

Hawaii County E9-1-1 Status Report

January 1, 2017 – January 31, 2017



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January 1, 2017 – January 31, 2017

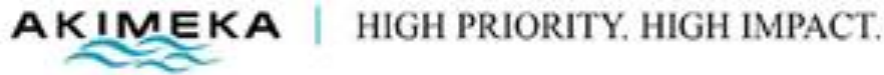


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1. PSAP OPERATIONS

9-1-1 CALL VOLUME HAWAII COUNTY PSAPS – JANUARY 2017

(Source: West Safety Services Viper system)

(*) 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	
2017	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	17,004	3,088	18.16%	11,658	68.56%	45.79%	54.21%	961	5.65%	18	0.11%	0	0.00%	1,279	7.52%	0	0.00%

CALL VOLUME HAWAII COUNTY PSAP NOTES:

*The percentage of Wireless Phase 2 calls (54.21%) has surpassed the number of Wireless Phase 1 calls (45.79%) in January 2017.

*911 Calls with No Ali in January 2017 = 0.11% - Statewide average for 2016 = 0.15%

9-1-1 CALL VOLUME – CALENDAR YEAR 2017

9-1-1 Call Volume																	
HAWAII COUNTY PSAPs		Wireline		Wireless				VOIP		Calls with No ALI		Admin Calls		Abandoned Calls		Other Calls	
2017	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	17,004	3,088	18.16%	11,658	68.56%	45.79%	54.21%	961	5.65%	18	0.11%	0	0.00%	1,279	7.52%	0	0.00%
FEB																	
MAR																	
APR																	
MAY																	
JUNE																	
JULY																	
AUG																	
SEPT																	
OCT																	
NOV																	
DEC																	
YTD	17,004	3,088	18.16%	11,658	68.56%	45.79%	54.21%	961	5.65%	18	0.11%	0	0.00%	1,279	7.52%	0	0.00%
MON AVG	17,004	3,088	18.16%	11,658	68.56%	45.79%	54.21%	961	5.65%	18	0.11%	0	0.00%	1,279	7.52%	0	0.00%

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9-1-1 CALL VOLUME BY AGENCY – JANUARY 2017

2017	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	13,182	77.52%	0	1,237	0	2,543	14.96%	0	42	0

9-1-1 CALL VOLUME BY AGENCY – CALENDAR YEAR 2017

2017	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	13,182	77.52%	0	1,237	0	2,543	14.96%	0	42	0
February										
March										
April										
May										
June										
July										
August										
September										
October										
November										
December										
YTD	13,182	77.52%	0	1,237	0	2,543	14.96%	0	42	0
MON AVG	13,182	77.52%	0	1,237	0	2,543	14.96%	0	42	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.
- All VOIP (Voice over internet protocol) types of 911 calls are combined in the Call Volume statistic.

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FOR YOUR INFORMATION

FYI For Your Information				
PSAP Operations				
Statewide 911 Call Volumes for 2016 & 2015 compare				
PSAP	2016		2015	
Oahu Civilian	1,009,059	71.93%	1,019,402	70.94%
Hawaii County	205,412	14.64%	217,768	15.15%
Maui County	137,333	9.80%	142,952	9.95%
Kauai County	50,955	3.63%	56,874	3.96%
Total	1,402,759	100.00%	1,436,997	100.00%
*Statewide average does not include Military 911 calls.				

TEXT TO 911 – CURRENT MONTH – JANUARY 2017

NOTE:

- 911 Text messages received at the Fire Department are transfers from the Police Department.
- 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 Hawaii County PSAPs 2017		
Month	Received at Police	Received at Fire
January	27	1
February		
March		
April		
May		
June		
July		
August		
September		
October		
November		
December		
YTD	27	1
Monthly Avg.	27.00	1.00

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WIRELESS PSAP TESTING – JANUARY 2017

HAWAII COUNTY - JANUARY 2017						
Date	WSP	Sites Tested	Sectors Tested	Tested By:	Test Pass/Fail	Comments:
01/11/17	AT&T	1	6	Hawaii PSAP	Pass	
01/12/17	Verizon	1	3	Hawaii PSAP	Pass	
01/24/17	Verizon	2	6	Hawaii PSAP	Pass	

NOTES:

- There were three (3) scheduled Wireless 911 Tests for the month of January 2017.

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2. MSAG (MASTER STREET ADDRESS GUIDE)

MSAG TRANSACTIONS CURRENT MONTH/YEAR – JANUARY 2017

HAWAII COUNTY	9-1-1 TRANSACTIONS								Customer Addresses Affected
	Total	Dispatchable Location Transactions Submitted	MSAG	ALI Submitted		Open ALI Discrepancy Records			
		DL (A)	MSAG (B)	TN CR (C)	ALI DR (D)	TNCR	ALI DR	VoIP DR	
2017									
JANUARY	330	139	32	157	2	318	1	0	485
FEBRUARY									
MARCH									
APRIL									
MAY									
JUNE									
JULY									
AUGUST									
SEPTEMBER									
OCTOBER									
NOVEMBER									
DECEMBER									
TOTAL YTD	330	139	32	157	2				485
AVG PER MONTH	330	139	32	157	2				485

Definitions

- (A) **Dispatchable Location** - 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. Please see Dispatchable Location Section for more information.
- (B) **Master Street Address Guide** - Represents corrections made to street records including, street names, address ranges, MSAG Communities and ESNs.
- (C) **Telephone Number Change Request** - Represents address corrections on a specific TN or group of TNs. These "invalid" TNs usually have an associated ESN 299 attached to them which indicates the need for validation.
- (D) **Automatic Location Information Discrepancy Record** - Represents an address discrepancy discovered during a live 9-1-1 call, from a landline OR a VoIP phone. These record corrections are treated with a higher priority and should be processed within 48 hours if wireline, and 72 hours if a VoIP phone, as a general guideline.

