



STATE OF HAWAII
DEPARTMENT OF ACCOUNTING AND GENERAL SERVICES

Enhanced 911 Board Meeting
Thursday, February 13, 2014
Kalanimoku Bldg., Room 322B
1151 Punchbowl St., Honolulu
10 am to 12 noon

Agenda

- I. Call to Order, Public Notice, Quorum**
- II. Public testimony on all agenda items**
- III. Introductions**
- IV. Executive Session (Rm 414) – pursuant to HRS 92F-5(a)(2), to discuss alternatives regarding hiring staff or contracting for Executive Director services in the future.**
- V. Review and Approval of Last Months' Meeting Minutes**
- VI. Committee Updates by Committee Chairs**
 - a. Communications Committee – Steven Schutte
 - i. 2014 Legislative Investigative Committee update
 - ii. Others
 - b. Technical Committee – Victor Ramos
 - i. Investigative Regulatory Committee update
 - ii. Investigative Committee on NG911 Planning update
 - iii. FCC updates
 - iv. Others
 - c. Finance Committee – Kiman Wong

- i. Review of FY 2014 Cash Flow & Budget Financial report
- ii. Others

VII. PSAP Status Updates

- a. Kauai – Mark Begley
- b. Oahu – Dave Kajihira
- c. Molokai – Victor Ramos
- d. Maui – Clayton Tom
- e. Hawaii – Marshall Kanehailua

VIII. Items for Discussion, Consideration and Action

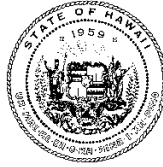
- a. Wireless E911 Timeline update
- b. 2014 Confirmation Hearings
 - i. Roy Irei
 - ii. Kiman Wong
 - iii. Steven Schutte
- d. Others

IX. Announcements

- a. Next meeting date: Thursday, March 13, 2014, Kalanimoku Bldg., Room 322B, 10am – 12noon.
 - i. Future meeting dates (10am – 12noon).
 - 1. April 17, 2014, Kalanimoku Bldg, Room 322B
 - 2. May 15, 2014, Kalanimoku Bldg, Room 322B
 - 3. June 19, 2014, Kalanimoku Bldg, Room 322B
 - 4. July 17, 2014, Kalanimoku Bldg, Room 322B
 - 5. August 21, 2014, Kalanimoku Bldg, Room 322B
- b. Others

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

XI. Adjournment



STATE OF HAWAII
DEPARTMENT OF ACCOUNTING AND GENERAL SERVICES

Enhanced 911 Board Meeting
Thursday, February 13, 2014
Kalanimoku Bldg., Room 322B
1151 Punchbowl St., Honolulu
10 am to 12 noon

Meeting Minutes

Board members present: Clayton Tom (Chair), Roy Irei (Vice Chair), Mark Begley, Ryan Freitas, Lisa Hiraoka, Dave Kajihiro, Marshall Kanehailua, Victor Ramos, Kiman Wong, and Mark Wong.

Board members absent: Sonny Bhagowalia, Steven Schutte.

Board staff members: Thera Bradshaw, Stella Kam, and Courtney Tagupa.

Observers: Mary Boyd (Intrado), Thalia Burns (HPD), Clement Chan (DIT), Aaron Correia (HPD), Paul Ferreira (Hawaii PD), Victoria Garcia (OIMT), Jim Howe (OS), Randal Macadangdang (HPD), Allan Nagata (HPD), Sean Naito (HPD), Nicole Parrish (HPD), Davlynn Racadio (MPD), Kenison Tejada (APCO/NENA Joint Pacific Chapter).

I. Call to Order, Public Notice, Quorum

- a. The meeting was called to order at 10:00 am.

II. Public testimony on all agenda items

- a. The Board Chair requested if anyone in attendance who wished to provide testimony on any agenda item to please come forward. There was no one who came forward.

III. Introductions

- a. Introductions were made of all in attendance.

IV. Executive Session (Room 414) – pursuant to HRS 92F-5(a)(2), to discuss alternatives regarding hiring staff or contracting for Executive Director services in the future.

- a. The Board was sequestered into Executive Session at 10:06 am and concluded at 10:32 am.
- b. The Board meeting was reconvened at 10:35 am.

V. Review and Approval of Last Meeting's Minutes

- a. Roy Irei motioned to accept the minutes of January 2014. The motion was seconded by Victor Ramos and approved unanimously by voice vote without discussion.

VI. Committee Updates by Committee Chairs

- a. Communications Committee – Steven Schutte (absent)
 - i. The update was provided by the Executive Director and the following was stated:
 - 1. Paul Ferreira has done an outstanding job with support from Dave Kajihira, Randy Macadangdang, and Sean Naito from Honolulu PD.
 - 2. The Legislative Investigative Committee offered amendments to SB3103 which was accepted and passed and the way to the Ways and Means Committee.
 - 3. The amendments included national model legislation that is supported by the industry, retail associations, and NCLS with two exceptions which are the .66 cents surcharge and using ehawaii.gov as the means of collection.
 - 4. Using ehawaii.gov eliminates the need for tax code changes and the Senators were happy about that.
 - 5. DAGS in support of the bill.
- b. Technical Committee – Victor Ramos
 - i. Investigative Regulatory Committee update
 - 1. Nothing to report at this time.

- ii. Investigative Committee on NG911 Planning update
 - 1. Nothing to report at this time.
- iii. FCC updates
 - 1. Update given by the Executive Director and following was provided:
 - i. The 5th annual report from the FCC to congress on the state collection on 9-1-1 fees and charges was distributed to the members in January.
 - ii. 46 of 56 states and territories provided revenue information and there are 5 states or territories that do not track the information.
 - iii. Total 9-1-1 revenue collected in 2012 exceeds 2.3 billion which puts into prospective the revenue collected in the State of Hawaii and as compared to Texas which collects 213 million annually.
 - iv. The FCC through the new leadership, Tom Wheeler has declared that access to 9-1-1 is a core value to American life and basically a right.
 - v. FCC is seeking comments and has proposed the end of the year as a deadline for Text to 9-1-1.
 - vi. The good news for Hawaii with the implementation of NG911 is that we are ready. At the April forum one of the sessions will include the next steps for Hawaii, which will require policy and operational changes.
 - vii. FCC will be voting to consider retiring landline telephones to VOIP and will be rolling out test beds in the next 3-6 months. Traditional landlines will be going away and are being replaced with IP.

viii.FCC at the February 20th meeting will reconsider inside 9-1-1 accuracy location and what the requirements should be.

iv. Others

1. Victor Ramos stated that a new committee was established to address the HTEL Format 6 issue and Aaron Correia will be the Chair.

c. Finance Committee – Kiman Wong

i. Review of FY2014 Cash Flow & Budget Financial report

1. Receipts - \$755,272
2. Disbursements - \$437,692
3. Balance - \$10,850,167
4. Unencumbered - \$9,518,060.

ii. Others – None.

VII. PSAP Status Updates

a. Kauai – Mark Begley

1. Nothing to report at this time.

b. Oahu – Dave Kajihira

1. Update provided by Aaron Correa and the following was stated:

- i. Continue to work with our vendor and by mutual agreement we are extending our contract to September 2014.
- ii. CAD go live slated for August 2014, pending the fixes which are due out in April.

c. Molokai – Victor Ramos

1. Successful cutover on January 28th.

d. Maui – Clayton Tom

1. Successful cutover.

e. Hawaii – Marshall Kanehailua

1. Working on an RFP for CAD expected to be released in April.

2. Latest version of Pictometry imagery was installed in Hilo FD and PD.

VIII. Items for Discussion, Consideration, and Action

a. Wireless E911 Timeline update

- i. The Chair thanked Akimeka for their work keeping the PSAP information updated for the website and request that on the wireless carrier advise if there is any update build outs to post.

b. 2014 Confirmation Hearings

- i. The Chair indicated that the dates are still pending for Roy Irei, Steven Schutte and Kiman Wong. He asked that the members consider testifying on their behalf if possible.
- ii. The Executive Director stated that at the last confirmation hearing, it was really nice that everyone supported each other and the reaction from the elected officials was positive.
- iii. The Board will be notified when the hearing date is set.

c. Others

- i. The Executive Director reminded everyone present of the APCO/NENA Joint Pacific Chapter Forum on April 14th and 15th at the Waikiki Beach Marriott.
 1. The Board and sponsors have been supportive in the past.
 2. Kiman Wong is working on getting the blogspot up. The website is: <http://ridethe911wave.blogspot.com>.
 3. The program is unfolding and the various panel members are being identified.
 4. Extended invitations to the FCC Chair Tom Wheeler as well as to the bureau of Public Safety & Homeland Security.
 5. Planning an evening network/education time with Hawaiian music.

5. Governor will present awards for the statewide NG911 implementation on Monday, April 14th.
- ii. Victoria Garcia provided the following:
 1. Sonny Bhagowalia last day as CIO is officially on February 17th and then Keoni Kali assume the CIO role.
 2. Requested to have FirstNet added to the agenda and provide information on what will be needed from the stakeholders and what the education and outreach grant entails.
 3. Extended an invitation to the Chair to attend a Statewide Communications Implementation Plan (SCIP) meeting to ensure coordination on resources and issues. Currently, the SCIP plan is being updated.
 4. The Chair asked Victoria Garcia coordinate with the Technical Committee Chair on FirstNet agenda item. The Chair inquired if Sonny Bhagowalia would still be attending 9-1-1 Goes to Washington. Ms. Garcia indicated she did not know and would need to get back to the Chair.

IX. Announcements

- a. Next meeting date: Tuesday, March 13, 2014, Kalanimoku Bldg., Room 322B, 10am – 12noon.
 - i. Future meeting dates (10am – 12noon).
 1. April 17, 2014, Kalanimoku Bldg, Room 322B (cancelled)
 3. May 8, 2014, Kalanimoku Bldg, Room 322B
 4. June 10, 2014, Kalanimoku Bldg, Room 322B
 5. July 10, 2014, Kalanimoku Bldg, Room 322B
- b. Others - None

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

- a. There was no one who came forward to testify.

XI. Adjournment

- a. The meeting was adjourned at 10:59 am.

Approved 3/13/2014

HAWAII ENHANCED 911 BOARD
STATEMENT OF CASH FLOWS
For month ending January 31, 2014

FIRST HAWAIIAN BANK ACCOUNT:

General Fund

Budget Analysis						
FY 2014	Actuals		Annual Budget	% of Budget Expended	Forecast	Better/(Worse) than Budget
	JANUARY	Fiscal YTD				
Receipts:						
Enhanced 911 Surcharge Collection	754,884	4,849,872	9,050,000	53.6%	9,050,000	-
Interest Income	389	1,580	2,000	79.0%	3,500	1,500
<i>Receipts</i>	755,272	4,851,453	9,052,000	53.6%	9,053,500	1,500
Disbursements:						
Conference Travel	(849)	(12,162)	(157,332)	7.7%	(150,904)	6,428
Non-Recurring Expenses	(1,037)	(84,129)	(2,066,254)	4.1%	(2,066,254)	-
Recurring Expenses:						
Administration	(70,360)	(509,636)	(1,240,904)	41.1%	(1,197,407)	43,498
Maintenance	(154,823)	(1,120,346)	(3,278,600)	34.2%	(3,149,979)	128,621
Telecommunications	(210,623)	(887,172)	(1,928,666)	46.0%	(1,914,350)	14,316
Other			(7,600)	0.0%	(7,600)	-
<i>Disbursements</i>	(437,692)	(2,613,444)	(8,679,356)	30.1%	(8,486,493)	192,863
<i>Net Receipts/(Disbursements)</i>	317,580	2,238,009	372,644		567,007	194,363
Cash Flow Analysis						
<i>Net Receipts/(Disbursements)</i>	\$ 317,580	\$ 2,238,009				
Encumbrance Paydowns:				Encumb. Bal.		
FY 2011 (Kauai)		(133,218)		490,307		
FY 2012 (HFD/EDS/HPD)		(197,106)		841,800		
FY 2013		(405,266)				
Net Encumbrance Adds/(Paydown)	-	(735,590)				
Net Cash Inflow/(Outflow)	317,580	1,502,419				
Bank Balance Analysis:						
ADD: July 1, 2013 Beginning Balance		9,347,748				
Net Bank Balance		10,850,167				
Outstanding Ecumb/Accruals		(1,332,107)				
Unencumbered Cash Balance		\$ 9,518,060				

**HAWAII ENHANCED 911 BOARD
STATEMENT OF CASH FLOWS
For month ending January 31, 2014**

Month of January 2014		Hawaii PSAP	Kauai PSAP	Maui PSAP	Oahu PSAP	ADMIN	TOTAL
Total RECEIPTS		-	-	-	-	755,272	755,272
DISBURSEMENTS:							
6200 CONFERENCES							
6225 VIPER CUTOver		-	-	849	-	-	849
Total 6200 CONFERENCES		-	-	849	-	-	849
6300 Non-RECURRING							
6303 Computers							
6303.17 Intrado Phone		-	-	-	1,037	-	1,037
Total 6303 Computers		-	-	-	1,037	-	1,037
Total 6300 Non-RECURRING		-	-	-	1,037	-	1,037
6400 RECURRING EXPENSES							
6401 ADMINISTRATION							
6401.01 Exec Dir. Services		-	-	-	-	28,438	28,438
6401.08 Board Member Travel		-	-	-	-	3,587	3,587
6401.15 WSP Cost Recovery							
6401.0101 Sprint/Nextel		-	-	-	-	38,335	38,335
Total 6401.15 WSP Cost Recovery		-	-	-	-	38,335	38,335
Total 6401 ADMINISTRATION		-	-	-	-	70,360	70,360
6402 MAINTENANCE							
6402.07 0011 9-1-1MSAG Maint.		25,637	55,070	28,971	45,145	-	154,823
Total 6402 MAINTENANCE		25,637	55,070	28,971	45,145	-	154,823
6403 Other RECURRING							
6403.01 Telcom Charges							
6403.0102 Long Distance		28	-	31	-	-	58
6403.0103 Mileage		-	-	-	946	-	946
6403.0109 Telcom Trunk		25,529	-	23,208	156,633	-	205,369
6403.0110 Ocean Safety							
6403.0110.1 CML		-	-	-	3,325	-	3,325
6403.0110.2 Centrex		-	-	-	789	-	789
6403.0110.3 Mileage		-	-	-	135	-	135
Total 6403.0110 Ocean Safety		-	-	-	4,249	-	4,249
Total 6403.01 Telcom Charges		25,556	-	23,239	161,828	-	210,623
Total 6403 Other RECURRING		25,556	-	23,239	161,828	-	210,623
Total 6400 RECURRING EXPENSES		51,194	55,070	52,209	206,973	70,360	435,806
Total DISBURSEMENTS		51,194	55,070	53,058	208,010	70,360	437,692

**HAWAII ENHANCED 911 BOARD
STATEMENT OF CASH FLOWS
For month ending January 31, 2014**

**Fiscal Year-to-date 2014 Disbursements Detail
by Account, PSAP & Administration**

HAWAII ENHANCED 911 BOARD
STATEMENT OF CASH FLOWS
For month ending January 31, 2014

FISCAL Y-T-D JANUARY 2014		Hawaii PSAP	Kauai PSAP	Mauai PSAP	Oahu PSAP	ADMINISTRATION	TOTAL		
		7 MOS.	7 MOS.	7 MOS.	7 MOS.	7 MOS.	7 MOS.	ANNUAL Budget	\$ Over / (UNDER) Budget
TOTAL RECEIPTS		-	-	-	-	4,851,453	4,851,453	6,283,932	(1,432,480)
DISBURSEMENTS:									
6200 CONFERENCES									
	6201 911 Goes to WashDC	-	-	-	-	-	-	49,200	(49,200)
	6204 APCO Conference	-	5,223	-	6,544	2,507	14,273	24,698	(10,425)
	6212 NASNA Conference	-	-	-	-	2,810	2,810	2,810	-
	6214 Nena Conference	3,134	-	2,329	(10,605)	(3,500)	(8,643)	-	(8,643)
	6225 VIPER CUTOver	1,625	458	1,449	189	-	3,721	5,400	(1,679)
	6200 CONFERENCES - Other	-	-	-	-	-	-	75,224	(75,224)
	Total 6200 CONFERENCES	4,759	5,680	3,778	(3,872)	1,817	12,162	157,332	(145,170)
6300 Non-RECURRING									
6301 CAD Replac/Upgrade									
	6301.01 EMS	-	-	-	-	-	-	99,000	(99,000)
	6301.02 Hawai'i Police Dept	-	-	-	-	-	-	1,500,000	(1,500,000)
	6301.03 Honolulu Fire Dept.								
	6301.031 Licensing	-	-	-	-	-	-	6,105	(6,105)
	6301.032 Consulting	-	-	-	1,625	-	1,625	2,500	(875)
	6301.03 Honolulu Fire Dept. - Other	-	-	-	-	-	-	72,000	(72,000)
	Total 6301.03 Honolulu Fire Dept.	-	-	-	1,625	-	1,625	80,605	(78,980)
	Total 6301 CAD Replac/Upgrade	-	-	-	1,625	-	1,625	1,679,605	(1,677,980)
6303 Computers									
	6303.06 GeoComm	-	-	-	26,324	-	26,324	150,000	(123,676)
	6303.15 NG911 Record Syst.	-	-	-	-	-	-	110,000	(110,000)
	6303.16 ViperInstall	-	-	-	30,220	-	30,220	30,320	(100)
	6303.17 Intrado Phone	-	-	-	1,037	-	1,037	5,000	(3,963)
	6303.18 PWC Tech Cutover Supp	3,229	-	-	-	-	3,229	3,229	-
	6303.19 Repositioning Expense	-	-	-	-	-	-	5,100	(5,100)
	Total 6303 Computers	3,229	-	-	57,580	-	60,809	303,649	(242,840)
6306 Training									
	6306.11 Training (CAD) HPD	-	-	-	-	-	-	8,000	(8,000)
	6306.12 TriTechCADSystAdm								
	6306.121 CAD Trittech HFD	-	-	-	-	-	-	20,000	(20,000)
	6306.122 CAD TriTech EMS	-	-	-	-	-	-	7,000	(7,000)
	Total 6306.12 TriTechCADSystAdm	-	-	-	-	-	-	27,000	(27,000)
	6306.13 OT Viper Training	-	-	-	21,694	-	21,694	48,000	(26,306)
	Total 6306 Training	-	-	-	21,694	-	21,694	83,000	(61,306)
	Total 6300 Non-RECURRING	3,229	-	-	80,899	-	84,129	2,066,254	(1,982,126)

HAWAII ENHANCED 911 BOARD
STATEMENT OF CASH FLOWS
For month ending January 31, 2014

FISCAL Y-T-D JANUARY 2014		Hawaii PSAP	Kauai PSAP	Maui PSAP	Oahu PSAP	ADMINIST RATION	TOTAL		
		7 MOS.	7 MOS.	7 MOS.	7 MOS.	7 MOS.	7 MOS.	ANNUAL Budget	\$ Over /(UNDER) Budget
DISBURSEMENTS:									
6400 RECURRING EXPENSES									
6401 ADMINISTRATION									
	6401.01 Exec Dir. Services	-	-	-	-	199,269	199,269	341,250	(141,982)
	6401.02 ElectronSignatur	-	-	-	-	-	-	189	(189)
	6401.05 Audit Expense	-	-	-	-	10,000	10,000	11,500	(1,500)
	6401.06 Bank Charge	-	-	-	-	-	-	108	(108)
	6401.08 Board Member Travel	-	-	-	-	14,150	14,150	28,988	(14,838)
	6401.09 DB&F Assessments								
	6401.0101 DB&F Admin. Assess	-	-	-	-	35,826	35,826	238,000	(202,174)
	6401.0102 DB&F Rev Assessment	-	-	-	-	189,184	189,184	454,444	(265,260)
	6401.0104 FY2013 Assess	-	-	-	-	24,914	24,914	-	24,914
	Total 6401.09 DB&F Assessments	-	-	-	-	249,924	249,924	692,444	(442,520)
	6401.11 Miscellaneous Expense	(0)	-	-	-	(7)	(7)	500	(507)
	6401.12 NASNA Dues	-	-	-	-	-	-	215	(215)
	6401.13 Parking Permits	-	-	-	-	-	-	210	(210)
	6401.15 WSP Cost Recovery								
	6401.0101 Sprint/Nextel	-	-	-	-	36,301	36,301	-	36,301
	6401.15 WSP Cost Recovery - Other	-	-	-	-	-	-	140,000	(140,000)
	Total 6401.15 WSP Cost Recovery	-	-	-	-	36,301	36,301	140,000	(103,699)
	6401.17 ADA Compliance	-	-	-	-	-	-	500	(500)
	6401.18 AG Legal Fees	-	-	-	-	-	-	25,000	(25,000)
	Total 6401 ADMINISTRATION	(0)	-	-	-	509,636	509,636	1,240,904	(731,268)

