NEIL ABERCROMBIE
GOVERNOR

DEAN H. SEKI
COMPTROLLER

MARIA E. ZIELINSKI
DEPUTY COMPTROLLER

STATE OF HAWAI'I

DEPARTMENT OF ACCOUNTING AND GENERAL SERVICES

Enhanced 911 Board Meeting

Thursday, May 8, 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 (Room 426)– 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. Hawaiian Telcom Format 6 (International Calls)
   iv. All PSAPs to take steps for counties to absorb recurring maintenance costs in respective operational budget including:

If you require an auxiliary aid or accommodation due to a disability, please contact 808-447-8919 (voice/tty) or email at ctagupa@keakitech.com.

1. HT Trunk charges
2. CAD Maintenance
3. Others

v. FCC updates

vi. Others

c. Finance Committee – Kiman Wong

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

ii. Open Data Visualization of E911 (Preliminary Draft)

iii. FY2015-19 Strategic Budget Plan

iv. Others

VII. PSAP Status Updates

a. Kauai – Mark Begley

b. Oahu – Dave Kajihiro

c. Molokai – Victor Ramos

d. Maui – Clayton Tom

e. Hawaii – Marshall Kanehailua

VIII. Items for Discussion, Consideration and Action

a. 911 Timeline update

b. Request for funding approval:

i. NENA Conference – June 2014, Nashville, TN.

1. Executive Director - $2,500 (includes NASNA)
2. MPD - Molokai 1; Maui 1; total $7,400.

ii. APCO Conference - August 2014, New Orleans

1. HPD-3 individuals (1 PSAP rep. from APCO/NENA Chapter)-$10,500.
2. KPD – 1; $3,700.

iii. KPD request attendance: one individual from Dispatch operations for Joint Committee meetings each month - $260/month.

iv. ESD – Microwave antenna lease (6 months) - $3,770.

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c. 2014 NENA Conference abstract presentation: State CIO Office, Sonny Bhagowalia.

d. Others.

IX. Announcements

a. Next meeting date:, ***Tuesday***, June 10, 2014, (***Joint Meeting with Committees***), Kalanimoku Bldg., Room 322B, 10am – 12noon.

   i. Future meeting dates (10am – 12noon).

      2. Thursday, July 10, 2014
      3. Thursday, August 14, 2014
      4. Thursday, September 11, 2014
      5. Thursday, October 9, 2014
      6. Thursday, November 13, 2014 (***Joint meeting with Committees***)
      7. Thursday, December 11, 2014

b. Others

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

XI. Adjournment

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Thursday, May 8, 2014

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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, Steven Schutte, Kiman Wong, and Mark Wong.
Board members absent: Keone Kali and Marshall Kanehailua.

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

Observers: Thalia Burns (HPD), Clement Chan (DIT), Diana Chun (ESD), Aaron Correia (HPD), Victoria Garcia (OIMT), Randal Macadangdang (HPD), Davlynn Racadio (MPD), Tony Ramirez (Akimeka), amd Jeff Riewer (AT&T).

I. Call to Order, Public Notice, Quorum

a. The meeting was called to order at 10:02 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.

If you require an auxiliary aid or accommodation due to a disability, please contact 808-447-8919 (voice/tty) or email at ctagupa@keakitech.com.

IV. Executive Session (Room 426) – pursuant to HRS 92F-5(S)(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 10:03 am and concluded at 11:01 am.
b. The Board meeting was reconvened at 11:03 am.

V. Review and Approval of Last Meeting's Minutes

a. Roy Irei motioned to accept the minutes of March 2014. The motion was seconded by Lisa Hiraoka and approved unanimously by voice vote.

VI. Items for Discussion, Consideration, and Action

a. Communications Committee – Steven Schutte
    i. 2014 Legislative Investigative Committee Update.
        1. Suggestion to continue the Legislative Investigative Committee next year.
        2. The Executive Director thanked everyone for their help during the legislative session. Although the bill did not pass, in the end we had support from CTIA and the wireless carriers. Work still needs to done with the Food Handlers association.
        3. The boots on the ground was HPD who did a good job representing the Board.
    ii. APCO/NENA Pacific Chapter – Ride the 9-1-1 Wave into the 21st Century Conference
        1. Conference was successful with great participation.
    iii. Others
        1. Lovina Tauvao from KPD will be joining the committee beginning next month.
b. Technical Committee – Victor Ramos
    i. Investigative Regulatory Committee update
        1. Deferred due to Marshall Kanehailua's absence.

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ii. Investigative Committee on NG911 update
    1. With the implementation of the NG9-1-1, the Executive Director recommended the committee be suspended until the committee is needed again.
    2. This item will be removed from future agenda's.
iii. Hawaiian Telcom Format 6 – International Calls
    1. Nothing to report. The committee is in the process of being formed.
iv. All PSAPs to take steps for counties to absorb recurring maintenance costs in respective operational budget including:
    1. HT Trunk charges
    2. CAD Maintenance
    3. Others
        i. Great discussion at the Committee meeting; still open for discussion; however the counties are encouraged to begin looking at absorbing the costs.
vi. FCC Updates
    1. The FCC is hosting a follow up workshop on June 2, 2014 on network reliability. The FCC is focused on three specific areas: critical 9-1-1 circuit diversity; back up power for central offices that directly serve the public safety answering points and diverse network routing.
    2. Comments on Text to 9-1-1 rule making due; Board submitted comments previously; additional comments will be submitted by NASNA.
    3. FCC hosted a meeting on April 17 & 18, 2014 on public safety imperatives in an IP network; cyber security and disaster preparedness.

c. Finance Committee – Kiman Wong
    i. Review of FY 2014 Cash Flow & Budget Financial Report
        1. Receipts - $770,430

If you require an auxiliary aid or accommodation due to a disability, please contact 808-447-8919 (voice/tty) or email at ctagupa@keakitech.com.

2. Disbursements - $517,689
3. Balance - $12,167,287
4. Unencumbered Balance - $10,925,545

ii. Open Data Visualization of E911 (Preliminary Draft)

1. The website is means of offering transparency; the information for the website has been provided to Sonny Bhagowalia; the figures/numbers need to be verified.

iii. FY 2015-19 Strategic Budget Plan

1. Good discussion; more work to be done; Courtney Tagupa will be providing additional information to the PSAPs so that the budget can be revised.

iv. Others – None.

VII. PSAP Status Updates

a. Kauai – Mark Begley

i. Nothing to report.

b. Oahu – Aaron Correia

i. CAD upgrade ongoing; installing the latest version with the address verification fix; due to the delays, the go live is slated for prior to the end of the year.

c. Molokai – Victor Ramos

i. County Counsel approved an expansion for 1 supervisory dispatch position.

d. Maui – Clayton Tom

i. Nothing to report.

e. Hawaii – Marshall Kanehailua (absent)

i. Nothing to report.

VIII. Items for Discussion, Consideration and Action

a. 911 Timeline update

i. A reminder to continue to submit the updates for the timeline.

b. Request for funding approval

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i. NENA Conference – June 2014, Nashville, TN.

1. Executive Director - $2,500 (includes NASNA).
   Victor Ramos motioned to approve funding for the conference. The motion was seconded by Roy Irei and approved unanimously by voice vote.
2. MPD – Molokai 1 each; total $7,400.
   Dave Kajihiro motioned to approve funding for the conference. The motion was seconded by Roy Irei and approved unanimously by voice vote.

ii. APCO Conference – August 2014, New Orleans, LA.

1. HPD 3 individuals (1 PSAP representative from the APCO/NENA Chapter $10,500.
2. KPD – 1; $3,700
   Dave Kajihiro motioned to approve funding for the conference. The motion was seconded by Victor Ramos and approved unanimously by voice vote.
3. Request to add 1 APCO/NENA Pacific Chapter representative from HPD; 2 individuals from KPD; 2 individuals from Maui; 1 individual from Oahu DIT and 2 individuals from Hawaii PD to attend the APCO conference. The intent of the Board is to provide pre-approval to the PSAPs with the understanding that this item is to be added to the June Board agenda for final approval.
   Victor Ramos motioned to approve funding for the conference. The motion was seconded by Lisa Hiraoka and approved unanimously by voice vote.

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iii. KPD request attendance: 1 individual from Dispatch Operations for Joint Committee meetings each month - $260/month.

1. No action required.

iv. ESD – Microwave antenna lease (6 months) - $3,770.

1. No action required; item previously approved on the existing budget.

c. 2014 NENA Conference Abstract Presentation – Sonny Bhagowalia

i. Discussion on doing the presentation at NENA or making the information available at the conference. Victoria Garcia noted at the Committee meeting that there are issues with the presentation in its current form and what was reported back to the CIO was that it was unclear as to how this information would be presented.

ii. The Executive Director suggested this item be deferred with a recommendation to continue to work on the presentation with the CIO's office, the PSAPs and the Executive Director to ensure the information is accurate.

Dave Kajihiro motioned to defer this item as suggested and recommended by the Executive Director. The motion was seconded by Roy Irei and approved unanimously by voice vote.

d. Others

i. The Chair asked that the PSAPs communicate their requests to their primary PSAP rather than to Courtney Tagupa directly to ensure their requests are documented accordingly.

IX. Announcements

a. Next meeting date: ***Tuesday***, June 10, 2014, Kalanimoku Bldg., Room 322B, 10am – 12noon (Joint meeting with Committees).

i. Future meeting dates (10am – 12noon).