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MSAG CURRENT MONTH NOTES:

A total of **330** MSAG transactions were processed in 9-1-1 Net during the current month. **32** requests were processed relating to the MSAG database changes which include: changes to high – low street ranges, combining street records, deletion of invalid records, splitting street records to align with Police, Fire, EMS and Military response areas, and inserting new MSAG records.

There were **485** customer ANI/ALI (telephone number/address) records updated as a direct result.

TELEPHONE RECORD (ALI) TRANSACTIONS CURRENT MONTH NOTES:

296 Telephone Number Change Requests (TN CR) transactions were processed in 9-1-1 Net with valid MSAG addresses, as a result of the ESN 299 clean-up effort and the Dispatchable Location Project. ESN 299 TN CRs must be validated against HT records and approved by the end user Hawaiian Telcom customer before updating the ALI record. Two (**2**) ALI DRs were submitted as the result of 9-1-1 calls from residences in Keaau and Naalehu. Hawaii County Fire submitted this request to Akimeka to update the customer information and the discrepancy was corrected in 9-1-1 Net.

OPEN TELEPHONE RECORD (ALI) DISCREPANCY STATUS:

- **There are currently 318 Open TN CR Transactions.**
- **Refer to chart in the next section “TNCR Current Status”**

318 Open TN CR transactions are a direct result of the ESN 299 clean-up and are awaiting approval from Hawaiian Telcom, Inc. Once a telephone number is submitted to West for correction, it is verified against HT records and/or by the customer. Intrado's internal process requires calling each telephone customer individually for verification to update an address in the 9-1-1 database. Akimeka continues to monitor and track the progress of the remaining 318 Referred records.

- **There is currently one (1) Open ALI-DR**

One Open ALI DR was submitted in July 2016 for a business in Kailua Kona. Akimeka will continue to monitor this discrepancy until it is updated.

- **There are currently no Open VoIP DRs.**

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TNCR (TELEPHONE NUMBER CHANGE REQUEST) CURRENT STATUS – JANUARY 2017

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 West Safety Services for the Telephone Company (TelCo).
- TNCRs are not requests to change Telephone Numbers (TNs); however, it is a corrective process within 9-1-1 NET to modify location information associated with an Automatic Location Identification (ALI) record to a valid MSAG address for 9-1-1 purposes.

PSAP 9-1-1 Telephone Number Location Change Request (Telephone Number Change Request (TNCR) Status)				
County	TOTAL TNCR RECORDS SUBMITTED BY AKIMEKA	OPENED TNCRS PENDING FURTHER ACTION BY WEST SAFETY SERVICES (INTRADO)	OPENED TNCRS REFERRED TO TELCO BY WEST SAFETY SERVICES (INTRADO)	TOTAL UNOPENED TNCR RECORDS
HAWAII	318	131	133	54

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

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DISPATCHABLE LOCATION – STATUS AS OF – JANUARY 2017

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 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. There were a total of **1,121** Dispatchable Locations processed in 2016.

Dispatchable Location			
2017	Common Name Place MSAG Address	TNCR* Transactions Submitted	Transactions Processed**
Quarter 1			
2016 Carryover		1,121	1,121
January	Kona Reef, 755888 Alii Dr, Kailua Kona	47	47
	White Sands Village, 776469 Alii Dr, Kailua Kona	24	24
	Kanaloa Kona, 780261 Manukai St, Kailua Kona	68	68
February			
March			
Total		1,260	1,260
YTD Total		1,260	1,260

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CHARTER COMMUNICATIONS (TIME WARNER) VOIP DATABASE TNCR

Akimeka received Automatic Location Identification (ALI) records from Charter Communications (formally known as Time Warner) which is the predominant Voice over Internet Protocol (VoIP) provider in the State of Hawaii. As Akimeka had access to these ALI Records, Akimeka was able to perform a three way comparison. This comparison is a validation of the ALI Record to ensure the location as provided by the VoIP provider matches the GIS Information utilized by the Public Safety Agencies within their specific County 9-1-1 Service Area. This validation reduces the potential of address or location dispute during a 9-1-1 call.

The Analysis of the database records indicated there were invalid MSAG addresses utilized by the VoIP Provider, however, the majority of these records were corrected, or sent back to Charter for further location clarifications. Akimeka was able to verify the majority of the VoIP records had a valid MSAG address assigned and matched with the GIS information. Akimeka has also initiated a correction process with Charter Communications on behalf of the PSAPs in order to perform timely corrections to the remaining VoIP 9-1-1 Records, and to ensure new VoIP customers receive valid MSAG addresses to improve their 9-1-1 location service.

Charter Communications 9-1-1 Telephone Number Location Change Request (Telephone Number Change Request (TNCR) Status)			
PSAP	TOTAL RECORDS SUBMITTED BY CHARTER (A)	RECORDS REQUIRING FURTHER INFORMATION BY CHARTER (B)	RECORDS CORRECTED AND RETURNED TO CHARTER BY AKIMEKA (C)
HAWAII County	19,135	5	33
KAUAI County	7,911	7	39
MAUI County	15,629	0	7
OAHU Cilivian	82,256	5	66
TOTAL	124,931	17	145

(A)	VoIP Database records submitted by Charter to Akimeka for research and MSAG address validation.
(B)	Akimeka was not able to determine an MSAG valid address with the information provided. Charter is advised to contact customer and provide Akimeka with a TMK or driving directions.
(C)	Akimeka researched and provided Charter with an MSAG valid address.

