2015, Akimeka uploaded a new set of GIS data onto the SFTP for Intrado to validate the upload in Molokai.
  - b. Akimeka sent notification to Molokai that the uploads should be available the following day and provided the same list of addresses which they had previously identified as missing.
    - i. If the upload was successful the same list should now appear in the mapping system.
  - c. On December 4, 2015, Molokai PD notified Akimeka that the updates were still not available in the MapFlex system.
    - i. Akimeka subsequently followed escalation with Intrado to test their system.
    - ii. On December 9, 2015, Intrado replied that they were checking on some items and asked if it could be re-verified once again.
    - iii. On December 9, 2015, Molokai PD tested the list again with the same results
    - iv. Later on December 9, 2015, Intrado reported that they would reach out to Molokai
    - v. There were no further actions reported throughout the remainder of December 2015. It is unclear whether this has been resolved to date.
  - d. On December 1, 2015, Akimeka was notified of a possible enhancement that could be made with the responder information. The currently displayed information was not as useful as utilizing the beat information, so Akimeka made some modifications to the Response Areas information that is delivered into the MapFlex system and delivered an update into the system to help provide more useful info.
  - e. On December 16, 2015, some of the information was showing correctly on three positions, while another three were blank, and two were being temperamental. Akimeka helped coordinate with Intrado so that they could review the server and MapFlex positions. Ideally since all of the workstations pull data from the same server, if there was an issue with data, it should be widespread to all positions.
    - i. Shortly after escalation, Intrado was able to resolve the issue and the responder bar was correctly displaying information again on all positions.

## Kauai County E9-1-1 Status Report

December 1, 2015 - December 31, 2015

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11. For the Honolulu MapFlex system, on November 19, 2015, Intrado notified Akimeka that the MapFlex for Honolulu should be ready to being taking uploads.
  - a. On November 27, 2015, Akimeka delivered a data set onto the SFTP for the Honolulu MapFlex system so that it corresponds with all of the other system uploads during the same day.
  - b. Along with the upload, Akimeka provided a list of records that will only be available in the MapFlex if the upload was successful.
  - c. On November 30, HPD sent notification that none of the records in the list were in the MapFlex.
  - d. Intrado began troubleshooting the issues immediately.
  - e. On December 9, 2015, HPD was able to verify that the list provided with the deliverable from November 30, 2015 was available in their MapFlex.
    - i. Later on December 9, 2015, HFD also verified their MapFlex was receiving updates.
  - f. To date, EMS and Ocean Safety are pending verification.

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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.

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

## Kauai County E9-1-1 Status Report

December 1, 2015 - December 31, 2015

### 4. SERVICE REQUESTS TRANSACTIONS

#### OPEN SERVICE REQUESTS – DECEMBER 2015

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

#### NOTE:

There are no open service requests for December 2015.

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

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

December 1, 2015 - December 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 January 2016

AUDIT SUMMARY RESULTS – 2015 -- TBA

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

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

AUTOMATIC LOCATION IDENTIFICATION (ALI) DISCREPANCY REPORT -- TBA

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

| <b>Budget Analysis</b>                                                   |           |             |               |                      |
|--------------------------------------------------------------------------|-----------|-------------|---------------|----------------------|
| FY 2015-16                                                               | Actuals   |             | Annual Budget | % of Budget Expended |
|                                                                          | December  | FY-T-D      |               |                      |
| <b>Receipts:</b>                                                         |           |             |               |                      |
| Enhanced 911 Surcharge Collection                                        | 772,835   | 4,742,235   | 9,252,500     | 51%                  |
| Interest Income                                                          | 1,434     | 2,979       | 2,500         | 119%                 |
|                                                                          |           |             |               |                      |
| <i>Receipts</i>                                                          | 774,269   | 4,745,214   | 9,255,000     | 51%                  |
| <b>Disbursements:</b>                                                    |           |             |               |                      |
| New & Emerging Tech. Training                                            |           | (27,651)    | (264,350)     | 10%                  |
| Non-Recurring Expenses                                                   |           | (3,374)     | (2,722,515)   | 0%                   |
| Recurring Expenses:                                                      |           |             |               |                      |
| Administration                                                           | (254,605) | (315,008)   | (1,104,700)   | 29%                  |
| Maintenance                                                              | (197,946) | (347,508)   | (2,474,524)   | 14%                  |
| Telecommunications                                                       | (52,144)  | (746,866)   | (2,146,289)   | 35%                  |
| Other                                                                    |           | (7,200)     | (7,600)       | 95%                  |
|                                                                          |           |             | -             |                      |
| <i>Disbursements</i>                                                     | (504,695) | (1,447,606) | (8,719,978)   | 17%                  |
|                                                                          |           |             |               |                      |
| <i>Net Receipts/(Disbursements)</i>                                      | 269,574   | 3,297,608   | 535,022       |                      |
|                                                                          |           |             |               |                      |
| <b>Cash Flow Analysis</b>                                                |           |             |               |                      |
|                                                                          |           |             |               |                      |
| <i>Net Receipts/(Disbursements)</i>                                      | 269,574   | 3,297,608   |               |                      |
|                                                                          |           |             |               |                      |
| Encumbrance Paydowns:                                                    |           |             |               | Encumb. Bal.         |
| FY 2011 (Kauai)                                                          |           | (104,166)   |               | 314,834              |
| FY 2012 (HFD/EDS/HPD)                                                    |           | (56,040)    |               | 695,392              |
| FY 2014                                                                  |           | (2,173)     |               | 1,519,432            |
| FY 2015                                                                  |           | (2,170,409) |               | 2,360,200            |
| Accounts Receivable (Offset)                                             |           | 2,952       |               |                      |
| Net Encumbrance Adds/(Paydown)                                           | -         | (2,329,837) |               |                      |
| Net Cash Inflow/(Outflow)                                                | 269,574   | 967,771     |               |                      |
|                                                                          |           |             |               |                      |
| Bank Balance Analysis:                                                   |           |             |               |                      |
| ADD: July 1, 2015 Beginning Balance                                      |           | 16,789,216  |               |                      |
| Net Bank Balance                                                         |           | 17,756,987  |               |                      |
| Outstanding Ecumb/Accruals                                               |           | (4,889,857) |               |                      |
| Unencumbered Cash Balance                                                |           | 12,867,130  |               |                      |
|                                                                          |           |             |               |                      |
| Note 1- Balance paid e911 fund for non payment due to Chapter 11 filing. |           |             |               |                      |

