TABLE CONTENTS

1. PSAP Operations ...................................................................................................................................... 5

9-1-1 Call Volume Hawaii County PSAPS – June 2017 ............................................................................. 5
Call Volume Hawaii County PSAP Notes: ................................................................................................. 5
9-1-1 Call Volume – Calendar Year 2017 .................................................................................................... 5
9-1-1 Call Volume by Agency – June 2017 ................................................................................................ 6
9-1-1 Call Volume by Agency – Calendar Year 2017 ................................................................................ 6
PSAP Operation Notes: .............................................................................................................................. 6
For your Information .................................................................................................................................. 7
Text to 911 – Current Month – June 2017 ............................................................................................... 7
Note: ......................................................................................................................................................... 7
Wireless PSAP Testing – June 2017 ............................................................................................................ 8
Notes: ......................................................................................................................................................... 8

2. MSAG (Master Street Address Guide) .................................................................................................. 9
MSAG Transactions Current Month/Year – June 2017 ........................................................................... 9
MSAG Current Month Notes: .................................................................................................................. 10
TELEPHONE RECORD (ALI) Transactions current month notes: ..................................................... 10
OPEN TELEPHONE RECORD (ALI) discrepancy Status: ................................................................. 10
TNCR (Telephone Number Change Request) Current Status – June 2017 ............................................... 10
Note: ......................................................................................................................................................... 11
Dispatchable Location – Status as of – June 2017 ..................................................................................... 11
Narrative: ............................................................................................................................................. 12

Spectrum (Charter) 9-1-1 VoIP Database Verification Project - June 2017 ........................................ 12

3. Geographic Information System (GIS) – June 2017 ................................................................. 13
   Mapping Layers Updated (Part I) ................................................................................................ 14
   Mapping Layers Updated (Part II) .............................................................................................. 14
   Mapping Layers Updated (Part III) ............................................................................................. 15
   Mapping Layers Updated (Part IV) ............................................................................................ 16
   Mapping Layers Updated (Part V) .............................................................................................. 17
   Mapping Layers Updated (Part VI) ............................................................................................ 18

Geographic Information System (GIS) Narratives ..................................................................... 19

GIS Key Activities/Updates ........................................................................................................... 20

Address Points and Street Centerlines Update Comparison ....................................................... 20

Note: .................................................................................................................................................. 21

Police Beat Review ......................................................................................................................... 21

CAD System Deployment ............................................................................................................... 23

MapFlex System ............................................................................................................................. 23

MapFlex Issues ............................................................................................................................... 23

DATE ............................................................................................................................................... 24

ISSUE ............................................................................................................................................... 24

DESCRIPTION ............................................................................................................................... 24

STATUS .......................................................................................................................................... 24

4. Service Requests Transactions ................................................................................................. 25

Open Service Requests – June 2017 ............................................................................................ 25

Note*................................................................................................................................................ 26

Service Request Year-to-Date (YTD) Summary – 2017 ................................................................. 26

5. E9-1-1 Database Synchronization ............................................................................................. 26
Hawaii County E9-1-1 Status Report
June 1, 2017 – June 30, 2017

Audit Summary Results – August 2017 -- TBA .................................................................................................................. 27
Audit Summary Results Comparison – August 1, 2017 vs May 1, 2017 -- TBA ................................................................. 27
Audit Summary Results -- TBA ........................................................................................................................................... 27
Invalid MSAG Streets and Address Ranges – ESN x99 Records -- TBA ........................................................................ 27
Automatic Location Identification (ALI) Discrepancy Report -- TBA ........................................................................ 27
1. PSAP OPERATIONS

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

(Source: West Safety Services Viper system)

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

CALL VOLUME HAWAII COUNTY PSAP NOTES:

- The percentage of Wireless Phase 2 calls (58.92%) has surpassed the number of Wireless Phase 1 calls (41.08%) in June 2017.