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3. GEOGRAPHIC INFORMATION SYSTEM (GIS) – JANUARY 2017

MAPPING LAYERS UPDATED (PART I)

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

HAWAII COUNTY			
Type of Layer	Akimeka GIS Server	Date GIS Delivered	Other/Remarks
	Date Created/Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Address Points		01/31/17	
	1/31/2017		Corrected location name to one (1) address point (826156 Mamalahoa Hwy) in Captain Cook.
	1/31/2017		Corrected location name to one (1) address point (755949 Alii Dr) in Kailua Kona.
	1/31/2017		Corrected location name to one (1) address point (787190 Kaleiopapa St) in Keauhou.
	1/30/2017		Corrected location name to seven (7) address points in Hilo.
	1/30/2017		Corrected location name to one (1) address point (671193 Lindsey Rd) in Kamuela.
	1/30/2017		Corrected location name to one (1) address point (152891 Pahoia Village Rd) in Pahoia.
	1/30/2017		Corrected location name to four (4) address points in Waikoloa.
	1/27/2017		Added one (1) address point (844770 MAMALAHOA HWY) in Captain Cook.
	1/27/2017		Corrected location name to four (4) address points in Hilo.
	1/26/2017		Corrected address to two (2) address points (818102 Alii Dr and 818140 Alii Dr) in Captain Cook.
	1/26/2017		Corrected address to five (5) address points in Kamuela.
	1/26/2017		Corrected location name to one (1) address point (780261 Manukai St) in Keauhou.
	1/26/2017		Spatially corrected one (1) address point (780261 Manukai St) in Keauhou.
	1/26/2017		Added eight (8) address points in Kurtistown.
	1/25/2017		Added three (3) address points in Captain Cook.
	1/25/2017		Added two (2) address points (551599 Lokowai Iki Rd and 560171 Pualani Rd) in Hawi.
	1/25/2017		Added six (6) address points in Hilo.
	1/25/2017		Added eight (8) address points in Holualoa.
	1/25/2017		Added four (4) address points in Kailua Kona.
	1/25/2017		Added four (4) address points in Kamuela.
	1/25/2017		Added twelve (12) address points in Keaau.
1/25/2017		Added two (2) address points (817870 Alii Dr and 816389 Lilikalani Rd) in Kealakekua.	
1/25/2017		Added twenty-one (21) address points in Kurtistown.	
1/25/2017		Added one (1) address point (360436 Spencer Rd) in Laupahoehoe.	
1/25/2017		Added nine (9) address points in Mountain View.	
1/25/2017		Added one (1) address point (941454 Kia Kahi St) in Naalehu.	

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MAPPING LAYERS UPDATED (PART II)

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

HAWAII COUNTY				
Type of Layer	Akimeka GIS Server	Date GIS Delivered	Other/Remarks	
	Date Created/Edits Performed			
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)				
Address Points	1/25/2017		Added eight (8) address points in Ocean View.	
	1/25/2017		Added eleven (11) address points in Pahoa.	
	1/25/2017		Added two (2) address points (341201 Hawaii Belt Rd and 322619 Pali Ku Pl) in Papaaloa.	
	1/25/2017		Added eight (8) address points in Volcano.	
	1/25/2017		Added two (2) address points (683661 Haena Pl and 683534 Haia St) in Waikoloa.	
	1/25/2017		Deleted one (1) address point (161 Todd Ave) in Hilo.	
	1/25/2017		Completed monthly update on address points.	
	1/24/2017		Added five (5) address points in Kurtistown.	
	1/24/2017		Corrected address to three (3) address points in Kurtistown.	
		01/17/17		
	1/17/2017		Corrected address to one (1) address point (1528 Kilauea Ave) in Hilo.	
	1/11/2017		Added one (1) address point (194233 lo Pl) in Volcano.	
	1/10/2017		Added one (1) address point (172265 Maunalani Tract Rd) in Mountain View.	
	1/9/2017		Corrected location name to one (1) address point (821013 Kinue Rd) in Captain Cook.	
	1/9/2017		Corrected location name to forty-one (41) address points in Hilo.	
	1/9/2017		Corrected location name to twenty-two (22) address points in Kailua Kona.	
	1/9/2017		Corrected address to fourteen (14) address points in Kailua Kona.	
	1/9/2017		Corrected location name to four (4) address points in Kamuela.	
	1/9/2017		Corrected location name to six (6) address points in Kealahou.	
	1/9/2017		Corrected location name to one (1) address point (351981 Old Mamalahou Hwy) in Laupahoehoe.	
	1/9/2017		Corrected location name to five (5) address points in Pahala.	
	1/9/2017		Corrected location name to two (2) address points (683890 Paniolo Ave and 690275 Waikoloa Beach Dr) in Waikoloa.	
	1/6/2017		Corrected location name to two (2) address points (355 Kalaniana'ole St 200 and 311 Lehua St) in Hilo.	
1/6/2017		Corrected location name to two (2) address points (453593 Mamane St and 453610 Mamane St) in Honokaa.		
1/6/2017		Corrected location name to four (4) address points in Kailua Kona.		
1/6/2017		Corrected location name to one hundred two (102) address points in Kamuela.		
1/6/2017		Corrected location name to one (1) address point (811011 Nani Kupuna Pl) in Kealahou.		