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

| <b>MONTH OF DECEMBER 2015</b> |                                           | <b>Hawaii<br/>PSAP</b> | <b>Kauai<br/>PSAP</b> | <b>Maui<br/>PSAP</b> | <b>Oahu<br/>PSAP</b> | <b>ADMIN</b> | <b>TOTAL</b> |
|-------------------------------|-------------------------------------------|------------------------|-----------------------|----------------------|----------------------|--------------|--------------|
| <b>Total RECEIPTS:</b>        |                                           | -                      |                       | -                    | -                    | 774,269      | 774,269      |
| <b>DISBURSEMENTS:</b>         |                                           |                        |                       |                      |                      |              |              |
| 6400 RECURRING EXPENSES       |                                           |                        |                       |                      |                      |              |              |
| 6401 ADMINISTRATION           |                                           |                        |                       |                      |                      |              |              |
|                               | 6401.01 Exec Dir. Services                | -                      |                       | -                    | -                    | 14,121       | 14,121       |
|                               | 6401.08 Board Member Travel               | -                      |                       | -                    | -                    | 1,176        | 1,176        |
|                               | 6401.09 DB&F Assessments                  |                        |                       |                      |                      |              |              |
|                               | 6401.0101 DB&F Admin. Assess              | -                      |                       | -                    | -                    | 20,181       | 20,181       |
|                               | 6401.0102 DB&F Rev Assessment             | -                      |                       | -                    | -                    | 218,728      | 218,728      |
|                               | <b>Total 6401.09 DB&amp;F Assessments</b> | -                      |                       | -                    | -                    | 238,909      | 238,909      |
|                               | 6401.13 Parking Permits                   | -                      |                       | -                    | -                    | 400          | 400          |
|                               | 6401.14 Voided Check                      | -                      |                       | -                    | -                    | -            | -            |
|                               | <b>Total 6401 ADMINISTRATION</b>          | -                      |                       | -                    | -                    | 254,605      | 254,605      |
| 6402 MAINTENANCE              |                                           |                        |                       |                      |                      |              |              |
|                               | 6402.07 0011 9-1-1MSAG Maint.             | 20,674                 |                       | 19,459               | 157,814              | -            | 197,946      |
|                               | <b>Total 6402 MAINTENANCE</b>             | 20,674                 |                       | 19,459               | 157,814              | -            | 197,946      |
| 6403 Other RECURRING          |                                           |                        |                       |                      |                      |              |              |
|                               | 6403.01 Telcom Charges                    |                        |                       |                      |                      |              |              |
|                               | 6403.0102 Long Distance                   | 29                     |                       | 29                   | -                    | -            | 57           |
|                               | 6403.0109 Telcom Trunk                    | 25,529                 |                       | 23,208               | -                    | -            | 48,737       |
|                               | 6403.0114 SD Viper (OSL) (3)              | -                      |                       | -                    | 3,350                | -            | 3,350        |
|                               | <b>Total 6403.01 Telcom Charges</b>       | 25,557                 |                       | 23,236               | 3,350                | -            | 52,144       |
|                               | <b>Total 6403 Other RECURRING</b>         | 25,557                 |                       | 23,236               | 3,350                | -            | 52,144       |
|                               | <b>Total 6400 RECURRING EXPENSES</b>      | 46,231                 |                       | 42,696               | 161,164              | 254,605      | 504,695      |
| <b>Total DISBURSEMENTS</b>    |                                           | 46,231                 |                       | 42,696               | 161,164              | 254,605      | 504,695      |

# HAWAII ENHANCED 911 BOARD STATEMENT OF CASH FLOWS

For month ending December 31, 2015

|                                     | Hawaii<br>PSAP | Kauai<br>PSAP | Maui<br>PSAP | Molokai<br>PSAP | Oahu<br>PSAP | ADMIN     | TOTAL     |                  |                              |
|-------------------------------------|----------------|---------------|--------------|-----------------|--------------|-----------|-----------|------------------|------------------------------|
| FY-TO-DATE DECEMBER 2015            | 6 MOS.         | 6 MOS.        | 6 MOS.       | 6 MOS.          | 6 MOS.       | 6 MOS.    | 6 MOS.    | ANNUAL<br>Budget | \$<br>Over/(under)<br>Budget |
| Total RECEIPTS:                     | -              | -             | -            | -               | -            | 4,745,214 | 4,745,214 | -                | 4,745,214                    |
| DISBURSEMENTS                       |                |               |              |                 |              |           |           |                  |                              |
| 6200 New&Emerg. Tech Train.         |                |               |              |                 |              |           |           |                  |                              |
| 6201 911 Goes to WashDC             | -              | -             | (494)        | -               | -            | -         | (494)     | 36,000           | (36,494)                     |
| 6203 APCO New Tech Conference       | -              | -             | -            | -               | -            | 2,207     | 2,207     | 11,200           | (8,993)                      |
| 6204 APCO Conference                | -              | -             | -            | -               | 13,123       | 4,193     | 17,315    | 36,500           | (19,185)                     |
| 6210 IWCE                           | -              | -             | -            | -               | -            | -         | -         | 2,500            | (2,500)                      |
| 6212 NASNA Conference               | -              | -             | -            | -               | -            | 2,148     | 2,148     | 2,650            | (502)                        |
| 6214 Nena Conference                | (2,588)        | 2,090         | 18           | -               | (1,070)      | 132       | (1,417)   | -                | (1,417)                      |
| 6215 NENA Tech Dev. Conf            | -              | -             | -            | -               | -            | -         | -         | 3,500            | (3,500)                      |
| 6222 TriTech CAD Users              |                |               |              |                 |              |           |           |                  |                              |
| 6222.01 EMS Users                   | -              | -             | -            | -               | -            | -         | -         | 6,000            | (6,000)                      |
| 6222.02 HFD Users                   | -              | -             | -            | -               | -            | -         | -         | 6,000            | (6,000)                      |
| Total 6222 TriTech CAD Users        | -              | -             | -            | -               | -            | -         | -         | 12,000           | (12,000)                     |
| 6228 HxGN Live Hexagon Conf         | -              | -             | (1,005)      | -               | -            | -         | (1,005)   | -                | (1,005)                      |
| 6230 Other Training                 |                |               |              |                 |              |           |           |                  |                              |
| 6230.01 HPD (O/T)                   | -              | -             | -            | -               | 8,897        | -         | 8,897     | 8,900            | (3)                          |
| Total 6230 Other Training           | -              | -             | -            | -               | 8,897        | -         | 8,897     | 8,900            | (3)                          |
| 6200 New&Emerg. Tech Train. - Other | -              | -             | -            | -               | -            | -         | -         | 151,100          | (151,100)                    |
| Total 6200 New&Emerg. Tech Train.   | (2,588)        | 2,090         | (1,481)      | -               | 20,950       | 8,679     | 27,651    | 264,350          | (236,699)                    |
| 6300 Non-RECURRING                  |                |               |              |                 |              |           |           |                  |                              |
| 6301 CAD Replac/Upgrade             |                |               |              |                 |              |           |           |                  |                              |
| 6301.05 Kauai Police Dept           | -              | -             | -            | -               | -            | -         | -         | 2,300,000        | (2,300,000)                  |
| 6301.06 Maui PD                     | -              | -             | -            | -               | -            | -         | -         | 82,000           | (82,000)                     |
| 6301.07 So. Maui Buildout           | -              | -             | -            | -               | -            | -         | -         | 200,000          | (200,000)                    |
| CAD Related Expenses                |                |               |              |                 | 3,374        |           | 3,374     |                  | 3,374                        |
| Total 6301 CAD Replac/Upgrade       | -              | -             | -            | -               | 3,374        | -         | 3,374     | 2,582,000        | (2,578,626)                  |
| 6303 Computers                      |                |               |              |                 |              |           |           |                  |                              |
| 6303.13 UPS Battery-HPD             | -              | -             | -            | -               | -            | -         | -         | 3,115            | (3,115)                      |
| 6303.23 HPD SMART911 S/W            | -              | -             | -            | -               | -            | -         | -         | 62,400           | (62,400)                     |
| 6303.24 PRI Install                 | -              | -             | -            | -               | -            | -         | -         | 10,000           | (10,000)                     |
| 6303.25 Workstation                 | -              | -             | -            | -               | -            | -         | -         | 65,000           | (65,000)                     |
| Total 6303 Computers                | -              | -             | -            | -               | -            | -         | -         | 140,515          | (140,515)                    |
| Total 6300 Non-RECURRING            | -              | -             | -            | -               | 3,374        | -         | 3,374     | 2,722,515        | (2,719,141)                  |