- 911 Calls with No Ali in June 2017 = 0.12% - Statewide average for 2016 = 0.15%

9-1-1 CALL VOLUME – CALENDAR YEAR 2017

<table>
<thead>
<tr>
<th>HAWAII COUNTY PSAPs</th>
<th>Wireline</th>
<th>Wireless</th>
<th>VOIP</th>
<th>Calls With No ALI</th>
<th>Admin Calls</th>
<th>Abandoned Calls</th>
<th>Other Calls</th>
</tr>
</thead>
<tbody>
<tr>
<td>2017</td>
<td>Wireline</td>
<td>Wireless</td>
<td>VOIP</td>
<td>Calls With No ALI</td>
<td>Admin Calls</td>
<td>Abandoned Calls</td>
<td>Other Calls</td>
</tr>
<tr>
<td>JUNE</td>
<td>15,204</td>
<td>2,906</td>
<td>10,439</td>
<td>41.08%</td>
<td>804</td>
<td>5.29%</td>
<td>18</td>
</tr>
</tbody>
</table>

YTD

<table>
<thead>
<tr>
<th>9-1-1 Call Volume</th>
</tr>
</thead>
<tbody>
<tr>
<td>HAWAII COUNTY PSAPs</td>
</tr>
<tr>
<td>---------------------</td>
</tr>
<tr>
<td>2017</td>
</tr>
<tr>
<td>JAN</td>
</tr>
<tr>
<td>FEB</td>
</tr>
<tr>
<td>MAR</td>
</tr>
<tr>
<td>APR</td>
</tr>
<tr>
<td>MAY</td>
</tr>
<tr>
<td>JUNE</td>
</tr>
<tr>
<td>JULY</td>
</tr>
<tr>
<td>AUG</td>
</tr>
<tr>
<td>SEPT</td>
</tr>
<tr>
<td>OCT</td>
</tr>
<tr>
<td>NOV</td>
</tr>
<tr>
<td>DEC</td>
</tr>
<tr>
<td>YTD</td>
</tr>
<tr>
<td>MON AVG</td>
</tr>
</tbody>
</table>
Hawaii County E9-1-1 Status Report
June 1, 2017 – June 30, 2017

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

<table>
<thead>
<tr>
<th>HAWAII COUNTY PSAPs</th>
<th>Wireline</th>
<th>Wireless</th>
<th>VOIP</th>
<th>Calls With No ALI</th>
<th>Admin Calls</th>
<th>Abandoned Calls</th>
<th>Other Calls</th>
</tr>
</thead>
<tbody>
<tr>
<td>2017</td>
<td>Total 9-1-1 Calls Processed</td>
<td>No. of Wireline Calls</td>
<td>% of Total Calls</td>
<td>No. of Wireless Calls</td>
<td>% of Total Calls</td>
<td>No. of VoIP Calls</td>
<td>% of Total Calls</td>
</tr>
<tr>
<td>JUNE</td>
<td>15,204</td>
<td>2,906</td>
<td>19.11%</td>
<td>10,439</td>
<td>68.66%</td>
<td>804</td>
<td>5.29%</td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th></th>
<th>9-1-1 Call Volume by Agency</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Hawaii Police Department</td>
</tr>
<tr>
<td></td>
<td>Number of Total Calls Received</td>
</tr>
<tr>
<td>January</td>
<td>13,182</td>
</tr>
<tr>
<td>February</td>
<td>11,065</td>
</tr>
<tr>
<td>March</td>
<td>14,146</td>
</tr>
<tr>
<td>April</td>
<td>12,191</td>
</tr>
<tr>
<td>May</td>
<td>12,605</td>
</tr>
<tr>
<td>June</td>
<td>11,997</td>
</tr>
</tbody>
</table>

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.
## FOR YOUR INFORMATION

### FYI ………… For Your Information

<table>
<thead>
<tr>
<th>PSAP</th>
<th>2016</th>
<th>2015</th>
</tr>
</thead>
<tbody>
<tr>
<td>Oahu Civilian</td>
<td>1,009,059</td>
<td>1,019,402</td>
</tr>
<tr>
<td>Hawaii County</td>
<td>205,412</td>
<td>217,768</td>
</tr>
<tr>
<td>Maui County</td>
<td>137,333</td>
<td>142,952</td>
</tr>
<tr>
<td>Kauai County</td>
<td>50,955</td>
<td>56,874</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>1,402,759</strong></td>
<td><strong>1,436,997</strong></td>
</tr>
</tbody>
</table>

*Statewide average does not include Military 911 calls.