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MAPPING LAYERS UPDATED (PART III)

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

HAWAII COUNTY				
Type of Layer	Akimeka GIS Server	Date GIS Delivered	Other/Remarks	
	Date Created/Edits Performed			
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)				
Address Points	1/6/2017		Corrected location name to one (1) address point (431512 Hauola Rd) in Paaulo.	
	1/5/2017		Corrected location name to ten (10) address points in Hilo.	
	1/5/2017		Corrected location name to forty-five (45) address points in Kailua Kona.	
	1/5/2017		Spatially corrected six (6) address points in Kailua Kona.	
	1/5/2017		Corrected location name to one (1) address point (282947 Kumula St) in Pepeekeo.	
	1/4/2017		Corrected location name to one (1) address point (826155 Mamalahoa Hwy) in Captain Cook.	
	1/4/2017		Corrected location name to one (1) address point (2020 Kinoole St) in Hilo.	
	1/4/2017		Corrected location name to six (6) address points in Kailua Kona.	
	1/4/2017		Spatially corrected five (5) address points in Kailua Kona.	
		01/03/17		
		1/3/2017		Corrected address to thirty-three (33) address points in Pahoa.
	1/3/2017		Added one (1) address (194038 Hapuu Ln) in Volcano.	
Airports				
Bridges				
Building Footprints				
Bus Stops				
Churches				
Coastal Names				
Coastline				
Common Places				
Correctional Facilities				
Emergency Callboxes				
Emergency Operation Centers				
Emergency Shelters				
ESZ/ESN				
Fire Beats				
Fire Districts				
Fire Response Areas				
Fire Stations				
Food & Beverage				
Gas Stations				

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MAPPING LAYERS UPDATED (PART IV)

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

HAWAII COUNTY			
Type of Layer	Akimeka GIS Server	Date GIS Delivered	Other/Remarks
	Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Gate Codes			
Government Buildings			
Harbors			
Helipads			
Hiking Trails			
Hospitals			
Hydrants			
Hyrdology Layers			
Incident Response Areas			
Lodging			
Major Roads			
Medic Beats			
Medic Districts			
Medic Response Areas			
Medic Stations			
Medical Facilities			
Milepost Markers			
MSAG Communities			
Net Junctions			
Ocean Rescue Boundaries			
Ocean Safety			
Parcels			
Parks			
Parks Polygon			
Points of Interest		01/31/17	
	1/31/2017		Corrected location name to one (1) point of interest (Yano Hall) in Captain Cook.
	1/31/2017		Added one (1) point of interest (Worldmark Kona) in Kailua Kona.
	1/31/2017		Corrected location name to one (1) point of interest (Wyndham Mauna Loa Village) in Keauhou.
	1/30/2017		Added seven (7) points of interest in Hilo.
	1/30/2017		Added one (1) point of interest (Waimea Senior Center) in Kamuela.
	1/30/2017		Added one (1) point of interest (Volcano View Lodge) in Pahoa.
1/30/2017		Added two (2) points of interest (Fairway Terrace and Waikoloa Village Condos) in Waikoloa.	

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MAPPING LAYERS UPDATED (PART V)

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

HAWAII COUNTY				
Type of Layer	Akimeka GIS Server	Date GIS Delivered	Other/Remarks	
	Date Created/Edits Performed			
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)				
Points of Interest	1/27/2017		Added one (1) point of interest (South Kona Fruit Stand) in Captain Cook.	
	1/27/2017		Added four (4) points of interest in Hilo.	
	1/26/2017		Corrected location name to one (1) point of interest (Grill And Bar) in Keauhou.	
	1/26/2017		Spatially corrected one (1) point of interest (Grill And Bar) in Keauhou.	
		01/17/17		
	1/9/2017		Corrected location name to one (1) point of interest (Seventh Day Adventist School) in Captain Cook.	
	1/9/2017		Added ten (10) points of interest in Hilo.	
	1/9/2017		Added six (6) points of interest in Kailua Kona.	
	1/9/2017		Corrected location name to three (3) points of interest in Kailua Kona.	
	1/9/2017		Added two (2) points of interest (Ouli Ekahi Housing and Pomaikai Cottages) in Kamuela.	
	1/9/2017		Corrected location name to one (1) point of interest (Puako Beach Condominiums) in Kamuela.	
	1/9/2017		Added three (3) points of interest in Kealahou.	
	1/9/2017		Added one (1) point of interest (Papaaloa Elderly Housing) in Laupahoehoe.	
	1/9/2017		Corrected location name to one (1) point of interest (Pahala Elderly Housing) in Pahala.	
	1/9/2017		Added one (1) point of interest (Paniolo Club Condos) in Waikoloa.	
	1/9/2017		Corrected location name to one (1) point of interest (Waikoloa Beach Marriott Resort And Spa) in Waikoloa.	
	1/6/2017		Added one (1) point of interest (Malia Apartments) in Hilo.	
	1/6/2017		Corrected location name to one (1) point of interest (Orchid Manor Condos) in Hilo.	
	1/6/2017		Added two (2) points of interest (Marileis Apartments and Moana Apartments) in Honokaa.	
	1/6/2017		Added three (3) points of interest in Kailua Kona.	
	1/6/2017		Added four (4) points of interest in Kamuela.	
	1/6/2017		Corrected location name to two (2) points of interest (Mauna Lani Point and Mauna Lani Terrace) in Kamuela.	
	1/6/2017		Added one (1) point of interest (Nani Olu Apartments) in Kealahou.	
	1/6/2017		Added one (1) point of interest (Nakahara Village Apartments) in Paauilo.	
1/5/2017		Added seven (7) points of interest in Hilo.		
1/5/2017		Corrected location name to one (1) point of interest (Lincoln Courtside Apartments) in Hilo.		
1/5/2017		Added nineteen (19) points of interest in Kailua Kona.		