HAWAII ENHANCED 911 BOARD
STATEMENT OF CASH FLOWS
For month ending January 31, 2014

FISCAL Y-T-D JANUARY 2014		Hawaii PSAP	Kauai PSAP	Mau PSAP	Oahu PSAP	ADMINISTRATION	TOTAL		
		7 MOS.	7 MOS.	7 MOS.	7 MOS.	7 MOS.	7 MOS.	ANNUAL Budget	\$ Over / (UNDER) Budget
DISBURSEMENTS:									
6400 RECURRING EXPENSES									
6402 MAINTENANCE									
	6402.02 Imagery Lic Agree	-	-	-	217,176	-	217,176	874,698	(657,522)
	6402.05 Logging Record Maint	-	-	-	-	-	-	60,775	(60,775)
	6402.07 0011 9-1-1MSAG Maint.	154,945	137,676	172,702	270,871	-	736,194	1,654,959	(918,765)
	6402.08 CAD Maintenance	-	-	-	-	-	-	233,862	(233,862)
	6402.09 CAD System Maint								
	6402.1003 Honolulu Police Dept	-	-	-	130,609	-	130,609	400,000	(269,391)
	Total 6402.09 CAD System Maint	-	-	-	130,609	-	130,609	400,000	(269,391)
	6402.11 GeoComm Maint	-	-	-	36,366	-	36,366	50,000	(13,634)
	6402.13 Software Maintenance								
	6402.131 Integraph DB S/W Maint	-	-	-	-	-	-	4,306	(4,306)
	Total 6402.13 Software Maintenance	-	-	-	-	-	-	4,306	(4,306)
	Total 6402 MAINTENANCE	154,945	137,676	172,702	655,023	-	1,120,346	3,278,600	(2,158,254)
6403 Other RECURRING									
	6403.01 Telcom Charges								
	6403.0101 Alt. PSAP 9-1-1 Del	-	-	-	-	-	-	100,950	(100,950)
	6403.0102 Long Distance	231	184	172	-	-	587	1,440	(853)
	6403.0103 Mileage	-	-	-	5,702	-	5,702	11,400	(5,698)
	6403.0109 Telcom Trunk	153,172	46,416	116,039	552,347	-	867,975	1,657,050	(789,075)
	6403.0110 Ocean Safety								
	6403.0110.1 CML	-	-	-	9,976	-	9,976	20,000	(10,024)
	6403.0110.2 Centrex	-	-	-	2,460	-	2,460	4,730	(2,270)
	6403.0110.3 Mileage	-	-	-	473	-	473	811	(338)
	Total 6403.0110 Ocean Safety	-	-	-	12,909	-	12,909	25,541	(12,632)
	6403.0112 HPD CML Viper	-	-	-	-	-	-	132,285	(132,285)
	Total 6403.01 Telcom Charges	153,402	46,600	116,212	570,958	-	887,172	1,928,666	(1,041,494)
	6403.02 EMS Tower Lease	-	-	-	-	-	-	7,600	(7,600)
	Total 6403 Other RECURRING	153,402	46,600	116,212	570,958	-	887,172	1,936,266	(1,049,094)
Total 6400 RECURRING EXPENSES		308,347	184,276	288,914	1,225,981	509,636	2,517,154	6,455,770	(3,938,616)
TOTAL DISBURSEMENTS		316,335	189,956	292,092	1,303,008	512,053	2,613,444	8,679,356	(6,065,912)

**HAWAII ENHANCED 911 BOARD
STATEMENT OF CASH FLOWS
For month ending January 31, 2014**

Summary of Encumbrances/Accruals:							TOTAL	12/31/2013
	Oahu	Maui	Kauai	Hawaii	Admin	Total	Paydowns	Balance
FY 2011 Encumbrances:								
CAD Upgrade:			623,524.70			623,524.70	133,218.00	490,306.70
FY 2012 Encumbrances:						-		
CAD Upgrades:								
EMS/FIRE	253,156.46					253,156.46	197,106.19	56,050.27
HPD	785,750.00					785,750.00		785,750.00
Total FY 2012 Encumbrances	1,038,906.46	-	-	-	-	1,038,906.46	197,106.19	841,800.27
FY 2013 Accruals								
DB&F Rev. Assessment					38,407.23	38,407.23	38,407.23	-
DB&F Admin. Assessment					65,482.45	65,482.45	65,482.45	-
NENA Conference	24,500.00	7,000.00		3,500.00	3,500.00	38,500.00	38,500.00	-
WSP Recovery-Sprint					72,911.00	72,911.00	72,911.00	-
MSAG & GIS		38,758.07	27,158.91	37,636.89		103,553.87	103,553.87	-
Ocean Safety-Telecom	1,662.66					1,662.66	1,662.66	-
HawTelcom CML Positions		23,207.88	9,283.15	51,057.32		83,548.35	83,548.35	-
Board & Committee Travel					1,200.00	1,200.00	1,200.00	-
Total FY 2013 Accruals	26,162.66	68,965.95	36,442.06	92,194.21	181,500.68	405,265.56	405,265.56	-
Total Encumbrances/Accruals	1,065,069.12	68,965.95	659,966.76	92,194.21	181,500.68	2,067,696.72	735,589.75	1,332,106.97

FY 2014 STRATEGIC BUDGET PLAN CHANGES	HAWAII PSAP	OAHU PSAP	MAUI PSAP	KAUAI PSAP	ADMIN	CONFERENCE	TOTAL	Board Approval Date
BOARD APPROVED ORIGINAL FY2014 STP	2,410,833.00	2,879,497.00	1,207,745.00	730,061.00	1,253,469.00	157,332.00	8,638,937.00	6/6/2013
Viper Installation Cutover		600.00	600.00	600.00		(1,800.00)	-	6/6/2013
APCO Conference (Aug 2013)		4,830.00			2,415.00	(7,245.00)		5/14/2013
APCO Conference (Aug 2013)		1,250.00			425.00	(1,675.00)		6/6/2013
APCO Conference (Aug 2013)					1,000.00	(1,000.00)	-	6/6/2013
APCO Conference (Aug 2013)		5,300.00				(5,300.00)		6/6/2013
HFD/EDS CAD Upgrade-CAD Licensing		6,105.00					6,105.00	7/11/2013
HFD/EDS CAD Upgrade-CAD Consulting		2,500.00					2,500.00	7/11/2013
APCO Conference (Aug 2013)		2,500.00		6,978.00		(9,478.00)	-	7/11/2013
Intrado Viper System-HFD (TBD)		30,320.00					30,320.00	8/15/2013
Viper Installation Cutover							-	8/15/2013
Executive Director 2nd Opt Year					(8,531.00)		(8,531.00)	9/12/2013
NASNA Conference (Nov2013)					2,809.89	(2,809.89)	-	9/12/2013
Intrado Phone for Command Console		5,000.00					5,000.00	10/10/2013
Oahu PSAP Cutover Observance-Oct.22-23,2013	600.00		600.00	600.00		(1,800.00)	-	11/14/2013
Hawaii PSAP PWC technical support during Cutover	3,229.15						3,229.15	11/14/2013
Kauai PSAP Repositioning of Furniture				5,100.00			5,100.00	11/14/2013
E911 Logo Contest (Budget eliminated)					(4,034.00)		(4,034.00)	12/12/2013
911 Goes to Wash Conference	7,400.00	17,500.00	11,100.00	3,700.00	9,500.00	(49,200.00)	-	12/16/2013
Maui/Molokai Cutover	600.00	600.00		600.00		(1,800.00)	-	12/16/2013
Telecommunications Budget Adjust Jan2014		730.00					730.00	Adj.
							-	
Totals	2,422,662.15	2,956,732.00	1,220,045.00	747,639.00	1,257,053.89	75,224.11	8,679,356.15	

**HAWAII ENHANCED 911 BOARD
STATEMENT OF CASH FLOWS
For month ending January 31, 2014**

**Fiscal Year-to-date 2014 Disbursements Detail by
PSAP & Administration**

HAWAII ENHANCED 911 BOARD
STATEMENT OF CASH FLOWS
For month ending January 31, 2014

FISCAL Y-T-D JANUARY 2014		Oahu PSAP		
		7 MOS.	ANNUAL Budget	\$ Over / (UNDER) Budget
TOTAL RECEIPTS		-	-	-
DISBURSEMENTS:				
6200 CONFERENCES				
6201	911 Goes to WashDC	-	17,500	(17,500)
6204	APCO Conference	6,544	13,880	(7,336)
6212	NASNA Conference	-	-	-
6214	Nena Conference	(10,605)	-	(10,605)
6225	VIPER CUTOver	189	1,200	(1,011)
6200	CONFERENCES - Other	-	-	-
Total 6200 CONFERENCES		(3,872)	32,580	(36,452)
6300 Non-RECURRING				
6301 CAD Replac/Upgrade				
6301.01	EMS	-	99,000	(99,000)
6301.02	Hawai'i Police Dept	-	-	-
6301.03	Honolulu Fire Dept.			
6301.031	Licensing	-	6,105	(6,105)
6301.032	Consulting	1,625	2,500	(875)
6301.03	Honolulu Fire Dept. - Other	-	72,000	(72,000)
Total 6301.03 Honolulu Fire Dept.		1,625	80,605	(78,980)
Total 6301 CAD Replac/Upgrade		1,625	179,605	(177,980)
6303 Computers				
6303.06	GeoComm	26,324	150,000	(123,676)
6303.15	NG911 Record Syst.	-	-	-
6303.16	ViperInstall	30,220	30,320	(100)
6303.17	Intrado Phone	1,037	5,000	(3,963)
6303.18	PWC Tech Cutover Supp	-	-	-
6303.19	Repositioning Expense	-	-	-
Total 6303 Computers		57,580	185,320	(127,740)
6306 Training				
6306.11	Training (CAD) HPD	-	8,000	(8,000)
6306.12	TriTechCADSystAdm			
6306.121	CAD Trittech HFD	-	20,000	(20,000)
6306.122	CAD TriTech EMS	-	7,000	(7,000)
Total 6306.12 TriTechCADSystAdm		-	27,000	(27,000)
6306.13	OT Viper Training	21,694	48,000	(26,306)
Total 6306 Training		21,694	83,000	(61,306)
Total 6300 Non-RECURRING		80,899	447,925	(367,026)
6400 RECURRING EXPENSES				
6402 MAINTENANCE				
6402.02	Imagery Lic Agree	217,176	300,000	(82,824)
6402.05	Logging Record Maint	-	60,775	(60,775)
6402.07	0011 9-1-1MSAG Maint.	270,871	541,742	(270,871)
6402.08	CAD Maintenance	-	-	-
6402.09	CAD System Maint			
6402.1003	Honolulu Police Dept	130,609	400,000	(269,391)
Total 6402.09 CAD System Maint		130,609	400,000	(269,391)
6402.11	GeoComm Maint	36,366	50,000	(13,634)
6402.13	Software Maintenance			
6402.131	Integrgraph DB S/W Maint	-	-	-
Total 6402.13 Software Maintenance		-	-	-
Total 6402 MAINTENANCE		655,023	1,352,517	(697,494)
6403 Other RECURRING				
6403.01 Telcom Charges				
6403.0101	Alt. PSAP 9-1-1 Del	-	-	-
6403.0102	Long Distance	-	-	-
6403.0103	Mileage	5,702	11,400	(5,698)
6403.0109	Telcom Trunk	552,347	946,884	(394,537)
6403.0110	Ocean Safety			
6403.0110.1	CML	9,976	20,000	(10,024)
6403.0110.2	Centrex	2,460	4,730	(2,270)
6403.0110.3	Mileage	473	811	(338)
Total 6403.0110 Ocean Safety		12,909	25,541	(12,632)
6403.0112	HPD CML Viper	-	132,285	(132,285)
Total 6403.01 Telcom Charges		570,958	1,116,110	(545,152)
6403.02	EMS Tower Lease	-	7,600	(7,600)
Total 6403 Other RECURRING		570,958	1,123,710	(552,752)
Total 6400 RECURRING EXPENSES		1,225,981	2,476,227	(1,250,246)
TOTAL DISBURSEMENTS		1,303,008	2,956,732	(1,653,724)

HAWAII ENHANCED 911 BOARD
STATEMENT OF CASH FLOWS
For month ending January 31, 2014

FISCAL Y-T-D JANUARY 2014		Hawaii PSAP		
		7 MOS.	ANNUAL Budget	\$ Over / (UNDER) Budget
TOTAL RECEIPTS		-	-	-
DISBURSEMENTS:				
6200 CONFERENCES				
6201	911 Goes to WashDC	-	7,400	(7,400)
6204	APCO Conference	-	-	-
6212	NASNA Conference	-	-	-
6214	Nena Conference	3,134	-	3,134
6225	VIPER CUTOver	1,625	1,200	425
6200	CONFERENCES - Other	-	-	-
Total 6200 CONFERENCES		4,759	8,600	(3,841)
6300 Non-RECURRING				
6301 CAD Replac/Upgrade				
6301.01	EMS	-	-	-
6301.02	Hawai'i Police Dept	-	1,500,000	(1,500,000)
6301.03	Honolulu Fire Dept.			
6301.031	Licensing	-	-	-
6301.032	Consulting	-	-	-
6301.03	Honolulu Fire Dept. - Other	-	-	-
Total 6301.03 Honolulu Fire Dept.		-	-	-
Total 6301 CAD Replac/Upgrade		-	1,500,000	(1,500,000)
6303 Computers				
6303.06	GeoComm	-	-	-
6303.15	NG911 Record Syst.	-	55,000	(55,000)
6303.16	ViperInstall	-	-	-
6303.17	Intrado Phone	-	-	-
6303.18	PWC Tech Cutover Supp	3,229	3,229	-
6303.19	Repositioning Expense	-	-	-
Total 6303 Computers		3,229	58,229	(55,000)
Total 6300 Non-RECURRING		3,229	1,558,229	(1,555,000)
6400 RECURRING EXPENSES				
6402 MAINTENANCE				
6402.02	Imagery Lic Agree	-	-	-
6402.05	Logging Record Maint	-	-	-
6402.07	0011 9-1-1MSAG Maint.	154,945	480,444	(325,499)
6402.08	CAD Maintenance	-	64,255	(64,255)
6402.09	CAD System Maint			
6402.1003	Honolulu Police Dept	-	-	-
Total 6402.09 CAD System Maint		-	-	-
6402.11	GeoComm Maint	-	-	-
6402.13	Software Maintenance			
6402.131	Integrgraph DB S/W Maint	-	4,306	(4,306)
Total 6402.13 Software Maintenance		-	4,306	(4,306)
Total 6402 MAINTENANCE		154,945	549,005	(394,060)
6403 Other RECURRING				
6403.01 Telcom Charges				
6403.0101	Alt. PSAP 9-1-1 Del	-	-	-
6403.0102	Long Distance	231	480	(250)
6403.0103	Mileage	-	-	-
6403.0109	Telcom Trunk	153,172	306,348	(153,176)
6403.0110	Ocean Safety			
6403.0110.1	CML	-	-	-
6403.0110.2	Centrex	-	-	-
6403.0110.3	Mileage	-	-	-
Total 6403.0110 Ocean Safety		-	-	-
Total 6403.01 Telcom Charges		153,402	306,828	(153,426)
6403.02	EMS Tower Lease	-	-	-
Total 6403 Other RECURRING		153,402	306,828	(153,426)
Total 6400 RECURRING EXPENSES		308,347	855,833	(547,486)
TOTAL DISBURSEMENTS		316,335	2,422,662	(2,106,327)

HAWAII ENHANCED 911 BOARD
STATEMENT OF CASH FLOWS
For month ending January 31, 2014

FISCAL Y-T-D JANUARY 2014		Kauai PSAP		
		7 MOS.	ANNUAL Budget	\$ Over / (UNDER) Budget
TOTAL RECEIPTS		-	-	-
DISBURSEMENTS:				
6200 CONFERENCES				
6201	911 Goes to WashDC	-	3,700	(3,700)
6204	APCO Conference	5,223	6,978	(1,755)
6212	NASNA Conference	-	-	-
6214	Nena Conference	-	-	-
6225	VIPER CUTOver	458	1,800	(1,342)
6200	CONFERENCES - Other	-	-	-
Total 6200 CONFERENCES		5,680	12,478	(6,798)
6300 Non-RECURRING				
6301 CAD Replac/Upgrade				
6301.01	EMS	-	-	-
6301.02	Hawai'i Police Dept	-	-	-
6301.03	Honolulu Fire Dept.			
6301.031	Licensing	-	-	-
6301.032	Consulting	-	-	-
6301.03	Honolulu Fire Dept. - Other	-	-	-
Total 6301.03 Honolulu Fire Dept.		-	-	-
Total 6301 CAD Replac/Upgrade		-	-	-
6303 Computers				
6303.06	GeoComm	-	-	-
6303.15	NG911 Record Syst.	-	-	-
6303.16	ViperInstall	-	-	-
6303.17	Intrado Phone	-	-	-
6303.18	PWC Tech Cutover Supp	-	-	-
6303.19	Repositioning Expense	-	5,100	(5,100)
Total 6303 Computers		-	5,100	(5,100)
Total 6300 Non-RECURRING		-	5,100	(5,100)
6400 RECURRING EXPENSES				
6402 MAINTENANCE				
6402.02	Imagery Lic Agree	-	186,810	(186,810)
6402.05	Logging RecordMaint	-	-	-
6402.07	0011 9-1-1MSAG Maint.	137,676	330,423	(192,747)
6402.08	CAD Maintenance	-	-	-
6402.09	CAD System Maint			
6402.1003	Honolulu Police Dept	-	-	-
Total 6402.09 CAD System Maint		-	-	-
6402.11	GeoComm Maint	-	-	-
6402.13	Software Maintenance			
6402.131	Integrgraph DB S/W Maint	-	-	-
Total 6402.13 Software Maintenance		-	-	-
Total 6402 MAINTENANCE		137,676	517,233	(379,557)
6403 Other RECURRING				
6403.01 Telcom Charges				
6403.0101	Alt. PSAP 9-1-1 Del	-	100,950	(100,950)
6403.0102	Long Distance	184	480	(296)
6403.0103	Mileage	-	-	-
6403.0109	Telcom Trunk	46,416	111,398	(64,982)
6403.0110	Ocean Safety			
6403.0110.1	CML	-	-	-
6403.0110.2	Centrex	-	-	-
6403.0110.3	Mileage	-	-	-
Total 6403.0110 Ocean Safety		-	-	-
6403.0112	HPD CML Viper	-	-	-
Total 6403.01 Telcom Charges		46,600	212,828	(166,228)
6403.02	EMS Tower Lease	-	-	-
Total 6403 Other RECURRING		46,600	212,828	(166,228)
Total 6400 RECURRING EXPENSES		184,276	730,061	(545,785)
TOTAL DISBURSEMENTS		189,956	747,639	(557,683)

**HAWAII ENHANCED 911 BOARD
STATEMENT OF CASH FLOWS
For month ending January 31, 2014**

FISCAL Y-T-D JANUARY 2014		ADMINISTRATION		
		7 MOS.	ANNUAL Budget	\$ Over / (UNDER) Budget
TOTAL RECEIPTS		4,851,453	6,283,932	(1,432,480)
DISBURSEMENTS:				
6200 CONFERENCES				
6201	911 Goes to WashDC	-	9,500	(9,500)
6204	APCO Conference	2,507	3,840	(1,333)
6212	NASNA Conference	2,810	2,810	-
6214	Nena Conference	(3,500)	-	(3,500)
6225	VIPER CUTOver	-	-	-
6200	CONFERENCES - Other	-	75,224	(75,224)
Total 6200 CONFERENCES		1,817	91,374	(89,557)
6400 RECURRING EXPENSES				
6401 ADMINISTRATION				
6401.01	Exec Dir. Services	199,269	341,250	(141,982)
6401.02	ElectronSignatur	-	189	(189)
6401.05	Audit Expense	10,000	11,500	(1,500)
6401.06	Bank Charge	-	108	(108)
6401.08	Board Member Travel	14,150	28,988	(14,838)
6401.09	DB&F Assessments			
6401.0101	DB&F Admin. Assess	35,826	238,000	(202,174)
6401.0102	DB&F Rev Assessment	189,184	454,444	(265,260)
6401.0104	FY2013 Assess	24,914	-	24,914
Total 6401.09 DB&F Assessments		249,924	692,444	(442,520)
6401.11	Miscellaneous Expense	(7)	500	(507)
6401.12	NASNA Dues	-	215	(215)
6401.13	Parking Permits	-	210	(210)
6401.15	WSP Cost Recovery			
6401.0101	Sprint/Nextel	36,301	-	36,301
6401.15	WSP Cost Recovery - Other	-	140,000	(140,000)
Total 6401.15 WSP Cost Recovery		36,301	140,000	(103,699)
6401.17	ADA Compliance	-	500	(500)
6401.18	AG Legal Fees	-	25,000	(25,000)
Total 6401 ADMINISTRATION		509,636	1,240,904	(731,268)
Total 6400 RECURRING EXPENSES		509,636	1,240,904	(731,268)
TOTAL DISBURSEMENTS		511,453	1,332,278	(820,825)