### TEXT TO 911 – CURRENT MONTH – JUNE 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.

<table>
<thead>
<tr>
<th>Month</th>
<th>Received at Police</th>
<th>Received at Fire</th>
</tr>
</thead>
<tbody>
<tr>
<td>January</td>
<td>27</td>
<td>1</td>
</tr>
<tr>
<td>February</td>
<td>37</td>
<td>2</td>
</tr>
<tr>
<td>March</td>
<td>32</td>
<td>1</td>
</tr>
<tr>
<td>April</td>
<td>25</td>
<td>2</td>
</tr>
<tr>
<td>May</td>
<td>24</td>
<td>1</td>
</tr>
<tr>
<td>June</td>
<td>29</td>
<td>2</td>
</tr>
<tr>
<td>July</td>
<td></td>
<td></td>
</tr>
<tr>
<td>August</td>
<td></td>
<td></td>
</tr>
<tr>
<td>September</td>
<td></td>
<td></td>
</tr>
<tr>
<td>October</td>
<td></td>
<td></td>
</tr>
<tr>
<td>November</td>
<td></td>
<td></td>
</tr>
<tr>
<td>December</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>YTD</strong></td>
<td><strong>174</strong></td>
<td><strong>9</strong></td>
</tr>
<tr>
<td><strong>Monthly Avg.</strong></td>
<td><strong>29.00</strong></td>
<td><strong>1.50</strong></td>
</tr>
</tbody>
</table>
## WIRELESS PSAP TESTING – JUNE 2017

<table>
<thead>
<tr>
<th>Date</th>
<th>WSP</th>
<th>Sites Tested</th>
<th>Sectors Tested</th>
<th>Tested By:</th>
<th>Test Pass/Fail</th>
<th>Comments:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### NOTES:

- There were no (0) scheduled Wireless 911 Tests for the month of June, 2017.
### 2. MSAG (MASTER STREET ADDRESS GUIDE)

#### MSAG TRANSACTIONS CURRENT MONTH/YEAR – JUNE 2017

<table>
<thead>
<tr>
<th></th>
<th>9-1-1 TRANSACTIONS</th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Dispatchable Location Transactions Submitted</td>
<td>MSAG (A)</td>
<td>TN CR (C)</td>
<td>ALI DR (D)</td>
<td>TNCR</td>
<td>ALI DR</td>
<td>VoIP DR</td>
</tr>
<tr>
<td>HAWAII COUNTY</td>
<td>TOTAL YTD</td>
<td>1,691</td>
<td>999</td>
<td>176</td>
<td>495</td>
<td>21</td>
<td>2,878</td>
</tr>
<tr>
<td></td>
<td>AVG PER MONTH</td>
<td>282</td>
<td>167</td>
<td>29</td>
<td>83</td>
<td>4</td>
<td>480</td>
</tr>
</tbody>
</table>

#### 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.
MSAG CURRENT MONTH NOTES:

A total of 272 MSAG transactions were processed in 9-1-1 Net during the current month. Thirty-five (35) requests were processed relating to the MSAG database. Changes 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 368 customer ANI/ALI (telephone number/address) records updated as a direct result.

TELEPHONE RECORD (ALI) TRANSACTIONS CURRENT MONTH NOTES:

233 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 a residence in Hilo and a payphone at Old Airport Park in Kailua Kona. Two (2) VoIP DRs were submitted as the result of 9-1-1 calls made from residences in Mountain View and Kailua Kona. Hawaii County Fire Department submitted these change requests to Akimeka to update the customer information and the discrepancy was corrected in 9-1-1 Net and by Spectrum via email.