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MAPPING LAYERS UPDATED (PART VI)

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

HAWAII COUNTY			
Type of Layer	Akimeka GIS Server	Date GIS Delivered	Other/Remarks
	Date Created/Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Points of Interest	1/5/2017		Corrected location name to four (4) points of interest in Kailua Kona.
	1/5/2017		Spatially corrected one (1) point of interest (Hawaii Montessori Inc) in Kailua Kona.
	1/5/2017		Added one (1) point of interest (Kulaimano Elderly Housing) in Pepeekeo.
	1/4/2017		Corrected location name to one (1) point of interest (Kona Chips) in Captain Cook.
	1/4/2017		Added one (1) point of interest (Kinoole Senior Residences) in Hilo.
	1/4/2017		Added five (5) points of interest in Kailua Kona.
	1/4/2017		Corrected location name to two (2) points of interest (Kona Alii Condos and Kohanaiki Golf And Ocean Club) in Kailua Kona.
	1/4/2017		Spatially corrected three (3) points of interest in Kailua Kona.
		01/03/17	
Police Beats			
Police Districts			
Police Response Areas			
Police Stations			
Post Offices			
Schools			
		01/31/17	
Street Centerlines	1/30/2017		Corrected range to two (2) street segments of Kaualehua Pl in Hilo.
	1/26/2017		Corrected range to two (2) segments of Alii Dr in Captain Cook.
	1/26/2017		Corrected range to one (1) segment of Alii Dr in Kealakekua.
	1/25/2017		Completed monthly update on street centerlines.
	1/24/2017		Corrected range to one (1) segment of Lokowai Iki Rd in Hawi.
	1/24/2017		Corrected range to three (3) segments of Alii Dr in Kealakekua.
	1/24/2017		Corrected range to eight (8) street segments in Kurtistown.
	1/24/2017		Merged three (3) segments of Iwasaki Camp Rd in Kurtistown.
	1/24/2017		Spatially corrected one (1) segment of Iwasaki Camp Rd in Kurtistown.
	1/24/2017		Corrected name to two (2) street segments (Iwasaki Camp 1 Rd and Iwasaki Camp 2 Rd) in Kurtistown.
	1/24/2017		Flipped two (2) street segments (Iwasaki Camp 1 Rd and Iwasaki Camp 2 Rd) in Kurtistown.
	1/24/2017		Deleted three (3) street segments in Kurtistown.
	1/20/2017		Added one (1) street (Pahoehoe Rd) in Captain Cook.
1/20/2017		Split one (1) segment of Mamalahoa Hwy in Captain Cook.	

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MAPPING LAYERS UPDATED (PART VII)

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

HAWAII COUNTY			
Type of Layer	Akimeka GIS Server	Date GIS Delivered	Other/Remarks
	Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Street Centerlines	1/20/2017		Corrected street name to one (1) segment of Kuahewa Rd in Holualoa.
	1/20/2017		Corrected range to one (1) segment of Kuahewa Rd in Holualoa.
		01/17/17	
	1/13/2017		Corrected range to three (3) segments in Holualoa.
	1/13/2017		Merged two (2) segments of Pikake Pl in Holualoa.
	1/13/2017		Flipped one (1) segment of Pikake Pl in Holualoa.
	1/13/2017		Spatially corrected twenty-nine (29) street segments in Holualoa.
	1/13/2017		Deleted one (1) segment of Ohana Rd in Holualoa.
	1/12/2017		Spatially corrected twenty-two (22) street segments in Holualoa.
	1/12/2017		Split one (1) segment of Keopu Mauka Dr in Holualoa.
	1/12/2017		Added one (1) street segment of Pono Ln in Kamuela.
	1/11/2017		Spatially corrected seven (7) street segments in Holualoa.
	1/10/2017		Corrected range to two (2) segments of Opelo Rd in Kamuela.
		01/03/17	
	1/3/2017		Corrected street name to two (2) street segments of Maile St in Pahoa.
	1/3/2017		Corrected street name to two (2) segments of 2nd Rd in Volcano.
	1/3/2017		Spatially corrected three (3) segments of 2nd Rd in Volcano.
	1/3/2017		Flipped two (2) segments of 2nd Rd in Volcano.
	1/3/2017		Corrected range to two (2) segments of 2nd Rd in Volcano.
	1/3/2017		Added one street (Lokowai Iki Rd) in Hawi.
Subdivisions			
Tow Jurisdictions			
Tsunami Evacuation Zones			
Tsunami Heights			
Waste Water Plants			
WSP Cell Sectors			
WSP Cell Towers			

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GEOGRAPHIC INFORMATION SYSTEM (GIS) NARRATIVES

GIS KEY ACTIVITIES/UPDATES

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

Date	Key Activities/Updates
1/31/2017	Spillman deliverable which included the following updated layers: Address Points, Common Names Alt Table, Display Streets, Points of Interest, POI Alt Names, Street Centerlines, Street Alt Names, Street Routes
1/17/2017	Spillman deliverable which included the following updated layers: Address Points, Common Names Alt Table, Display Streets, Points of Interest, POI Alt Names, Street Centerlines, Street Alt Names, Street Routes
1/3/2017	Spillman deliverable which included the following updated layers: Address Points, Cell Sectors, Common Names Alt Table, Display Streets, Points of Interest, POI Alt Names, Street Centerlines, Street Alt Names, Street Routes

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ADDRESS POINTS AND STREET CENTERLINES UPDATE COMPARISON

On a routine basis, upon receipt of Hawai'i County Planning Department's Address Points and Street Centerlines layer updates, Akimeka compares and incorporates any of the County's additions, changes, and deletions into the Akimeka Address Points and Street Centerlines layers that appear necessary for the dispatch and response of 911 personnel.