1. July 8, 2014

If you require an auxiliary aid or accommodation due to a disability, please contact 808-447-8919 (voice/tty) or email at ctagupa@keakitech.com.

2. August 12, 2014
3. September, 9, 2014
4. October 7, 2014
5. November 13, 2014 (Joint meeting with Committees)
6. December 9, 2014
    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 11:35 am.

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HAWAII ENHANCED 911 BOARD
STATEMENT OF CASH FLOWS
For month ending April 30, 2014

Enhanced 911 Fund						
Budget Analysis						
FY 2013-14	Actuals		Annual	% of Budget	Forecast	Better/(Worse)
	April	Fiscal YTD	Budget	Expended		than Budget
Receipts:						
Enhanced 911 Surcharge Collection	770,168	7,570,641	9,050,000	83.7%	9,050,000	
Interest Income	262	2,128	2,000	106.4%	3,500	1,500
Receipts	770,430	7,572,769	9,052,000	83.7%	9,053,500	1,500
Disbursements:						
Conference Travel	(55,351)	(68,829)	(157,332)	43.7%	(132,313)	25,019
Non-Recurring Expenses	(80,730)	(169,044)	(2,066,254)	8.2%	(1,807,934)	258,320
Recurring Expenses:						
Administration	(29,828)	(737,967)	(1,240,904)	59.5%	(1,083,516)	157,388
Maintenance	(292,435)	(1,667,357)	(3,278,600)	50.9%	(2,537,458)	741,142
Telecommunications	(59,344)	(1,284,079)	(1,928,666)	66.6%	(1,822,563)	106,103
Other		-	(7,600)	0.0%	(7,600)	-
Disbursements	(517,689)	(3,927,275)	(8,679,356)	45.2%	(7,391,385)	1,287,971
Net Receipts/(Disbursements)	252,742	3,645,493	372,644		1,662,115	1,289,471
Cash Flow Analysis						
Net Receipts/(Disbursements)	$ 252,742	$ 3,645,493				
Encumbrance Paydowns:				Encumb. Bal.		
FY 2011 (Kauai)		(133,218)		490,307		
FY 2012 (HFD/EDS/HPD)		(287,471)		751,435		
FY 2013		(405,266)		-		
Net Encumbrance Adds/(Paydown)	-	(825,955)				
Net Cash Inflow/(Outflow)	252,742	2,819,538				
Bank Balance Analysis:						
ADD: July 1, 2013 Beginning Balance		9,347,748				
Net Bank Balance		12,167,287				
Outstanding Ecumb/Accruals		(1,241,742)				
Unencumbered Cash Balance		$ 10,925,545				

HAWAII ENHANCED 911 BOARD
STATEMENT OF CASH FLOWS
For month ending April 30, 2014

MONTH OF APRIL 2014	Hawaii PSAP	Maui PSAP	Oahu PSAP	ADMIN	TOTAL
Total RECEIPTS	-	-	-	770,430	770,430
DISBURSEMENTS					
6200 CONFERENCES					
6201 911 Goes to WashDC	-	-	13,891	8,221	22,111
6204 APCO Conference	-	-	5,443		5,443
6214 Nena Conference	-	-	-	-	-
6226 Ride the 911 Wave Forum	-	-	-	27,797	27,797
Total 6200 CONFERENCES	-	-	19,333	36,018	55,351
6300 Non-RECURRING					
6301 CAD Replac/Upgrade					
6301.01 EMS	-	-	48,688	-	48,688
Total 6301 CAD Replac/Upgrade	-	-	48,688	-	48,688
6306 Training					
6306.12 TriTechCADSystAdm					
6306.121 CAD Tritech HFD	-	-	27,233	-	27,233
Total 6306.12 TriTechCADSystAdm	-	-	27,233	-	27,233
6306.13 OT Viper Training	-	-	4,809	-	4,809
Total 6306 Training	-	-	32,042	-	32,042
Total 6300 Non-RECURRING	-	-	80,730	-	80,730
6400 RECURRING EXPENSES					
6401 ADMINISTRATION					
6401.01 Exec Dir. Services	-	-	-	28,438	28,438
6401.08 Board Member Travel	-	-	-	1,090	1,090
6401.13 Parking Permits	-	-	-	300	300
Total 6401 ADMINISTRATION	-	-	-	29,828	29,828
6402 MAINTENANCE					
6402.05 Logging RecordMaint	-	-	60,775	-	60,775
6402.07 0011 9-1-1MSAG Maint.	25,637	-	45,145	-	70,782
6402.08 CAD Maintenance	-	160,878	-	-	160,878
Total 6402 MAINTENANCE	25,637	160,878	105,920	-	292,435
6403 Other RECURRING					
6403.01 Telcom Charges					
6403.0102 Long Distance	28	29	-	-	57
6403.0109 Telcom Trunk	25,529	23,208	-	-	48,737
6403.0110 Ocean Safety					
6403.0110.1 CML	-	-	1,663	-	1,663
Total 6403.0110 Ocean Safety	-	-	1,663	-	1,663
6403.0112 HPD CML Viper	-	-	8,888	-	8,888
Total 6403.01 Telcom Charges	25,557	23,236	10,551	-	59,344
Total 6403 Other RECURRING	25,557	23,236	10,551	-	59,344
Total 6400 RECURRING EXPENSES	51,194	184,114	116,471	29,828	381,607
Total Disbursements	51,194	184,114	216,534	65,846	517,689

HAWAII ENHANCED 911 BOARD
STATEMENT OF CASH FLOWS
For month ending April 30, 2014

FY2014 Forecast Variance Report

Better/(Worse) Amount	Expense Category	Expense	Variance Explanation
387,888	Maint.	Imagery	MPD Flights rescheduled for FY2015
203,391	Maint.	CAD Maint	HPD CAD Upgrade Delay
119,491	NonRec	NonRecurr	GeoComm purchase will not take place
110,000	NonRec	NG911 Record	Repair/Purchased under County
127,500	Maint.	MSAG	Transition to maintenance mode
100,950	Comm.	ADC - Kauai	Delay in implementation
67,398	ADMIN	WSP Cost Recov.	Administrative Cost Reduction
63,264	ADMIN	DB&F Adm.	Reduced Disbursements
25,000	ADMIN	AG Legal Svcs	Delay in securing Legal Services
24,995	Conf.	Conference	General underspending
22,264	NonRec	Training	underspent Viper Training
13,932	Comm.	HT Trunk	Overstated estimate
13,634	Maint.	GeoComm Maint	residual underrun
8,729	Maint.	CAD Maint	Savings
6,565	NonRec	Other	Mainly savings from Intrado phone
1,227	ADMIN	Other	Miscellaneous
500	ADMIN	ADA Compliance	Amount not required
109	Comm.	Other	
(8,888)	Comm.	Viper	Reserve for HT Viper expenses
1,287,949			Total Variance

HAWAII ENHANCED 911 BOARD
STATEMENT OF CASH FLOWS
For month ending April 30, 2014

	Hawaii PSAP	Kauai PSAP	Maui PSAP	Oahu PSAP	ADMIN	TOTAL		
FY-TO-DATE APRIL 2014 (10 MOS.)	10 mos.	10 mos.	10 mos.	10 mos.	10 mos.	10 mos.	Annual Budget	$ Over/(Under) Budget
Total RECEIPTS	-	-	-	-	7,572,769	7,572,769	8,593,335	(1,020,566)
DISBURSEMENTS:								
6200 CONFERENCES								
6201 911 Goes to WashDC	-	-	-	13,891	8,221	22,111	53,700	(31,589)
6204 APCO Conference	-	5,223	-	14,493		19,716	24,698	(4,982)
6212 NASNA Conference	-	-	-	-	2,810	2,810	2,810	-
6213 Navigator	-	-	-	-	-	-	2,500	(2,500)
6214 Nena Conference	3,134	-	2,329	(10,605)	(3,500)	(8,643)	10,900	(19,543)
6225 VIPER CUTOver	2,197	458	2,193	189	-	5,037	5,400	(363)
6226 Ride the 911 Wave Forum	-	-	-	-	27,797	27,797	47,300	(19,503)
6200 CONFERENCES - Other	-	-	-	-	-	-	10,024	(10,024)
Total 6200 CONFERENCES	5,331	5,680	4,522	17,968	35,328	68,829	157,332	(88,503)
6300 Non-RECURRING								
6301 CAD Replac/Upgrade								
6301.01 EMS	-	-	-	48,688	-	48,688	99,000	(50,312)
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)
Total 6301.03 Honolulu Fire Dept.	-	-	-	1,625	-	1,625	8,605	(6,980)
6301.04 Honolulu Police	-	-	-	-	-	-	72,000	(72,000)
Total 6301 CAD Replac/Upgrade	-	-	-	50,313	-	50,313	1,679,605	(1,629,292)
6303 Computers								
6303.06 GeoComm	-	-	-	30,509	-	30,509	150,000	(119,491)
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	-	-	61,765	-	64,995	303,649	(238,655)
6306 Training								
6306.11 Training (CAD) HPD	-	-	-	-	-	-	8,000	(8,000)
6306.12 TriTechCADSystAdm								
6306.121 CAD Tritech HFD	-	-	-	27,233	-	27,233	20,000	7,233
6306.122 CAD TriTech EMS	-	-	-	-	-	-	7,000	(7,000)
Total 6306.12 TriTechCADSystAdm	-	-	-	27,233	-	27,233	27,000	233
6306.13 OT Viper Training	-	-	-	26,503	-	26,503	48,000	(21,497)
Total 6306 Training	-	-	-	53,737	-	53,737	83,000	(29,263)
Total 6300 Non-RECURRING	3,229	-	-	165,815	-	169,044	2,066,254	(1,897,210)