OPEN TELEPHONE RECORD (ALI) DISCREPANCY STATUS:

- There are currently 165 Open TN CR Transactions.
- Refer to chart in the next section “TNCR Current Status”

165 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. West'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 203 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.
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.

<table>
<thead>
<tr>
<th>PSAP 9-1-1 Telephone Number Location Change Request (Telephone Number Change Request (TNCR) Status)</th>
</tr>
</thead>
<tbody>
<tr>
<td>County</td>
</tr>
<tr>
<td>--------</td>
</tr>
<tr>
<td>HAWAII</td>
</tr>
</tbody>
</table>

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.
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 are a total of 2,120 Dispatchable Locations processed to date. There were 159 Dispatchable locations submitted and processed in June, 2017.

<table>
<thead>
<tr>
<th>Quarter 2</th>
<th>MSAG Address</th>
<th>Transactions Submitted</th>
<th>Transactions Processed**</th>
</tr>
</thead>
<tbody>
<tr>
<td>April</td>
<td>Keauhou Shopping Center, 786831 Alii Dr, Keauhou</td>
<td>204</td>
<td>204</td>
</tr>
<tr>
<td>May</td>
<td>Mauna Lani Shops, 681330 Mauna Lani Dr, Kamuela</td>
<td>12</td>
<td>12</td>
</tr>
<tr>
<td></td>
<td>Alii Villas, 756016 Alii Dr, Kailua Kona</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td></td>
<td>Kona Coast Resort, 786842 Alii Dr, Keauhou</td>
<td>70</td>
<td>70</td>
</tr>
<tr>
<td></td>
<td>Country Club Villas, 786920 Alii Dr, Keauhou</td>
<td>28</td>
<td>28</td>
</tr>
<tr>
<td></td>
<td>Keauhou Palena, 787054 Kamehameha III Rd, Keauhou</td>
<td>22</td>
<td>22</td>
</tr>
<tr>
<td>June</td>
<td>Fairway Villas, 690200 Pohakulana Pl, Waikoloa</td>
<td>24</td>
<td>24</td>
</tr>
<tr>
<td></td>
<td>Keauhou Akahi, 787030 Alii Dr, Keauhou</td>
<td>18</td>
<td>18</td>
</tr>
<tr>
<td></td>
<td>Keauhou Punahahe, 787070 Alii Dr, Keauhou</td>
<td>42</td>
<td>42</td>
</tr>
<tr>
<td></td>
<td>Kona Commons, Makala Blvd, Kailua Kona</td>
<td>21</td>
<td>21</td>
</tr>
<tr>
<td></td>
<td>Mauna Lani Shops, 681330 Mauna Lani Dr, Kamuela</td>
<td>21</td>
<td>21</td>
</tr>
<tr>
<td></td>
<td>Waikoloa Beach Villas, 690180 Waikoloa Beach Dr</td>
<td>33</td>
<td>33</td>
</tr>
<tr>
<td>Quarter 2 Total</td>
<td></td>
<td>496</td>
<td>496</td>
</tr>
<tr>
<td>Total</td>
<td></td>
<td>2,120</td>
<td>2,120</td>
</tr>
</tbody>
</table>
Akimeka received the Automatic Location Identification (ALI) records from Spectrum (formally known as Charter Communications) which is the predominant Voice over Internet Protocol (VoIP) provider in the State of Hawaii. As Akimeka has access to these ALI Records, Akimeka is researching and verifying the VoIP records against an MSAG valid address and the GIS data. This research is a validation of the ALI Record to ensure that 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 indicates that there are invalid MSAG addresses utilized by the VoIP Provider. These records are being identified, and will be sent back to Spectrum for corrective action.