The Address Points and Street Centerlines layer comparative analysis was completed on the updates received from the Hawai'i County Planning Department on **January 25, 2017**. Results are as follows:

HAWAII COUNTY	Address Points Layer	Street Centerlines Layer
New Addresses Added	104	
Addresses Removed	0	
Address Street Name Changes	0	
Address Street Number Changes	0	
New Street Segments Added		1
Street Segments Removed		0
Street Segment Range Changes		1
Street Segment Name Changes		1

NOTE:

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

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POLICE BEAT REVIEW

Beginning in late 2015 and continuing in January 2016, Akimeka has been conducting a Police Beats review process as part of an annual update and in addition, preparation for Hawaii County's CAD system deployment. During this time, the Police Beats are also reviewed with the written descriptions of the Hawaii Police Beat Boundaries, whereby corrections are made to the Police Beat GIS layer where applicable in an effort to synchronize the GIS layer with the written descriptions and provide the 911 centers in Hawaii with a more accurately defined boundary layer which align with operational jurisdictions.

1. To better service the public safety needs of Hawaii County, Akimeka compared the written descriptions of the Hawaii Police Beats as recorded in Document Number GO 204 with an effective date of June 27, 2011, and made corrections to the Police Beats GIS layer where needed. In addition, Akimeka has been documenting any recommendations for document description updates.
 - a. Akimeka reviewed the written descriptions for the Hawaii Police Beats and cross referenced it to the Police Beats GIS layer. The boundaries to all seventy-six police beats as well as the area falling within the jurisdiction of the Hawaii Volcanoes National Park were edited for greater accuracy.
 - b. Akimeka has documented all potential discrepancies between the written descriptions and GIS layer for a thorough review upon completion. Akimeka has also produced several maps to better illustrate some of the larger discrepancies.
 - c. Upon completion of the GIS editing procedures, Akimeka will participate in a Police Beat review process with the Hawaii Police Department to further refine the boundaries to the Police Beats GIS layer and the written descriptions for those boundaries. This process will finalize the synchronization between the GIS layer and the written descriptions; provide additional precision and accuracy to both the GIS layer and written descriptions; and eliminate all discrepancies so that confusion and/or misinterpretation of those boundaries do not hinder public safety needs.
 - d. During the month of February 2016, Akimeka corrected the boundaries to the GIS layers that are associated with the Police Beats so that proper alignment would occur between the associated layers. This included correcting boundaries to six ESNs and three Police Districts. Those corrected layers were delivered to MapFlex and made available to the dispatchers on February 17th.
 - e. During the month of March 2016, Akimeka corrected the boundaries to the Police Response Areas so they would be aligned properly with the Police Beats and be topologically error free. This included correcting the boundaries to all seventy-six police response areas as well as the area falling within the jurisdiction of the Hawaii Volcanoes National Park.
 - f. During the month of August 2016, Akimeka is awaiting the final review process of the Police Beat layer with the Hawaii Police Department. Besides the Police Beat layer, the review process with the Hawaii Police Department will also likely include a review process of the Police Districts layer as well as the Police Response Areas layer.
 - g. During the month of September 2016, Akimeka began creating a series of large-scale maps to illustrate in detail the police beat boundaries. The maps are anticipated to be completed during October 2016, at which time they will be made available for examination by the Hawaii Police Department for accuracy.
 - h. During the month of October 2016, Akimeka created the first draft of a series of seventy-seven large-scale maps – one map for each police beat as well as one map of the entire county. Besides police beat boundaries, streets, and aerial imagery, the maps also contain points of interest that are referenced within the written descriptions of the Hawaii

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Police Beat Boundaries, as well as other important features such as high schools, colleges, and major attractions so that the maps will be easier to validate the accuracy of. After reviewing the maps, Akimeka recognized enhancements that could be made to them to further their value as a communication device so that a more thorough review process can take place, which will ultimately result in greater informed decision making in regards to boundary and written description revisions.

- i. During the month of December 2016, Akimeka proposed boundary modifications to Police Beats 148, 430, and 435 to the Hawaii Police Department. The proposed boundary modifications would have the affected beats intersect between the new Daniel K Inouye Hwy and Mile Marker 43, rather than the southern boundary of the Kilohana Girl Scout Camp. To help illustrate the boundary modifications, Akimeka sent the Hawaii Police Department a map detailing the current and proposed boundaries of the area that would be affected by the change. The Hawaii Police Department notified Akimeka that such a change would require a process of reviews and proposals. Akimeka is now awaiting the results of this process, at which time the final drafts of the Police Beat Maps will be completed and ready for examination.
- j. During the month of January 2017, Akimeka was awaiting the results of the reviews and proposals process by the Hawaii Police Department.

CAD SYSTEM DEPLOYMENT

During the 2015 year, the Hawaii County Police Department has conducted thorough research and has decided to implement a new CAD (Computer Aided Dispatch) system. Through their selection process, they have chosen the Spillman Technologies CAD system to best fit their operational needs. Throughout the coming months there will be much coordination between the Hawaii Police Department, Hawaii IT Department, Akimeka, and Spillman Technologies to deploy the Spillman Technologies CAD system with absolute success.