HAWAII ENHANCED 911 BOARD
STATEMENT OF CASH FLOWS
For month ending April 30, 2014

	Hawaii PSAP	Kauai PSAP	Maui PSAP	Oahu PSAP	ADMIN	TOTAL		
FY-TO-DATE APRIL 2014 (10 MOS.)	10 mos.	10 mos.	10 mos.	10 mos.	10 mos.	10 mos.	Annual Budget	$ Over/(Under) Budget
6400 RECURRING EXPENSES								
6401 ADMINISTRATION								
6401.01 Exec Dir. Services	-	-	-	-	284,375	284,375	341,250	(56,875)
6401.02 ElectronSignatur	-	-	-	-	-	-	189	(189)
6401.05 Audit Expense	-	-	-	-	10,000	10,000	11,500	(1,500)
6401.06 Bank Charge	-	-	-	-	107	107	108	(1)
6401.08 Board Member Travel	-	-	-	-	23,373	23,373	28,988	(5,615)
6401.09 DB&F Assessments								
6401.0101 DB&F Admin. Assess	-	-	-	-	55,628	55,628	238,000	(182,372)
6401.0102 DB&F Rev Assessment	-	-	-	-	302,769	302,769	454,444	(151,675)
6401.0104 FY2013 Assess	-	-	-	-	24,914	24,914	-	24,914
Total 6401.09 DB&F Assessments	-	-	-	-	383,311	383,311	692,444	(309,133)
6401.11 Miscellaneous Expense	(0)	-	-	-	(1)	(1)	500	(501)
6401.12 NASNA Dues	-	-	-	-	-	-	215	(215)
6401.13 Parking Permits	-	-	-	-	500	500	210	290
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)	-	-	-	737,967	737,967	1,240,904	(502,937)
6402 MAINTENANCE								
6402.02 Imagery Lic Agree	-	-	-	217,176	-	217,176	874,698	(657,522)
6402.05 Logging RecordMaint	-	-	-	60,775	-	60,775	60,775	-
6402.07 0011 9-1-1MSAG Maint.	231,856	192,746	230,643	406,307	-	1,061,553	1,654,959	(593,406)
6402.08 CAD Maintenance	-	-	160,878	-	-	160,878	233,862	(72,984)
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	231,856	192,746	391,521	851,233	-	1,667,357	3,278,600	(1,611,243)
6403 Other RECURRING								
6403.01 Telcom Charges								
6403.0101 Alt. PSAP 9-1-1 Del	-	-	-	-	-	-	100,950	(100,950)
6403.0102 Long Distance	315	212	278	-	-	805	1,440	(635)
6403.0103 Mileage	-	-	-	8,540	-	8,540	11,400	(2,860)
6403.0109 Telcom Trunk	229,758	64,982	185,663	710,161	-	1,190,564	1,657,050	(466,486)
6403.0110 Ocean Safety								
6403.0110.1 CML	-	-	-	14,964	-	14,964	20,000	(5,036)
6403.0110.2 Centrex	-	-	-	3,248	-	3,248	4,730	(1,482)
6403.0110.3 Mileage	-	-	-	608	-	608	811	(203)
Total 6403.0110 Ocean Safety	-	-	-	18,820	-	18,820	25,541	(6,721)
6403.0112 HPD CML Viper	-	-	-	65,350	-	65,350	132,285	(66,935)
Total 6403.01 Telcom Charges	230,073	65,194	185,941	802,871	-	1,284,079	1,928,666	(644,587)
6403.02 EMS Tower Lease	-	-	-	-	-	-	7,600	(7,600)
Total 6403 Other RECURRING	230,073	65,194	185,941	802,871	-	1,284,079	1,936,266	(652,187)
Total 6400 RECURRING EXPENSES	461,929	257,941	577,462	1,654,104	737,967	3,689,403	6,455,770	(2,766,367)
Total DISBURSEMENTS	470,489	263,621	581,984	1,837,887	773,295	3,927,275	8,679,356	(4,752,081)

HAWAII ENHANCED 911 BOARD
STATEMENT OF CASH FLOWS
For month ending April 30, 2014

Summary of Encumbrances/Accruals:								
							TOTAL	12/31/2013
FY 2011 Encumbrances:	Oahu	Maui	Kauai	Hawaii	Admin	Total	Paydowns	Balance
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	90,365.00	695,385.00
Total FY 2012 Encumbrances	1,038,906.46	-	-	-	-	1,038,906.46	287,471.19	751,435.27
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	825,954.75	1,241,741.97

HAWAII ENHANCED 911 BOARD
STATEMENT OF CASH FLOWS
For month ending April 30, 2014

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.
EMS Navigator Conference		2,500.00				(2,500.00)		3/13/2014
OIMT 911 Goes to Wash Conference					4,500.00	(4,500.00)		3/13/2014
APCO/NENA Pac Chapt. Exec Board Member-NENA Conf.					3,500.00	(3,500.00)		3/13/2014
APCO/NENA Pacific Chapter Ride the 911 Wave Forum					47,300.00	(47,300.00)		3/13/2014
HPD NENA Conference		7,400.00				(7,400.00)		3/13/2014
							-	
Totals	2,422,662.15	2,966,632.00	1,220,045.00	747,639.00	1,312,353.89	10,024.11	8,679,356.15	

HAWAII ENHANCED 911 BOARD
STATEMENT OF CASH FLOWS
For month ending April 30, 2014

FY-TO-DATE APRIL 2014 (10 MOS.)	Hawaii PSAP 10 mos.	Annual Budget	$ Over/(Under) Budget
DISBURSEMENTS:			
6200 CONFERENCES			
6201 911 Goes to WashDC	-	7,400	(7,400)
6204 APCO Conference	-		
6212 NASNA Conference	-		
6213 Navigator	-		
6214 Nena Conference	3,134		
6225 VIPER CUTOver	2,197	1,200	997
6226 Ride the 911 Wave Forum	-		
6200 CONFERENCES - Other	-		
Total 6200 CONFERENCES	5,331	8,600	(3,269)
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	-		
Total 6301.03 Honolulu Fire Dept.	-		
6301.04 Honolulu Police	-		
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)
6306 Training			
6306.11 Training (CAD) HPD	-		
6306.12 TriTechCADSystAdm			
6306.121 CAD Tritech HFD	-		
6306.122 CAD TriTech EMS	-		
Total 6306.12 TriTechCADSystAdm	-		
6306.13 OT Viper Training	-		
Total 6306 Training	-		
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 RecordMaint	-		
6402.07 0011 9-1-1MSAG Maint.	231,856	480,444	(248,588)
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 Integraph DB S/W Maint	-	4,306	(4,306)
Total 6402.13 Software Maintenance	-	4,306	(4,306)
Total 6402 MAINTENANCE	231,856	549,005	(317,149)
6403 Other RECURRING			
6403.01 Telcom Charges			
6403.0101 Alt. PSAP 9-1-1 Del	-		
6403.0102 Long Distance	315	480	(165)
6403.0103 Mileage	-		
6403.0109 Telcom Trunk	229,758	306,348	(76,590)
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	230,073	306,828	(76,755)
6403.02 EMS Tower Lease	-		
Total 6403 Other RECURRING	230,073	306,828	(76,755)
Total 6400 RECURRING EXPENSES	461,929	855,833	(393,904)
Total DISBURSEMENTS	470,489	2,422,662	(1,952,173)

HAWAII ENHANCED 911 BOARD
STATEMENT OF CASH FLOWS
For month ending April 30, 2014

	Kauai PSAP		
FY-TO-DATE APRIL 2014 (10 MOS.)	10 mos.	Annual Budget	$ Over/(Under) Budget
DISBURSEMENTS:			
6200 CONFERENCES			
6201 911 Goes to WashDC	-	3,700	(3,700)
6204 APCO Conference	5,223	6,978	(1,755)
6212 NASNA Conference	-		
6213 Navigator	-		
6214 Nena Conference	-		
6225 VIPER CUTOver	458	1,800	(1,342)
6226 Ride the 911 Wave Forum	-		
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	-		
Total 6301.03 Honolulu Fire Dept.	-		
6301.04 Honolulu Police	-		
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)
6306 Training			
6306.11 Training (CAD) HPD	-		
6306.12 TriTechCADSystAdm			
6306.121 CAD Tritech HFD	-		
6306.122 CAD TriTech EMS	-		
Total 6306.12 TriTechCADSystAdm	-		
6306.13 OT Viper Training	-		
Total 6306 Training	-		
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.	192,746	330,423	(137,677)
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 Integraph DB S/W Maint	-		
Total 6402.13 Software Maintenance	-		
Total 6402 MAINTENANCE	192,746	517,233	(324,487)
6403 Other RECURRING			
6403.01 Telcom Charges			
6403.0101 Alt. PSAP 9-1-1 Del	-	100,950	(100,950)
6403.0102 Long Distance	212	480	(268)
6403.0103 Mileage	-		
6403.0109 Telcom Trunk	64,982	111,398	(46,416)
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	65,194	212,828	(147,634)
6403.02 EMS Tower Lease	-		
Total 6403 Other RECURRING	65,194	212,828	(147,634)
Total 6400 RECURRING EXPENSES	257,941	730,061	(472,120)
Total DISBURSEMENTS	263,621	747,639	(484,018)