HAWAII ENHANCED 911 BOARD
STATEMENT OF CASH FLOWS
For month ending January 31, 2014

FISCAL Y-T-D JANUARY 2014		Maui PSAP		
		7 MOS.	ANNUAL Budget	\$ Over / (UNDER) Budget
TOTAL RECEIPTS		-	-	-
DISBURSEMENTS:				
6200 CONFERENCES				
6201 911 Goes to WashDC		-	11,100	(11,100)
6204 APCO Conference		-	-	-
6212 NASNA Conference		-	-	-
6214 Nena Conference		2,329	-	2,329
6225 VIPER CUTOver		1,449	1,200	249
6200 CONFERENCES - Other		-	-	-
Total 6200 CONFERENCES		3,778	12,300	(8,522)
6300 Non-RECURRING				
6303 Computers				
6303.06 GeoComm		-	-	-
6303.15 NG911 Record Syst.		-	55,000	(55,000)
6303.16 ViperInstall		-	-	-
6303.17 Intrado Phone		-	-	-
6303.18 PWC Tech Cutover Supp		-	-	-
6303.19 Repositioning Expense		-	-	-
Total 6303 Computers		-	55,000	(55,000)
Total 6300 Non-RECURRING		-	55,000	(55,000)
6400 RECURRING EXPENSES				
6402 MAINTENANCE				
6402.02 Imagery Lic Agree		-	387,888	(387,888)
6402.05 Logging RecordMaint		-	-	-
6402.07 0011 9-1-1MSAG Maint.		172,702	302,350	(129,648)
6402.08 CAD Maintenance		-	169,607	(169,607)
6402.09 CAD System Maint				
6402.1003 Honolulu Police Dept		-	-	-
Total 6402.09 CAD System Maint		-	-	-
6402.11 GeoComm Maint		-	-	-
6402.13 Software Maintenance				
6402.131 Integrgraph DB S/W Maint		-	-	-
Total 6402.13 Software Maintenance		-	-	-
Total 6402 MAINTENANCE		172,702	859,845	(687,143)
6403 Other RECURRING				
6403.01 Telcom Charges				
6403.0101 Alt. PSAP 9-1-1 Del		-	-	-
6403.0102 Long Distance		172	480	(308)
6403.0103 Mileage		-	-	-
6403.0109 Telcom Trunk		116,039	292,420	(176,381)
6403.0110 Ocean Safety				
6403.0110.1 CML		-	-	-
6403.0110.2 Centrex		-	-	-
6403.0110.3 Mileage		-	-	-
Total 6403.0110 Ocean Safety		-	-	-
6403.0112 HPD CML Viper		-	-	-
Total 6403.01 Telcom Charges		116,212	292,900	(176,688)
6403.02 EMS Tower Lease		-	-	-
Total 6403 Other RECURRING		116,212	292,900	(176,688)
Total 6400 RECURRING EXPENSES		288,914	1,152,745	(863,831)
TOTAL DISBURSEMENTS		292,692	1,220,045	(927,353)

Oahu Civilian E9-1-1 Status Report

January 1, 2014 – January 31, 2014

PSAP Operations

9-1-1 Call Volume – January 2014

(Source: Intrado Viper)

9-1-1 Call Volume																	
Honolulu City & County PSAPs		Wireline		Wireless				VOIP		Calls With No ALI		Admin Calls		Abandoned/Dropped Calls		Other	
2014	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 Calls Abandoned by Caller	% of Total Calls	No. of Total Calls Received	% of Total Calls
January	80,612	19,645	24.37%	57,025	70.74%	50.56%	20.18%	177	0.22%	3,765	4.67%	1,946	2.41%	12,235	15.17%	486	0.60%

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

Note: There were no call volume statistics between January 28, 2014, 2:11 p.m. HST, and January 28, 2014, 8:39 p.m. HST, while the PSAPs were on the 9-1-1 back-up system due to a Intrado Viper System outage.

9-1-1 Call Volume – Calendar Year 2014

9-1-1 Primary PSAP Call Volume																	
Honolulu City & County		Wireline Calls		Wireless Calls				VOIP Calls		Calls with No ALI		Admin Calls		Abandoned Calls		Other Calls	
2014	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 Wireless WPH2 Calls	No. of Calls with No ALI	% of Total Calls	No. of Admin Calls	% of Total Calls	No. of 9-1-1 Calls Abandoned by Caller	% of Total Calls	No. of Total Calls Received	% of Total Calls
January	80,612	19,645	24.37%	57,025	70.74%	50.56%	20.18%	177	0.22%	3,765	4.67%	1,946	2.41%	12,235	15.17%	486	0.60%
February																	
March																	
April																	
May																	
June																	
July																	
August																	
September																	
October																	
November																	
December																	
YTD	80,612	19,645	24.37%	57,025	70.74%	50.56%	20.18%	177	0.22%	3,765	4.67%	1,946	2.41%	12,235	15.17%	486	0.60%
MON AVG	80,612	19,645		57,025				177		3,765		1,946		12,235		486	

Note: Total Calls include Administrative calls that are not direct 9-1-1 calls.

Note: There were no call volume statistics between January 28, 2014, 2:11 p.m. HST, and January 28, 2014, 8:39 p.m. HST, while the PSAPs were on the 9-1-1 back-up system due to a Intrado Viper System outage.

Oahu Civilian E9-1-1 Status Report January 1, 2014 – January 31, 2014

PSAP Operations (continued)

9-1-1 Call Volume by Agency -- January 2014

9-1-1 Call Volume by Agency										
2014	HPD						HFD			
	No. of Total Calls Received	% of Total Calls	No. of Emergency Calls	No. of Non Emergency Calls	No. of Admin Calls	No. of Dropped Calls	No. of Total Calls Received	% of Total Calls	No. of Admin Calls	No. of Dropped Calls
January	70,176	87.05%	18,601	38,600	921	12,054	2,270	2.82%	88	61

9-1-1 Call Volume by Agency (Continued)								
2014	EMS				OS			
	No. of Total Calls Received	% of Total Calls	No. of Admin Calls	No. of Dropped Calls	No. of Total Calls Received	% of Total Calls	No. of Admin Calls	No. of Dropped Calls
January	8,108	10.06%	888	111	58	0.07%	49	9

9-1-1 Call Volume by Agency – Calendar Year 2014

9-1-1 Call Volume by Agency																		
2014	HPD						HFD				EMS				OS			
	No. of Total Calls Received	% of Total Calls	No. of Emergency Calls	No. of Non Emergency Calls	No. of Admin Calls	No. of Dropped Calls	No. of Total Calls Received	% of Total Calls	No. of Admin Calls	No. of Dropped Calls	No. of Total Calls Received	% of Total Calls	No. of Admin Calls	No. of Dropped Calls	No. of Total Calls Received	% of Total Calls	No. of Admin Calls	No. of Dropped Calls
January	70,176	87.05%	18,601	38,600	921	12,054	2,270	2.82%	88	61	8,108	10.06%	888	111	58	0.07%	49	9
February																		
March																		
April																		
May																		
June																		
July																		
August																		
September																		
October																		
November																		
December																		
YTD	70,176	87.05%	18,601	38,600	921	12,054	2,270	2.82%	88	61	8,108	10.06%	888.00	111	58	0.07%	49	9
MON AVG	70,176		18,601	38,600	921		2,270		88	61	8,108		888		58		49	

Note: Total Calls include Administrative calls that are not direct 9-1-1 calls.

Notes:

- (1) Total call volumes include Administrative calls. (Administrative calls = Calls originating on Administrative lines that required 911 service.)
- (2) "Abandoned" calls represent the number of incoming 9-1-1 calls for which the caller had hung up before a call-taker answered. "Dropped Calls" are hang ups after transfers.
- (3) "Abandoned" calls are included in the "Wireline" and "Wireless" counts respectively. The standard Intrado Viper reports provide a break-out of "Abandoned" calls between "Wireline" and "Wireless" calls.

Oahu Civilian E9-1-1 Status Report

January 1, 2014 – January 31, 2014

PSAP Operations (continued)

Wireless Test – January 2014

Date	WSP	Sites Tested	Sectors Tested	Tested By:	Test Pass/Fail
01/22/14	AT&T Mobility	2	10	Oahu PSAP	Pass

Current Month PSAP Operations Activities – January 2014

Viper 911 Outage for the State of Hawaii

On January 28, 2014 at 2:11 p.m., All PSAPs in the State of Hawaii lost the ability to receive 911 calls from their respective 911 jurisdictions. Trouble with the Intrado Viper System required Hawaiian Telco to transfer the 911 trucks to each PSAP's back-up 911 telephone system. The Honolulu Police PSAP started receiving 911 calls on their back-up system at approximately 3:15 p.m., the Hawaii County PSAP at approximately 3:28 p.m., the Maui County PSAP at approximately 3:37 p.m., and the Kauai PSAP at approximately 3:43 p.m. Public notifications of the outage were made through various media information systems. The restored Intrado Viper System began sending 911 calls to the Kauai County PSAP at 7:40 p.m., the Honolulu and Maui PSAPs at 8:39 p.m., and the Hawaii County PSAP at 9:01 p.m. Call Volume statistics will not be available from January 28, 2014 at 2:11 p.m. until each respective PSAP was restored to the Intrado Viper System.

Oahu Civilian E9-1-1 Status Report January 1, 2014 – January 31, 2014

MSAG

Current Month – January 2014

2014		9-1-1NET REQUESTS									In Referred Status as of Report Month End (c)		In Suspended Status as of Report Month End (d)	
		MSAG TRANSACTIONS							ALI TRANSACTIONS					
PSAP	TOTAL	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected	County Address Change Request (TN CR) Submitted (a)	ALI Discrepancy (ALI-DR) Submitted (b)	TN CR	ALI-DR	# of Transactions	TNs Affected
OAHU CIVILIAN	470	434	363	14	1	3	53	23,748	29	7	1	0	0	0
Revised categories and report format changes effective May 2012.														

Revised categories and report format changes effective May 2012.

During the month of January 2014, four hundred and thirty- four (434) 9-1-1Net requests were submitted relating to the MSAG database, with 23,748 customer ANI/ALI records updated as a direct result of Akimeka's address research and GIS validation process. Twenty-nine (29) TN CR transactions and seven (7) ALI-DR transactions were submitted to 9-1-1Net for updates and corrections to the ALI database. Streets and address ranges were validated against the GIS to ensure synchronization.

There are one (1) TN CR in Referred status as of January 31, 2014.

The TN CR in "Referred" status is a record with updated address and are awaiting approval from Hawaiian Telcom, Inc (HTI) and/or customer to update ALI records.

There are no records in Suspended status as of January 31, 2014.

Oahu Civilian E9-1-1 Status Report

January 1, 2014 – January 31, 2014

MSAG (continued)

Year-to-Date (YTD) Summary – 2014

OAHU CIVILIAN		9-1-1NET REQUESTS										In Referred Status as of Report Month End (c)		In Suspended Status as of Report Month End (d)	
		MSAG TRANSACTIONS							ALI TRANSACTIONS						
2014	TOTAL	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected (*)	County Address Change Request (TN CR) Processed (a)	ALI Discrepancy (ALI-DR) Processed (b)		TN CR	ALI-DR	# of Transactions	TNs Affected
December	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
November	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
October	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
September	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
August	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
July	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
June	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
May	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
April	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
March	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
February	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
January	470	434	363	14	1	3	53	23,748	29	7	1	0	0	0	0
TOTAL YTD	470	434	363	14	1	3	53	23,748	29	7					
AVG PER MO	470	434	363	14	1	3	53	23,748	29	7					

(*) Applies to Change Request Category Only

Note: Revised categories and report format changes effective May 2012 with new Intrado TN CR functionality.

Definitions:	(a)	Represents address corrections on a specific TN or group of TNs. These "invalid" TNs usually have an associated ESN x99 attached to them which indicates the need for validation.
	(b)	Represents an address discrepancy discovered during a live 9-1-1 call. These record corrections are treated with a higher priority and should be processed within 48 hours as a general guideline.
	(c)	Represents correction requests that have been referred by Intrado to the appropriate service provider and is awaiting approval to be updated in 9-1-1Net.
	(d)	Represents correction requests that have been "paused" due to TN fallouts, range overlaps, or not having a valid address point. Intrado requires additional information from Akimeka/PSAP before the Telco approves the change.

Oahu Civilian E9-1-1 Status Report

January 1, 2014 – January 31, 2014

MSAG (continued)

MSAG Communities Project

MSAG Community and Street Segment Sweep – Phase II Status

Based on a verbal agreement between the Honolulu Police Department, as the Primary Civilian PSAP, and Akimeka, it was agreed that the Military MSAG should be updated to reflect the standardized and approved MSAG Community Names approved jointly by the Military and Oahu Civilian PSAPs to ensure interoperability. It was also agreed that this work effort will be completed by Akimeka on an “**as we can get to it**” basis.

Below is the latest status of the Phase II work effort as of **January 31, 2014**:

OMIL Existing Community Name	New Approved Community Name	MSAG Transactions Required	Status	Notes/Comments
Bellows Airforce Station	BELLOWS	65	COMPLETED -- 03/31/13	
Kaneohe MCAS	MCBH	356	COMPLETED -- 06/19/13	
Helemano Military Res	HELEMANO	33	COMPLETED -- 06/24/13	
Naval Comm Sat Wahiawa	NCTAMS PAC	3	COMPLETED -- 07/01/13	
NCTAMS	NCTAMS PAC	12	COMPLETED -- 07/09/13	
Naval Comm Stat Wahiawa	NCTAMS PAC	38	COMPLETED -- 07/16/13	
Camp Stover	SCHOFIELD	9	COMPLETED -- 07/16/13	
East Range	SCHOFIELD	3	COMPLETED -- 07/16/13	
Schofield Barracks	SCHOFIELD	2	COMPLETED -- 07/16/13	
Hicham AFB	HICKAM	2	COMPLETED -- 07/17/13	
Manana Naval Quarters	MANANA	37	COMPLETED -- 07/17/13	
TAMC	TRIPLER	9	COMPLETED -- 07/19/13	
Fort Kam	HICKAM	27	COMPLETED -- 07/31/13	
Fort Derussy	FT DERUSSY	6	COMPLETED -- 07/31/13	
Hospital Point	PEARL HBR	2	COMPLETED -- 08/12/13	
Naval Magazine Lualualei	PEARL HBR	2	COMPLETED -- 08/12/13	
Hale Alii	PEARL HBR	3	COMPLETED -- 08/12/13	

Oahu Civilian E9-1-1 Status Report

January 1, 2014 – January 31, 2014

MSAG (continued)

MSAG Communities Project (continued)

MSAG Community and Street Segment Sweep – Phase II Status (continued)

OMIL Existing Community Name	New Approved Community Name	MSAG Transactions Required	Status	Notes/Comments
Pearl Harbor	PEARL HBR	86	COMPLETED -- 08/12/13	Nine (9) records did not receive the new community name. Eight (8) records were due to overlapping with existing records (0 TNs) and one (1) record Akimeka does not have the authorization to change.
Ford Island	FORD ISL	147	COMPLETED -- 09/03/13	
Regional Dispatch Center	PEARL HBR	3	COMPLETED -- 10/03/13	
Schofield Bks	SCHOFIELD	661	COMPLETED -- 1/30/14	One record did not receive the new community name due to the overlapping with existing records (2 TNs).

In the month of January 2014, Schofield Bks was “Completed”.

A total of 1506 MSAG transactions have been completed thus far – **61% Complete**. An estimated 961 MSAG transactions remain to be submitted and processed.

Status of the Phase II effort will continue to be tracked until all 9-1-1Net MSAG transactions required have been completed.

MSAG Community and Street Segment Sweep – Phase V

A meeting was held with the Oahu Civilian PSAPs and Akimeka on August 7, 2013, to review the Phase V project scope, schedule and timeline. Approval was received to proceed with Phase V and Phase VI after the completion of Phase V.

Below is the latest status of the Phase V work effort as of **January 31, 2014**:

MSAG COMMUNITY (In Order of Effort)	MSAG COMMUNITY AND STREET SEGMENT SWEEP -- PHASE V					GIS UPDATES	
	TARGET START DATE	TARGET COMPLETION DATE	AKIMEKA COMPLETION DATE	ACTUAL COMPLETION DATE	NOTES/COMMENTS	DATE GIS DELIVERED TO HPD	DATE GIS LOADED TO CAD BY HPD
Pearl HBR	08/01/13	08/14/13	08/12/13	09/03/13	Data was not loaded due to discrepancies with the Common Places	08/23/13	
Ford ISL	08/15/13	09/03/13	08/19/13	09/03/13		08/23/13	
Makalapa	09/04/13	09/06/13	09/06/13	09/06/13		09/06/13	09/11/13
Aliamanu	09/09/13	09/13/13	09/18/13	09/19/13		09/20/13	09/23/13
Salt Lake	09/16/13	09/23/13	09/23/13	09/23/13		09/20/13	09/23/13
Kalihi	09/24/13	10/21/13	11/08/13	12/02/13		10/18/13	10/29/13
Nuuanu	10/22/13	11/06/13	11/12/13	11/12/13	In 11/1/13 data, a discrepancy was identified with Beat recommendations within the CAD, therefore a new set of data was sent on 11/7/13 to resolve this	11/1/2013, 11/7/13	11/12/13
Downtown	11/07/13	11/18/13	11/21/13	11/21/13		11/15/13	11/25/13
Kakaako	11/19/13	11/26/13	11/27/13	11/27/13		11/29/13	12/06/13
Ala Moana	11/27/13	12/04/13	12/04/13	12/11/13			

Oahu Civilian E9-1-1 Status Report January 1, 2014 – January 31, 2014

MSAG (continued)

MSAG Communities Project (continued)

MSAG Community and Street Segment Sweep – Phase V (continued)

MSAG COMMUNITY (In Order of Effort)	MSAG COMMUNITY AND STREET SEGMENT SWEEP -- PHASE V					GIS UPDATES	
	TARGET START DATE	TARGET COMPLETION DATE	AKIMEKA COMPLETION DATE	ACTUAL COMPLETION DATE	NOTES/COMMENTS	DATE GIS DELIVERED TO HPD	DATE GIS LOADED TO CAD BY HPD
Honolulu	12/05/13	12/16/13	12/13/13	12/20/13		12/13/13	12/19/13
Punchbowl	12/17/13	12/26/13	12/20/13	12/27/13		12/27/13	01/03/14
Makiki	12/27/14	01/07/14	01/10/14	01/29/14		01/10/14	01/16/14
Manoa	01/08/14	01/23/14	01/23/14	01/29/14		01/24/14	01/28/14
McCully	01/24/14	02/04/14	IN PROGRESS				
Ft DeRussy	02/05/14	02/06/14					
Waikiki	02/07/14	02/20/14					
Kaimuki	02/21/14	03/10/14					
Kapahulu	03/11/14	03/18/14					
Kahala	03/19/14	03/27/14					
Waialae	03/28/14	04/08/14					
Aina Haina	04/09/14	04/18/14					
Hawaii Kai	04/21/14	05/09/14					

In the month of January 2014, Makiki, and Manoa MSAG Communities were completed. Phase V is tracking according to the planned schedule with no major issues to date.

Oahu Civilian E9-1-1 Status Report

January 1, 2014 – January 31, 2014

Geographic Information System (GIS)

Mapping Layers Updated – January 2014

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

OAHU CIVILIAN			
Type of Layer	Akimeka GIS Server	Date Uploaded to ftp Site	Other/Remarks
	Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)			
Address Points	01/02/14 - 01/31/14		Deleted record ID 68694 41-335 Nakini St; incorrect house number; Created one (1) new address point with correct house number; Added twenty-four (24) address points, Added fifty-eighty (58) routing IDs, one (1) alias address and identified addresses that require site visits; Created and continued to work on Site Visit spreadsheet in Waimanalo.
	01/30/14		Corrected MSAG Community name of one (1) address point from Maili to Nanakuli.
	01/29/14		Spatially corrected forty-six (46) address points in Kailua. Added two (2) alias addresses, added one (1) routing ID, and identified addresses that require site visits.
			Added one (1) routing ID in Makiki.
	01/28/14		Added seventy-six (76) new address points in Kalaeloa.
	01/06/14 - 01/27/14		Spatially corrected eight hundred eight (808) address points; Deleted duplicate address record ID 78096 45-108 William Henry Rd; added ten (10) alias addresses; identified one (1) alias; corrected one (1) apartment letter; added one (1) apartment letter; added one (1) apartment number; corrected four (4) TMKS and identified addresses that require site visits in Kaneohe.