1. The Hawaii Police Department, Akimeka, and Spillman Technologies have begun introductory coordination and information sharing to ensure a successful deployment of the new CAD system, which will improve dispatch efficiency.
 - a. On January 15, 2016, Spillman Technologies held a webinar and discussion on their Geobase process which HPD, Spillman Technologies, and Akimeka were in attendance. The discussion was high-level and pertaining to the GIS database and how it is integrated within the Spillman Technologies CAD architecture.
 - b. In February 2016, Spillman Technologies was on-site at the Hawaii Police Department to host an official kick-off meeting and technical discussion which Akimeka was also in attendance. During the meeting Akimeka presented the entire GIS dataset via webinar. Spillman Technologies was impressed with the quality of the GIS data and is looking forward to the project.
 - c. In May 2016, the final NDA were completed with Akimeka, Spillman Technologies, and the Hawaii Police Department.
 - d. On May 31, 2016, Akimeka's GIS Manager and two representatives from the Spillman Technologies team met to discuss the timeline, requirements, and where they can work together to make this a successful project and on schedule.
 - i. Spillman Technologies is currently in the process of getting the server(s) packaged/shipped on site. Once these are in place, more timeline milestones will be established with preparing the data for configuration on the server, etc.

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- e. During the month of August 2016, there was significant coordination done between Akimeka and Spillman Technologies to get an initial GIS dataset ready for configuration.
 - i. There was a slight delay in getting a connection to the Hawaii County server during the beginning of August but was quickly remediated. In the meantime while, Spillman was on-site getting server connections set up, Akimeka was preparing the GIS data for the CAD system. Several preparation took place and included a variety of QA items to ensure the best possible data to be configured.
 - ii. On August 24, 2016, Akimeka uploaded an initial GIS dataset containing the core data, meaning the functional data that makes the system work. The display layers intended to perform labeling, set up different symbols, and establish the basemaps will come after the initial data has been given the go ahead.
 - iii. On August 29, 2016, Spillman Technologies followed up with Akimeka to let them know the data looked good on their end. They ran testing on addresses, common places, and mile markers and all were good.
 - iv. On August 30, 2016, Akimeka was on-site to meet with the Hawaii Police Department and Spillman Technologies. Akimeka, along with the supervisors of the Hawaii Police 911 Center, observed during a Spillman Cad Mapping demonstration that the initial base GIS layers that were provided by Akimeka were installed and functioning flawlessly with no issues. CAD project proceeding as planned. Previous issues regarding the 911 GIS layers for the Hawaii Fire Department were discussed and resolved. Spillman Technologies will be reaching out to the Hawaii Fire Department personnel regarding data input into the Spillman CAD System. This information was conveyed to the Hawaii Fire Department representative along with the Hawaii County Information Technology Manager during a separate meeting that Akimeka and Hawaii Police Department attended at the Hawaii County ITD office.
 - v. During the month of September, Akimeka continued with routing deliverables for the Spillman CAD system. One deliverable during the beginning of September included 45 display layers to be used for making the pin maps more aesthetically pleasing and useful for the dispatchers.
 - vi. During the month of October, Hawaii County Police and Fire, Akimeka, and Spillman was on-site for the mock Go-Live.
 - 1. The on-site meetings were a success and Akimeka and Spillman worked together to provide some enhancements to the mapping, such as hillshades to provide some terrain features in the mapping.
 - 2. Spillman rolled out their new mapping display which was well received by Hawaii County.
 - 3. Akimeka met with Hawaii Fire to go over the First In boundaries and agreed to make some slight modifications to include third, fourth, and fifth level responses, which will be a follow on item to work on.
 - 4. There were some records that needed some updating and Akimeka took this as an action item.
 - vii. Throughout the remainder of October 2016, Akimeka and Spillman continued to work together to ensure the project is successful.
 - 1. Akimeka provided several addition GIS updates, which included new Water Response Areas for Police, Fire, and Medics. In addition, several deliverables that included new Common Names and updates as well.
 - viii. During the month of November 2016, Akimeka created a new layer to be used in the Spillman CAD. This new layer, *Fire EMS Zone*, replaces the layer *First In*, and is configured to provide enhanced labeling.
 - ix. Throughout the month of December 2016, Akimeka continued to deliver data for the Spillman project on a bi-weekly basis.
 - x. In January 2017, Akimeka and Spillman implemented a new GIS delivery process where the geodatabase is directly updated, thereby cutting out some unnecessary steps on the pre-processing CAD side making this a more efficient and accurate process. In addition, the geodatabase names were slightly updated as well.
 - xi. Throughout the month of January 2017, Akimeka continued to deliver data for the Spillman project on a bi-weekly basis using the new GIS delivery process.

COMMON NAMES UPDATE

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In September 2016, Akimeka was provided a spreadsheet by the Hawaii Fire Department of common names that they wished to be included in the Spillman Technologies CAD system. Akimeka immediately reviewed the spreadsheet and developed a strategy and timeline for ensuring that all the common names on the spreadsheet be included in the GIS data that is used in their Spillman Technologies CAD and MapFlex systems.

1. In late September 2016, Akimeka received, and immediately reviewed, a spreadsheet by the Hawaii Fire Department of common names that they would like included in their Spillman CAD system. The spreadsheet contains a list of four hundred eighteen multi-family residential complexes, most of which are apartment, condominium, and townhouse complexes.
 - a. Akimeka developed a strategy for completing this large update, which includes a timeline whereby thirty of the updates will be completed before the Spillman CAD go-live date, which takes place in the first week of October 2016, followed by a minimum of fifty updates for each of the subsequent Spillman CAD updates taking place every two weeks. At that projected rate, the updates will be completed in January 2017.
 - b. During the month of October 2016, Akimeka kept the projected pace to be completed with the multi-family residential complexes updates in January 2017.
 - c. During the month of November 2016, Akimeka kept the projected pace to be completed with the multi-family residential complexes updates in January 2017.
 - d. During the month of December 2016, Akimeka kept the projected pace to be completed with the multi-family residential complexes updates in January 2017.
 - e. During the month of January 2017, Akimeka finished verifying and including all possible updates into the address points and points of interest layers as recommended by the spreadsheet that was provided by the Hawaii Fire Department.