# HAWAII ENHANCED 911 BOARD STATEMENT OF CASH FLOWS

For month ending December 31, 2015

|      |                                    | Hawaii<br>PSAP | Kauai<br>PSAP | Maui<br>PSAP | Molokai<br>PSAP | Oahu<br>PSAP | ADMIN     | TOTAL     |                  |                              |
|------|------------------------------------|----------------|---------------|--------------|-----------------|--------------|-----------|-----------|------------------|------------------------------|
|      | FY-TO-DATE DECEMBER 2015           | 6 MOS.         | 6 MOS.        | 6 MOS.       | 6 MOS.          | 6 MOS.       | 6 MOS.    | 6 MOS.    | ANNUAL<br>Budget | \$<br>Over/(under)<br>Budget |
| 6400 | RECURRING EXPENSES                 |                |               |              |                 |              |           |           |                  |                              |
| 6401 | ADMINISTRATION                     |                |               |              |                 |              |           |           |                  |                              |
|      | 6401.01 Exec Dir. Services         | -              | -             | -            | -               | -            | 48,624    | 48,624    | 198,000          | (149,376)                    |
|      | 6401.02 ElectronSignatur           | -              | -             | -            | -               | -            | -         | -         | 250              | (250)                        |
|      | 6401.05 Audit Expense              | -              | -             | -            | -               | -            | 13,000    | 13,000    | 13,025           | (25)                         |
|      | 6401.06 Bank Charge                | -              | -             | -            | -               | -            | -         | -         | 50               | (50)                         |
|      | 6401.08 Board Member Travel        | -              | -             | -            | -               | -            | 12,623.90 | 12,624    | 25,000           | (12,376)                     |
|      | 6401.09 DB&F Assessments           |                |               |              |                 |              |           |           |                  |                              |
|      | 6401.0101 DB&F Admin. Assess       | -              | -             | -            | -               | -            | 20,181    | 20,181    | 155,000          | (134,819)                    |
|      | 6401.0102 DB&F Rev Assessment      | -              | -             | -            | -               | -            | 218,728   | 218,728   | 462,625          | (243,897)                    |
|      | Total 6401.09 DB&F Assessments     | -              | -             | -            | -               | -            | 238,909   | 238,909   | 617,625          | (378,716)                    |
|      | 6401.11 Miscellaneous Expense      | -              | -             | -            | -               | -            | (0)       | (0)       | -                | (0)                          |
|      | 6401.12 NASNA Dues                 | -              | -             | -            | -               | -            | 150       | 150       | 150              | -                            |
|      | 6401.13 Parking Permits            | -              | -             | -            | -               | -            | 400       | 400       | 400              | -                            |
|      | 6401.15 WSP Cost Recovery          |                |               |              |                 |              |           |           |                  |                              |
|      | 6401.0101 Sprint/Nextel            | -              | -             | -            | -               | -            | 4,253     | 4,253     | -                | 4,253                        |
|      | 6401.15 WSP Cost Recovery - Other  | -              | -             | -            | -               | -            | -         | -         | 70,000           | (70,000)                     |
|      | Total 6401.15 WSP Cost Recovery    | -              | -             | -            | -               | -            | 4,253     | 4,253     | 70,000           | (65,747)                     |
|      | 6401.17 ADA Compliance             | -              | -             | -            | -               | -            | -         | -         | 200              | (200)                        |
|      | 6401.19 Public Education           | -              | -             | -            | -               | -            | -         | -         | 30,000           | (30,000)                     |
|      | 6401.20 RCUH Contract              | -              | -             | -            | -               | -            | (5,881)   | (5,881)   | -                | (5,881)                      |
|      | 6402.21 Cell Phone Charges         | -              | -             | -            | -               | -            | 503       | 503       | -                | 503                          |
|      | 6402.22 Office Supplies            | -              | -             | -            | -               | -            | 2,427     | 2,427     | 5,000            | (2,573)                      |
|      | 6402.23 NG911 Transition Plan      | -              | -             | -            | -               | -            | -         | -         | 145,000          | (145,000)                    |
|      | Total 6401 ADMINISTRATION          | -              | -             | -            | -               | -            | 315,008   | 315,008   | 1,104,700        | (789,692)                    |
| 6402 | MAINTENANCE                        |                |               |              |                 |              |           |           |                  |                              |
|      | 6402.02 Imagery Lic Agree          | -              | -             | 0            | -               | -            | -         | 0         | 447,015          | (447,015)                    |
|      | 6402.05 Logging Record Maint       | -              | -             | -            | -               | -            | -         | -         | 60,775           | (60,775)                     |
|      | 6402.07 0011 9-1-1MSAG Maint.      | 82,695         | 33,349        | 38,918       | -               | 192,546      | -         | 347,508   | 1,323,378        | (975,870)                    |
|      | 6402.08 CAD Maintenance            | (0)            | -             | -            | -               | -            | -         | (0)       | 638,752          | (638,752)                    |
|      | 6402.13 Software Maintenance       |                |               |              |                 |              |           |           |                  |                              |
|      | 6402.131 Integraph DB S/W Maint    | -              | -             | -            | -               | -            | -         | -         | 4,604            | (4,604)                      |
|      | Total 6402.13 Software Maintenance | -              | -             | -            | -               | -            | -         | -         | 4,604            | (4,604)                      |
|      | Total 6402 MAINTENANCE             | 82,695         | 33,349        | 38,919       | -               | 192,546      | -         | 347,508   | 2,474,524        | (2,127,016)                  |
| 6403 | Other RECURRING                    |                |               |              |                 |              |           |           |                  |                              |
|      | 6403.01 Telecom Charges            |                |               |              |                 |              |           |           |                  |                              |
|      | 6403.0102 Long Distance            | 112            | (2)           | (24)         | (35)            | -            | -         | 51        | 2,103            | (2,052)                      |
|      | 6403.0109 Telecom Trunk            | 102,115        | 27,850        | 92,860       | -               | 473,441      | -         | 696,266   | 1,687,134        | (990,868)                    |
|      | 6403.0111 WiringAltDispatch        | -              | 673           | -            | -               | -            | -         | 673       | 237,736          | (237,063)                    |
|      | 6403.0112 HPD CML Viper-Kapolei    | -              | -             | -            | -               | 34,889       | -         | 34,889    | 140,916          | (106,027)                    |
|      | 6403.0113 HPDCMLViper-Alapai       | -              | -             | -            | -               | 1,038        | -         | 1,038     | -                | 1,038                        |
|      | 6403.0114 SD Viper (OSL) (3)       | -              | -             | -            | -               | 13,778       | -         | 13,778    | 54,000           | (40,222)                     |
|      | 6403.0115 Text-to-911 Service      | -              | -             | -            | -               | -            | -         | -         | 24,100           | (24,100)                     |
|      | 6403.0116 Alt PSAP Call Route      | -              | -             | -            | -               | -            | -         | -         | 300              | (300)                        |
|      | 6403.0117 Telecom Chgs-Other       | -              | 171           | -            | -               | -            | -         | 171       | -                | 171                          |
|      | Total 6403.01 Telecom Charges      | 102,227        | 28,692        | 92,836       | (35)            | 523,146      | -         | 746,866   | 2,146,289        | (1,399,423)                  |
|      | 6403.02 EMS Tower Lease            | -              | -             | -            | -               | 7,200        | -         | 7,200     | 7,600            | (400)                        |
|      | Total 6403 Other RECURRING         | 102,227        | 28,692        | 92,836       | (35)            | 530,346      | -         | 754,066   | 2,153,889        | (1,399,823)                  |
|      | Total 6400 RECURRING EXPENSES      | 184,922        | 62,041        | 131,754      | (35)            | 722,891      | 315,008   | 1,416,581 | 5,733,113        | (4,316,532)                  |
|      | Total DISBURSEMENTS                | 182,334        | 64,131        | 130,274      | (35)            | 747,215      | 323,687   | 1,447,606 | 8,719,978        | (7,272,372)                  |