HAWAII ENHANCED 911 BOARD
STATEMENT OF CASH FLOWS
For month ending April 30, 2014

	Maui PSAP		
FY-TO-DATE APRIL 2014 (10 MOS.)	10 mos.	Annual Budget	$ Over/(Under) Budget
DISBURSEMENTS:			
6200 CONFERENCES			
6201 911 Goes to WashDC	-	11,100	(11,100)
6204 APCO Conference	-		
6212 NASNA Conference	-		
6213 Navigator	-		
6214 Nena Conference	2,329		
6225 VIPER CUTOver	2,193	1,200	993
6226 Ride the 911 Wave Forum	-		
6200 CONFERENCES - Other	-		
Total 6200 CONFERENCES	4,522	12,300	(7,778)
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	-		
Total 6301.03 Honolulu Fire Dept.	-		
6301.04 Honolulu Police	-		
Total 6301 CAD Replac/Upgrade	-		
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)
6306 Training			
6306.11 Training (CAD) HPD	-		
6306.12 TriTechCADSystAdm			
6306.121 CAD Tritech HFD	-		
6306.122 CAD TriTech EMS	-		
Total 6306.12 TriTechCADSystAdm	-		
6306.13 OT Viper Training	-		
Total 6306 Training	-		
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.	230,643	302,350	(71,707)
6402.08 CAD Maintenance	160,878	169,607	(8,729)
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 Integraph DB S/W Maint	-		
Total 6402.13 Software Maintenance	-		
Total 6402 MAINTENANCE	391,521	859,845	(468,324)
6403 Other RECURRING			
6403.01 Telcom Charges			
6403.0101 Alt. PSAP 9-1-1 Del	-		
6403.0102 Long Distance	278	480	(202)
6403.0103 Mileage	-		
6403.0109 Telcom Trunk	185,663	292,420	(106,757)
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	185,941	292,900	(106,959)
6403.02 EMS Tower Lease	-		
Total 6403 Other RECURRING	185,941	292,900	(106,959)
Total 6400 RECURRING EXPENSES	577,462	1,152,745	(575,283)
Total DISBURSEMENTS	581,984	1,220,045	(638,061)

HAWAII ENHANCED 911 BOARD
STATEMENT OF CASH FLOWS
For month ending April 30, 2014

	Oahu PSAP		
FY-TO-DATE APRIL 2014 (10 MOS.)	10 mos.	Annual Budget	$ Over/(Under) Budget
DISBURSEMENTS:			
6200 CONFERENCES			
6201 911 Goes to WashDC	13,891	17,500	(3,609)
6204 APCO Conference	14,493	13,880	613
6212 NASNA Conference	-		
6213 Navigator	-	2,500	(2,500)
6214 Nena Conference	(10,605)	7,400	(18,005)
6225 VIPER CUTOver	189	1,200	(1,011)
6226 Ride the 911 Wave Forum	-		
6200 CONFERENCES - Other	-		
Total 6200 CONFERENCES	17,968	42,480	(24,512)
6300 Non-RECURRING			
6301 CAD Replac/Upgrade			
6301.01 EMS	48,688	99,000	(50,312)
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)
Total 6301.03 Honolulu Fire Dept.	1,625	8,605	(6,980)
6301.04 Honolulu Police	-	72,000	(72,000)
Total 6301 CAD Replac/Upgrade	50,313	179,605	(129,292)
6303 Computers			
6303.06 GeoComm	30,509	150,000	(119,491)
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	61,765	185,320	(123,555)
6306 Training			
6306.11 Training (CAD) HPD	-	8,000	(8,000)
6306.12 TriTechCADSystAdm			
6306.121 CAD Tritech HFD	27,233	20,000	7,233
6306.122 CAD TriTech EMS	-	7,000	(7,000)
Total 6306.12 TriTechCADSystAdm	27,233	27,000	233
6306.13 OT Viper Training	26,503	48,000	(21,497)
Total 6306 Training	53,737	83,000	(29,263)
Total 6300 Non-RECURRING	165,815	447,925	(282,110)
6400 RECURRING EXPENSES			
6402 MAINTENANCE			
6402.02 Imagery Lic Agree	217,176	300,000	(82,824)
6402.05 Logging RecordMaint	60,775	60,775	-
6402.07 0011 9-1-1MSAG Maint.	406,307	541,742	(135,435)
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 Integraph DB S/W Maint	-		
Total 6402.13 Software Maintenance	-		
Total 6402 MAINTENANCE	851,233	1,352,517	(501,284)
6403 Other RECURRING			
6403.01 Telcom Charges			
6403.0101 Alt. PSAP 9-1-1 Del	-		
6403.0102 Long Distance	-		
6403.0103 Mileage	8,540	11,400	(2,860)
6403.0109 Telcom Trunk	710,161	946,884	(236,723)
6403.0110 Ocean Safety			
6403.0110.1 CML	14,964	20,000	(5,036)
6403.0110.2 Centrex	3,248	4,730	(1,482)
6403.0110.3 Mileage	608	811	(203)
Total 6403.0110 Ocean Safety	18,820	25,541	(6,721)
6403.0112 HPD CML Viper	65,350	132,285	(66,935)
Total 6403.01 Telcom Charges	802,871	1,116,110	(313,239)
6403.02 EMS Tower Lease	-	7,600	(7,600)
Total 6403 Other RECURRING	802,871	1,123,710	(320,839)
Total 6400 RECURRING EXPENSES	1,654,104	2,476,227	(822,123)
Total DISBURSEMENTS	1,837,887	2,966,632	(1,128,745)

HAWAII ENHANCED 911 BOARD
STATEMENT OF CASH FLOWS
For month ending April 30, 2014

	ADMIN		
FY-TO-DATE APRIL 2014 (10 MOS.)	10 mos.	Annual Budget	$ Over/(Under) Budget
DISBURSEMENTS:			
6200 CONFERENCES			
6201 911 Goes to WashDC	8,221	14,000	(5,779)
6204 APCO Conference		3,840	(3,840)
6212 NASNA Conference	2,810	2,810	-
6213 Navigator	-		
6214 Nena Conference	(3,500)	3,500	(7,000)
6225 VIPER CUTOver	-		
6226 Ride the 911 Wave Forum	27,797	47,300	(19,503)
6200 CONFERENCES - Other	-	10,024	(10,024)
Total 6200 CONFERENCES	35,328	81,474	(46,146)
6400 RECURRING EXPENSES			
6401 ADMINISTRATION			
6401.01 Exec Dir. Services	284,375	341,250	(56,875)
6401.02 ElectronSignatur	-	189	(189)
6401.05 Audit Expense	10,000	11,500	(1,500)
6401.06 Bank Charge	107	108	(1)
6401.08 Board Member Travel	23,373	28,988	(5,615)
6401.09 DB&F Assessments			
6401.0101 DB&F Admin. Assess	55,628	238,000	(182,372)
6401.0102 DB&F Rev Assessment	302,769	454,444	(151,675)
6401.0104 FY2013 Assess	24,914		
Total 6401.09 DB&F Assessments	383,311	692,444	(309,133)
6401.11 Miscellaneous Expense	(1)	500	(501)
6401.12 NASNA Dues	-	215	(215)
6401.13 Parking Permits	500	210	290
6401.15 WSP Cost Recovery			
6401.0101 Sprint/Nextel	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	737,967	1,240,904	(502,937)
Total 6400 RECURRING EXPENSES	737,967	1,240,904	(502,937)
Total DISBURSEMENTS	773,295	1,322,378	(549,083)

Oahu Civilian 9-1-1 Status Report

April 1, 2014 – April 30, 2014

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1 PSAP Operations

1.1 9-1-1 Call Volume – April 2014

(Source: Intrado Viper)

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

9-1-1 Primary PSAP Call Volume																	
Honolulu City & County PSAPs		Wireline		Wireless				VOIP		Calls With No ALI		Admin Calls		Abandoned/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
April	78,155	17,655	22.59%	56,170	71.87%	52.43%	19.44%	2384	3.05%	1,946	2.49%	2,023	2.59%	11,252	14.40%	318	0.41%

1.2 9-1-1 Call Volume – Calendar Year 2014

9-1-1 Primary PSAP Call Volume																	
Honolulu City & County PSAPs		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 Call Received	% of Total Calls
January	81,098	19,764	24.37%	57,369	70.74%	50.56%	20.18%	178	0.22%	3,787	4.67%	1,946	2.40%	12,235	15.09%	486	0.60%
February	75,497	18,557	24.58%	53,565	70.95%	50.60%	20.35%	174	0.23%	3,201	4.24%	1,830	2.42%	10,227	13.55%	436	0.58%
March	82,191	18,633	22.67%	58,684	71.40%	51.74%	19.66%	2342	2.85%	2,531	3.08%	1,719	2.09%	12,470	15.50%	334	0.41%
April	78,155	17,655	22.59%	56,170	71.87%	52.43%	19.44%	2384	3.05%	1,946	2.49%	2,023	2.59%	11,252	14.40%	318	0.41%
May																	
June																	
July																	
August																	
September																	
October																	
November																	
December																	
YTD	**316,941**	**74,609**	**23.55%**	**225,788**	**71.24%**	**51.33%**	**19.91%**	**5078**	**1.59%**	**11,465**	**3.62%**	**7,518**	**2.38%**	**46,184**	**14.63%**	**1,574**	**0.50%**
MON AVG	**79,235.25**	**18,652**		**56,447**				**1270**		**2,866**		**1,880**		**11,546**		**393.50**	

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.