<table>
<thead>
<tr>
<th></th>
<th>TOTAL RECORDS SUBMITTED BY SPECTRUM (A)</th>
<th>RECORDS VERIFIED BY AKIMEKA (B)</th>
<th>PERCENT COMPLETE (C)</th>
</tr>
</thead>
<tbody>
<tr>
<td>HAWAII County</td>
<td>22,044</td>
<td>0</td>
<td>0.00%</td>
</tr>
<tr>
<td>KAUAI County</td>
<td>8,936</td>
<td>219</td>
<td>2.45%</td>
</tr>
<tr>
<td>MAUI County</td>
<td>18,256</td>
<td>311</td>
<td>1.70%</td>
</tr>
<tr>
<td>OAHU Civilian</td>
<td>87,414</td>
<td>0</td>
<td>0.00%</td>
</tr>
<tr>
<td>OAHU Military</td>
<td>3,663</td>
<td>0</td>
<td>0.00%</td>
</tr>
<tr>
<td>TOTAL</td>
<td>140,313</td>
<td>530</td>
<td></td>
</tr>
</tbody>
</table>

*Spectrum VoIP Database received on June 21st, 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.

<table>
<thead>
<tr>
<th>HAWAII COUNTY</th>
<th>Type of Layer</th>
<th>Date GIS Delivered</th>
<th>Other/Remarks</th>
</tr>
</thead>
<tbody>
<tr>
<td>Akimeka GIS Server</td>
<td>Date Created/ Edits Performed</td>
<td>CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH &amp; RESPONSE (Listed Alphabetically)</td>
<td></td>
</tr>
<tr>
<td>6/29/2017</td>
<td>Deleted one (1) address point in Paauilo</td>
<td></td>
<td></td>
</tr>
<tr>
<td>6/27/2017</td>
<td>Corrected one (1) address in Kailua Kona</td>
<td></td>
<td></td>
</tr>
<tr>
<td>6/26/2017</td>
<td>Corrected two (2) addresses in Kamuela</td>
<td></td>
<td></td>
</tr>
<tr>
<td>6/19/2017</td>
<td>Added five (5) address points in Captain Cook</td>
<td></td>
<td></td>
</tr>
<tr>
<td>6/19/2017</td>
<td>Added one (1) address point in Hakalau</td>
<td></td>
<td></td>
</tr>
<tr>
<td>6/19/2017</td>
<td>Added two (2) address points in Hawi</td>
<td></td>
<td></td>
</tr>
<tr>
<td>6/19/2017</td>
<td>Added five (5) address points in Hilo</td>
<td></td>
<td></td>
</tr>
<tr>
<td>6/19/2017</td>
<td>Added one (1) address point in Holualoa</td>
<td></td>
<td></td>
</tr>
<tr>
<td>6/19/2017</td>
<td>Added one (1) address point in Honokaa</td>
<td></td>
<td></td>
</tr>
<tr>
<td>6/19/2017</td>
<td>Added one (1) address point in Honoulu</td>
<td></td>
<td></td>
</tr>
<tr>
<td>6/19/2017</td>
<td>Added three (3) address points in Kailua Kona</td>
<td></td>
<td></td>
</tr>
<tr>
<td>6/19/2017</td>
<td>Added four (4) address points in Kamuela</td>
<td></td>
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<td>6/12/2017</td>
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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.

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**CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE**
(Listed Alphabetically)
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.

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<td>Police Response Areas</td>
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<td>Police Stations</td>
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<td>Post Offices</td>
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**Street Centerlines**

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<td>Corrected four (4) street names in Hilo</td>
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<td>6/30/2017</td>
<td>Spatially corrected one (1) street segment in Paahau</td>
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<td>6/30/2017</td>
<td>Spatially corrected one hundred two (102) street segments in Honokaa</td>
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<td>6/29/2017</td>
<td>Added one (1) street segment in Paauilo</td>
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<tr>
<td>6/29/2017</td>
<td>Split two (2) street segments in Paauilo</td>
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<tr>
<td>6/29/2017</td>
<td>Spatially corrected twenty-nine (29) street segments in Paauilo</td>
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<td>6/29/2017</td>
<td>Spatially corrected thirty (30) street segments in Paauhau</td>
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<td>Split one (1) street segment in Paauhau</td>
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<td>Spatially corrected four (4) street segments in Paahau</td>
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<td>Spatially corrected one hundred five (105) street segments in Paauilo</td>
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<td>Added nine (9) street segments in Hilo</td>
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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.