MAPFLEX SYSTEM

During the month of January 2017, the MapFlex system did not receive updates as a result of MapFlex having several issues pertaining to the automated upload processes.

Considering that the MapFlex initiative being provided by Hawaiian Telecom and sub-contractor, West, was implemented across the State of Hawaii, in the below narrative there is some information pertaining to all of the Hawaiian Islands. For a record of historical information regarding the MapFlex system, please see MSRs during the 2015 and 2016 years.

Due to the issues MapFlex is having regarding the automatic updates, all of the PSAPs had agreed to hold on all GIS updates until West has made the necessary system changes.

1. Akimeka delivered GIS data to the MapFlex system on the following dates in January 2017
 - a. **Hawaii County**
 - b. **Maui County**
 - c. **Kauai County**
 - d. **Honolulu**

MAPFLEX ISSUES

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Below is a detailed list of issues regarding the MapFlex systems throughout the State of Hawaii.

DATE	ISSUE	DESCRIPTION	STATUS
7/24/2016	Automatic Uploads Malfunctioning	It was identified that the Automatic uploads were creating issues within the MapFlex systems, where locators were not being published, etc. as a result of a scripting error at West. Manual uploads have been taking place of the GIS as necessary and agreed by all PSAPs.	Pending
7/24/2016	Blank MapFlex Screen	The MapFlex screen went blank and there was no mapping capability, similar to what had occurred with Maui PD. Resulted from West's automatic update script. All of the PSAPs agreed to hold off on all GIS updates in MapFlex until West has resolved the issue.	Resolved (Nov 2016)
8/2016	Wireless Addresses	MapFlex system began displaying wireless information incorrectly. MapFlex system is doing a reverse query for additional information in the GIS and this is overriding the ALI information with the closest address in the GIS.	Resolved (Nov 2016)
8/2016	Text-to-911 Icons	Icons for text calls have stopped displaying. Previously when calls came in as a text call, there would be an icon displaying "TEXT" where the call was plotted.	Resolved (Nov 2016)
11/2016	Phase I Display	Wireless Phase I calls plotting at centroid of coverage area and landing in the ocean. After installation of new MapFlex version to correct other issues, the configurations for Wireless Phase I were not set up properly by West, in which the mapping did not point to the correct information in MapFlex.	Resolved (Dec 2016)
11/2016	Wireless Confidence	Sprint calls coming across with unusually high confidence. Coordination is taking place with Sprint and West. West provides the PDE services for Sprint.	Pending
1/18/2017	RDC MapFlex	During a meeting between Akimeka and RDC, it was identified that HPD GIS data was contained within the RDC MapFlex and was missing RDC's data. Due to the proprietary nature of the GIS data provided by Akimeka for the civilian PSAP's mapping systems and the confidential information contained to support HPD operations, it was concerning. Actions were taken to request West to stop this and to pull RDC's archive data. West has since replied that they never knew RDC was military and functioned separately from the civilian PSAPs. HPD, RDC, and Akimeka have taken corrective actions to construct GIS data that will be used as a baseline for the RDC and to remove sensitive information supplied for the RDC MapFlex.	Pending

4. SERVICE REQUESTS TRANSACTIONS

OPEN SERVICE REQUESTS – JANUARY 2017

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#	Date	Ticket #	Description	PSAP	Urgency	Comments
1	07/13/16	856	Updated Address	FIRE	Normal	TN has been referred to telco via email by West Safety Services (Intrado). RMS
2						
3						

Note* There is one (1) opened service request pending for January 2017.

SERVICE REQUEST YEAR-TO-DATE (YTD) SUMMARY – 2017

HAWAII COUNTY				MSAG SERVICE REQUEST CATEGORIES					
2017	TOTAL		Open	WIRES		WIRELESS		VoIP	
	Created	Closed		Created	Closed	Created	Closed	Created	Closed
2016 Carryover*			1						
January	3	3	1	2	2	0	0	1	1
February									
March									
April									
May									
June									
July									
August									
September									
October									
November									
December									
TOTAL	3	3	1	2	2	0	0	1	1

Note:	* The 2016 Carryover row indicated the number of Service Requests that were opened in 2016 and brought forward into 2017 in an effort to track the service request until completion. Detailed information on service tickets are available upon request.
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Definitions:	Category	Description
	Wireline	Telephone Number (ALI) Discrepancies from land line phones that have been submitted to West Safety Services via 9-1-1 Net for correction.
	Wireless	Telephone Number (ALI) Discrepancies from phones that were land lines at one time, and were ported out to a wireless carrier. However, the phone number was never removed from the MSAG database.
	VoIP	Telephone Number (ALI) Discrepancies from VoIP phones that have been submitted to Time Warner Cable (TWCBL) for correction

5. E9-1-1 DATABASE SYNCHRONIZATION

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

Next Scheduled Database Synchronization – February 2017

AUDIT SUMMARY RESULTS – FEBRUARY 2017 -- TBA

AUDIT SUMMARY RESULTS COMPARISION –FEBRUARY 1, 2017 VS NOVEMBER 1, 2016 -- TBA

AUDIT SUMMARY RESULTS – TBA

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

AUTOMATIC LOCATION IDENTIFICATION (ALI) DISCREPANCY REPORT -- TBA