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1.3 9-1-1 Call Volume by Agency – April 2014

	9-1-1 Call Volume by Agency									
	HPD						HFD			
2014	No. of Total Calls Received	% of Total Calls	Number of Emergency Calls	Number of Non Emergency Calls	Number of Admin Calls	Number of Dropped Calls	No. of Total Calls Received	% of Total Calls	Number of Admin Calls	Number of Dropped Calls
April	67,525	86.40%	19,297	36,199	777	11,252	2,310	2.96%	304	0

	9-1-1 Call Volume by Agency (Continued)							
	EMS				OS			
2014	Number of Total Calls Received	% of Total Calls	Number of Admin Calls	Number of Dropped Calls	Number of Total Calls Received	% of Total Calls	Number of Admin Calls	Number of Dropped Calls
April	7,940	10.16%	887	172	62	0.08%	55	7

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1.4 9-1-1 Call Volume by Agency – Calendar Year 2014

9-1-1 Call Volume by Agency																		
	HPD						HFD				EMS				OS			
2014	Number of Total Calls Received	% of Total Calls	No. of Emergency Calls	No. of Non Emergency Calls	No. of Admin Calls	No. of Dropped Calls	No. of Total Calls Received	% of Total Calls	No. of Admin Calls	No. of Dropped Calls	No. of Total Calls Received	% of Total Calls	No. of Admin Calls	No. of Dropped Calls	No. of Total Calls Received	% of Total Calls	No. of Admin Calls	No. of Dropped Calls
January	70,176	86.53%	18,601	38,600	921	12,054	2,270	2.80%	88	61	8,108	10.00%	888	111	58	0.07%	49	9
February	65,130	86.27%	17,565	36,503	915	10,147	2,228	2.95%	233	0	7,662	10.15%	642	78	41	0.05%	40	2
March	71,563	87.07%	19,959	38,383	751	12,470	2,069	2.52%	147	24	8,153	9.92%	750	95	72	0.09%	71	6
April	67,525	86.40%	19,297	36,199	777	11,252	2,310	2.96%	304	0	7,940	10.16%	887	172	62	0.08%	55	7
May																		
June																		
July																		
August																		
September																		
October																		
November																		
December																		
YTD	274,394	86.57%	75,422	149,685	3,364	45,923	8,877	**2.81%**	772	85	31,863	**10.06%**	3,167	456	233	**0.07%**	215	24
MON AVG	**68,599**		**18,856**	**37,421**	**841**	**11,481**	**2,219**		**193**	**21.25**	**7,966**		791.75	114.00	58.25		54	6

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

1.5 PSAP Operation Notes

(1) Total call volumes include Administrative calls. (Administrative calls = Calls originating on Adminstrative 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.

1.6 Wireless Test – April 2014

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

There were no scheduled Wireless Test for Honolulu in April 2014

2 MSAG

2.1 Current Month – April 2014

2014		9-1-1NET REQUESTS									In Referred Status as of Report Month End (d)		In Suspended Status as of Report Month End (e)	
		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	780	465	421	7	2	2	33	16,682	314	1	38	0	0	0

During the month of April 2014, there were a total of seven hundred eighty (780) MSAG transactions were processed in 9-1-1Net. Four hundred sixty-five (465) 9-1-1Net requests were processed relating to the MSAG database, with 16,682 customer ANI/ALI (telephone/address) records updated as a direct result of Akimeka’s address research and GIS validation process. Three hundred fourteen (314) Telephone Number Change Requests (TN CR) and one(1) ALI-DR transaction was processed in 9-1-1Net for updates and corrections to the ALI database. Streets and address ranges were validated against the GIS to ensure synchronization and an MSAG valid address was provided to the Telco.

There is thirty eight (38) TN CR records in Referred status as of April 30, 2014. Referred records are awaiting approval from Hawaiian Telcom, Inc. Akimeka continues to monitor and track the progress of the Referred records. Once a telephone number is submitted to Intrado for correction, it must be verified against HT records and/or approved by the customer. Intrado's internal process requires calling each telephone customer individually for approval to update an address in the 9-1-1 database.

There are currently no records in suspended status as of April 30, 2014.

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2.2 MSAG Year-to-Date (YTD) Summary – 2014

OAHU CIVILIAN		9-1-1NET REQUESTS										In Referred Status as of Report Month End (d)			In Suspended Status as of Report Month End (e)	
		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)	VoIP Discrepancy (VoIP DR) Processed (c)	TN CR	ALI-DR	VoIP DR	# of Transactions	TNs Affected
December																
November																
October																
September																
August																
July																
June																
May																
April	780	465	421	7	2	2	33	16,682	314	1	0	38	0	0	0	0
March	500	499	396	13	19	5	66	27,257	0	1		6	0		0	0
February	405	287	274	0	0	3	10	33,576	115	3		6	0		0	0
January	470	434	363	14	1	3	53	23,748	29	7		1	0		0	0
TOTAL YTD	**2,155**	**1,685**	**1,454**	**34**	**22**	**13**	**162**	**101,263**	**458**	**12**	**0**					
AVG PER MO	**539**	**421**	**364**	**9**	**6**	**3**	**41**	**25,316**	**115**	**3**	**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 299 attached to them which indicates the need for validation.
	(b)	Represents an address discrepancy discovered during a live 9-1-1 call, from a landline. These record corrections are treated with a higher priority and should be processed within 48 hours as a general guideline.
	(c)	Represents an address discrepancy discovered during a live 9-1-1 call, from a VoIP phone. These record corrections are treated with a higher priority and should be processed within 72 hours as a general guideline per Time Warner Operations Center. MSR tracking effective April 2014.
	(d)	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.
	(e)	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.

2.3 MSAG Communities Project

2.3.1 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 **April 30, 2014**

OMIL Existing Community Name	New Approved Community Name	MSAG Records	MSAG Transactions Required	Status	Notes/Comments
Bellows Airforce Station	BELLOWS	65	65	COMPLETED -- 03/31/13	
Kaneohe MCAS	MCBH	356	356	COMPLETED -- 06/19/13	
Helemano Military Res	HELEMANO	33	33	COMPLETED -- 06/24/13	
Naval Comm Sat Wahiawa	NCTAMS PAC	3	3	COMPLETED -- 07/01/13	
NCTAMS	NCTAMS PAC	12	12	COMPLETED -- 07/09/13	
Naval Comm Stat Wahiawa	NCTAMS PAC	38	38	COMPLETED -- 07/16/13	
Camp Stover	SCHOFIELD	9	9	COMPLETED -- 07/16/13	
East Range	SCHOFIELD	3	3	COMPLETED -- 07/16/13	
Schofield Barracks	SCHOFIELD	2	2	COMPLETED -- 07/16/13	
Hicham AFB	HICKAM	2	2	COMPLETED -- 07/17/13	
Manana Naval Quarters	MANANA	37	37	COMPLETED -- 07/17/13	
TAMC	TRIPLER	9	9	COMPLETED -- 07/19/13	
Fort Kam	HICKAM	27	27	COMPLETED -- 07/31/13	
Fort Derussy	FT DERUSSY	6	6	COMPLETED -- 07/31/13	
Hospital Point	PEARL HBR	2	2	COMPLETED -- 08/12/13	
Naval Magazine Lualualei	PEARL HBR	2	2	COMPLETED -- 08/12/13	
Hale Alii	PEARL HBR	3	3	COMPLETED -- 08/12/13	
Pearl Harbor	PEARL HBR	86	86	COMPLETED -- 08/12/13	Nine (9) records did not receive the new community name. Eight (8) records 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	147	COMPLETED -- 09/03/13	
Regional Dispatch Center	PEARL HBR	3	3	COMPLETED -- 10/03/13	
Schofield Bks	SCHOFIELD	661	661	COMPLETED -- 1/30/14	One record did not receive the new community name due to the overlapping with existing records (2 TNs).
Tripler AMC	TRIPLER	116	116	COMPLETED -- 2/18/14	
Wheeler AFB	SCHOFIELD	11	11	COMPLETED -- 2/20/14	
Hickam Air Force Base	HICKAM	3	3	COMPLETED -- 2/24/14	
Wheeler	SCHOFIELD	75	75	COMPLETED -- 4/28/14	One record did not receive the new community name due to the overlapping with existing records (0 TNs).

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

In the month of April 2014, Wheeler was "Completed".

A total of 1711 MSAG transactions have been completed thus far – **69% Complete**. An estimated 756 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 **April 30, 2014**:

2.3.3 MSAG Community and Street Segment Sweep – Phase V

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			
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	01/21/14	01/29/14			
Ft DeRussy	02/05/14	02/06/14	02/05/14	02/05/14		02/07/14	**02/13/14**
Waikiki	02/07/14	02/20/14	03/10/14	03/10/14		02/21/14	**03/03/14**
Kaimuki	02/21/14	03/10/14	04/14/14	04/28/14		03/07/14	**03/19/14**
Kapahulu	03/11/14	03/18/14	04/11/14	04/28/14		03/21/14	**03/28/14**
Kahala	03/19/14	03/27/14	04/10/14	04/28/14			
Waialae	03/28/14	04/08/14	04/10/14	04/28/14		04/04/14	**04/22/14**
Aina Haina	04/09/14	04/18/14	04/18/14	04/28/14		04/18/14	**04/28/14**
Hawaii Kai	04/21/14	05/09/14	**IN PROGESS**				

In the month of April 2014, MSAG Communities of Kaimuki, Kapahulu, Kahala, Waialae, Aina Haina were completed. Phase V is tracking according to the planned schedule with no major issues to date.