Oahu Civilian E9-1-1 Status Report January 1, 2014 – January 31, 2014

Geographic Information System (GIS) (continued)

Mapping Layers Updated – January 2014 (continued)

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

OAHU CIVILIAN			
Type of Layer	Akimeka GIS Server	Date Uploaded to ftp Site	Other/Remarks
	Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)			
Address Points	01/24/14		Spatially corrected 134 address points in Kailua. Added three (3) alias addresses, added one (1) apartment letter, and identified addresses that require site visits.
	01/22/14		Spatially corrected fourteen (14) address points in Kailua. Added one (1) building letter and identified addresses that require site visits.
	01/21/14		Added seventy-six (76) new address points in Kalaeloa.
			Deleted record ID 503446 302 Lehua Ave, record ID 503445 300 Lehua Ave, record ID 503238 2210 Kirkbride Ave, record ID 503299 6920 Waiauau Ct, record ID 503408 5000 Ashley Ave, record ID 503409 5002 Ashley Ave, and record ID 503410 5004 Ashley Ave in PC Pen; incorrect addresses. Created new address points with new IDs.
	01/15/14		Spatially corrected three (3) address points in Kailua. Added one (1) building letter, added one (1) apartment number, and identified missing address points.
	01/14/14		Reviewed Kakaako address points per Street Centerline corrections. Spatially corrected seventeen (17) address points in Kakaako. Added one (1) alias address, corrected one (1) TMK, and identified addresses that require site visits.
			Added 104 new address points in PC Pen.
	01/13/14		Reviewed Kakaako address points per Street Centerline corrections. Added one (1) description in Kakaako.

Oahu Civilian E9-1-1 Status Report

January 1, 2014 – January 31, 2014

Geographic Information System (GIS) (continued)

Mapping Layers Updated – October 2013 (continued)

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

OAHU CIVILIAN			
Type of Layer	Akimeka GIS Server	Date Loaded Into PSAP GIS Server	Other/Remarks
	Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)			
Address Points	01/08/14		Removed leading zeros from twenty-five (25) apartment numbers in Nanakuli.
			Deleted record ID 317772 2314 Palena St in Kalihi; duplicate ID. Created new address point with new ID 503592.
			Deleted record ID 317796 91-1471 Miula St in Ewa Beach; duplicate ID. Created new address point with new ID 503593.
			Deleted record ID 500198 910 Murray Dr in Radford T; duplicate ID. Created new address point with new ID 503594.
	01/07/14		Added seventy-six (76) new address points in PC Pen.
	01/02/14		Corrected one (1) ESN in FT DeRussy.
			Corrected eight (8) street types in Pearl City, one (1) in Laie, one (1) in Hauula, one (1) in Mokuleia, and one (1) in Aiea.
			Corrected fifty-six (56) full street names in Hale Moku.
			Removed two (2) special characters from apartment numbers in Kahaluu, two (2) in Kaimuki, one (1) in Kalihi, one (1) in Kaneohe, four (4) in Maili, one (1) in Nuuanu, and seven (7) in Punaluu.
			Corrected two (2) apartment numbers in Kailua.

Oahu Civilian E9-1-1 Status Report January 1, 2014 – January 31, 2014

Geographic Information System (GIS) (continued)

Mapping Layers Updated – October 2013 (continued)

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

OAHU CIVILIAN			
Type of Layer	Akimeka GIS Server	Date Loaded Into PSAP GIS Server	Other/Remarks
	Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)			
Common Place Name			
Emergency Callboxes			
Fire Beats			
Fire Districts			
Fire Response Areas			
	01/28/14 - 01/30/14		Corrected STA26/STA28 boundary
Fire Stations			
Major Roads			
MSAG Address Points (aka Pseudo Address Points)			
MSAG Communities (aka Towns)			
	01/30/14		Corrected Maili/Nanakuli boundary
	01/29/14		Corrected Lualualei, Maili, and Nanakuli boundaries
	01/27/14		Corrected Waimanal/Maili boundary
Medic Beats			

Oahu Civilian E9-1-1 Status Report

January 1, 2014 – January 31, 2014

Geographic Information System (GIS) (continued)

Mapping Layers Updated – January 2014 (continued)

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

OAHU CIVILIAN			
Type of Layer	Akimeka GIS Server	Date Loaded Into PSAP GIS Server	Other/Remarks
	Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)			
Medic Response Areas			
	01/28/14		Corrected MED7/MED21 boundary
Medic Stations			
Milepost Markers			
Net_Junctions			
	01/27/14		Populated with the latest MSAG Community and Police Beat updates
	01/13/14		Populated with updates to MSAG Communities and Police Beats
		01/13/14	Delivered updated Net Junctions to HPD
	01/02/14		Populated with the latest MSAG Community and Police Beat update
		01/02/14	Delivered the updated Net Junctions in the Aloha geodatabase to HPD
Common Places			
	01/31/14		Added CPB Ewa Beach
	01/30/14		Updated location name for all former Sizzlers to - GoKo Steak Kalihi, GoKo Steak Pearlridge, and GoKo Steak; Deleted Waipahu Town Ctr and ASB Waipahu
			Added City Mill Ewa Beach, Laulani Village Sc, Sunset Support Bch, Sunset Bch Rec Ctr
	01/29/14		Updated address for Patsy Mink Pk in Waipio
			Spatially corrected Pearl Harbor Nimitz in Airport
		Added Wallgreens Ewa Beach in Ewa Beach	

Oahu Civilian E9-1-1 Status Report

January 1, 2014 – January 31, 2014

Geographic Information System (GIS) (continued)

Mapping Layers Updated – January 2014 (continued)

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

OAHU CIVILIAN			
Type of Layer	Akimeka GIS Server	Date Loaded Into PSAP GIS Server	Other/Remarks
	Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)			
Common Places	01/23/14		Populated new MSAG Communities; Manoa and McCully
	01/15/14		Spatially corrected UH Burns School of Med, Plant Quarantine, Municipal Scales, Childrens Discovery, Look Laboratory of O
	01/06/14		Corrected name of HFD 43 Kapolei to HFD 43 in Kapolei, added Komo Mai Bar in Kaneohe, Corrected name of Keolu State Pk to Keolu Skate Pk in Kailua, Added Public Storage Kaimu in Kaimuki, corrected name of Aiea Dist Pk A to Aiea Dist Pk Annex in Aiea
Police Beats			
	01/30/14		Began correcting Beat 860 according to the HPD written policies and procedures
	01/07/14 - 01/28/14		Corrected Beat 850, 852, 854, 856, 857, & 858 according to the HPD written policies and procedures
Police Districts			
Police Response Areas			
Police Stations			
Schools			

Oahu Civilian E9-1-1 Status Report

January 1, 2014 – January 31, 2014

Geographic Information System (GIS) (continued)

Mapping Layers Updated – January 2014 (continued)

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

OAHU CIVILIAN			
Type of Layer	Akimeka GIS Server	Date Loaded Into PSAP GIS Server	Other/Remarks
	Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)			
Street Centerlines	01/31/14		Corrected gaps in Manoa on Kahaloa Dr, Kahawai St, Keahi St, Kumu St, Kumulani St, Lanikaula St, Loulu St, Metcalf St
	01/30/14		Corrected segments of N School St on H1 overpass to correct name of Liliha Access Rd in Nuuanu
			Corrected gaps in Manoa on Halelena Pl, Huapala St, Kalawao St, Lower Campus Rd
	01/29/14		Corrected gaps in Makiki on Makiki Hts Dr, Mott Smith Dr, Nehoa St, and Ualakaa St
			Corrected ranges on Nimitz Hwy in Airport
	01/13/14 - 01/28/14		Corrected flip error on Ilalo St; Added two (2) new street segment on Cooke St. and Keawe St; deleted four (4) bad street segments of Ohe St, Papu St,Koula St.;Spatially corrected Ilalo St, Ahui St, Forrest Ave, Coral St, and Cooke St; Corrected ranges on Kahako St.; Corrected gaps on South St.; Flipped street ranges on Ohe St to correct parity errors in Kakaako
	01/28/14		Corrected gaps in Makiki on Keeaumoku St
	1/27/2014 - 01/28/14		Spatially corrected St Johns Rd, Paakea Rd, Iliili Rd; in Maili
	01/16/14 to 1/23/14		Corrected ranges on Hoopulapula, Kalaniana'ole Hwy, Bell St, and Hihimanu St; Spatially corrected endpoint of Waikupanaha St to encompass all Address Points in the residential area; Spatially corrected Kaaui PI to cover address discrepancies; Added 2 segments on Kaaumana PI to correct addressing discrepancies; Added segments to Kakaina St in Waimanalo to cover Address Points in Waimanalo
	01/23/14		Populated new MSAG Communities; Manoa and McCully
			Added new street segment of Keoneula Blvd in Ewa Beach

Oahu Civilian E9-1-1 Status Report

January 1, 2014 – January 31, 2014

Geographic Information System (GIS) (continued)

Mapping Layers Updated – January 2014 (continued)

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

OAHU CIVILIAN			
Type of Layer	Akimeka GIS Server	Date Loaded Into PSAP GIS Server	Other/Remarks
	Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)			
Street Centerlines	01/14/14 - 01/23/14		Corrected gaps on Puowaina Dr., Huali St, Laukoa Pl, Lusitana St, Prospect St and Tantalus Dr.; Flipped left/right ranges on Laukoa Pl. in Punchbowl
	01/16/14		Spatially corrected Lualualei Hmstd Rd in Waianae
			Corrected ranges on Akalani Pl in Kailua
	01/13/14		Corrected gaps in Nuuanu on Wyllie St
			Corrected gaps in Downtown on N Kukui St, Punchbowl St, Hotel St, S King St, and Smith St
			Corrected flip errors and One Way Codes on Smith St in Downtown
	01/08/14 -01/10/14		Corrected gaps in Nuuanu on Puiwa Rd, Waolani Av, Niolopua Dr, Nuuanu Ave, Old Pali Rd, Jack Ln, Kamaaina Dr, and N Judd St
	01/08/14		Spatially corrected Ala Walua St in Waianae
			Added ranges to Maweke St, and added new street segments and ranges on Maunakapu St in Kapolei
	01/07/14		Calculated cost attributes for routing purposes
			Corrected gaps in Kalihi on Makanani Dr, Makuahine St, Pinkham St, Twin View Dr, Waiakamilo Rd, Walea Pl
			Spatially corrected Jade St, Noholio Rd, Makaha Valley Rd, and Ala Holo Loop in Makaha
			Split Makaha Valley Rd at Police Beat boundary in Makaha

Oahu Civilian E9-1-1 Status Report January 1, 2014 – January 31, 2014

Geographic Information System (GIS) (continued)

Mapping Layers Updated – January 2014 (continued)

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

OAHU CIVILIAN			
Type of Layer	Akimeka GIS Server	Date Loaded Into PSAP GIS Server	Other/Remarks
	Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)			
Street Centerlines	01/06/14		Spatially corrected Saddle City Rd and corrected range in Waimanalo
			Flipped Hopaka St in Ala Moana
			Corrected ranges on Puuhale Rd in Kalihi
			Corrected gaps on Kokea St, Kualono St, and Mahalo St in Kalihi
Trails			
WSP Cell Sectors			
	01/31/14		Per VZW CRS
	01/06/14 - 01/17/14		Delivered data for push
	01/16/14		Per ATT CRS
	01/08/14		Per VZW CRS
WSP Cell Towers			Per AT&T CRS
	01/31/14		Per VZW CRS
	01/06/14 - 01/17/14		Delivered data for push
	01/16/14		Per ATT CRS
	01/08/14		Per VZW CRS
		Per AT&T CRS	
OTHER SUPPORTING 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)			
Churches			
Gas Stations			
Food & Beverage			
Hospitals			

Oahu Civilian E9-1-1 Status Report January 1, 2014 – January 31, 2014

Geographic Information System (GIS) (continued)

Mapping Layers Updated – January 2014 (continued)

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

OAHU CIVILIAN			
Type of Layer	Akimeka GIS Server	Date Loaded Into PSAP GIS Server	Other/Remarks
	Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)			
Lodging			
Medical Facilities			
Ocean Rescue Boundaries			
Ocean Safety (Includes Lifeguard Stands)	01/22/14		Corrected one (1) SurfBreak name per Ocean Safety. Reviewed all SurfBreak Q&A items on spreadsheet.
	01/15/14		Converted one (1) KMZ file and added 112 new SurfBreaks per Ocean Safety.
- Dive Locations			
- Surf Breaks			
Parcels			
Parks (Includes National Parks)			
Parks Polygon			
Post Offices			
Subdivisions			

Oahu Civilian E9-1-1 Status Report January 1, 2014 – January 31, 2014

Geographic Information System (GIS) (continued)

Mapping Layers Updated – January 2014 (continued)

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

OAHU CIVILIAN			
Type of Layer	Akimeka GIS Server	Date Loaded Into PSAP GIS Server	Other/Remarks
	Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)			
DISASTER/HOMELAND SECURITY LAYERS (Listed Alphabetically)			
Airports			
Bridges			
Coastline			
Coastal Names			
Critical Infrastructure			
Emergency Shelters			
Government Buildings			
Helipads			
Hydrology Layers			
- Dams			
- Ponds			
- Streams (Includes Rivers)			
- Waterfalls			

Oahu Civilian E9-1-1 Status Report January 1, 2014 – January 31, 2014

Geographic Information System (GIS) (continued)

Mapping Layers Updated – January 2014 (continued)

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

OAHU CIVILIAN			
Type of Layer	Akimeka GIS Server	Date Loaded Into PSAP GIS Server	Other/Remarks
	Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)			
Tsunami Evacuation Zones			
Tsunami Roadblocks			
United States National Grid			
Volcano Hazard Zones			
Wharfs			
SPECIAL REQUESTS			
Tow Boundaries			

Oahu Civilian E9-1-1 Status Report

January 1, 2014 – January 31, 2014

Geographic Information System (GIS) (continued)

Police Beats Corrections

Background

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

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

Status To Date

Based on HPD PMT's confirmation, Akimeka continued to make corrections to the Police Beats during the month of January 2014. Akimeka completed an additional five (5) Police Beats (850, 852, 854, 856, and 857) boundary corrections.

Upload Process

It was agreed that the Police Beats layer will not be uploaded to the current Motorola CAD system and will only be uploaded to the new Motorola PremierOne CAD system. Although the Police Beats layer (with the corrections) will not be uploaded to the current CAD system, the Street Centerlines are impacted by these boundary updates.

As such, Akimeka assisted with creating a new upload process which mirrors a step similar to the updates with the MSAG Communities. The new process was run successfully in November 2013, and has been successful throughout January 2014. In addition, the new upload process for the Premier CAD, also resolved other discrepancies with recommendations which were previously identified. It was agreed that this new process will be implemented and used going forward. Subsequent to this process improvement, there have been no issues and the Police Beat corrections project continues to move forward.

Motorola PremierOne CAD

In order to assist with preparation of the GIS data and tables for Premier One, using the extract of Common Place aliases, Akimeka performed an analysis of the PremierOne alias table on December 20, 2013 against the GIS data to identify any discrepancies between the two sets of information. Akimeka identified discrepancies among the Common Place names, addresses, and cities; all of which must have an identical match in order to effectively work together.

1. On December 20, 2013, Akimeka provided HPD with the results of the comparison and identified a correction process that may assist with cleaning the alias information.
 - a. Agreement between HPD and Akimeka was made to review the discrepancies in January 2014 to decide on the best approach prior to the cleanup effort.
 - b. Once the priorities are agreed to and established, Akimeka will assist HPD with cleaning up the aliases to ensure proper assignment in the PremierOne CAD.

Oahu Civilian E9-1-1 Status Report

January 1, 2014 – January 31, 2014

Geographic Information System (GIS) (continued)

2. Status to Date – HPD and Akimeka are still identifying a suitable correction plan for Premier One Aliases and hope to begin a new clean up process in February 2014.

Ocean Safety Requirements

Subsequent to Akimeka's meetings with Ocean Safety, Akimeka continued to work on Ocean Safety's layers in order to assist with Ocean Safety's dispatch and response operations. In addition to all of Akimeka's priorities and deliverables, Akimeka completed all items identified during the initial kickoff meeting. Since September 2013, Akimeka has worked with Ocean Safety in a continued effort to make any additions or corrections to the Ocean Safety layers in order to move the project along.

1. On January 7, 2014, Akimeka received follow up from Ocean Safety regarding questions and conflicts Akimeka found between the GIS and KMZ files.
 1. Ocean Safety approved Akimeka's request to add all remaining Surf Breaks in the KMZ file that did not previously exist inside the GIS.
 2. Ocean Safety provided clarifications on conflicts.
2. On January 13, 2014, Akimeka received the Final Surf Break KMZ file containing twenty-four (24) surf breaks.
 - a. Ocean Safety noted progress on the Ocean Safety Response Areas and confirmed their focus on the response locations and naming conventions.
 - b. Ocean Safety will submit the Ocean Safety Response Areas to Akimeka as they develop.
3. On January 15, 2014, Akimeka added all remaining Surf Breaks in the KMZ file that did not previously exist inside the GIS to the Surf Breaks layer as agreed upon. In addition, Akimeka converted the Final Surf Breaks KMZ file as provided by Ocean Safety.
 - a. The Final Surf Breaks KMZ file contained ten (10) Surf Breaks located around the world rather than around Oahu. Akimeka did not add the new coordinates.
4. On January 22, 2014, Akimeka reviewed all clarifications provided by Ocean Safety regarding conflicts Akimeka found between the GIS and KMZ files.
 1. Upon completion of the review, Akimeka provided Ocean Safety with the latest Surf Break coordinates and requested additional clarification on conflicts Akimeka found between the GIS and KMZ files.
 2. Akimeka also requested verification on whether or not the Final Surf Breaks KMZ file was intended for Akimeka.

During the month of February 2014, Akimeka will await Ocean Safety's response about the updated coordinates and questions regarding conflicts found between the GIS and the KMZ files. Akimeka plans to add new Surf Breaks and/or Dive Locations per Ocean Safety's request as part of an ongoing effort for this project. Pending additional information from Ocean Safety, Akimeka also plans to begin the creation of Ocean Safety Response Areas in February 2014.

Oahu Civilian E9-1-1 Status Report

January 1, 2014 – January 31, 2014

Geographic Information System (GIS) (continued)

Intrado PowerMap Upload

On December 27, 2013, email correspondence was held between Akimeka and Intrado in order to establish a GIS data deliverable and schedule for the new PowerMap mapping system at each Honolulu PSAP. Previous discussions were held in September and October 2013 relating to this upload process however at the time HPD and Akimeka were concerned that shipment of a CD was probably not the best means of file transfer available, given the confidential and proprietary nature of the data delivered.

1. On December 27, 2013, Akimeka agreed to have GIS data available by the following Friday, January 3, 2014.
 - a. Akimeka will prepare an ftp login for Intrado to access the GIS data and prepare the upload for PowerMap by January 3, 2014.
2. On January 9, 2014, Akimeka received notification that Intrado had an issue uploading the GIS deliverable from January 3, 2014 due to problem creating indexes.
 - a. Akimeka performed research on the potential cause of the issue and identified that it was most likely an error with the ObjectID information since Intrado requested the data be sent in a shapefile format versus a geodatabase which changes the unique ID formatting dependent on which file type is used. Akimeka assured that if this was the resulting error, the next GIS deliverable for PowerMap on January 10, 2014 should go smoothly.
3. On January 10, 2014, Akimeka delivered the updated GIS data to the ftp site for Intrado to pull and upload to the PowerMap system.
 - a. On January 13, 2014, Intrado sent confirmation that the GIS data loaded without issue and indexing was successful.
 - b. Since it was identified what was causing the error, Akimeka decided to build the new preparation procedures into the deliverable process so indexing will continue without issue in the system moving forward.

GIS UPDATES FOR POWERMAP 4.1		
DATE GIS DELIVERED TO INTRADO	DATE GIS LOADED TO POWERMAP BY INTRADO	NOTES/COMMENTS
01/03/14		Data not loaded due to issue with indexing
01/10/14	01/13/14	
01/24/14	01/27/14	

* The Honolulu PowerMap 4.1 GIS Deliverable always include the following GIS layers: WSP Cell Sites, WSP Cell Sectors, Street Centerlines, Address Points, Common Places, MSAG Communities, ESN, Fire Response Areas, Medic Response Areas, Police Response Areas, Streams, and Tow Boundaries

Oahu Civilian E9-1-1 Status Report

January 1, 2014 – January 31, 2014

Geographic Information System (GIS) (continued)

TriTech CAD System Upgrade

During the month of January 2014, Akimeka, HFD and EMS had begun coordination to prepare Address Points for the new TriTech CAD system for Address Validation. Since Address Points have not been used in the CAD system, but in the past had been used as visual only, there are needed configurations in both the GIS and the CAD in order to work properly. HFD, EMS, and Akimeka will continue to work together to ensure the proper information is being utilized.

1. Agreement was made to use a small batch of Address Points for the initial configuration and testing, as to not overwhelm the system and will be more effective for testing.
 - a. It was agreed to use a small area in both the Waikiki area and Waimanalo area. Waikiki is being used to test a more urban area and Waimanalo more rural. In addition, Waimanalo has been through a street and address sweep process and Waikiki has not been through the correction process, so it should be a good means to test for a variety of potential discrepancies.
 - b. The first small dataset of Address Points is scheduled to correspond with the deliverable schedule on February 7, 2014.