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

| ENCUMBRANCES                    |         |         |         |         |           |        | FY 2015   | Sep.30.2015 | PAYDOWN   | Dec.31.2015 |
|---------------------------------|---------|---------|---------|---------|-----------|--------|-----------|-------------|-----------|-------------|
| <i>FY 2011 Encumbrances:</i>    | Oahu    | Maui    | Molokai | Kauai   | Hawaii    | Admin  | Total     | Balance     |           |             |
| CAD Upgrade:                    |         |         |         | 419,000 |           |        | 419,000   | 314,834     |           | 314,834     |
| <i>FY 2012 Encumbrances:</i>    |         |         |         |         |           |        | -         | -           |           |             |
| CAD Upgrades:                   |         |         |         |         |           |        |           | -           |           |             |
| EMS/FIRE                        | 56,040  |         |         |         |           |        | 56,040    |             |           | -           |
| HPD                             | 695,392 |         |         |         |           |        | 695,392   | 695,392     | -         | 695,392     |
| Total FY 2012 Encumbrances      | 751,432 | -       |         | -       | -         | -      | 751,432   | 695,392     | -         | 695,392     |
| <i>FY 2014 Accruals</i>         |         |         |         |         |           |        |           |             |           |             |
| CAD Upgrade                     |         |         |         |         | 1,500,000 |        | 1,500,000 | 1,500,000   | -         | 1,500,000   |
| AG Legal Expenses for IRC       |         |         |         |         |           | 21,605 | 21,605    | 20,913      | (1,481)   | 19,432      |
| Total FY 2014 Encumbrances      | -       | -       | -       | -       | 1,500,000 | 21,605 | 1,521,605 | 1,520,913   | (1,481)   | 1,519,432   |
| <i>FY 2015 Encumbrances</i>     |         |         |         |         |           |        |           |             |           |             |
| CAD Upgrade                     |         |         |         |         | 2,300,000 |        | 2,300,000 | 2,300,000   |           | 2,300,000   |
| HPD Smart911 S/W                | 76,400  |         |         |         |           |        | 76,400    | 76,400      | (20,683)  | 55,717      |
| Imagery License                 |         |         |         |         | 926,400   |        | 926,400   | 926,400     | (922,017) | 4,383       |
| Kauai ADC                       |         |         |         | 307,000 |           |        | 307,000   | 1,564       | (1,464)   | 100         |
|                                 |         |         |         |         |           |        | -         | -           |           |             |
| Board Travel                    |         |         |         |         |           | 6,000  | 6,000     | -           |           |             |
| NENA                            | 9,999   | 10,500  |         | 9,900   | 10,500    | 4,086  | 44,985    | -           |           |             |
| NASNA                           |         |         |         |         |           | 650    | 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                            | 46,614  | 37,590  |         | 73,291  | 39,885    |        | 197,380   | -           |           |             |
| CAD Maint                       |         |         |         |         | 66,307    |        | 66,307    | -           |           |             |
| HT Telecom Trunk                |         | 23,207  |         | 27,849  | 51,057    |        | 102,113   | -           |           |             |
| HPD CML Viper-Kapolei/Alapai    | 41,650  |         |         |         |           |        | 41,650    | -           |           |             |
| CML Viper (OSL)                 | 2,973   |         |         |         |           |        | 2,973     | -           |           |             |
| Imagery Lic Agree               |         | 387,892 |         |         |           |        | 387,892   | -           |           |             |
| Office Supplies                 |         |         |         |         |           | 110    | 110       | -           |           |             |
| RCUH Contract                   |         |         |         |         |           | 14,570 | 14,570    | -           |           |             |
| HT Long Distance                |         | 139     | 35      | 145     | 60        |        | 379       | -           |           |             |
| Microwave Antennat Lease        | 7,200   |         |         |         |           |        | 7,200     | -           |           |             |
|                                 |         |         |         |         |           |        | -         | -           |           |             |
| Total Encumbrances/Accruals     | 184,836 | 472,928 | 35      | 418,185 | 3,394,209 | 60,416 | 4,530,609 | 3,304,364   | (944,164) | 2,360,200   |
|                                 |         |         |         |         |           |        |           |             |           |             |
| Total                           | 936,268 | 472,928 | 35      | 837,185 | 4,894,209 | 82,021 | 7,222,646 | 5,835,502   | (945,645) | 4,889,857   |