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<td>6/26/2017</td>
<td>Added three (3) street segments in Naalehu</td>
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<td>Split one (1) street segment in Naalehu</td>
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<td>6/26/2017</td>
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<td>6/26/2017</td>
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<td>6/23/2017</td>
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<td>6/20/2017</td>
<td>Split three (3) street segments in Homonu</td>
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<td>6/16/2017</td>
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<td>Spatially corrected one hundred thirty-nine (139) street segments in Pepeekeo</td>
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**Hawaii County E9-1-1 Status Report**

**June 1, 2017 – June 30, 2017**

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.

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<td>Spatially corrected fifteen (15) street segments in Hilo</td>
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**MAPPING LAYERS UPDATED (PART VI)**

Page 18 of 27

Hawaii County June 2017
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.

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<tr>
<th>Type of Layer</th>
<th>Akimeka GIS Server Date Created/ Edits Performed</th>
<th>Date GIS Delivered</th>
<th>Other/Remarks</th>
</tr>
</thead>
<tbody>
<tr>
<td>Subdivisions</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Tow Jurisdictions</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Tsunami Evacuation Zones</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Tsunami Heights</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Waste Water Plants</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>WSP Cell Sectors</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>WSP Cell Towers</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE**
(Listed Alphabetically)

- **Street Centerlines**: 6/2/2017, Spatially corrected one hundred thirty (130) street segments in Hilo
- **Street Centerlines**: 6/2/2017, Added two (2) street segments in Paauilo
- **Street Centerlines**: 6/1/2017, Spatially corrected one hundred forty-five (145) street segments in Hilo

- **WSP Cell Sectors**: 6/29/2017, 06/20/17, Per AT&T CRS
- **WSP Cell Sectors**: 6/12/2017, 06/06/17, Per Verizon CRS

- **WSP Cell Towers**: 6/29/2017, 06/20/17, Per AT&T CRS
- **WSP Cell Towers**: 6/12/2017, 06/06/17, Per Verizon CRS
GIS Key activities include the events such as GIS deliverables, meetings, agreements, etc.

<table>
<thead>
<tr>
<th>Date</th>
<th>Key Activities/Updates</th>
</tr>
</thead>
<tbody>
<tr>
<td>06/20/17</td>
<td>MapFlex deliverable which included the following updated layers: Address Points, Cell Sectors, Cell Towers, Points of Interest, and Street Centerlines</td>
</tr>
<tr>
<td>06/20/17</td>
<td>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</td>
</tr>
<tr>
<td>06/06/17</td>
<td>Spillman deliverable which included the following updated layers: Address Points, MSAG Communities, Common Names Alt Table, Display Streets, Fire EMS Zone, First In, Points of Interest, POI Alt Names, Police Zones, Street Centerlines, Street Alt Names, Street Routes</td>
</tr>
<tr>
<td>06/06/17</td>
<td>MapFlex deliverable which included the following updated layers: Address Points, Cell Sectors, Cell Towers, ESN, Fire Response Areas, Medic Response Areas, MSAG Communities, Points of Interest, Police Response Areas, and Street</td>
</tr>
</tbody>
</table>
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 June 19, 2017. Results are as follows:

<table>
<thead>
<tr>
<th>HAWAII COUNTY</th>
<th>Address Points Layer</th>
<th>Street Centerlines Layer</th>
</tr>
</thead>
<tbody>
<tr>
<td>New Addresses Added</td>
<td>120</td>
<td></td>
</tr>
<tr>
<td>Addresses Removed</td>
<td>0</td>
<td></td>
</tr>
<tr>
<td>Address Street Name Changes</td>
<td>0</td>
<td></td>
</tr>
<tr>
<td>Address Street Number Changes</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>New Street Segments Added</td>
<td>3</td>
<td></td>
</tr>
<tr>
<td>Street Segments Removed</td>
<td>0</td>
<td></td>
</tr>
<tr>
<td>Street Segment Range Changes</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>Street Segment Name Changes</td>
<td>0</td>
<td></td>
</tr>
</tbody>
</table>

**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.

**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 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.

k. During the month of February 2017, Akimeka was awaiting the results of the reviews and proposals process by the Hawaii Police Department.
l. During the month of March 2017, Akimeka was awaiting the results of the reviews and proposals process by the Hawaii Police Department.

m. During the month of April 2017, Akimeka was awaiting the results of the reviews and proposals process by the Hawaii Police Department.

n. During the month of May 2017, Akimeka was awaiting the results of the reviews and proposals process by the Hawaii Police Department.

o. During the month of June 2017, Akimeka was awaiting the results of the reviews and proposals process by the Hawaii Police Department.

**CAD SYSTEM DEPLOYMENT**

Pending further developments.

**MAPFLEX SYSTEM**

During the month of June 2017, the MapFlex system received updates manually 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.

1. Akimeka delivered GIS data to the MapFlex system on the following dates in June 2017
   a. **Hawaii County** – June 6\textsuperscript{th}, 2017 and June 20\textsuperscript{th}, 2017
   b. **Maui County** – June 7\textsuperscript{th}, 2017 and June 21\textsuperscript{st}, 2017
   c. **Kauai County** – June 8\textsuperscript{th}, 2017 and June 22\textsuperscript{nd}, 2017
   d. **Honolulu** – June 9\textsuperscript{th}, 2017 and June 23\textsuperscript{rd}, 2017

**MAPFLEX ISSUES**

Below is a detailed list of issues regarding the MapFlex systems throughout the State of Hawaii.
<table>
<thead>
<tr>
<th>DATE</th>
<th>ISSUE</th>
<th>DESCRIPTION</th>
<th>STATUS</th>
</tr>
</thead>
<tbody>
<tr>
<td>7/24/2016</td>
<td>Automatic Uploads Malfunctioning</td>
<td>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.</td>
<td>Pending, however as of April 2017, West/HT has decided to implement a process to upload data the following week after GIS uploads (manually)</td>
</tr>
<tr>
<td>7/24/2016</td>
<td>Blank MapFlex Screen</td>
<td>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.</td>
<td>Resolved (Nov 2016) There have been no reported blank screens</td>
</tr>
<tr>
<td>8/2016</td>
<td>Wireless Addresses</td>
<td>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.</td>
<td>Partially Resolved (Nov 2016) The overriding ALI with updated Lat/Longs from the GIS is still occurring</td>
</tr>
<tr>
<td>8/2016</td>
<td>Text-to-911 Icons</td>
<td>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.</td>
<td>Resolved (Nov 2016)</td>
</tr>
<tr>
<td>11/2016</td>
<td>Phase I Display</td>
<td>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.</td>
<td>Resolved (Dec 2016) According to PSAPs, it’s not fully resolved. The icon of the tower still doesn’t plot for Phase I.</td>
</tr>
<tr>
<td>11/2016</td>
<td>Wireless Confidence</td>
<td>Sprint calls coming across with unusually high confidence. Coordination is taking place with Sprint and West. West provides the PDE services for Sprint.</td>
<td>Pending</td>
</tr>
<tr>
<td>1/18/2017</td>
<td>RDC MapFlex</td>
<td>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.</td>
<td>Pending – Akimeka notified West that they had data ready on June 28, 2017 pending response from West.</td>
</tr>
<tr>
<td>3/22/2017</td>
<td>ArcGIS Address Locator</td>
<td>The locators in MapFlex have a configurations which does not include ESNs. A reported issue has occurred with the Sheraton in Waikiki. The address locator does not differentiate between the Sheraton hotel and the surf break and plots on the surf break. The bigger issue is that this same</td>
<td>A new SP 5.4 update by West is aimed to correct this issue.</td>
</tr>
</tbody>
</table>
### VoIP Calls Plotting Incorrectly