SPAWAR Meeting on Addressing for MCBH

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

Oahu Civilian E9-1-1 Status Report

January 1, 2014 – January 31, 2014

Geographic Information System (GIS) (continued)

Street Utility Check

This is an ongoing project to correct the errors identified. A comparison of the raw CAD generated report from the Street Check Utility was performed between the Street Centerline GIS data delivered on December 31, 2013 and January 27, 2014. Below are the results of the comparison.

	12/31/13	01/27/14	Improvement/ Comments
Total Number of GIS Records	26,967	26,979	Added twelve (12) records
Errors Identified			
Zero Errors	1,378	926	Further reduced errors by 32.8% (452 errors)
Low > High Errors	0	0	No Change
Mixed Parity Errors	0	0	No Change
Changed Parity Errors	0	2	Increased by 2 errors
Address Gap Errors	947	784	Further reduced errors by 17.2% (163 errors)
Address Overlap Errors	0	0	No Change
Flipped Link Errors	612	599	Further reduced errors by 2.1% (13 errors)
Total Errors	2,937	2,133	Further reduced errors by 27.4% (804 errors)

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

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

Oahu Civilian E9-1-1 Status Report January 1, 2014 – January 31, 2014

E9-1-1 Database Synchronization

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

As part of Akimeka's value added services, Akimeka conducted a database synchronization audit for the Oahu Civilian PSAP in January 2014.

The database synchronization effort included comparing Oahu Civilian's 9-1-1 MSAG against its GIS Street Centerline data. A total number of **7,336** 9-1-1 MSAG records were reviewed in the audit and analyzed. Results of the database synchronization audit completed on January 13, 2014 for the Oahu Civilian PSAP are reported below.

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

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

Audit Summary Results – 2014

9-1-1 MSAG TO GIS STREET CENTERLINE AUDIT COMPARISON RESULTS	Notes	As of April 22, 2013		As of July 26, 2013		As of October 21, 2013		As of January 13, 2014	
		9-1-1 MSAG Dated 04-01-13		9-1-1 MSAG Dated 07-01-13		9-1-1 MSAG Dated 10-01-13		9-1-1 MSAG Dated 01-01-14	
		# of Records	%	# of Records	%	# of Records	%	# of Records	%
Total 9-1-1 MSAG Records Reviewed		7,056	0	7,096	0	7,111	0	7,336	
Less: 9-1-1 MSAG Exception Records	(1)	6	0.1%	6	0.1%	6	0.1%	6	0.1%
Net 9-1-1 MSAG Records Eligible for Comparison		7,050	0	7,090	0	7,105	0	7,330	
Total 9-1-1 MSAG Records Match (9-1-1 MSAG -- GIS Match -- No Corrections Required)		6,682	94.8%	6,793	95.8%	6,825	96.1%	7,082	96.6%
9-1-1 MSAG -- GIS No Match - Minor Correction Required	(2)	274	3.9%	225	3.2%	213	3.0%	166	11.6%
9-1-1 MSAG Record With No Matching GIS Record	(3)	94	1.3%	72	1.0%	67	0.9%	82	1.1%
Total 9-1-1 MSAG Records No Match		368	5.2%	297	4.2%	280	3.9%	248	3.4%

Objective: NENA Recommended Match Rate = 98%

The two-way (MSAG – GIS) database synchronization audit for the City & County of Honolulu (Civilian PSAPs) was completed as scheduled. Further progress has been made from October 2013 with a 96.1% Match Rate to a 96.6% Match Rate as of January 2014.

Oahu Civilian E9-1-1 Status Report January 1, 2014 – January 31, 2014

E9-1-1 Database Synchronization (continued)

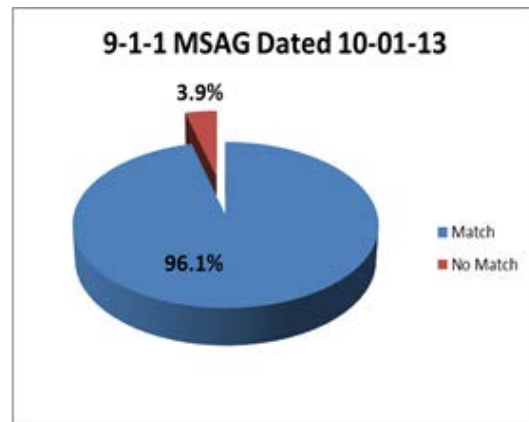
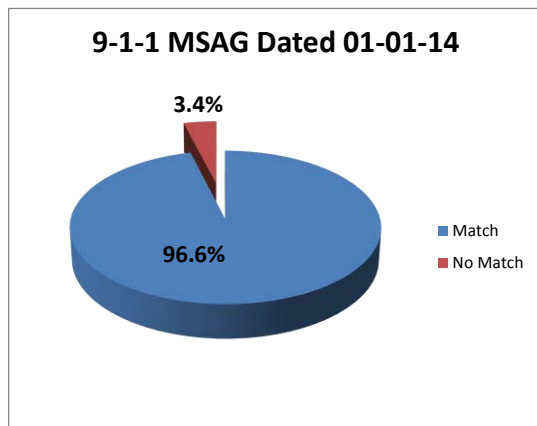
(Reference: NENA 71-501, Version 1.1 – NENA Information Document for Synchronizing Geographic Information System databases with MSAG & ALI)

Audit Summary Results – 2014 (continued)

Notes:

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

Audit Summary Results – January 1, 2014 MSAG vs. October 1, 2013 MSAG



Oahu Civilian's level of accuracy or 9-1-1 Match percentage improved from 96.1% as of October 1, 2013 to 96.6% as of January 1, 2014.

The majority of the remaining MSAG and GIS discrepancies are in the Honolulu MSAG Community

- ❖ As agreed between HPD PMT and Akimeka, Akimeka would initially focus on the existing MSAG and GIS records to produce a match which will benefit the PSAP in the interim.
- ❖ This effort would not include the MSAG Communities project to implement the new MSAG Communities and associated GIS Street Centerlines. This would be handled as a separate project as identified and agreed to.
- ❖ As a result of the MSAG Community and Street Segment Sweep project, the majority of the remaining discrepancies reside in the Honolulu MSAG Community and will be addressed during the Phase V effort.

Oahu Civilian E9-1-1 Status Report January 1, 2014 – January 31, 2014

E9-1-1 Database Synchronization (continued)

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

Audit Summary Results – January 1, 2014 MSAG vs. October 1, 2013 MSAG (continued)

- ❖ The previously completed MSAG Communities as a result of the MSAG Community and Street Segment Sweep project are now considered part of ongoing maintenance.
- ❖ “MSAG - GIS Minor Corrections” were further reduced by **22.1%** (213 to 166) from October 2013 to January 2014 respectively. Low and high address ranges, odd/even combines, and street suffixes were adjusted in the MSAG to correspond with the GIS record. Although identified as a minor correction, customer telephone numbers (TNs) must be validated in 9-1-1Net prior to correcting the MSAG record to ensure the correction will not result in an orphan ALI Record or TN Fall-out.
- ❖ “MSAG Record With No GIS Record” increased by **22.4%** (67 to 82) from October 2013 to January 2014 respectively. The increase of fifteen (15) records was due primarily to timing between the GIS not being processed to match in the 9-1-1 Net MSAG database before the end of the reporting month.
- ❖ “GIS MSAG Records With No Matching E9-1-1 MSAG Record” were further reduced by **90.7%** (43 to 4) records from October 2013 to January 2014 respectively. The decrease in records were due primarily to the verification of the MSAG records against the single source 9-1-1 GIS databases created by Akimeka from the multiple public safety agencies’ databases to determine if the roads exist within City & County of Honolulu and Military bases GIS records.
- ❖ “GIS – MSAG Minor Corrections” were further reduced by **34.4%** (573 to 376) from October 2013 to January 2014 respectively. Low and high address ranges, street suffixes, and MSAG Community were adjusted in the GIS database to correspond with the MSAG record.
- ❖ A constant effort to keep the databases synchronized and maintained are required to improve the level of accuracy of the E9-1-1 databases each time an MSAG or GIS record is “last modified”.
- ❖ Accurate location and GIS information will ensure proper dispatching and response in a timely manner for all Public Safety agencies.
- ❖ All the hard work to maintain and synchronize the E9-1-1 databases is validated when a life and/or property is saved.

Oahu Civilian E9-1-1 Status Report

January 1, 2014 – January 31, 2014

E9-1-1 Database Synchronization (continued)

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

Invalid MSAG Streets and Address Ranges – ESN x99 Records

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

Results of the Oahu Civilian data provided are as follows:

OAHU CIVILIAN	Invalid MSAG Records	
	9-1-1 MSAG Dated 01-01-14	
	# of Records (Baseline Starting Point)	% of Total MSAG Records (Valid and Invalid)
ESN 199	238	3.1%

These invalid MSAG records represent **3.1%** of the Total MSAG records for the City & County of Honolulu as of the January 2014 MSAG. The individual ALI records associated with these records are provided below.

As part of Akimeka's ongoing database synchronization efforts, Akimeka reviewed and summarized the ALI discrepancies by community in 9-1-1Net for the City & County of Honolulu (Oahu Civilian). As of January 31, 2013, there are **238** ALI records with an assigned ESN of 199, representing **3.1%** of the City & County of Honolulu (Oahu Civilian) total ALI records.

ESN 199 is a "valid" MSAG record; however, simultaneously it represents a "known" invalid MSAG address. ESN 199 is utilized to provide a path for 9-1-1 calls to allow the voice portion of the 9-1-1 call to still be routed to the PSAP with the understanding that the address information presented was an invalid address/location and that a "No Record Found" condition may affect the processing of the 9-1-1 response and/or cause confusion or delay during the dispatch of 9-1-1 resources to the caller's location.

Oahu Civilian E9-1-1 Status Report January 1, 2014 – January 31, 2014

E9-1-1 Database Synchronization (continued)

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

Automatic Location Identification (ALI) Record Status

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

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

Maui County E9-1-1 Status Report January 1, 2014 – January 31, 2014

PSAP Operations

9-1-1 Call Volume (Maui) – January 2014

Source: Intrado Viper

9-1-1 Call Volume																	
Maui County		Wireline Calls		Wireless Calls				VOIP Calls		Calls With No ALI		Admin Calls		Abandoned / Dropped Calls		Other Calls	
2014	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 VoIP Calls	No. of Calls with No ALI	% of Total Calls	No. of Admin Calls	% of Total Calls	No. of 9-1-1 Abandoned Calls	% of Total Calls	Other	% of Total Calls
January	816	114	13.97%	244	29.90%	63.52%	36.48%	0	0.00%	20	2.45%	0	0.00%	438	53.68%	0	0.00%

Note: Intrado Viper Call Volume Statistics began on January 22, 2014 at 7:00 a.m. (HST) when 911 trunks were Transferred and connected to the Intrado Viper System from the 9-1-1 backup system being utilized during the Intrado conversion from the CML/Plant system.

Note: There were no call volume statistics between January 28, 2014, 2:11 p.m. HST, and January 28, 2014, 8:39 p.m. HST, while the PSAPs were on the 9-1-1 back-up system due to a Intrado Viper System outage.

Source: CML/Plant Hawaiian Tel

MAUI PSAP		TOTAL PSAP 9-1-1 CALL VOLUME							
		Wireline		Wireless		Admin		Abandoned	
2014 CML	Total	# of Calls	% to Total Wireline & Wireless	# of Calls	% to Total Wireline & Wireless	# of Calls	% to Total Calls	# of Calls	% Abandoned of Total
January	5,308	1,563	29.5%	3,744	70.5%	1	0.0%	773	14.6%

Note : CML 911 Call Volume Statistics from January 1, 2014 at 00:00 Hours to January 22, 2014 at 22:00 Hours.

Note: There were no call volume Statistics available while the PSAP were on the Back-up 911 phone lines from 22:00 Hours on January 22, 2014 through 07:00 Hours on January 23, 2014 during the Intrado Viper Conversion.

9-1-1 Call Volume (Maui) – Calendar Year 2014

9-1-1 Call Volume																	
Maui PSAP		Wireline		Wireless				VOIP		Calls with No ALI		Admin Calls		Abandoned Calls		Other Calls	
2014	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 Wireless WPH2 Calls	No. of Calls with No ALI	% of Total Calls	No. of Admin Calls	% of Total Calls	No. of 9-1-1 Calls Abandoned by Caller	% of Total Calls	Other	% of Total Calls
January	816	114	13.97%	244	29.90%	63.52%	36.48%	0	0.00%	20	2.45%	0	0.00%	438	53.68%	0	0.00%
February																	
March																	
April																	
May																	
June																	
July																	
August																	
September																	
October																	
November																	
December																	
YTD	816	114	13.97%	244	29.90%	63.52%	36.48%	0	0.00%	20	2.45%	0	0.00%	438	53.68%	0	0.00%
MON AVG	816	114		244				0		20		0		438		0	

Maui County E9-1-1 Status Report January 1, 2014 – January 31, 2014

PSAP Operations (continued)

9-1-1 Call Volume (Molokai) – Calendar Year 2014

Source: Intrado Viper

9-1-1 Call Volume																	
Molokai PSAP		Wireline		Wireless				VOIP		Calls With No ALI		Admin Calls		Abandoned/Dropped Calls		Other Calls	
2014	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 Wireless WPH2 Calls	No. of Calls with No ALI	% of Total Calls	No. of Admin Calls	% of Total Calls	No. of 9-1-1 Calls Abandoned by Caller	% of Total Calls	Other	% of Total Calls
January	187	67	35.83%	98	52.41%	55.10%	44.90%	0	0.00%	7	3.74%	0	0.00%	15	8.02%	0	0.00%

Source: CML/Plant Hawaiian Tel

MOLOKAI PSAP		TOTAL PSAP 9-1-1 CALL VOLUME							
		Wireline		Wireless		Admin		Abandoned	
2014 CML	Total	# of Calls	% to Total Wireline & Wireless	# of Calls	% to Total Wireline & Wireless	# of Calls	% to Total Calls	# of Calls	% Abandoned of Total
January	267	146	54.7%	121	45.3%	0	0.0%	34	12.7%

Note: CML 911 Call Volume Statistics from January 1, 2014 at 00:00 Hours to January 28, 2014 at 23:59 Hours.

Note: Intrado Viper Call Volume Statistics commenced at 00:00 Hours on January 29, 2014. There were no back-up 911 phone lines utilized at the Molokai PSAP due to the Viper Conversion cutover being located at a new 911 PSAP Center.

9-1-1 Call Volume (Molokai) – Calendar Year 2014

9-1-1 Call Volume																	
Molokai PSAP		Wireline		Wireless				VOIP		Calls with No ALI		Admin Calls		Abandoned Calls		Other Calls	
2014	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 Wireless WPH2 Calls	No. of Calls with No ALI	% of Total Calls	No. of Admin Calls	% of Total Calls	No. of 9-1-1 Calls Abandoned by Caller	% of Total Calls	Other	% of Total Calls
January	187	67	35.83%	98	52.41%	55.10%	44.90%	0	0.00%	7	3.74%	0	0.00%	15	8.02%	0	0.00%
February																	
March																	
April																	
May																	
June																	
July																	
August																	
September																	
October																	
November																	
December																	
YTD	187	67	0.00%	98	52.41%	55.10%	44.90%	0	0.00%	7	3.74%	0	0.00%	15	8.02%	0	0.00%
MON AVG	187	67		98				0		7		0		15		0	

Notes:

- (1) Total call volumes include Administrative calls. (Administrative calls = Calls made between 9-1-1 positions but are not 9-1-1 calls.)
- (2) "Abandoned" calls represent the number of incoming 9-1-1 calls for which the caller had hung up before a call-taker answered.
- (3) "Abandoned" calls are included in the "Wireline" and "Wireless" counts respectively. The standard Intrado Viper reports provide a break-out of "Abandoned" calls between "Wireline" and "Wireless" calls.

Maui County E9-1-1 Status Report January 1, 2014 – January 31, 2014

PSAP Operations (continued)

9-1-1 Call Volume (Combined Maui & Molokai) – January 2014

9-1-1 Call Volume																	
Maui County		Wireline Calls		Wireless Calls				VOIP Calls		Calls With No ALI		Admin Calls		Abandoned / Dropped Calls		Other Calls	
2014	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 VoIP Calls	No. of Calls with No ALI	% of Total Calls	No. of Admin Calls	% of Total Calls	No. of 9-1-1 Abandoned Calls	% of Total Calls	Other	% of Total Calls
January	6578	1890	28.73%	4207	63.96%	0	0.00%	0	0.00%	27	0.41%	1	0.02%	1260	19.15%	0	0.00%

Note: The January Total Calls include both the Viper System and CML/Plant volumes combined.
CML/Plant VOIP calls were included into the Wireline totals.

9-1-1 Call Volume (Combined Maui & Molokai) – Calendar Year 2014

9-1-1 Call Volume																	
Maui County		Wireline		Wireless				VOIP		Calls with No ALI		Admin Calls		Abandoned Calls		Other Calls	
2014	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 VoIP Calls	No. of Calls with No ALI	% of Total Calls	No. of Admin Calls	% of Total Calls	No. of 9-1-1 Calls Abandoned by Caller	% of Total Calls	Other	% of Total Calls
January	6578	1890	28.73%	4207	63.96%	0	0.00%	0	0.00%	27	0.41%	1	0.02%	1260	19.15%		
February																	
March																	
April																	
May																	
June																	
July																	
August																	
September																	
October																	
November																	
December																	
YTD	6578	1890	0.00%	4207	63.96%	0	0.00%	0	0.00%	27	0.41%	1	0.02%	1260	19.15%	0	0.00%
MON AVG	6578	1890		4207				0		0		1		1260		0	

Note: The January Total Calls include both the Viper System and CML/Plant volumes combined.
CML/Plant VOIP calls were included into the Wireline totals.

Wireless Test – January 2014

Date	WSP	Sites Tested	Sectors Tested	Tested By:	Test Pass/Fail
None					

Maui County E9-1-1 Status Report

January 1, 2014 – January 31, 2014

PSAP Operations (continued)

Current Month PSAP Operations Activities – January 2014

Maui Police Department PSAP Conversion to NG9-1-1 Enabled Intrado Viper Platform

On January 22, 2014, The Maui Police Department PSAP, proceeded with the Intrado A(Advanced) 9-1-1 Viper Migration/Implementation Plan. The scope of the plan was to replace the existing Plant/CML system with the Intrado Viper NG9-1-1 enabled system. This implementation also provided for the installation of the “Power 911” telephone system, and the integration of the Administrative Phone system into the 911 computer monitor screen resulting in the removal of the desktop telephone instrument requirement.

Personnel involved with the implementation included representatives from all of the respective PSAPs, representatives from other County PSAPs to observe the implementation, and representatives from the associated vendors to ensure data connectivity.

The associated vendors were either on-site or participated via teleconference to ensure CAD, Radio, Map, and Voice Recorder systems were able to migrate successfully and ensure the proper operation post cut-over to the Intrado A(Advanced) Viper system.

On January 22, 2014, at approximately 10:00 p.m. (HST), all 9-1-1 trucks and connectivity were routed to the Hawaiian Telcom, Inc. (HTI) back-up 9-1-1 system (white phones) and tested to ensure it was operational. Intrado and Hawaiian Telcom personnel commenced with installing the Viper call handling equipment on each workstation at all PSAPs. Representatives for the CAD, Mapping, Radio, and Voice Recording systems also performed their respective system checks and modifications to ensure their system was operational at each workstation. The workstation position numbers and data stream information were validated and/or adjusted accordingly.

There were no call volume statistics while the PSAPs were on the back-up 9-1-1 system (from January 22, 2014 at approximately 10:00 p.m. (HST) through January 23, 2014 at approximately 7:00 a.m. (HST)).

On January 22, 2014, at approximately 7:00 a.m. (HST), the 9-1-1 trunks were removed from the back-up 9-1-1 system and installed onto the Viper switch. Test calls were received to ensure that all systems were operational, which included transferring 9-1-1 calls to other PSAPs. The conversion from the Plant/CML system to the Intrado Viper system was successfully completed.

Molokai Police Department PSAP Conversion to NG9-1-1 Enabled Intrado Viper Platform

On January 28, 2014, The Molokai Police Department PSAP, proceeded with the Intrado A(Advanced) 9-1-1 Viper Migration/Implementation Plan. The scope of the plan was to replace the existing Plant/CML system with the Intrado Viper NG9-1-1 enabled system at a new 911 Dispatch Center located at the Kaunakakai Fire Station. This implementation also provided for the installation of the “Power 911” telephone system, and the integration of the Administrative Phone system into the 911 computer monitor screen.