3 Geographic Information System (GIS) – March 2014

3.1 Mapping Layers Updated (Part I)

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

OAHU CIVILIAN			
Type of Layer	Akimeka GIS Server Date Created/ Edits Performed	Date Uploaded to ftp Site	Other/Remarks

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CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)			
Address Points	04/30/14		Added eleven (11) new address points; Spatially corrected fourteen (14) address points Added one (1) suite number, added two (2) routing IDs, and identified addresses that require site visits in Kailua.
	04/28/29 - 04/29/14		Spatially corrected six hundred forty-two (642) address points Identified eight (8) alias addresses and identified addresses that require site visit in Kaneohe.
	04/22/14		Added fifteen (15) new address points in Kailua.
	04/18/14		Populated 232 SurfBreaks into AddressPoints.
			Corrected MSAG Community for one (1) address point in Waikiki.
	04/17/14		Populated eighty-six (86) BeachRightOfWays and forty-six (46) LifeguardTowers into AddressPoints.
	04/16/14		Populated eighteen (18) DiveLocations into AddressPoints.
			Added one (1) new address point in Hawaii Kai.
	04/15/14		Spatially corrected four (4) address points in Kaneohe.
			Spatially corrected one (1) address point in Kailua.
			Added nine (9) new address points in Kailua.
	04/14/14		Spatially corrected 365 address points in Kaneohe.
	04/11/14		Added 756 new address points in Iroquois. Completed Iroquois. Completed Public Private Venture (PPV) address points.
	04/09/14 - 04/10/14		Spatially corrected fifty-one (51) address points in Kaneohe and identified one (1) alias address. Added five (5) new address points in Kaneohe. Spatially corrected 210 address points in Kaneohe. Identified two (2) alias addresses and identified addresses that require site visits.
	04/03/14 - 04/04/14		Added eleven (11) new address points in Kailua. Added five (5) new address points in Kailua. Spatially corrected four (4) address points in Kailua.
			Added one (1) suite number in Honolulu.
	04/01/14		Added seventy-eight (78) new address points in Iroquois.
			Deleted record ID 70942 407 Uluniu St in Kailua; duplicate address.
Common Place Name			
Emergency Callboxes			
Fire Beats			
Fire Districts			
Fire Response Areas	04/29/14		Corrected STA24/STA43 boundary
Fire Stations			
Major Roads			
MSAG Address Points (aka Pseudo Address Points)			

3.2 Mapping Layers Updated (Part II)

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

OAHU CIVILIAN			
Type of Layer	Akimeka GIS Server Date Created/ Edits Performed	Date Uploaded to ftp Site	Other/Remarks
MSAG Communities (aka Towns)	04/29/14		Corrected Kalaeloa, Ewa Beach, and Kapolei boundaries
	04/18/14		Corrected Ft Derussy/Waikiki Boundary
Medic Beats			
Medic Response Areas			
Medic Stations			
Milepost Markers			
Net_Junctions	04/25/14		Net Junctions for Motorola CAD at HPD
	04/07/14		Populated with the latest MSAG Community and Police Beat updates
Common Places	04/29/14		Spatially corrected WWTP EWA in Ewa Beach
	04/17/14		Populated new MSAG Community of Aina Haina
	04/07/14		Populated new MSAG Community of Waialae
	04/01/14		Relocated BOH Ward to Hokua building in Honolulu and updated address
			Added Kalo Pl Mini Pk in McCully
			Spatially corrected Camp Kailua, Windsurfer Kailua, HECO Kailua Substn, Kailua Christian ES, Kailua Community Chu, Kailua Dist PK, Kailua Pool, HFD Kailua 18, Kailua Rec Ctr
Police Beats	04/28/14		Corrected Beat 871 according to the HPD written policies and procedures
Police Districts			
Police Response Areas			
Police Stations			
Schools			

3.3 Mapping Layers Updated (Part III)

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

OAHU CIVILIAN			
Type of Layer	**Akimeka GIS Server**	**Date Uploaded to ftp Site**	**Other/Remarks**
	Date Created/ Edits Performed		
Street Centerlines	04/29/14		Split Geiger Rd at Kalaeloa/Ewa Beach boundary
	04/28/14		Corrected gaps on 22nd Ave in Kahala
			Corrected gaps on Aiea Hts Dr in Aiea
			Corrected gaps on Ala Napunani in Salt Lake
			Corrected gaps on Alohilani St and Awiki St in Mililani
			Spatially corrected FD Roosevelt Ave, Essex Rd, and Geiger Rd in Kalaeloa
			Corrected elevation values for Harding Ave - previously causing freeway routing issues
	04/24/14		Corrected street ranges on Manoa Rd in Manoa
	04/17/14		Split Kapiolani Blvd at Kapahulu/Kaimuki boundary
			Split Ala Moana at Honolulu/Ala Moana boundary and Ala Moana/Kakaako boundary
			Populated new MSAG Community of Aina Haina
			Corrected ranges on Hanauma Bay Dr in Hawaii Kai
	04/15/14		Added Aiea Loop trail into network
			Spatially corrected 16 streets in Kailua
	04/14/14		Corrected gaps in Hawaii Kai on Kawaihae St, Kealahou St, Kukuiula Loop, Kumukahi Pl, Lunalilo Home Rd, Makaa St, Makaweli St,Mokuhano St, Nana Honua St, Pukoo St, Uwao St, Poipu Dr
	04/10/14		Corrected elevations on H1E FWY and H1E Exit 15 to fix routing issues
	04/0/814		Corrected gaps in Hawaii Kai on Kaumakani St, Makaaoa Pl, Maunanani St, Pepeekeo St, Kekupua St, Waiopua St
	04/07/14		Corrected ranges on Wahinepee St
			Populated new MSAG Community of Waialae
	04/03/14		Corrected gaps in Hawaii Kai on Kaahue St, Kahena St, Kahului St, Kalakaua St, Kalanianaole Hwy, Kaleimamahu St, Kalihelani Pl, Kii St, Olowalu Way, Paliku St
	04/01/14		Corrected gaps in Hawaii Kai on Hawaii Kai Dr, Honolahua St, Inuwai Pl, Kaiolohia Pl, Kaoopulu Pl
Trails			
WSP Cell Sectors	04/23/14		Per T-Mobile CRS
	04/22/14		Per AT&T CRS
	04/16/14		Per VZW CRS
WSP Cell Towers	04/23/14		Per T-Mobile CRS
	04/22/14		Per AT&T CRS
	04/16/14		Per VZW CRS

3.4 Mapping Layers Updated (Part VI)

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

OAHU CIVILIAN			
Type of Layer	Akimeka GIS Server Date Created/ Edits Performed	Date Uploaded to ftp Site	Other/Remarks
OTHER SUPPORTING 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)			
Churches			
Gas Stations			
Food & Beverage			
Hospitals			
Lodging			
Medical Facilities			
Ocean Rescue Boundaries	04/10/14		Validated topology on OceanResponseAreas: identified one (1) gap and two (2) overlaps, marked one (1) gap as an exception and corrected two (2) overlaps.
	04/09/14		Akimeka/OSD Meeting at Akimeka. Final review of OceanResponseAreas.
	04/08/14		Validated topology on OceanResponseAreas: identified thirteen (13) gaps and two (2) overlaps, marked four (4) gaps as exceptions, corrected eight (8) gaps and two (2) overlaps.
	04/07/14		Reviewed 400yd Lifeguard Tower and half mile ATV boundary for OceanResponseAreas per Ocean Safety.
			Merged all 150yd, 400yd, Half Mile, Three Mile, and Rescue Craft boundaries together into one OceanResponseAreas.
	04/04/14		Reviewed Rescue Craft and three mile Mobile Vehicle boundaries for OceanResponseAreas per Ocean Safety.
	04/03/14		Corrected the half mile ATV boundaries to include the 150yd extension into the ocean for OceanResponseArea boundaries per Ocean Safety.
			Corrected the three mile Mobile Vehicle OceanResponseArea boundaries per Ocean Safety.
Ocean Safety (Includes Lifeguard Stands)	04/02/14		Akimeka/OSD had a meeting at Akimeka. Performed live edits to the Ocean Response Areas. Extended the half mile ATV boundaries to include a 150yd boundary coverage into the ocean. Added Rescue Craft boundaries, one (1) new DiveLocation, and one (1) new LifeguardTower per Ocean Safety.

3.5 Mapping Layers Updated (Part V)

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

OAHU CIVILIAN			
Type of Layer	Akimeka GIS Server Date Created/ Edits Performed	Date Uploaded to ftp Site	Other/Remarks
- Dive Locations			
- Surf Breaks			
Parcels			
Parks (Includes National Parks)			
Parks Polygon			
Post Offices			
Subdivisions			
DISASTER/HOMELAND SECURITY LAYERS (Listed Alphabetically)			
Airports			
Bridges			
Coastline			
Coastal Names			
Critical Infrastructure			
Emergency Shelters			
Government Buildings			

3.6 Mapping Layers Updated (Part VI)

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

OAHU CIVILIAN			
Type of Layer	Akimeka GIS Server Date Created/ Edits Performed	Date Uploaded to ftp Site	Other/Remarks
Helipads			
Hydrology Layers			
- Dams			
- Ponds			
- Streams (Includes Rivers)			
- Waterfalls			
Tsunami Evacuation Zones			
Tsunami Roadblocks			
United States National Grid			
Volcano Hazard Zones			
Wharfs			
SPECIAL REQUESTS			
Tow Boundaries			

3.7 Geographic Information System (GIS) Narrative

3.7.1 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 April 2014. Akimeka completed an additional one (1) Police Beats (871) boundary correction.