<table>
<thead>
<tr>
<th>Date</th>
<th>Issue Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>5/17/2017</td>
<td>Recognized in late April and early May 2017, the PSAPs have been receiving several VoIP calls which are plotting in the incorrect locations. After further research it was determined that it is because MapFlex is configured to plot the received Lat/Long. The problem is that these are not always maintained properly and that ideally the system should first choose to match with the GIS data based on the provided address.</td>
</tr>
<tr>
<td></td>
<td>West is currently researching their configurations (May - June 2017). Aside from the MapFlex, Akimeka is working with Spectrum (previously Time Warner) to correct their Lat/Longs on a mass scale.</td>
</tr>
</tbody>
</table>

### Landline Calls Producing X/Y on calls

<table>
<thead>
<tr>
<th>Date</th>
<th>Issue Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>5/17/2017</td>
<td>It was determined that for normal landline calls, the X/Y coordinates are being sent. The PSAPs have asked where these are being generated and why would they be sent for landline calls.</td>
</tr>
<tr>
<td></td>
<td>West is looking into this (May - June 2017).</td>
</tr>
</tbody>
</table>

### 4. SERVICE REQUESTS TRANSACTIONS

#### OPEN SERVICE REQUESTS – JUNE 2017
Note*: There is one (1) opened service request pending for June 2017.

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

### HAWAII COUNTY

<table>
<thead>
<tr>
<th>#</th>
<th>Date</th>
<th>Ticket #</th>
<th>Description</th>
<th>PSAP</th>
<th>Urgency</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>07/13/16</td>
<td>856</td>
<td>Updated Address</td>
<td>FIRE</td>
<td>Normal</td>
<td>TN has been referred to telco via email by West Safety Services (Intrado).</td>
</tr>
<tr>
<td>2</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### MSAG SERVICE REQUEST CATEGORIES

<table>
<thead>
<tr>
<th>2017</th>
<th>TOTAL</th>
<th>Wireline</th>
<th>Wireless</th>
<th>VoIP</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Open</td>
<td>Created</td>
<td>Closed</td>
<td>Created</td>
</tr>
<tr>
<td>2016 Carryover*</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>January</td>
<td>3</td>
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</tr>
<tr>
<td>February</td>
<td>2</td>
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<tr>
<td>March</td>
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<td>April</td>
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<tr>
<td>May</td>
<td>11</td>
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<td>June</td>
<td>4</td>
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<td>July</td>
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<td>November</td>
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<td>December</td>
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<tr>
<td>TOTAL</td>
<td>22</td>
<td>15</td>
<td>15</td>
<td>7</td>
</tr>
</tbody>
</table>

**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.

### Definitions:

- **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
Next Scheduled Database Synchronization is August 2017

<table>
<thead>
<tr>
<th>AUDIT SUMMARY RESULTS – AUGUST 2017 -- TBA</th>
</tr>
</thead>
<tbody>
<tr>
<td>AUDIT SUMMARY RESULTS COMPARISION – AUGUST 1, 2017 VS MAY 1, 2017 -- TBA</td>
</tr>
<tr>
<td>AUDIT SUMMARY RESULTS –TBA</td>
</tr>
<tr>
<td>INVALID MSAG STREETS AND ADDRESS RANGES – ESN X99 RECORDS -- TBA</td>
</tr>
<tr>
<td>AUTOMATIC LOCATION IDENTIFICATION (ALI) DISCREPANCY REPORT -- TBA</td>
</tr>
</tbody>
</table>