Representatives for the CADs, Telephones, Mapping, Radio, And Voice Recording systems were allowed a generous timeframe to pre-install their respective equipment into the new Dispatch Center at the Fire Station, while the Dispatch Center at the Police Station remained operating as normal. 911 test calls were performed prior to cut-over which allowed the vendors to make necessary adjustments

Maui County E9-1-1 Status Report

January 1, 2014 – January 31, 2014

PSAP Operations (continued)

to their systems and ensure data connectivity and proper functionality of their equipment. The workstation position numbers and data stream information were validated and/or adjusted accordingly.

On January 29, 2014, at approximately 01:30 a.m. (HST), all 9-1-1 trucks from the 911 Dispatch Center at the Police Station were routed to the new 911 Dispatch Center at the Fire Station. 911 test calls and transfers were successfully completed.

The Maui Police Department's new 911 Dispatch Center in Molokai is a tremendous upgrade for the citizens of Molokai. It was built with the most up-to-date technology and equipment requirements. The Dispatch furniture were customized for the Dispatchers comfort, meeting all ergonomic and safety guidelines. Everyone involved with the building and completion of this new 911 Dispatch Center should be congratulated for their dedication and effort.

Viper 911 Outage for the State of Hawaii

On January 28, 2014 at 2:11 p.m., All PSAPs in the State of Hawaii lost the ability to receive 911 calls from their respective 911 jurisdictions. Trouble with the Intrado Viper System required Hawaiian Telco to transfer the 911 trucks to each PSAP's back-up 911 telephone system. The Honolulu Police PSAP started receiving 911 calls on their back-up system at approximately 3:15 p.m., the Hawaii County PSAP at approximately 3:28 p.m., the Maui County PSAP at approximately 3:37 p.m., and the Kauai PSAP at approximately 3:43 p.m. Public notifications of the outage were made through various media information systems. The restored Intrado Viper System began sending 911 calls to the Kauai County PSAP at 7:40 p.m., the Honolulu and Maui PSAPs at 8:39 p.m., and the Hawaii County PSAP at 9:01 p.m. Call Volume statistics will not be available from January 28, 2014 at 2:11 p.m. until each respective PSAP was restored to the Intrado Viper System.

Maui County E9-1-1 Status Report January 1, 2014 – January 31, 2014

MSAG

Current Month – January 2014

2014		9-1-1NET REQUESTS										In Referred Status as of Report		In Suspended Status as of Report Month End	
		MSAG TRANSACTIONS							ALI TRANSACTIONS						
PSAP	TOTAL	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected	County Address Change Request	ALI Discrepancy (ALI-DR) Submitted	TN CR	ALI-DR	# of Transactions	TNs Affected	
MAUI COUNTY	83	65	44	2	13	6	0	743	16	2	147	0	0	0	

During the month of January 2014, sixty-five (65) 9-1-1Net requests were processed relating to the MSAG database, with seven hundred and forty-three (743) customer ANI/ALI records updated as a direct result of Akimeka's address research and GIS validation process. Sixteen (16) TN CR transactions and two (2) ALI-DR transactions were processed in 9-1-1Net for updates and corrections to the ALI database. The TN CRs were submitted as a result of the ESN 359/399 clean-up effort. Streets and address ranges were validated against the GIS to ensure synchronization and an MSAG valid address was provided to the Telco. TN CRs must be validated against HT records and approved by the end user HawaiianTelcom customer before updating the ALI record. See attached spreadsheet for a detailed description of changes and additions.

There are no ALI DR records in Referred status as of January 31, 2014.

There are 147 TN CRs in Referred status as of January 31, 2014.

The TN CRs in "Referred" status are a direct result of the ESN 359/399 clean-up and are awaiting approval from Hawaiian Telcom, Inc (HTI) and/or customer to update ALI records. No explanation has been provided as to why these TN CRs have not been corrected for 9-1-1 purposes. Akimeka continues to monitor and track the progress of Referred TN CRs.

There are no Suspended Records as of January 31, 2014.

Maui County E9-1-1 Status Report January 1, 2014 – January 31, 2014

MSAG (continued)

Year-to-Date (YTD) –2014

MAUI COUNTY		9-1-1NET REQUESTS									In Referred Status as of Report Month End		In Suspended Status as of Report Month End (d)	
		MSAG TRANSACTIONS							ALI TRANSACTIONS					
2014	TOTAL	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected (*)	County Address Change Request (TN CR)	ALI Discrepancy (ALI-DR) Submitted (b)	TN CR	ALI-DR	# of Transactions	TNs Affected
December	0	0												
November	0	0												
October	0	0												
September	0	0												
August (1)	0	0												
July	0	0												
June	0	0												
May	0	0												
April	0	0												
March	0	0												
February	0	0												
January	83	65	44	2	13	6	0	743	16	2	147	0	0	0
TOTAL YTD	83	65	44	2	13	6	0	743	16	2				
AVG PER MO	8	6	4	0	1	1	0	68	1	0				

Note: Revised categories and report format changes effective May 2012 with new Intrado TN CR functionality.

Definitions:	(a)	Represents address corrections on a specific TN or group of TNs. These "invalid" TNs usually have an associated ESN x99 attached to them which indicates the need for validation.
	(b)	Represents an address discrepancy discovered during a live 9-1-1 call. These record corrections are treated with a higher priority and should be processed within 48 hours as a general guideline.
	(c)	Represents correction requests that have been referred by Intrado to the appropriate service provider and is awaiting approval to be updated in 9-1-1Net.
	(d)	Represents correction requests that have been "paused" due to TN fallouts, range overlaps, or not having a valid address point. Intrado requires additional information from Akimeka/PSAP before the Telco approves the change.

Maui County E9-1-1 Status Report January 1, 2014 – January 31, 2014

Mapping Layers Updated/Loaded Into GIS

Calendar Year Summary 2014

9-1-1 GIS layers provided by Akimeka to the PSAP are designed for use on E9-1-1 systems and are NG9-1-1 i3 ready

MAUI COUNTY				
Type of Layer	Island	Akimeka GIS Server	Date Loaded Into PSAP GIS Server	Other/Remarks
		Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)				
Address Points	Maui/Lanai	01/27/14 - 01/31/14		Spatially corrected two hundred sixty-three (263) address points, Address Point validations, Structure on Wrong Block & Structure on Wrong Side of Street, corrected one (1) address, No Matching Range and Structure on Wrong Block in Kula.
	Maui/Lanai	01/14/14 - 01/24/14		Spatially corrected two thousand sixty-nine (2069) address points and added seven (7) addresses per the DSA Address layer in Kihei.
	Molokai	01/24/14		Spatially corrected sixty-three (63) address point, Address Point validation in Kualapuu.
	Maui/Lanai	01/22/14		Spatially corrected two (2) address points in Lanai, one (1) in Napili, one (1) in Kahului, six (6) in Lahaina, one (1) in Kihei and one (1) in Hana. Added eight (8) addresses received from DSA and seven (7) from the DSA Address layer.
			01/22/14	
	Maui/Lanai	01/13/14		Added six (6) addresses per DSA
	Maui/Lanai	01/09/14		Spatially corrected one (1) address point on Lanai
	Molokai	1/8/14-1/13/14		Spatially corrected four (4) address points in Kaunakakai, Spatially corrected sixty-one (61) address points in Kaunakakai. Spatially corrected ninety-nine (99) address points in Kaunakakai
			01/08/14	
	Maui/Lanai	01/07/14		Spatially corrected 115 address points in Lahaina and corrected two (2) addresses verified by DSA
	Maui/Lanai/Molokai	01/03/14		Spatially corrected six (6) address points in Kaluakoi and corrected thirty (30) address points in Kapalua
	Maui/Lanai	01/02/14		Spatially corrected six (6) address points in Kahului

Maui County E9-1-1 Status Report January 1, 2014 – January 31, 2014

Mapping Layers Updated/Loaded Into GIS

Calendar Year Summary 2014

9-1-1 GIS layers provided by Akimeka to the PSAP are designed for use on E9-1-1 systems and are NG9-1-1 i3 ready

Emergency Callboxes				
Fire Beats				
Fire Districts				
Fire Response Areas				
Fire Stations				
Major Roads				
MSAG Address Points (aka Pseudo Address Points)				
MSAG Communities (aka Towns)				
Medic Beats				
Medic Districts				
Medic Response Areas				
Medic Stations				
Milepost Markers				
Points of Interest	Maui/Lanai	01/07/14		Added Kingdom Hall of Jehovah's Witnesses Lahaina
Police Beats				

Maui County E9-1-1 Status Report January 1, 2014 – January 31, 2014

Mapping Layers Updated/Loaded Into GIS

Calendar Year Summary 2014

9-1-1 GIS layers provided by Akimeka to the PSAP are designed for use on E9-1-1 systems and are NG9-1-1 i3 ready

Police Beats				
Police Districts				
Police Response Areas				
Police Stations				
WSP Cell Sectors	Maui/Lanai	01/31/14		Per VZW CRS
	Maui/Lanai	01/24/14		Per VZW CRS
	Maui/Lanai	01/08/14		Per VZW CRS
	Maui/Lanai	01/07/14		Per VZW CRS
Schools				
Street Centerlines	Maui/Lanai	01/30/14-01/31/14		Modified fifteen (15) street centerline range segments, spatially corrected twenty-five (27) street centerline segments and partial spatial correction on twenty-three (23) street centerline segments in Kula.
	Maui/Lanai	01/24/14		Spatially corrected seventeen (17) street centerline segments and modified one (1) street centerline segment range in Kihei. Spatially corrected one (1) street centerline segment in Kahului.
	Molokai			Spatially corrected forty-two (42) street centerline segments, partial spatial correction on eight (8) street segments and modified twelve (12) street centerline segment ranges
	Maui/Lanai	01/23/14		Spatially corrected five (5) street centerline segments in Kihei
	Maui/Lanai	01/22/14		Modified one (1) street centerline range segment in Lahaina. Spatially corrected two (2) street centerline segments and partial spatial correction on two (2) street centerline segments in Lahaina. Modified three (3) street centerline range segments in Kahului. Spatially corrected two (2) street centerline segments, partial spatial correction on two (2) street centerline segments added five (5) new street centerline segments in Kahului. Akimeka's MSAG Coordinator was notified of all range changes affecting the MSAG.
			01/22/14	

Maui County E9-1-1 Status Report January 1, 2014 – January 31, 2014

Mapping Layers Updated/Loaded Into GIS

Calendar Year Summary 2014

9-1-1 GIS layers provided by Akimeka to the PSAP are designed for use on E9-1-1 systems and are NG9-1-1 i3 ready

Street Centerlines	Maui/Lanai	01/13/14 - 01/21/2014		Modified sixty-nine (69) street centerline range segments, spatially corrected one hundred seventy (170) street centerline segments and partial spatial correction one hundred twelve (112) street centerline segments in Kihei. Akimeka's MSAG Coordinator was notified of all range changes affecting the MSAG.
	Maui/Lanai	01/21/2014		Spatially corrected one (1) street centerline segment and partial spatial correction on one (1) street centerline segment in Wailea.
	Molokai	01/8/14 - 01/13/14		Spatially corrected street seventy four (74) centerline segments and thirty-five (35) partial spatial corrections in Kaunakakai
	Molokai	01/13/14		Modified eight (8) street centerline segment ranges in Kaunakakai. Akimeka's MSAG Coordinator was notified of all range changes affecting the MSAG.
	Molokai	01/10/14		Extended the range for seven (7) street centerlines in Kaunakakai to include all addresses. Akimeka's MSAG Coordinator was notified as it affects the MSAG.
	Maui/Lanai	01/09/14		Spatially corrected three (3) street centerline segments in Paia, eleven (11) in Napili, three (3) in Lahaina, and eight (8) in Lanai. Partial spatial correction done to one (1) street centerline segment in Lahaina and nine (9) on Lanai
	Molokai	01/09/14		Spatially corrected seven (7) street centerline segments and partial spatial correction on seven (7) street centerline segments in Maunaloa.
			01/08/14	
	Maui/Lanai	01/07/14		Spatially corrected twelve (12) street centerline segments and three (3) partial spatial corrections in Lahaina
	Maui/Lanai	01/03/14		Spatially corrected fifteen (15) street centerline segments, partial spatial correction on three (3) segments, modified two (2) ranges, corrected one (1) parity and one (1) overlap in Kapalua. Akimeka's MSAG Coordinator was notified of all range changes affecting the MSAG.
	Molokai	01/03/14		Spatially corrected one (1) street centerline segment, partial spatial correction on six (6) segments and modified four (4) ranges in Kaluakoi. Akimeka's MSAG Coordinator was notified of all range changes affecting the MSAG.
	Molokai	01/02/14		Modified the range for two (2) street centerline ranges in Hoolehua to correspond with all address points. Akimeka's MSAG Coordinator was notified of all range changes affecting the MSAG.

Maui County E9-1-1 Status Report January 1, 2014 – January 31, 2014

Mapping Layers Updated/Loaded Into GIS

Calendar Year Summary 2014

9-1-1 GIS layers provided by Akimeka to the PSAP are designed for use on E9-1-1 systems and are NG9-1-1 i3 ready

Trails				
WSP Cell Towers	Maui/Lanai	01/31/14		Per VZW CRS
	Maui/Lanai	01/24/14		Per VZW CRS
	Maui/Lanai	01/08/14		Per VZW CRS
	Maui/Lanai	01/07/14		Per VZW CRS
OTHER SUPPORTING 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)				
Buildings				
Churches				
Gas Stations				
Food & Beverage				
Hospitals				
Lodging				
Medical Facilities				
Parcels				
Parks (Includes National Parks)				
Park Polygon				
Post Offices				
Subdivisions				

Maui County E9-1-1 Status Report January 1, 2014 – January 31, 2014

Mapping Layers Updated/Loaded Into GIS

Calendar Year Summary 2014

9-1-1 GIS layers provided by Akimeka to the PSAP are designed for use on E9-1-1 systems and are NG9-1-1 i3 ready

DISASTER/HOMELAND SECURITY LAYERS (Listed Alphabetically)				
Airports				
Bridges				
Coastline				
Coastal Names				
Emergency Operation Centers (EOC)				
Emergency Shelters				
Government Buildings				
Harbors				
Helipads				
Hydrology Layers				
- Dams				
- Ponds				
- Streams (Includes Rivers)				
- Waterfalls				
Ocean Rescue Boundaries				
Ocean Safety (Includes Lifeguard Stands)				

Maui County E9-1-1 Status Report January 1, 2014 – January 31, 2014

Mapping Layers Updated/Loaded Into GIS

Calendar Year Summary 2014

9-1-1 GIS layers provided by Akimeka to the PSAP are designed for use on E9-1-1 systems and are NG9-1-1 i3 ready

Tsunami Evacuation Zones				
Tsunami Heights				
United States National Grid (50K)				
United States National Grid (500K)				
Waste Water Plants				
SPECIAL REQUESTS				
Gate Codes				
HCS Monsanto Fields				
Tow Jurisdictions				

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

CAD/Mapping System GIS Upload Process Current Month GIS Activities – January 2014

- 01/08/14 Akimeka uploaded Address Points, MSAG Communities, POI, Street Centerlines, WSP Cell Sectors and Towers for Powermap update.
- 01/22/14 Akimeka prepared the following data for an Intergraph Map push: Address Points, Street Centerlines, MSAG Communities and Points of Interest.

Akimeka uploaded Address Points, MSAG Communities, POI, Street Centerlines, WSP Cell Sectors and Towers for Powermap update.
- 01/23/14 Akimeka prepared the following data for an Intergraph Map push: Address Points, Street Centerlines, MSAG Communities and Points of Interest. MPD had network issues so a map push was not done.
- 01/24/14 Akimeka pushed the following data for the Intergraph CAD Map: Address Points, Street Centerlines, MSAG Communities and Points of Interest.

❖ *Everytime the GIS Update tool is used, Indexes and Cache have to be built. The Positron system configurator is adjusted every time a layer is loaded in the PowerMap database. Each PSAP position is updated accordingly.*

Maui County E9-1-1 Status Report January 1, 2014 – January 31, 2014

Geographic Information System (GIS)

Next Generation 911 (NG9-1-1) GIS Requirements

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

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

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

During the month of January 2014, Akimeka has focused on correcting the following areas and has established a baseline moving into NG9-1-1:

NG9-1-1 GIS Data Corrections			
GIS Layer Name	Type of Correction	Number of Records Corrected/Modified/Added/Removed	Comments/Details
Address Points	New Address Points	29	
Address Points	Corrected Address	3	Structures on wrong side of the street
Address Points	Spatially Corrected	2729	Corrected location of address point, recalculated x/y
Street Centerlines	Corrected Ranges	124	Ranges modified according to address point locations
Street Centerlines	Added new segments	5	New Business Park in Kahului
Street Centerlines	Parity/Overlap	1/1	
Street Centerlines	Spatially Corrected/Partial Spatial Correction	391/211	

Maui County E9-1-1 Status Report

January 1, 2014 – January 31, 2014

Service Requests Transactions

Open Service Requests – January 2014

MAUI PSAP						
#	Date	Ticket #	Description	Category	Urgency	Comments
1	1/14/2014	633	per a letter to MPD Chief from Louis K Furst, Effective 2/1/14 at 0900, the gate code changes will be in effect. Service request will be closed on 2/2/14	911 Map	Normal	Akimeka will update Gate Code on February 1, 2014.

Note: Open Service Requests reflect what is in pending status at the end of the report month.

MOLOKAI PSAP						
#	Date	Ticket #	Description	Category	Urgency	Comments
			NONE			

Note: Open Service Requests reflect what is in pending status at the end of the report month.

Year-to-Date (YTD) Summary (Maui) – 2014

MAUI PSAP				SERVICE REQUEST CATEGORIES							
2014	TOTAL			911 Map		MSAG		Request Training		Suggestions	
	Created	Closed	Open	Created	Closed	Created	Closed	Created	Closed	Created	Closed
December											
November											
October											
September											
August											
July											
June											
May											
April											
March											
February											
January	2	2	1	1	0	1	1	0	0	0	0
2013 Carryover	1		0	0	0	1	1	0	0	0	0
TOTAL	3	2	1	1	0	2	2	0	0	0	0

Note: Open Service Requests reflect what is in pending status at the end of the report month.

Maui County E9-1-1 Status Report January 1, 2014 – January 31, 2014

Service Requests Transactions (continued)

Year-to-Date (YTD) Summary (Molokai)– 2014

MOLOKAI PSAP				SERVICE REQUEST CATEGORIES							
2014	TOTAL			911 Map		MSAG		Request Training		Suggestions	
	Created	Closed	Open	Created	Closed	Created	Closed	Created	Closed	Created	Closed
December											
November											
October											
September											
August											
July											
June											
May											
April											
March											
February											
January	0	0	0	0	0	0	0	0	0	0	0
2013 Carryover	0	0	0	0	0	0	0	0	0	0	0
TOTAL	0	0	0	0	0	0	0	0	0	0	0

Note: Open Service Requests reflect what is in pending status at the end of the report month

Definitions:	Category	Description
	911 Map	Mapping computer not functioning or displaying properly
	MSAG	Discrepancies with 9-1-1 MSAG addresses
	Request Training	E-911 Operations training needs
	Suggestions	Vehicle to share suggestions

Hawai'i County E9-1-1 Status Report

January 1, 2014 – January 31, 2014

PSAP Operations

9-1-1 Call Volume Hawaii County PSAPs – January 2014

Source: Intrado Viper

9-1-1 Call Volume																	
HAWAII POLICE PSAPs		Wireline		Wireless				VOIP		Calls With No ALI		Admin Calls		Abandoned/Dropped Calls		Other Calls	
2014	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 Wireless WPH2 Calls	No. of Calls with No ALI	% of Total Calls	No. of Admin Calls	% of Total Calls	No. of 9-1-1 Abandoned Calls	% of Total Calls	Other Calls	% of Total Calls
January	20517	5680	27.68%	12884	62.80%	48.15%	51.85%	9	0.04%	22	0.11%	0	0.00%	1922	9.37%	0	0.00%

911 Call Volume Hawaii County PSAPs – Calendar Year 2014

9-1-1 Call Volume																	
Hawaii County PSAPs		Wireline		Wireless				VOIP		Calls with No ALI		Admin Calls		Abandoned Calls		Other Calls	
2014	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 Wireless WPH2 Calls	No. of Calls with No ALI	% of Total Calls	No. of Admin Calls	% of Total Calls	No. of 9-1-1 Calls Abandoned by Caller	% of Total Calls	Other Calls	% of Total Calls
January	20517	5680	27.68%	12884	62.80%	48.15%	51.85%	9	0.04%	22	0.11%	0	0.00%	1922	9.37%	0	0.00%
February																	
March																	
April																	
May																	
June																	
July																	
August																	
September																	
October																	
November																	
December																	
YTD	20517	5680	27.68%	12884	62.80%	48.15%	51.85%	9	0.04%	22	0.11%	0	0.00%	1922	9.37%	0	0.00%
MON AVG	20517	5680	27.68%	12884	62.80%	48.15%	51.85%	9	0.04%	22	0.11%	0	0.00%	1922	9.37%	0	0.00%

Note: There were no call volume statistics between January 28, 2014, 2:11 p.m. HST, and January 28, 2014, 9:01 p.m. HST, while the PSAPs were on the 9-1-1 back-up system due to a Intrado Viper System outage.