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

| FY 2016 STRATEGIC BUDGET PLAN                                   | HAWAII<br>PSAP | OAHU PSAP        | MAUI 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                  |
| NASNA                                                           |                |                  |                |                 |                  | 2,650            | (2,650)                                     |                  |                           |
| Board Approved Changes:                                         |                |                  |                |                 |                  |                  |                                             |                  |                           |
| Executive Director (1) - APCO                                   |                |                  |                |                 |                  | 3,000            | (3,000)                                     |                  | 6/9/2015                  |
| Board member (1) - APCO                                         |                |                  |                |                 |                  | 3,000            | (3,000)                                     |                  | 6/9/2015                  |
| Oahu DIT (1) - APCO                                             |                | 3,000            |                |                 |                  |                  | (3,000)                                     |                  | 6/9/2015                  |
| HPD (2+1 Board member) - APCO                                   |                | 10,500           |                |                 |                  |                  | (10,500)                                    |                  | 7/15/2015                 |
| MPD (2) - APCO                                                  |                |                  | 7,000          |                 |                  |                  | (7,000)                                     |                  | 7/15/2015                 |
| KPD (2) - APCO                                                  |                |                  |                |                 | 7,000            |                  | (7,000)                                     |                  | 7/15/2015                 |
| HawPD (2) - APCO                                                | 7,000          |                  |                |                 |                  |                  | (7,000)                                     |                  | 7/15/2015                 |
| HawPD (2) - APCO (retracted)                                    | (7,000)        |                  |                |                 |                  |                  | 7,000                                       |                  | 7/15/2015                 |
| HFD (1) - APCO                                                  |                | 3,000            |                |                 |                  |                  | (3,000)                                     |                  | 7/15/2015                 |
| HawPD Imagery Adjustment                                        | (300,000)      |                  |                |                 |                  |                  |                                             | (300,000)        | 7/15/2015                 |
| MPD (1) - NENA Development Conf -Oct4-8                         |                |                  | 3,500          |                 |                  |                  | (3,500)                                     |                  | 8/13/2015                 |
| Budget Increase                                                 |                |                  |                |                 |                  |                  | 3,500                                       | 3,500            |                           |
| Board member (1) - APCO New Emerging Tech                       |                |                  |                |                 |                  | 2,500            | (2,500)                                     |                  | 9/10/2015                 |
| Budget Increase                                                 |                |                  |                |                 |                  |                  | 2,500                                       | 2,500            |                           |
| MPD - PowerPhone EMD digital S/W                                |                |                  | 3,115          |                 |                  |                  |                                             | 3,115            | 10/8/2015                 |
| HFD (2)TriCon2016 Conference, San Diego, Feb28 to March 2, 2016 |                | 6,000            |                |                 |                  |                  | (6,000)                                     |                  | 11/12/2015                |
| EMS (2)TriCon2016 Conference, San Diego, Feb28 to March 2, 2016 |                | 6,000            |                |                 |                  |                  | (6,000)                                     |                  | 11/12/2015                |
| Boardmembers (3) 911 GTW Conf., Feb 21-24, 2016                 |                |                  |                |                 |                  | 9,500            | (9,500)                                     |                  | 11/12/2015                |
| HFD (1) 911 GTW Conf., Feb 21-24, 2016                          |                | 3,000            |                |                 |                  |                  | (3,000)                                     |                  | 11/12/2015                |
| HiPD(2) 911 GTW Conf., Feb 21-24, 2016                          | 7,000          |                  |                |                 |                  |                  | (7,000)                                     |                  | 11/12/2015                |
| HPD (3) 911 GTW Conf., Feb 21-24, 2016                          |                | 10,500           |                |                 |                  |                  | (10,500)                                    |                  | 11/12/2015                |
| TechCom (1) 911 GTW Conf., Feb 21-24, 2016                      |                |                  |                |                 |                  | 3,000            | (3,000)                                     |                  | 11/12/2015                |
| Budget Increase                                                 |                |                  |                |                 |                  |                  | 3,000                                       | 3,000            |                           |
| KPD (3) - APCO Western Regional Conf., March 3-10-2016          |                |                  |                |                 | 8,700            |                  | (8,700)                                     |                  | 11/12/2015                |
| Budget Increase                                                 |                |                  |                |                 |                  |                  | 8,700                                       | 8,700            |                           |
| Admin- Office Supplies                                          |                |                  |                |                 |                  | 1,000            |                                             | 1,000            | 11/12/2015                |
|                                                                 |                |                  |                |                 |                  |                  |                                             |                  | 11/12/2015                |
|                                                                 |                |                  |                |                 |                  |                  |                                             | -                |                           |
| <b>Totals</b>                                                   | <b>699,547</b> | <b>2,619,329</b> | <b>960,488</b> | <b>65,335</b>   | <b>3,081,429</b> | <b>1,128,350</b> | <b>165,500</b>                              | <b>8,719,978</b> |                           |

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

| FY-TO-DATE DECEMBER 2015                     | Hawaii PSAP |               |                        |
|----------------------------------------------|-------------|---------------|------------------------|
|                                              | 6 MOS.      | ANNUAL Budget | \$ Over/(under) Budget |
| <b>Total RECEIPTS:</b>                       | -           | -             | -                      |
| <b>DISBURSEMENTS</b>                         |             |               |                        |
| 6200 New&Emerg. Tech Train.                  |             |               |                        |
| 6201 911 Goes to WashDC                      | -           | 7,000         | (7,000)                |
| 6203 APCO New Tech Conference                | -           | -             | -                      |
| 6204 APCO Conference                         | -           | -             | -                      |
| 6210 IWCE                                    | -           | -             | -                      |
| 6212 NASNA Conference                        | -           | -             | -                      |
| 6214 Nena Conference                         | (2,588)     | -             | (2,588)                |
| 6215 NENA Tech Dev. Conf                     | -           | -             | -                      |
| 6222 TriTech CAD Users                       |             |               |                        |
| 6222.01 EMS Users                            | -           | -             | -                      |
| 6222.02 HFD Users                            | -           | -             | -                      |
| <b>Total 6222 TriTech CAD Users</b>          | -           | -             | -                      |
| 6228 HxGN Live Hexagon Conf                  | -           | -             | -                      |
| 6230 Other Training                          |             |               |                        |
| 6230.01 HPD (O/T)                            | -           | -             | -                      |
| <b>Total 6230 Other Training</b>             | -           | -             | -                      |
| 6200 New&Emerg. Tech Train. - Other          | -           | -             | -                      |
| <b>Total 6200 New&amp;Emerg. Tech Train.</b> | (2,588)     | 7,000         | (9,588)                |
| 6300 Non-RECURRING                           |             |               |                        |
| 6301 CAD Replac/Upgrade                      |             |               |                        |
| 6301.05 Kauai Police Dept                    | -           | -             | -                      |
| 6301.06 Maui PD                              | -           | -             | -                      |
| 6301.07 So. Maui Buildout                    | -           | -             | -                      |
| CAD Related Expenses                         |             |               |                        |
| <b>Total 6301 CAD Replac/Upgrade</b>         | -           | -             | -                      |
| 6303 Computers                               |             |               |                        |
| 6303.13 UPS Battery-HPD                      | -           | -             | -                      |
| 6303.23 HPD SMART911 S/W                     | -           | -             | -                      |
| 6303.24 PRI Install                          | -           | -             | -                      |
| 6303.25 Workstation                          | -           | -             | -                      |
| <b>Total 6303 Computers</b>                  | -           | -             | -                      |
| <b>Total 6300 Non-RECURRING</b>              | -           | -             | -                      |
| 6400 RECURRING EXPENSES                      |             |               |                        |
| 6402 MAINTENANCE                             |             |               |                        |
| 6402.02 Imagery Lic Agree                    | -           | -             | -                      |
| 6402.05 Logging Record Maint                 | -           | -             | -                      |
| 6402.07 0011 9-1-1MSAG Maint.                | 82,695      | 307,647       | (224,952)              |
| 6402.08 CAD Maintenance                      | (0)         | 68,752        | (68,752)               |
| 6402.13 Software Maintenance                 |             |               |                        |
| 6402.131 Integrgraph DB S/W Maint            | -           | 4,604         | (4,604)                |
| <b>Total 6402.13 Software Maintenance</b>    | -           | 4,604         | (4,604)                |
| <b>Total 6402 MAINTENANCE</b>                | 82,695      | 381,003       | (298,308)              |
| 6403 Other RECURRING                         |             |               |                        |
| 6403.01 Telcom Charges                       |             |               |                        |
| 6403.0102 Long Distance                      | 112         | 1,200         | (1,088)                |
| 6403.0109 Telcom Trunk                       | 102,115     | 306,344       | (204,229)              |
| 6403.0111 WiringAltDispatch                  | -           | -             | -                      |
| 6403.0112 HPD CML Viper-Kapolei              | -           | -             | -                      |
| 6403.0113 HPDCMLViper-Alapai                 | -           | -             | -                      |
| 6403.0114 SD Viper (OSL) (3)                 | -           | -             | -                      |
| 6403.0115 Text-to-911 Service                | -           | 4,000         | (4,000)                |
| 6403.0116 Alt PSAP Call Route                | -           | -             | -                      |
| 6403.0117 Telecom Chgs-Other                 | -           | -             | -                      |
| <b>Total 6403.01 Telcom Charges</b>          | 102,227     | 311,544       | (209,317)              |
| 6403.02 EMS Tower Lease                      | -           | -             | -                      |
| <b>Total 6403 Other RECURRING</b>            | 102,227     | 311,544       | (209,317)              |
| <b>Total 6400 RECURRING EXPENSES</b>         | 184,922     | 692,547       | (507,625)              |
| <b>Total DISBURSEMENTS</b>                   | 182,334     | 699,547       | (517,213)              |