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 since that time. 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.

3.7.2 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 April 2, 2014, Ocean Safety, the Honolulu Emergency Medical Services, and Akimeka came together to review and edit the Ocean Response Areas layer at the Akimeka office.
    a. Upon request, Akimeka extended the half mile ATV boundary to include a 150 yard boundary into the ocean.
    b. Upon request, Akimeka added six (6) Rescue Craft boundaries, one (1) Dive Location, and one (1) Lifeguard Tower.
2. April 3 – 8, 2014, Akimeka completed a full review of the Ocean Response Areas.
    a. Reviewed the 150 yard beach boundary, 400 yard lifeguard tower boundary, half mile ATV boundary, three mile Mobile Vehicle boundary, and the Rescue Craft boundary for inconsistencies.
    b. Merged all five (5) Ocean Response Areas together.
    c. Validated the Ocean Response Areas for gaps and overlaps.
3. On April 9, 2014, Ocean Safety and Akimeka held a meeting to finalize the Ocean Response Areas layer.
4. On April 10, 2014, Akimeka submitted the Ocean Response Area layer to TriTech for review.

During the month of May 2014, Akimeka and Ocean Safety will await TriTech's review and follow up on the Ocean Response Areas and make any necessary changes if needed.

3.7.3 Intrado PowerMap Upload

Since the establishment of the GIS Data deliverable process between Akimeka and Intrado in January 2014, the data uploads have been successfully carried out.

In January and February 2014, an issue within PowerMap had been identified with the display of Phase 1 wireless 911 calls. The issue identified is that the map is not displaying the Phase 1 polygons, but is zooming to the area when the 911 call occurs. Akimeka assisted Intrado on a couple occasions with the configuration settings; however no true identification of the cause of the discrepancy has been identified.

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**	
02/07/14	**02/07/14**	
02/21/14		
03/07/14		
03/12/14	**03/19/14**	
04/04/14		
04/28/14		

* 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

3.7.4 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 was included in the February 7, 2014 GIS data deliverable.

3.7.5 TriTech CAD System Upgrade (Part II)

1. Subsequent to the delivery of the small batch of Address Points on February 7, 2014, some potential issues were identified.
    a. Apartment numbers are included in the GIS data.
        a. Depending on how the TriTech CAD system gets configured, the information for apartment numbers and/or building numbers should not be included in the full address for address validation.
        b. Akimeka identified previously that the ANI/ALI information for the State of Hawaii does not include apartment information in the full address used in the address validation process. That information however, does come across in driving instructions which is a comment field used to provide additional information for address locations and is not an identifier used in validations of the call.
        c. With that said, Akimeka preferred to hold on discussing the address point configuration until a meeting with all of the PSAPs can be set up. It is important for all public safety agencies to discuss these items collectively as a group so decisions can be made together.
    b. On March 13, 2014, a meeting was held to discuss the apartment field in the GIS and the validation source with the ANI/ALI fields. The PSAPs and Akimeka agreed that the apartment field would best be used as a visual display in the mapping and CAD systems as a label. Considering the apartment information is not available in the designated field in the ANI/ALI it is best to use the full address without apartment and/or building numbers for address validations.
2. On April 18, 2014, all of the Oahu Address Points were included in the GIS data deliverable for the TriTech CAD for Fire and EMS.

3.7.6 SPAWAR Meeting on Addressing for MCBH

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

3.7.7 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 March 24, 2014 and April 24, 2014. Below are the results of the comparison.

	First Report 06/01/12	03/24/14	04/24/14	Improvement/ Comments
Total Number of GIS Records	**26,602**	**27,010**	**27,022**	**Added twelve (12) records**
	Errors Identified			
Zero Errors	5,112	889	829	Further reduced errors by 6.8% (60 errors)
Low > High Errors	3	1	0	Decreased by 1 error
Mixed Parity Errors	1	0	0	No Change
Changed Parity Errors	105	0	0	No Change
Address Gap Errors	2,629	328	96	Further reduced errors by 70.7% (232 errors)
Address Overlap Errors	423	1	0	Decreased by 1 error
Flipped Link Errors	1,030	574	566	Further reduced errors by 1.4% (8 errors)
Total Errors	**9,303**	**1,793**	**1,491**	**Further reduced errors by 16.8% (302 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.

4 E9-1-1 Database Synchronization

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

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

The database synchronization effort included comparing Oahu Civilian's 9-1-1 MSAG against its GIS Street Centerline data. A total number of **7,509** 9-1-1 MSAG records were reviewed in the audit and analyzed. Results of the database synchronization audit completed on April 1, 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.

4.1 Audit Summary Results – 2014

9-1-1 MSAG TO GIS STREET CENTERLINE AUDIT COMPARISON RESULTS	Notes	As of July 26, 2013		As of Octover 21, 2013		As of January 13, 2014		As of April 1, 2014	
		9-1-1 MSAG Dated 07-01-13		9-1-1 MSAG Dated 10-01-13		9-1-1 MSAG Dated 01-01-14		9-1-1 MSAG Dated 04-01-14	
		# of Records	%	# of Records	%	# of Records	%	# of Records	%
Total 9-1-1 MSAG Records Reviewed		7,096	0	7,111	0	7,336		7,509	
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		**7,090**	0	**7,105**	0	**7,330**		**6,560**	
Total 9-1-1 MSAG Records Match (9-1-1 MSAG -- GIS Match -- No Corrections Required)		**6,793**	**95.8%**	**6,825**	**96.1%**	**7,082**	**96.6%**	**6,430**	**98.0%**
9-1-1 MSAG -- GIS No Match - Minor Correction Required	(2)	225	3.2%	213	3.0%	166	11.6%	57	0.9%
9-1-1 MSAG Record With No Matching GIS Record	(3)	72	1.0%	67	0.9%	82	1.1%	73	1.1%
Total 9-1-1 MSAG Records No Match		**297**	**4.2%**	**280**	**3.9%**	**248**	**3.4%**	**130**	**2.0%**

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 January 2014 with a 96.6% Match Rate to a 98% Match Rate as of April 2014

4.2 Audit Summary Results – 2014 (Part II)

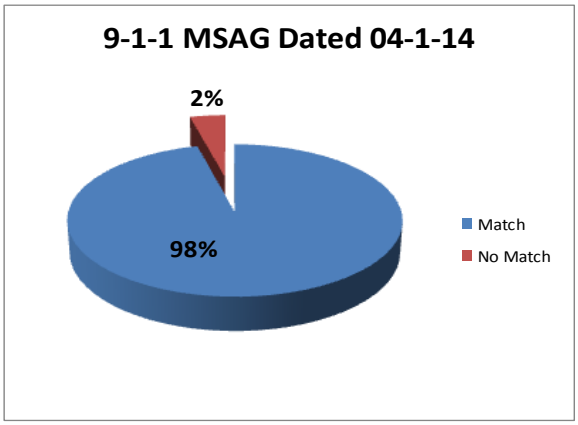
Notes:

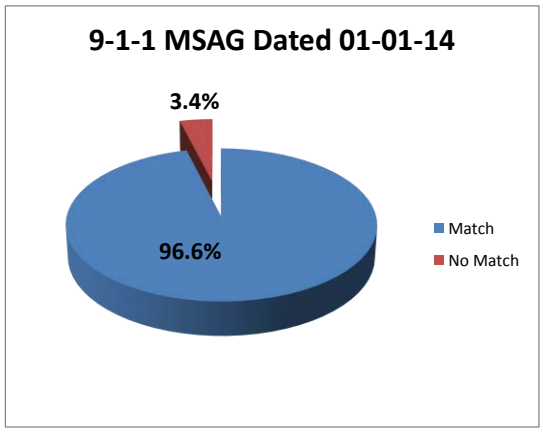
(1) An MSAG Record that will not have a corresponding GIS Street Centerline Record but is required for the routing of E9-1-1 calls (i.e., Emergency Call Box, Foreign Exchange Records, Wireless Shell Records, etc.). No further action is required.

(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.

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





Oahu Civilian's level of accuracy or 9-1-1 Match percentage improved from 96.6% as of January 1, 2014 to 98% as of April 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.

4.4 Audit Summary Results – April 1, 2014 MSAG vs. January 1, 2014 (Part II)

- 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 **66%** (166 to 57) from January 2014 to April 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" decreased by **11%** (82 to 73) from January 2014 to April 2014 respectively. The decrease in records were due primarily to the verification of the MSAG records against multiple GIS databases to determine if the roads are existing within City and County Honolulu.

- "GIS MSAG Records With No Matching E9-1-1 MSAG Record" increased from 4 to 9 records from January 2014 to April 2014. The increase 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 **72.3%** (376 to 104) from from January 2014 to April 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.