Hawai'i County E9-1-1 Status Report January 1, 2014 – January 31, 2014

PSAP Operations (continued)

9-1-1 Call Volume by Agency – January 2014

9-1-1 Call Volume by Agency										
2014	HPD					HFD				
	Number of Total Calls Received	% of Total Calls	Number of Admin Calls	Number of Abandoned Calls	Number of Other Calls	Number of Total Calls Received	% of Total Calls	Number of Admin Calls	Number of Dropped Calls	Number of Other Calls
January	16012	78.04%	0	1891	0	2583	12.59%	0	31	0

9-1-1 Call Volume by Agency – Calendar Year 2014

Source: Intrado Viper

9-1-1 Call Volume by Agency								
2014	HPD				HFD			
	Number of Total Calls Received	Number of Admin Calls	Number of Abandoned Calls	% of Total Calls	Number of Total Calls Received	Number of Admin Calls	Number of Dropped Calls	% of Total Calls
January	16012	0	1891	78.04%	2583	0	31	12.59%
February								
March								
April								
May								
June								
July								
August								
September								
October								
November								
December								
YTD	16012	0	1891	78.04%	2583	0	31	12.59%
MON AVG	16012	0	1891		2583	0	31	

Notes:

- (1) Total call volumes include Administrative calls. (Administrative calls = Calls made between 9-1-1 positions but are not 9-1-1 calls.)
- (2) "Abandoned" calls represent the number of incoming 9-1-1 calls for which the caller had hung up before a call-taker answered.
- (3) "Abandoned" calls are included in the "Wireline" and "Wireless" counts respectively. The standard Intrado Viper reports provide a break-out of "Abandoned" calls between "Wireline" and "Wireless" calls.

Hawai'i County E9-1-1 Status Report January 1, 2014 – January 31, 2014

Wireless Test – January 2014

Date	WSP	Sites Tested	Sectors Tested	Tested By:	Test Pass/Fail
01/22/14	AT&T MOBILITY	3	8	HAWAII PSAP	PASS

Current Month PSAP Operations Activities – January 2014

Date	Key Activities/Updates
1/16/2014	Pictometry personnel along with the Hilo Police IT, and Akimeka personnel, removed and replaced the Pictometry NAS server at the Hilo Police Communications Section with the newest version of Pictometry's oblique imagery. All Dispatch Powermap workstations at the Police and Fire Dispatch Centers were updated with new Pictometry licenses and connectivity to the Pictometry NAS Server.

Viper 911 Outage for the State of Hawaii

On January 28, 2014 at 2:11 p.m., All PSAPs in the State of Hawaii lost the ability to receive 911 calls from their respective 911 jurisdictions. Trouble with the Intrado Viper System required Hawaiian Telco to transfer the 911 trucks to each PSAP's back-up 911 telephone system. The Honolulu Police PSAP started receiving 911 calls on their back-up system at approximately 3:15 p.m., the Hawaii County PSAP at approximately 3:28 p.m., the Maui County PSAP at approximately 3:37 p.m., and the Kauai PSAP at approximately 3:43 p.m. Public notifications of the outage were made through various media information systems. The restored Intrado Viper System began sending 911 calls to the Kauai County PSAP at 7:40 p.m., the Honolulu and Maui PSAPs at 8:39 p.m., and the Hawaii County PSAP at 9:01 p.m. Call Volume statistics will not be available from January 28, 2014 at 2:11 p.m. until each respective PSAP was restored to the Intrado Viper System.

Hawai'i County E9-1-1 Status Report January 1, 2014 – January 31, 2014

MSAG

Current Month – January 2014

2014		9-1-1NET REQUESTS									In Referred Status as of Report Month End (c)		In Suspended Status as of Report Month End (d)	
		MSAG TRANSACTIONS							ALI TRANSACTIONS					
PSAP	TOTAL	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected	County Address Change Request (TN CR) Submitted (a)	ALI Discrepancy (ALI-DR) Submitted (b)	TN CR	ALI-DR	# of Transaction s	TNs Affected
HAWAII	313	141	22	39	61	15	4	64	164	8	670	1	0	0

During the month of January 2014, one hundred forty-one (141) 9-1-1Net requests were submitted relating to the MSAG database, with sixty-four (64) customer ANI/ALI records updated as a direct result of Akimeka's address research and GIS validation process. One hundred sixty-four (164) TN CR transactions and eight (8) ALI-DR transactions were also processed in 9-1-1Net for updates and corrections. The 164 TNCRs were submitted with MSAG valid address, as a result of the ESN 299 clean-up effort. Streets and address ranges were validated against the GIS to ensure synchronization and an MSAG valid address was provided to the Telco. TN CRs must be validated against HT records and approved by the end user Hawaiian Telcom customer before updating the ALI record..

There are 670 TN CRs in Referred Status as of January 31, 2014.

113 of the TN CRs in "Referred" status are the remainder of the TNs submitted to Intrado in October 2012 as a result of the Puako Beach Road address changes per the Hawai'i County Planning Department. These TN CRs deal primarily with house numbers. See Service Request #225.

The remaining 557 "Referred" records are a direct result of the ESN 299 clean-up and are awaiting approval from Hawaiian Telcom, Inc. Akimeka continues to monitor and track the progress of the Referred records. Once a telephone number is submitted to Intrado for correction, it must be verified against HT records and/or approved by the customer. Intrado's internal process requires calling each telephone customer individually for approval to update an address in the 9-1-1 database.

Numerous follow-ups have been made by Akimeka inquiring as to why these TN CRs remain in "Referred" status. No explanation has been provided as to why these house numbers are not being updated for 9-1-1 purposes.

Intrado will notify Akimeka when the TNs have been updated in 9-1-1Net.

There is one (1) ALI-DR in Referred status as of January 31, 2014.

The ALI DR in "Referred" status was submitted on November 21, 2013. The ALI DR was the result of a 9-1-1 call from a residence in Kealahou. Hawaii County Fire submitted a request to Akimeka to update the customer street name from Mamalahou Hwy to Hawaii Belt Rd. Akimeka submitted the ALI DR to Intrado and the transaction is awaiting approval from the telco.

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

There are no Suspended records as of January 31, 2014.

Hawai'i County E9-1-1 Status Report

January 1, 2014 – January 31, 2014

MSAG (continued)

Year-to-Date (YTD) Summary – 2014

HAWAII COUNTY		9-1-1NET REQUESTS									In Referred Status as of Report Month End (c)		In Suspended Status as of Report Month End (d)	
		MSAG TRANSACTIONS							ALI TRANSACTIONS					
2014	TOTAL	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected (*)	County Address Change Request (TN CR) Processed (a)	ALI Discrepancy (ALI-DR) Processed (b)	TN CR	ALI-DR	# of Transactions	TNs Affected
December	0													
November	0													
October	0													
September	0													
August	0													
July	0													
June	0													
May	0													
April	0													
March	0													
February	0													
January	313	141	22	39	61	15	4	64	164	8	670	1	0	0
TOTAL YTD	313	141	22	39	61	15	4	64	164	8				
AVG PER MO	28	13	2	4	6	1	0	6	15	1				

Note: Revised categories and report format changes effective May 2012 with new Intrado TN CR functionality.

Definitions:	(a)	Represents address corrections on a specific TN or group of TNs. These "invalid" TNs usually have an associated ESN 299 attached to them which indicates the need for validation.
	(b)	Represents an address discrepancy discovered during a live 9-1-1 call. These record corrections are treated with a higher priority and should be processed within 48 hours as a general guideline.
	(c)	Represents correction requests that have been referred by Intrado to the appropriate service provider and is awaiting approval to be updated in 9-1-1Net.
	(d)	Represents correction requests that have been "paused" due to TN fallouts, range overlaps, or not having a valid address point. Intrado requires additional information from Akimeka/PSAP before the Telco approves the change.

Hawai'i County E9-1-1 Status Report January 1, 2014 – January 31, 2014

Mapping Layers Updated/Loaded Into GIS

Calendar Year Summary 2014

9-1-1 GIS layers provided by Akimeka to the PSAP are designed for use on E9-1-1 systems and are NG9-1-1 i3 ready

HAWAII			
Type of Layer	Akimeka GIS Server	Date Loaded Into PSAP GIS Server	Other/Remarks
	Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)			
CALLER LOCATION			
Address Points	01/31/14		Corrected ranges to two (2) street segments and Spatially corrected two (2) street segments in Hawi.
	01/14/14 - 01/30/14		Changed routing ID to one (1) address; Changed address number and street name to one (1) address in Kailua Kona.
	01/03/14 - 01/30/14		Readdressed three (3) addresses on Maluhia Rd in Papaaloa and changed one (1) address on W Kawaiilani St; Changed address on Kawaiilani St; Readdressed street name and number to two (2) other addresses; Spatially corrected two (2) address points; Corrected routing id to four (4) addresses; Added seven (7) addresses in Hilo.
	01/30/14		Corrected routing id to one (1) address and corrected street name to 20 addresses in Volcano.
	01/27/14		Added new address point in Pepeekeo.
		01/24/14	
	01/23/14		Corrected address number to address on Koniaka Pl in Honokaa.
	01/16/14		Added one (1) address in Captain Cook.
			Added one (1) address in Hakalau.
			Added one (1) address in Honomu.
			Added six (6) addresses in Kamuela.
			Added one (1) address in Kapaau.
			Added 13 addresses in Keaau.
			Added one (1) address in Kealahou.
			Added one (1) address in Keauhou.
			Added five (5) addresses in Kurtistown.
			Added three (3) addresses in Laupahoehoe.
			Added six (6) addresses in Mountain View
			Added one (1) address in Naalehu
			Added two (2) addresses in Ninole.
			Added six (6) addresses in Ocean View
			Added one (1) address in Paauilo.
			Added 20 addresses in Pahoa.
			Added one (1) address in Papaaloa.
	Added one (1) address in Pepeekeo.		
	Added two (2) addresses in Volcano.		
	Completed monthly update on address points.		

Hawai'i County E9-1-1 Status Report January 1, 2014 – January 31, 2014

Mapping Layers Updated/Loaded Into GIS (continued)

Calendar Year Summary 2014

9-1-1 GIS layers provided by Akimeka to the PSAP are designed for use on E9-1-1 systems and are NG9-1-1 i3 ready			
Address Points	01/15/14		Corrected routing ID to five (5) addresses on Kaapoko Homestead Rd in Papaikou. Spatially corrected address on Waiono Ranch Rd in Holualoa.
	01/14/14		Performed spatial correction and corrected routing id to two (2) addresses in Waikoloa.
	1/9/2014		Added address on Kioele Rd in Mountain View.
		01/07/14	
	10/2/2014 to 1/16/2014		Added one (2) address points in Paauilo. Of those 2, changed one (1) address and routing ID to on Kulawaena PI and one (1) address.
Emergency Callboxes			
Fire Stations			
Medic Stations			
Milepost Markers			
Points of Interest (POI)			
Police Stations			
Schools			
Tsunami Evacuation Zones			
Tsunami Roadblocks			
WSP Cell Towers			
		01/24/14	
	01/16/14		Per AT&T CRS
		01/07/14	

Hawai'i County E9-1-1 Status Report January 1, 2014 – January 31, 2014

Mapping Layers Updated/Loaded Into GIS (continued)

Calendar Year Summary 2014

9-1-1 GIS layers provided by Akimeka to the PSAP are designed for use on E9-1-1 systems and are NG9-1-1 i3 ready			
DISPATCH AND RESPONSE			
ESZ/ESN			
Fire Beats (Includes Medic Beats)			
Fire Districts (Includes Medic Districts)			
	01/29/14		Started creating Fire District 21.
Fire Response Areas			
MSAG Communities (aka Towns)			
	01/21/14		Spatially corrected the boundaries of Kealahou and Keauhou.
Medic Response Areas	N/A for Hawaii County		
Ocean Rescue Boundaries			
Police Beats			
Police Districts			
Police Response Areas			
WSP Cell Sectors			
		01/24/14	
		01/07/14	

Hawai'i County E9-1-1 Status Report January 1, 2014 – January 31, 2014

Mapping Layers Updated/Loaded Into GIS (continued)

Calendar Year Summary 2014

9-1-1 GIS layers provided by Akimeka to the PSAP are designed for use on E9-1-1 systems and are NG9-1-1 i3 ready			
RESPONSE ROUTING			
Street Centerlines	01/28/14		Corrected gaps to five (5) street segments in Keaau.
			Corrected gaps to two (2) street segments in Naalehu.
			Corrected gaps to four (4) street segments in Ocean View.
			Corrected gaps to 12 street segments in Pahoa.
	01/27/14		Corrected range to segment of Hawaii Belt Rd in Pepeekeo.
			Corrected community and postal attributes for segment of Puu Lehua Dr in Kealakekua.
			Corrected range to segment of Puu Kamanu Ln in Kailua Kona.
			Corrected gaps to nine (9) street segments in Kailua Kona.
	01/24/14		Spatially corrected Mailekea Rd in Hilo.
			Corrected range to Mailekea Rd in Hilo.
			Corrected gaps to five (5) street segments in Kailua Kona.
			Corrected gap to one (1) street segment in Holualoa.
			Corrected gaps to 22 street segments in Hilo.
		01/24/14	
	01/23/14		Corrected range to Koniaka Pl in Honokaa. Split Ala Lokelani and Hakuma St in Pahoa. Added Ala Kulia (2 segments) in Pahoa.
	1/13/14 to 1/21/2014		Corrected gaps to 55 street segments and assigned range to segment of Kamehameha Ave in Hilo, Corrected range to Poho St., Assigned name and range to Wiliko Ln in Hilo.
	01/21/14		Corrected gaps to two (2) street segments in Hakalau. Corrected
	01/16/14		Corrected gaps to two (2) streets in Kailua Kona. Completed monthly update on street centerlines.
	01/15/14		Corrected range to Wao Kele Rd in Mountain View.
			Corrected range to Puamana Rd in Pahoa
			Corrected range to Niupea Homestead Rd in Paauilo
	1/13/14- 1/14/2014		Added street segment of Kaapoko Homestead Rd in Papaikou.
			Corrected gaps to 27 street segments, Split two (2) street segments, merged two (2) street segments and spatially corrected five (5) street segments in Kailua Kona.

Hawai'i County E9-1-1 Status Report January 1, 2014 – January 31, 2014

Mapping Layers Updated/Loaded Into GIS (continued)

Calendar Year Summary 2014

9-1-1 GIS layers provided by Akimeka to the PSAP are designed for use on E9-1-1 systems and are NG9-1-1 i3 ready			
Street Centerlines			Corrected gaps to two (2) street segments in Kamuela. .
	01/13/14		Corrected range to segment of Ke Alohi Kai Pl in Kailua Kona.
	01/07/14		Corrected 60 gaps in Hawaii.
		01/07/14	
	01/06/14		Corrected 46 gaps. Of those 46, 12 were in Keaau, five (5) in Kurtistown, two (2) in Mountain View, 25 in Pahoa and two (2) in Volcano. Corrected the range to Laniuma St in Kurtistown.
	01/03/14		Added range and changed parity to Maluhia Rd in Papaaloa.
VISUAL REFERENCE			
Coastline			
Major Roads			
Parcels			
Trails			
SPECIAL REQUESTS			
Correctional Facilities			

CAD/Mapping System GIS Upload Process Current Month GIS Activities – January 2014

- 1/7/2014 Akimeka uploaded Address Points, Street Centerlines, WSP Cell Sectors, and WSP Cell Towers for the Power Map update.
- 1/24/2014 Akimeka uploaded Address Points, Street Centerlines, WSP Cell Sectors, and WSP Cell Towers for the Power Map update.

Everytime the GIS Update tool is used, Indexes and Cache have to be built. The Positron system configurator is adjusted every time a layer is loaded in the PowerMap database. Each PSAP position is updated accordingly.

Hawai'i County E9-1-1 Status Report January 1, 2014 – January 31, 2014

Mapping Layers Updated/Loaded Into GIS – January 2014 (continued)

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. In the month of May 2012, Akimeka added a process to identify changes to the Street Segment Names which has been included in the chart below.

The Address Points and Street Centerlines layer comparative analysis was completed on the updates received from the Hawai'i County Planning Department on **January 16, 2014**. Results are as follows:

HAWAII COUNTY		
# of New Street Segments Added		0
# of Street Segments Removed		0
# of New Addresses Added	80	
# of Addresses Removed	0	
# of Street Segment Range Changes		4
# of Street Segment Name Changes		0
# of Address Street Name Changes	0	
# of Address Street Number Changes	0	

Note: Some Address Points have its street name and street number changed at the same time. These are counted as separate actions since these changes are needed to make the layers "9-1-1 capable" for dispatch and response.

Hawai'i County E9-1-1 Status Report

January 1, 2014 – January 31, 2014

Geographic Information System (GIS)

Next Generation 911 (NG9-1-1) GIS Requirements

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

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

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

During the month of January 2014, Akimeka has focused on correcting the following areas and has established a baseline moving into NG9-1-1:

NG9-1-1 GIS Data Corrections			
GIS Layer Name	Type of Correction	Number of Records Corrected/Modified/Added/Removed	Comments/Details
Street Centerlines	Gaps	209	Majority were in Hilo, Kailua Kona and Pahoa
Street Centerlines	Range/Parity	17/1	9 ranges were corrected and 8 were added
Street Centerlines	Spatial Correction	8	Majority were in Kailua Kona
Street Centerlines	Split/Merged	4/2	To increase accuracy near Kona International Airport and in Pahoa
Street Centerlines	Added street	3	
Street Centerlines	Assigned/Corrected street name	1/3	
Address Points	New Address Points	82	Throughout County in 20 communities
Address Points	Corrected Address	29	Majority in Volcano
GIS Layer Name	Type of Correction	Number of Records Corrected/Modified/Added/Removed	Comments/Details

Hawai'i County E9-1-1 Status Report January 1, 2014 – January 31, 2014

Address Points	Routing ID	16	To ensure proper routing to address
Address Points	Spatially Corrected	5	Corrected location of Address Point, recalculated x/y
MSAG Communities	Spatially Corrected Boundaries	2	Kealakekua and Keauhou

Addition of New Fire District

As requested from the Hawaii Fire Department, during the month of January 2014, Akimeka began creating the new Fire District 21 in the GIS data.

1. During January 2014, Akimeka began creating the new area of response for HFD and plans to have this completed in February 2014.
 - a. Once completed, Akimeka will review the boundary with the Hawaii Fire Department.
 - b. During this process, Akimeka also updated Fire Districts 7 and 16.
 - c. The process will also include corrections to ESN boundaries and will be incorporated in Street Centerlines and the MSAG database to ensure proper routing of emergency services.
2. During January 2014, Akimeka began updating the necessary information for the Hawaii Fire Department run cards to align with the new Fire District and the corrections to the surrounding boundaries.

Hawai'i County E9-1-1 Status Report January 1, 2014 – January 31, 2014

Service Requests Transactions

Open Service Requests – January 2014

#	Date	Ticket #	Description	Category	Urgency
1	6/3/2010	225	Calls coming in from Puako Beach Dr. are reported to have just 3 digit addresses, however, they should be having 6 digit addresses according to the addressing scheme for the Island of Hawaii.	MSAG	Normal
2	11/21/2013	621	79-751 Hawaii Belt Rd. Correct Info: 797513 Hawaii Belt Rd, Kealahou. Location field: S of Keel Cafe mauka side.	MSAG	Normal

Hawai'i County E9-1-1 Status Report January 1, 2014 – January 31, 2014

Service Requests Transactions (continued)

Year-to-Date (YTD) Summary – 2014

HAWAII				SERVICE REQUEST CATEGORIES							
2014	TOTAL			911 Map		MSAG		Request Training		Suggestions	
	Created	Closed	Open	Created	Closed	Created	Closed	Created	Closed	Created	Closed
December											
November											
October											
September											
August											
July											
June											
May											
April											
March											
February											
January	9	9	2	0	0	9	9	0	0	0	0
2013 Carryover	1	1	2	0	0	1	1	0	0	0	0
TOTAL	10	10	3	0	0	1	10	0	0	0	0

Note: Open Service Requests reflect what is in pending status at the end of the report month..