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

| FY-TO-DATE DECEMBER 2015      |                                    |                        |                          |        | Kauai PSAP |               |                        |
|-------------------------------|------------------------------------|------------------------|--------------------------|--------|------------|---------------|------------------------|
|                               |                                    |                        |                          |        | 6 MOS.     | ANNUAL Budget | \$ Over/(under) Budget |
| Total RECEIPTS:               |                                    |                        |                          |        | -          | -             | -                      |
| DISBURSEMENTS                 |                                    |                        |                          |        |            |               |                        |
| 6200 New&Emerg. Tech Train.   |                                    |                        |                          |        |            |               |                        |
|                               | 6201                               | 911                    | Goes to WashDC           | -      | -          | -             |                        |
|                               | 6203                               | APCO                   | New Tech Conference      | -      | 8,700      | (8,700)       |                        |
|                               | 6204                               | APCO                   | Conference               | -      | 7,000      | (7,000)       |                        |
|                               | 6210                               | IWCE                   |                          | -      | -          | -             |                        |
|                               | 6212                               | NASNA                  | Conference               | -      | -          | -             |                        |
|                               | 6214                               | Nena                   | Conference               | 2,090  | -          | 2,090         |                        |
|                               | 6215                               | NENA                   | Tech Dev. Conf           | -      | -          | -             |                        |
|                               | 6222                               | TriTech                | CAD Users                |        |            |               |                        |
|                               |                                    | 6222.01                | EMS Users                | -      | -          | -             |                        |
|                               |                                    | 6222.02                | HFD Users                | -      | -          | -             |                        |
|                               | Total 6222 TriTech CAD Users       |                        |                          |        | -          | -             | -                      |
|                               | 6228                               | HxGN                   | Live Hexagon Conf        | -      | -          | -             |                        |
|                               | 6230                               | Other                  | Training                 |        |            |               |                        |
|                               |                                    | 6230.01                | HPD (O/T)                | -      | -          | -             |                        |
|                               | Total 6230 Other Training          |                        |                          |        | -          | -             | -                      |
|                               | 6200                               | New&Emerg. Tech Train. | - Other                  | -      | -          | -             |                        |
|                               | Total 6200 New&Emerg. Tech Train.  |                        |                          |        | 2,090      | 15,700        | (13,610)               |
| 6300 Non-RECURRING            |                                    |                        |                          |        |            |               |                        |
| 6301 CAD Replac/Upgrade       |                                    |                        |                          |        |            |               |                        |
|                               | 6301.05                            | Kauai                  | Police Dept              | -      | 2,300,000  | (2,300,000)   |                        |
|                               | 6301.06                            | Maui                   | PD                       | -      | -          | -             |                        |
|                               | 6301.07                            | So. Maui               | Buildout                 | -      | -          | -             |                        |
|                               |                                    | CAD                    | Related Expenses         |        |            |               |                        |
|                               | Total 6301 CAD Replac/Upgrade      |                        |                          |        | -          | 2,300,000     | (2,300,000)            |
| 6303 Computers                |                                    |                        |                          |        |            |               |                        |
|                               | 6303.13                            | UPS                    | Battery-HPD              | -      | -          | -             |                        |
|                               | 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 9-1-1             | MSAG Maint.              | 33,349 | 204,700    | (171,351)     |                        |
|                               | 6402.08                            | CAD                    | Maintenance              | -      | -          | -             |                        |
|                               | 6402.13                            | Software               | Maintenance              |        |            |               |                        |
|                               |                                    | 6402.131               | Integrgraph DB S/W Maint | -      | -          | -             |                        |
|                               | Total 6402.13 Software Maintenance |                        |                          |        | -          | -             | -                      |
|                               | Total 6402 MAINTENANCE             |                        |                          |        | 33,349     | 401,715       | (368,366)              |
| 6403 Other RECURRING          |                                    |                        |                          |        |            |               |                        |
| 6403.01 Telcom Charges        |                                    |                        |                          |        |            |               |                        |
|                               |                                    | 6403.0102              | Long Distance            | (2)    | 480        | (482)         |                        |
|                               |                                    | 6403.0109              | Telcom Trunk             | 27,850 | 111,398    | (83,548)      |                        |
|                               |                                    | 6403.0111              | WiringAltDispatch        | 673    | 237,736    | (237,063)     |                        |
|                               |                                    | 6403.0112              | HPD CML Viper-Kapolei    | -      | -          | -             |                        |
|                               |                                    | 6403.0113              | HPDCMLViper-Alapai       | -      | -          | -             |                        |
|                               |                                    | 6403.0114              | SD Viper (OSL) (3)       | -      | -          | -             |                        |
|                               |                                    | 6403.0115              | Text-to-911 Service      | -      | 4,100      | (4,100)       |                        |
|                               |                                    | 6403.0116              | Alt PSAP Call Route      | -      | 300        | (300)         |                        |
|                               |                                    | 6403.0117              | Telecom Chgs-Other       | 171    | -          | 171           |                        |
|                               | Total 6403.01 Telcom Charges       |                        |                          |        | 28,692     | 354,014       | (325,322)              |
|                               |                                    | 6403.02                | EMS Tower Lease          | -      | -          | -             |                        |
|                               | Total 6403 Other RECURRING         |                        |                          |        | 28,692     | 354,014       | (325,322)              |
| Total 6400 RECURRING EXPENSES |                                    |                        |                          |        | 62,041     | 755,729       | (693,688)              |
| Total DISBURSEMENTS           |                                    |                        |                          |        | 64,131     | 3,081,429     | (3,017,298)            |

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

|                                    |  |  |  | Maui PSAP |               |                         |
|------------------------------------|--|--|--|-----------|---------------|-------------------------|
| FY-TO-DATE DECEMBER 2015           |  |  |  | 6 MOS.    | ANNUAL Budget | \$ Over/(under ) Budget |
| 6400 RECURRING EXPENSES            |  |  |  |           |               |                         |
| 6402 MAINTENANCE                   |  |  |  |           |               |                         |
| 6402.02 Imagery Lic Agree          |  |  |  | 0         | -             | 0                       |
| 6402.05 Logging RecordMaint        |  |  |  | -         | -             | -                       |
| 6402.07 0011 9-1-1MSAG Maint.      |  |  |  | 38,918    | 233,393       | (194,475)               |
| 6402.08 CAD Maintenance            |  |  |  | -         | 170,000       | (170,000)               |
| 6402.13 Software Maintenance       |  |  |  |           |               |                         |
| 6402.131 Integrgraph DB S/W Maint  |  |  |  | -         | -             | -                       |
| Total 6402.13 Software Maintenance |  |  |  | -         | -             | -                       |
| Total 6402 MAINTENANCE             |  |  |  | 38,919    | 403,393       | (364,474)               |
| 6403 Other RECURRING               |  |  |  |           |               |                         |
| 6403.01 Telcom Charges             |  |  |  |           |               |                         |
| 6403.0102 Long Distance            |  |  |  | (24)      | 366           | (390)                   |
| 6403.0109 Telcom Trunk             |  |  |  | 92,860    | 257,914       | (165,054)               |
| 6403.0111 WiringAltDispatch        |  |  |  | -         | -             | -                       |
| 6403.0112 HPD CML Viper-Kapolei    |  |  |  | -         | -             | -                       |
| 6403.0113 HPDCMLViper-Alapai       |  |  |  | -         | -             | -                       |
| 6403.0114 SD Viper (OSL) (3)       |  |  |  | -         | -             | -                       |
| 6403.0115 Text-to-911 Service      |  |  |  | -         | 3,200         | (3,200)                 |
| 6403.0116 Alt PSAP Call Route      |  |  |  | -         | -             | -                       |
| 6403.0117 Telecom Chgs-Other       |  |  |  | -         | -             | -                       |
| Total 6403.01 Telcom Charges       |  |  |  | 92,836    | 261,480       | (168,644)               |
| 6403.02 EMS Tower Lease            |  |  |  | -         | -             | -                       |
| Total 6403 Other RECURRING         |  |  |  | 92,836    | 261,480       | (168,644)               |
| Total 6400 RECURRING EXPENSES      |  |  |  | 131,754   | 664,873       | (533,119)               |
| Total DISBURSEMENTS                |  |  |  | 130,274   | 960,488       | (830,214)               |

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

|                               |                                    |                                |  | Molokai PSAP |               |                        |
|-------------------------------|------------------------------------|--------------------------------|--|--------------|---------------|------------------------|
| FY-TO-DATE DECEMBER 2015      |                                    |                                |  | 6 MOS.       | ANNUAL Budget | \$ Over/(under) Budget |
| Total RECEIPTS:               |                                    |                                |  | -            | -             | -                      |
| DISBURSEMENTS                 |                                    |                                |  |              |               |                        |
| 6200 New&Emerg. Tech Train.   |                                    |                                |  |              |               |                        |
|                               | 6201                               | 911 Goes to WashDC             |  | -            | -             | -                      |
|                               | 6203                               | APCO New Tech Conference       |  | -            | -             | -                      |
|                               | 6204                               | APCO Conference                |  | -            | -             | -                      |
|                               | 6210                               | IWCE                           |  | -            | -             | -                      |
|                               | 6212                               | NASNA Conference               |  | -            | -             | -                      |
|                               | 6214                               | Nena Conference                |  | -            | -             | -                      |
|                               | 6215                               | NENA Tech Dev. Conf            |  | -            | -             | -                      |
|                               | 6222                               | TriTech CAD Users              |  |              |               |                        |
|                               | 6222.01                            | EMS Users                      |  | -            | -             | -                      |
|                               | 6222.02                            | HFD Users                      |  | -            | -             | -                      |
|                               | Total 6222 TriTech CAD Users       |                                |  | -            | -             | -                      |
|                               | 6228                               | HxGN Live Hexagon Conf         |  | -            | -             | -                      |
|                               | 6230                               | Other Training                 |  |              |               |                        |
|                               | 6230.01                            | HPD (O/T)                      |  | -            | -             | -                      |
|                               | Total 6230 Other Training          |                                |  | -            | -             | -                      |
|                               | 6200                               | New&Emerg. Tech Train. - Other |  | -            | -             | -                      |
|                               | 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              |  | -            | -             | -                      |
|                               |                                    | CAD Related Expenses           |  |              |               |                        |
|                               | Total 6301 CAD Replac/Upgrade      |                                |  | -            | -             | -                      |
| 6303 Computers                |                                    |                                |  |              |               |                        |
|                               | 6303.13                            | UPS Battery-HPD                |  | -            | -             | -                      |
|                               | 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                           | Integrgraph 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          |  | -            | -             | -                      |
|                               | 6403.0113                          | HPDCMLViper-Alapai             |  | -            | -             | -                      |
|                               | 6403.0114                          | SD Viper (OSL) (3)             |  | -            | -             | -                      |
|                               | 6403.0115                          | Text-to-911 Service            |  | -            | 800           | (800)                  |
|                               | 6403.0116                          | Alt PSAP Call Route            |  | -            | -             | -                      |
|                               | 6403.0117                          | Telecom Chgs-Other             |  | -            | -             | -                      |
|                               | Total 6403.01 Telcom Charges       |                                |  | (35)         | 65,335        | (65,370)               |
|                               | 6403.02                            | 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 December 31, 2015**

|                                 |  |  |  |                                           | <b>Oahu PSAP</b> |                          |                                       |
|---------------------------------|--|--|--|-------------------------------------------|------------------|--------------------------|---------------------------------------|
| <b>FY-TO-DATE DECEMBER 2015</b> |  |  |  |                                           | <b>6 MOS.</b>    | <b>ANNUAL<br/>Budget</b> | <b>\$<br/>Over/(under)<br/>Budget</b> |
|                                 |  |  |  | <b>6400 RECURRING EXPENSES</b>            |                  |                          |                                       |
|                                 |  |  |  | <b>6402 MAINTENANCE</b>                   |                  |                          |                                       |
|                                 |  |  |  | 6402.02 Imagery Lic Agree                 | -                | 250,000                  | (250,000)                             |
|                                 |  |  |  | 6402.05 Logging RecordMaint               | -                | 60,775                   | (60,775)                              |
|                                 |  |  |  | 6402.07 0011 9-1-1MSAG Maint.             | 192,546          | 577,638                  | (385,093)                             |
|                                 |  |  |  | 6402.08 CAD Maintenance                   | -                | 400,000                  | (400,000)                             |
|                                 |  |  |  | 6402.13 Software Maintenance              |                  |                          |                                       |
|                                 |  |  |  | 6402.131 Integraph DB S/W Maint           | -                | -                        | -                                     |
|                                 |  |  |  | <b>Total 6402.13 Software Maintenance</b> | -                | -                        | -                                     |
|                                 |  |  |  | <b>Total 6402 MAINTENANCE</b>             | <b>192,546</b>   | <b>1,288,413</b>         | <b>(1,095,868)</b>                    |
|                                 |  |  |  | <b>6403 Other RECURRING</b>               |                  |                          |                                       |
|                                 |  |  |  | 6403.01 Telcom Charges                    |                  |                          |                                       |
|                                 |  |  |  | 6403.0102 Long Distance                   | -                | -                        | -                                     |
|                                 |  |  |  | 6403.0109 Telcom Trunk                    | 473,441          | 947,000                  | (473,559)                             |
|                                 |  |  |  | 6403.0111 WiringAltDispatch               | -                | -                        | -                                     |
|                                 |  |  |  | 6403.0112 HPD CML Viper-Kapolei           | 34,889           | 140,916                  | (106,027)                             |
|                                 |  |  |  | 6403.0113 HPDCMLViper-Alapai              | 1,038            | -                        | 1,038                                 |
|                                 |  |  |  | 6403.0114 SD Viper (OSL) (3)              | 13,778           | 54,000                   | (40,222)                              |
|                                 |  |  |  | 6403.0115 Text-to-911 Service             | -                | 12,000                   | (12,000)                              |
|                                 |  |  |  | 6403.0116 Alt PSAP Call Route             | -                | -                        | -                                     |
|                                 |  |  |  | 6403.0117 Telecom Chgs-Other              | -                | -                        | -                                     |
|                                 |  |  |  | <b>Total 6403.01 Telcom Charges</b>       | <b>523,146</b>   | <b>1,153,916</b>         | <b>(630,770)</b>                      |
|                                 |  |  |  | 6403.02 EMS Tower Lease                   | 7,200            | 7,600                    | (400)                                 |
|                                 |  |  |  | <b>Total 6403 Other RECURRING</b>         | <b>530,346</b>   | <b>1,161,516</b>         | <b>(631,170)</b>                      |
|                                 |  |  |  | <b>Total 6400 RECURRING EXPENSES</b>      | <b>722,891</b>   | <b>2,449,929</b>         | <b>(1,727,038)</b>                    |
|                                 |  |  |  | <b>Total DISBURSEMENTS</b>                | <b>747,215</b>   | <b>2,628,229</b>         | <b>(1,881,014)</b>                    |