Definitions:	Category	Description
	911 Map	Mapping computer not functioning or displaying properly
	MSAG	Discrepancies with 9-1-1 MSAG addresses
	Request Training	E-911 Operations training needs
	Suggestions	Vehicle to share suggestions

Kauai County E9-1-1 Status Report January 1, 2014 – January 31, 2014

PSAP Operations

9-1-1 Call Volume – January 2014

Source: Intrado Viper

9-1-1 Call Volume																	
KAUAI PSAP		Wireline		Wireless				VOIP		Calls With No ALI		Admin Calls		Abandoned/Dropped Calls		Other Calls	
2014	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 Wireless WPH2 Calls	No. of Calls with No ALI	% of Total Calls	No. of Admin Calls	% of Total Calls	No. of 9-1-1 Calls Abandoned by Caller	% of Total Calls	Other	% of Total Calls
January	5059	1034	20.44%	3107	61.42%	51.66%	48.34%	7	0.14%	30	0.59%	0	0.00%	881	17.41%	0	0.00%

9-1-1 Call Volume – Calendar Year 2014

9-1-1 Call Volume														
KAUAI PSAP		Wireline		Wireless				VOIP		Calls with No ALI		Admin Calls		Abandoned
2014	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 Wireless WPH2 Calls	No. of Calls with No ALI	% of Total Calls	No. of Admin Calls	% of Total Calls	No. of 9-1-1 Calls Abandoned by Caller
January	5059	1034	20.44%	3107	61.42%	51.66%	48.34%	7	0.14%	30	0.59%	0	0.00%	881
February														
March														
April														
May														
June														
July														
August														
September														
October														
November														
December														
YTD	5059	1034	20.44%	3107	61.42%	51.66%	48.34%	7	0.14%	30	0.59%	0	0.00%	881
MON AVG	5059	1034	20.44%	3107	61.42%	51.66%	48.34%	7	0.14%	30	0.59%	0	0.00%	881

Notes:

- (1) Total call volumes include Administrative calls. (Administrative calls = Calls made between 9-1-1 positions but are not 9-1-1 calls.)
- (2) "Abandoned" calls represent the number of incoming 9-1-1 calls for which the caller had hung up before a call-taker answered.
- (3) "Abandoned" calls are included in the "Wireline" and "Wireless" counts respectively. The standard Intrado Viper reports provide a break-out of "Abandoned" calls between "Wireline" and "Wireless" calls.

Wireless Test – January 2014

Date	WSP	Sites Tested	Sectors Tested	Tested By	Test Pass/Fail
None					

Current Month PSAP Operations Activities – January 2014

01/31/2014 To date, there have been no major problems experienced by the PSAPs due to the implementation of the Intrado Viper Platform.

Kauai County E9-1-1 Status Report January 1, 2014 – January 31, 2014

MSAG

Current Month – January 2014

2014		9-1-1NET REQUESTS									In Referred Status as of Report Month End		In Suspended Status as of Report Month End	
PSAP	TOTAL	MSAG TRANSACTIONS							ALI TRANSACTIONS		TN CR	ALI-DR	# of Transacti ons	TNs Affected
		Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected	County Address Change Request (TN CR) Submitted (a)	ALI Discrepancy (ALI-DR) Submitted (b)				
KAUAI	46	15	3	2	5	2	3	42	31	0	139	0	0	0

Revised categories and report format changes effective May 2012.

During the month of January 2014, fifteen (15) 9-1-1Net requests were submitted relating to the MSAG database, with forty-two (42) customer ANI/ALI records updated as a direct result of Akimeka's address research and GIS validation process. Thirty-one (31) TN CR transactions and no ALI-DR transactions were submitted to 9-1-1Net for updates and corrections to the ALI database. The TN CRs were submitted as a result of the ESN x99 clean-up effort. Streets and address ranges were validated against the GIS to ensure synchronization. These addresses were already existing in the GIS Address Point layer so no additional GIS work was required. See attached spreadsheet for a detailed description of changes and additions.

There are 139 TN CRs in Referred status as of January 31, 2014

139 TN CRs that remain in "Referred" status are a direct result of the ESN x99 clean-up and are awaiting approval from Telco and/or customer to update the ALI records. No explanation has been provided by HTI as to why these TN CRs have not been processed for 9-1-1 purposes..

Intrado will notify Akimeka when each TN has been updated in 9-1-1Net as well as provide additional information in order to identify the MSAG valid address.

There are no ALI DRs in Referred Status as of January 31, 2014.

There are no records in Suspended status as of January 31, 2014.

Kauai County E9-1-1 Status Report January 1, 2014 – January 31, 2014

• MSAG (continued)

Year-to-Date (YTD) Summary – 2014

KAUAI		9-1-1NET REQUESTS										In Referred Status as of Report Month End (c)		In Suspended Status as of Report Month End (d)	
		MSAG TRANSACTIONS							ALI TRANSACTIONS						
		2014	TOTAL	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected (*)	County Address Change Request (TN CR) Submitted (a)	ALI Discrepancy (ALI-DR) Submitted (b)	TN CR	ALI-DR	# of Transactions
December	0	0													
November	0	0													
October	0	0													
September	0	0													
August	0	0													
July	0	0													
June	0	0													
May	0	0													
April	0	0													
March	0	0													
February	0	0													
January	46	15	3	2	5	2	3	42	31	0	139	0	0	0	0
TOTAL YTD	46	15	3	2	5	2	3	42	31	0					
AVG PER MO	46	15	3	2	5	2	3	42	31	0					
(*) Applies to Change Request Category Only															

(*) Applies to Change Request Category Only

Note: Revised categories and report format changes effective May 2012 with new Intrado TN CR functionality.

Definitions:	(a)	Represents address corrections on a specific TN or group of TNs. These "invalid" TNs usually have an associated ESN x99 attached to them which indicates the need for validation.
	(b)	Represents an address discrepancy discovered during a live 9-1-1 call. These record corrections are treated with a higher priority and should be processed within 48 hours as a general guideline.
	(c)	Represents correction requests that have been referred by Intrado to the appropriate service provider and is awaiting approval to be updated in 9-1-1Net.
	(d)	Represents correction requests that have been "paused" due to TN fallouts, range overlaps, or not having a valid address point. Intrado requires additional information from Akimeka/PSAP before the Telco approves the change.

Kauai County E9-1-1 Status Report

January 1, 2014 – January 31, 2014

Mapping Layers Updated/Loaded Into GIS

Calendar Year Summary 2014

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

KAUAI			
Type of Layer	Akimeka GIS Server	Date Loaded Into PSAP GIS Server	Other/Remarks
	Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)			
Address Points		01/23/14	
	01/22/14		Spatially corrected address and added new address on Kaumualii Hwy in Pakala.
		01/09/14	
	01/08/14		Changed Routing ID to 93 addresses on Kaumakani Village Rd in Kaumakani. Changed street name and routing id to two (2) addresses from Lehelehe Rd to Iwipoo Rd in Lawai.
	01/02/14		Added new address on Kuia Rd in Koloa Spatially corrected address on Kalamania Rd in Kilauea.
Emergency Callboxes			
Fire Beats			
Fire Districts			
Fire Response Areas			
Fire Stations			
Incident Response Area			
Major Roads			
MSAG Communities (aka Towns)			

Kauai County E9-1-1 Status Report

January 1, 2014 – January 31, 2014

Mapping Layers Updated/Loaded Into GIS (continued)

Calendar Year Summary 2014

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

Medic Beats			
Medic Districts			
Medic Response Areas			
Medic Stations			
Milepost Markers			
Points of Interest			
Police Beats			
Police Districts			
Police Response Areas			
Police Stations			
Schools			
Street Centerlines	01/31/14		Flipped two (2) street segments, Split two (2) street segments, Spatially corrected three (3) street segments, Corrected range to eleven (11) street segments, Added three (3) new street segments in Pakala.
		01/23/14	
Street Centerlines	01/22/14		Validated 138 direction errors in 13 communities.

Kauai County E9-1-1 Status Report

January 1, 2014 – January 31, 2014

Mapping Layers Updated/Loaded Into GIS (continued)

Calendar Year Summary 2014

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

Street Centerlines	01/21/14		Corrected community attributes to segment of Nawiliwili Rd in Nawiliwili/Niumalu.
	01/17/14		Flipped one (1) segment of Halemanu Rd in Kokee.
	01/10/14		Corrected gaps to two (2) street segments of Ahukini Rd in Lihue.
			Corrected gaps to two (2) street segments of Olohena Rd in Kapaa.
			Corrected gaps to two (2) street segments of Nohili Rd in Mana.
			Corrected gaps to two (2) street segments of Ka Haku Rd in Princeville.
	01/09/14		Flipped segment of Kaumualii Hwy and segment of Kuhio Hwy in Lihue.
			Corrected the range and added a segment to S Sparrow Dr in Mana.
		01/09/14	
	01/08/14		Added eight (8) segments, corrected range to 14 segments, flipped three (3) segments, spatially corrected three (3) segments and split segment to Kaumakani Village Rd in Kaumakani.
			Changed Lehelehe Rd to Iwipoo Rd in Lawai and corrected its range and flipped its direction.
	01/02/14		Split Holokawelu Way in Nawiliwili and Lihue and corrected communities.
Trails			
WSP Cell Sectors			
		01/23/14	
	01/16/14		Per AT&T CRS
		01/09/14	
WSP Cell Towers (Points)			
		01/23/14	
	01/16/14		Per AT&T CRS
		01/09/14	
OTHER SUPPORTING 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)			
Churches			
Gas Stations			

Kauai County E9-1-1 Status Report January 1, 2014 – January 31, 2014

Mapping Layers Updated/Loaded Into GIS (continued)

Calendar Year Summary 2014

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

Food & Beverage			
Hospitals			
Lodging			
Medical Facilities			
Parcels			
Parks			
Parks Polygon			
Post Offices			
Subdivisions			
DISASTER/HOMELAND SECURITY LAYERS (Listed Alphabetically)			
Airports			
Bridges			

Kauai County E9-1-1 Status Report

January 1, 2014 – January 31, 2014

Mapping Layers Updated/Loaded Into GIS (continued)

Calendar Year Summary 2014

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

Coastline			
Coastal Names			
Communications			
Emergency Shelters			
Emergency Operation Centers (EOC)			
Government Buildings			
Harbors			
Helipads			
Hydrants			
Hydrology Layers			
- Dams			
- Ponds			
- Streams (Includes Rivers)			
- Waterfalls			
Ocean Rescue Boundaries			

Kauai County E9-1-1 Status Report January 1, 2014 – January 31, 2014

Mapping Layers Updated/Loaded Into GIS (continued)

Calendar Year Summary 2014

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

Ocean Safety (Includes Lifeguard Stands)			
Tsunami Evacuation Zones			
Tsunami Heights			
United States National Grid (50K)			
Waste Water Plants			
SPECIAL REQUESTS			
KCC Building Outline			
KCC Callboxes			

CAD/Mapping System GIS Upload Process Current Month GIS Activities – January 2014

- 01/09/14 Akimeka delivered the following data onto Kauai's GeoComm computer: Address Points, Street Centerlines, WSP Cell Sectors, WSP Cell Towers, and Geofile for Street Centerlines.
- Akimeka uploaded Address Points, Street Centerlines, WSP Cell Sectors, and WSP Cell Towers for the Powermap update.
- 01/23/14 Akimeka delivered the following data onto Kauai's GeoComm computer: Address Points, Street Centerlines, WSP Cell Sectors, WSP Cell Towers, and Geofile for Street Centerlines.
- Akimeka uploaded Address Points, Street Centerlines, WSP Cell Sectors, and WSP Cell Towers for the Powermap update.

Everytime the GIS Update tool is used, Indexes and Cache have to be built. The Positron system configurator is adjusted every time a layer is loaded in the PowerMap database. Each PSAP position is updated accordingly.

Kauai County E9-1-1 Status Report January 1, 2014 – January 31, 2014

Service Requests Transactions

Open Service Requests – January 2014

#	Date	Ticket #	Description	Category	Urgency	Comments
			NONE			

Note: Open Service Requests reflect what is in pending status at the end of the report month.

Year-to-Date (YTD) Summary – 2014

KAUAI				SERVICE REQUEST CATEGORIES							
2014	TOTAL			911 Map		MSAG		Request Training		Suggestions	
	Created	Closed	Open	Created	Closed	Created	Closed	Created	Closed	Created	Closed
December											
November											
October											
September											
August											
July											
June											
May											
April											
March											
February											
January	0	0	0	0	0	0	0	0	0	0	0
2013 Carryover	0	0	0	0	0	0	0	0	0	0	0
TOTAL	0	0	0	0	0	0	0	0	0	0	0

Note: Open Service Requests reflect what is in pending status at the end of the report month.

Definitions:	Category	Description
	911 Map	Mapping computer not functioning or displaying properly
	MSAG	Discrepancies with 9-1-1 MSAG addresses
	Request Training	E-911 Operations training needs
	Suggestions	Vehicle to share suggestions

Kauai County E9-1-1 Status Report January 1, 2014 – January 31, 2014

E9-1-1 Database Synchronization

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

As part of Akimeka's value added services, Akimeka conducted a special re-run of the quarterly database synchronization audit for Kauai County in January 2014.

The database synchronization effort included comparing Kauai County's 9-1-1 MSAG against its GIS Street Centerline data. A total number of **1,266** 9-1-1 MSAG records were reviewed in the audit and analyzed. Results of the database synchronization audit completed on January 1, 2014 for Kauai County are reported below.

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

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

Audit Summary Results – 2014

9-1-1 MSAG TO GIS STREET CENTERLINE AUDIT COMPARISON RESULTS	Notes	As of April 18, 2013		As of July 8, 2013		As of November 1, 2013		As of January 7, 2014	
		9-1-1 MSAG Dated 04-01-13		9-1-1 MSAG Dated 07-01-13		9-1-1 MSAG Dated 11-01-13		9-1-1 MSAG Dated 01-01-14	
		# of Records	%	# of Records	%	# of Records	%	# of Records	%
Total 9-1-1 MSAG Records Reviewed		1,249	0	1,253	0	1,255	0	1,266	
Less: 9-1-1 MSAG Exception Records	(1)	56	4.5%	56	4.5%	56	4.5%	56	4.4%
Net 9-1-1 MSAG Records Eligible for Comparison		1,193	0	1,197	0	1,199	0	1,210	
Total 9-1-1 MSAG Records Match (9-1-1 MSAG – GIS Match – No Corrections Required)		1,193	100.0%	1,197	100.0%	1,191	99.3%	1,204	99.5%
9-1-1 MSAG -- GIS No Match - Minor Correction Required	(2)	0	0.0%	0	0.0%	8	0.7%	6	0.5%
9-1-1 MSAG Record With No GIS Record	(3)	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Total 9-1-1 MSAG Records No Match		0	0.0%	0	0.0%	8	0.7%	6	0.5%

Objective: NENA Recommended Match Rate = 98%

***The two-way (MSAG – GIS) database synchronization audit completed
for Kauai County resulted in a 99.5% 9-1-1 Match percentage***

Kauai County E9-1-1 Status Report January 1, 2014 – January 31, 2014

E9-1-1 Database Synchronization (continued)

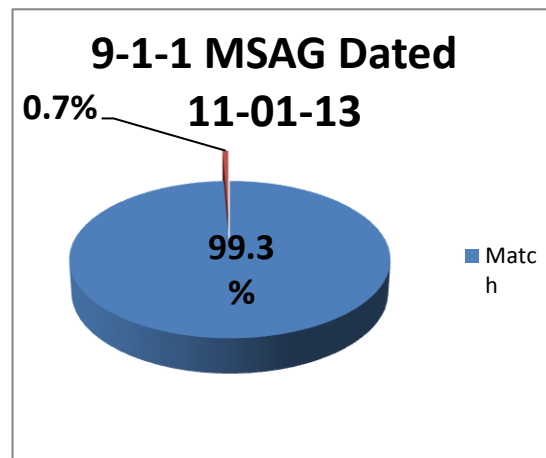
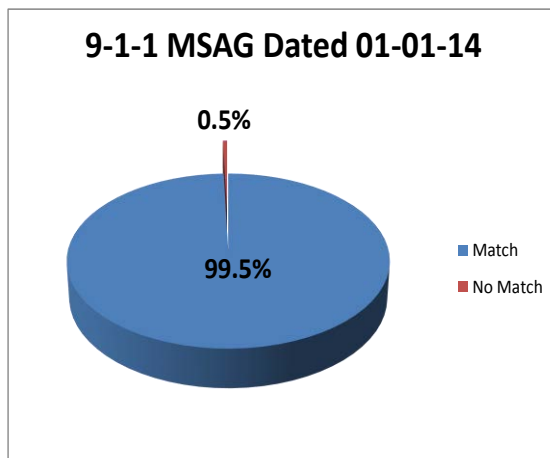
(Reference: NENA 71-501, Version 1.1 – NENA Information Document for Synchronizing Geographic Information System databases with MSAG & ALI)

Audit Summary Results – 2014 (continued)

Notes:

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

Audit Summary Results – January 1, 2014 MSAG vs. November 1, 2013 MSAG



Kauai County's level of accuracy or 9-1-1 Match percentage as of January 2014 was 99.5%.

The NENA recommended minimum match rate of 98% has been met consistently in 2013 and continues in 2014.

- ❖ Akimeka continues to work with Kauai County GIS and Planning departments to validate streets and communities.
- ❖ In achieving and exceeding the NENA minimum match rate of 98% for data accuracy, Kauai County is ready for Next Generation 9-1-1 (NG9-1-1) from a database perspective.
- ❖ A constant effort to keep the databases synchronized and maintained are required to ensure the level of accuracy of the E9-1-1 databases each time an MSAG or GIS record is "last modified".

Kauai County E9-1-1 Status Report January 1, 2014 – January 31, 2014

E9-1-1 Database Synchronization (continued)

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

Audit Summary Results – January 1, 2014 MSAG vs. November 1, 2013 MSAG (continued)

- ❖ There are no MSAG records with missing GIS records.
- ❖ Eight (8) minor MSAG corrections were identified. Low and high address ranges will be researched and adjusted to ensure that the MSAG and GIS databases are aligned.
- ❖ Accurate location and GIS information will ensure proper dispatching and response in a timely manner for all Public Safety agencies.
- ❖ All the hard work to maintain and synchronize the E9-1-1 databases is validated when a life and/or property is saved.
- ❖ Coordinating the clean-up of the ALI discrepancy records associated with an assigned ESN of 499 with the respective Service Providers is needed to ensure all records are MSAG valid.

Invalid MSAG Streets and Address Ranges – ESN x99 Records

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

Results of the data provided are as follows:

KAUAI	Invalid MSAG Records									
	9-1-1 MSAG Dated 02-01-13		9-1-1 MSAG Dated 04-01-13		9-1-1 MSAG Dated 07-01-13		9-1-1 MSAG Dated 11-01-13		9-1-1 MSAG Dated 1-01-14	
	# of Records (Baseline Starting Point)	% of Total MSAG Records (Valid and Invalid)	# of Records	% of Total MSAG Records (Valid and Invalid)	# of Records	% of Total MSAG Records (Valid and Invalid)	# of Records	% of Total MSAG Records (Valid and Invalid)	# of Records	% of Total MSAG Records (Valid and Invalid)
ESN 499	146	10.5%	139	10.0%	128	9.3%	119	8.7%	112	8.1%

These invalid MSAG records represent **8.1%** of the Total MSAG records for Kauai County as of the January 1, 2014 MSAG as compared to 8.7% as of the November 1, 2013 MSAG. The individual ALI records associated with these records are provided below.

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

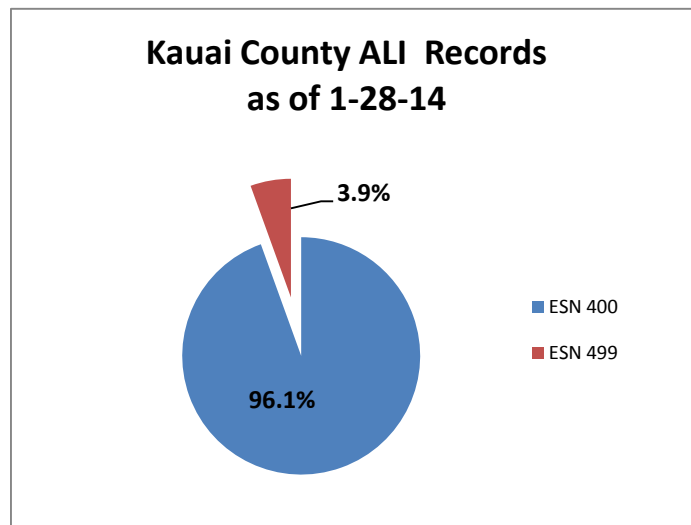
Kauai County E9-1-1 Status Report

January 1, 2014 – January 31, 2014

E9-1-1 Database Synchronization (continued)

Automatic Location Identification (ALI) Record Status

As part of Akimeka's ongoing database synchronization efforts, Akimeka reviewed and summarized the ALI discrepancies by community in 9-1-1Net for Kauai County. As of January 28, 2014, there are **1,239** ESN 499 ALI records, representing **3.9%** of Kauai County's Total ALI records. The number of ESN 499 ALI records was further reduced by **9.6%** (1,370 to 1,239) from October 17, 2013 to January 28, 2014 respectively.



The total number of ALI records remains relatively consistent.

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

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