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

|                               |                                     |                               |                                   |  | ADMIN     |               |                        |
|-------------------------------|-------------------------------------|-------------------------------|-----------------------------------|--|-----------|---------------|------------------------|
| FY-TO-DATE DECEMBER 2015      |                                     |                               |                                   |  | 6 MOS.    | ANNUAL Budget | \$ Over/(under) Budget |
| Total RECEIPTS:               |                                     |                               |                                   |  | 4,745,214 | -             | 4,745,214              |
| DISBURSEMENTS                 |                                     |                               |                                   |  |           |               |                        |
| 6200 New&Emerg. Tech Train.   |                                     |                               |                                   |  |           |               |                        |
|                               | 6201                                | 911 Goes to WashDC            |                                   |  | -         | 15,500        | (15,500)               |
|                               | 6203                                | APCO New Tech Conference      |                                   |  | 2,207     | 2,500         | (293)                  |
|                               | 6204                                | APCO Conference               |                                   |  | 4,193     | 6,000         | (1,807)                |
|                               | 6210                                | IWCE                          |                                   |  | -         | 2,500         | (2,500)                |
|                               | 6212                                | NASNA Conference              |                                   |  | 2,148     | 2,650         | (502)                  |
|                               | 6214                                | Nena Conference               |                                   |  | 132       | -             | 132                    |
|                               | 6215                                | NENA Tech Dev. Conf           |                                   |  | -         | -             | -                      |
|                               | 6222                                | TriTech CAD Users             |                                   |  |           |               |                        |
|                               |                                     | 6222.01 EMS Users             |                                   |  | -         | -             | -                      |
|                               |                                     | 6222.02 HFD Users             |                                   |  | -         | -             | -                      |
|                               | Total 6222 TriTech CAD Users        |                               |                                   |  | -         | -             | -                      |
|                               | 6228                                | HxGN Live Hexagon Conf        |                                   |  | -         | -             | -                      |
|                               | 6230                                | Other Training                |                                   |  |           |               |                        |
|                               |                                     | 6230.01 HPD (O/T)             |                                   |  | -         | -             | -                      |
|                               | Total 6230 Other Training           |                               |                                   |  | -         | -             | -                      |
|                               | 6200 New&Emerg. Tech Train. - Other |                               |                                   |  |           | 151,100       | (151,100)              |
|                               | Total 6200 New&Emerg. Tech Train.   |                               |                                   |  | 8,679     | 180,250       | (171,571)              |
| 6400 RECURRING EXPENSES       |                                     |                               |                                   |  |           |               |                        |
| 6401 ADMINISTRATION           |                                     |                               |                                   |  |           |               |                        |
|                               |                                     | 6401.01 Exec Dir. Services    |                                   |  | 48,624    | 198,000       | (149,376)              |
|                               |                                     | 6401.02 ElectronSignatur      |                                   |  | -         | 250           | (250)                  |
|                               |                                     | 6401.05 Audit Expense         |                                   |  | 13,000    | 13,025        | (25)                   |
|                               |                                     | 6401.06 Bank Charge           |                                   |  | -         | 50            | (50)                   |
|                               |                                     | 6401.08 Board Member Travel   |                                   |  | 12,623.90 | 25,000        | (12,376)               |
|                               |                                     | 6401.09 DB&F Assessments      |                                   |  |           |               |                        |
|                               |                                     |                               | 6401.0101 DB&F Admin. Assess      |  | 20,181    | 155,000       | (134,819)              |
|                               |                                     |                               | 6401.0102 DB&F Rev Assessment     |  | 218,728   | 462,625       | (243,897)              |
|                               | Total 6401.09 DB&F Assessments      |                               |                                   |  | 238,909   | 617,625       | (378,716)              |
|                               |                                     | 6401.11 Miscellaneous Expense |                                   |  | (0)       | -             | (0)                    |
|                               |                                     | 6401.12 NASNA Dues            |                                   |  | 150       | 150           | -                      |
|                               |                                     | 6401.13 Parking Permits       |                                   |  | 400       | 400           | -                      |
|                               |                                     | 6401.15 WSP Cost Recovery     |                                   |  |           |               |                        |
|                               |                                     |                               | 6401.0101 Sprint/Nextel           |  | 4,253     | -             | 4,253                  |
|                               |                                     |                               | 6401.15 WSP Cost Recovery - Other |  | -         | 70,000        | (70,000)               |
|                               | Total 6401.15 WSP Cost Recovery     |                               |                                   |  | 4,253     | 70,000        | (65,747)               |
|                               |                                     | 6401.17 ADA Compliance        |                                   |  | -         | 200           | (200)                  |
|                               |                                     | 6401.19 Public Education      |                                   |  | -         | 30,000        | (30,000)               |
|                               |                                     | 6401.20 RCUH Contract         |                                   |  | (5,881)   | -             | (5,881)                |
|                               |                                     | 6402.21 Cell Phone Charges    |                                   |  | 503       | -             | 503                    |
|                               |                                     | 6402.22 Office Supplies       |                                   |  | 2,427     | 5,000         | (2,573)                |
|                               |                                     | 6402.23 NG911 Transition Plan |                                   |  | -         | 145,000       | (145,000)              |
|                               | Total 6401 ADMINISTRATION           |                               |                                   |  | 315,008   | 1,104,700     | (789,692)              |
| Total 6400 RECURRING EXPENSES |                                     |                               |                                   |  | 315,008   | 1,104,700     | (789,692)              |
| Total DISBURSEMENTS           |                                     |                               |                                   |  | 323,687   | 1,284,950     | (961,263)              |