4.5 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		9-1-1 MSAG Dated 04-01-14	
	# of Records (Baseline Starting Point)	% of Total MSAG Records (Valid and Invalid)	# of Records	% of Total MSAG Records (Valid and Invalid)
ESN 199	238	3.1%	220	2.8%

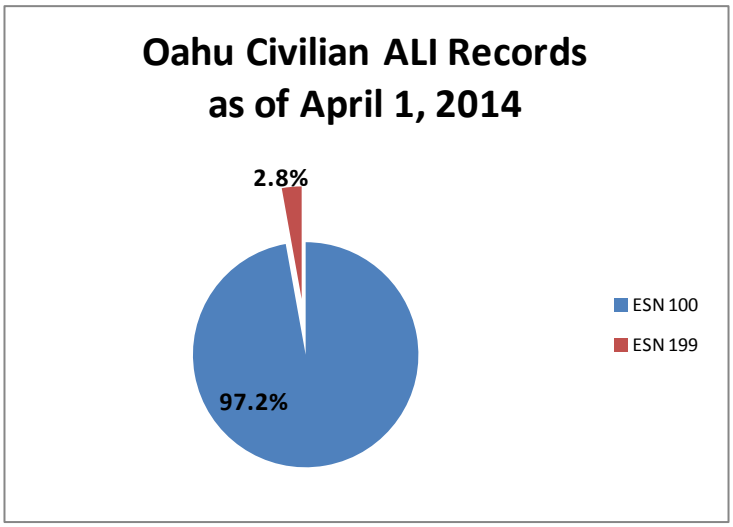
These invalid MSAG records represent **2.8%** of the Total MSAG records for the City & County of Honolulu as of the April 2014 MSAG. The individual ALI records associated with these records are provided below.

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

4.6 Automatic Location Identification (ALI) Discrepancy Report

As part of Akimeka's ongoing database synchronization efforts, Akimeka reviewed and summarized the ALI discrepancies by community in 9-1-1Net for the City & County of Honolulu (Oahu Civilian). As of April 30,2014, there are **220** ALI records with an assigned ESN of 199, representing **2.8%** of the City & County of Honolulu (Oahu Civilian) total ALI records.

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



The total number of ALI records decreased by **9%** (538,412 to 491,003) while the number of ESN 199 records decreased by **4.2%** (1,783 to 1,709) from January 2014 to April 2014 respectively. The decrease was due primarily to Akimeka's effort to identify the invalid MSAG records and verify their correct locations against current County GIS data.

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

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

Maui County 9-1-1 Status Report

April 1, 2014 – April 30, 2014

AKIMEKA | HIGH PRIORITY. HIGH IMPACT.

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Maui County E9-1-1 Status Report
April 1, 2014 – April 30, 2014

1 PSAP Operations
1.1 9-1-1 Call Volume (Maui) – April 2014
Source: Intrado Viper

9-1-1 Call Volume																	
Maui 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	No. of 9-1-1 Calls Abandoned by Caller	% of Total Calls
April	11,510	2,242	19.48%	7,234	62.85%	69.28%	30.72%	0	0.00%	462	4.01%	0	0.00%	1,572	13.66%	0	0.00%

1.1.1 Call Volume Maui County PSAP Notes:

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.

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.

Maui County E9-1-1 Status Report
April 1, 2014 – April 30, 2014

1.2 9-1-1 Call Volume (Maui) – Calendar Year 2014
Source: Intrado Viper

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	9,876	2,169	21.96%	6,385	64.65%	68.21%	31.79%	40	0.41%	361	3.66%	0	0.00%	921	9.33%	0	0.00%
March	12,054	2,441	20.25%	7,378	61.21%	70.05%	29.95%	333	2.76%	357	2.96%	0	0.00%	1,545	12.82%	0	0.00%
April	11,510	2,242	19.48%	7,234	62.85%	69.28%	30.72%	0	0.00%	462	4.01%	0	0.00%	1,572	13.66%	0	0.00%
May																	
June																	
July																	
August																	
September																	
October																	
November																	
December																	
YTD	**34,256**	**6,966**	**18.92%**	**21,241**	**62.01%**	**67.77%**	**32.23%**	**373**	**1.09%**	**1,200**	**3.50%**	**0**	**0.00%**	**4,476.00**	**13.07%**	**0**	**0.00%**
MON AVG	**8,564.00**	**1,741.50**		**5,310**				**93.25**		**300**		**0**		**1,119**		**0**	

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1.3 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	No. of 9-1-1 Calls Abandoned by Caller	% of Total Calls
April	374	130	34.76%	173	46.26%	56.65%	43.35%	1	0.27%	18	4.81%	0	0.00%	52	13.90%	0	0.00%

1.3.1 Call Volume Molokai County PSAP 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.

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1.4 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	182	37	20.33%	131	71.98%	55.73%	44.27%	3	1.65%	11	6.04%	0	0.00%	0	0.00%	0	0.00%
March	323	115	35.60%	165	51.08%	70.91%	29.09%	0	0.00%	7	2.17%	0	0.00%	36	11.15%	0	0
April	374	130	34.76%	173	46.26%	56.65%	43.35%	1	0.27%	18	4.81%	0	0.00%	52	13.90%	0	0.00%
May																	
June																	
July																	
August																	
September																	
October																	
November																	
December																	
YTD	**1,066**	**349**	**31.63%**	**567**	**53.19%**	**59.60%**	**40.40%**	**4**	**0.38%**	**43**	**4.03%**	**0**	**0.00%**	**103**	**9.66%**	**0**	**0.00%**
MON AVG	**266.50**	**87.25**		**141.75**				**1**		**10.75**		**0**		**25.75**		**0**	

1.4.1 Call Volume Maui County PSAP Notes:

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

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1.5 9-1-1 Call Volume (Combined Maui & Molokai) – April 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 Calls	% of Total Calls
April	11,884	2,372	19.96%	7,407	62.33%	68.99%	31.01%	1	0.01%	480	4.04%	0	0.00%	1,624	13.67%	0	0.00%

1.6 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	6,578	1,890	28.73%	4,207	63.96%	0.00%	0.00%	0.00	0.00	27.00	0.41%	1.00	0.00	1,260	19.15%		
February	10,058	2,206	21.93%	6,516	64.78%	67.96%	32.04%	43.00	0.00	372.00	3.70%	0.00	0.00	921	9.16%	0.00	0.00
March	12,377	2,556	20.25%	7,378	61.21%	70.06%	29.94%	333.00	0.03	364.00	2.94%	0.00	0.00	1,581	12.77%	0.00	0.00
April	11,884	2,372	19.96%	7,407	62.33%	68.99%	31.01%	1.00	0.00	480.00	4.04%	0.00	0.00	1,624	13.67%	0.00	0.00
May																	
June																	
July																	
August																	
September																	
October																	
November																	
December																	
YTD	**40,897**	**9,024**	**0.00%**	**25,508**	**62.37%**	**207.01%**	**92.99%**	**377.00**	**0.92%**	**1,243.00**	**2.77%**	**1.00**	**0.00%**	**5,386**	**13.17%**	**0.00**	**0.00**
MON AVG	**10,224.25**	**2,256.00**		**6,377.00**				**94.25**		**310.75**		**0.25**		**1,346.50**		**0.00**	

1.7 Wireless Test – April 2014

Date	WSP	Sites Tested	Sectors Tested	Tested By:	Test Pass/Fail
04/11/14	AT&T	2	6	Maui PSAP	Pass

There were two (2) scheduled wireless test for the Maui PSAP and no scheduled test for the Molokai PSAP in April 2014.

2 MSAG

2.1 Current Month – April 2014

2014		9-1-1NET REQUESTS										In Referred Status as of Report Month End (d)			In Suspended Status as of Report Month End (e)	
		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)	VoIP Discrepancy (VoIP DR) Submitted (c)	TN CR	ALI-DR	VoIP DR	# of Transactions	TNs Affected
MAUI COUNTY	159	31	17	2	1	10	1	775	128	0	0	209	0	0	0	0

2.1.1 MSAG Current Month Notes:

During the month of April a total of one hundred fifty-nine **(159)** MSAG transactions were processed. Thirty-One **(31)** 9-1-1 Net requests were processed relating to the Maui County MSAG database, with seven hundred seventy-five **(775)** customer ANI/ALI (telephone/address) records updated as a direct result of Akimeka's address research and GIS validation process. One hundred twenty-eight **(128)** Telephone Number Change Requests (TN CR) transactions were processed in 9-1-1Net for updates and corrections relating to 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.

There are 209 TN CRs in Referred status as of April 30, 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 VoIP DRs in Referred status as of April 30, 2014.

There are no ALI DR records in Referred status as of April 30, 2014

There are no Suspended Records as of April 30, 2014.

2.1.2 Definitions for Year-To-Date Summary

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, from a landline. These record corrections are treated with a higher priority and should be processed within 48 hours as a general guideline.
	(c)	Represents an address discrepancy discovered during a live 9-1-1 call, from a VoIP phone. These record corrections are treated with a higher priority and should be processed within 72 hours as a general guideline per Time Warner Operations Center. MSR tracking effective April 2014.
	(d)	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.
	(e)	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.

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2.2 Year-to-Date (YTD) –2014

MAUI COUNTY		9-1-1NET REQUESTS										In Referred Status as of Report Month End (d)			In Suspended Status as of Report Month End (e)	
		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)	VoIP Discrepancy (VoIP DR) Processed (c)	TN CR	ALI-DR	VoIP DR	# of Transactions	TNs Affected
December																
November																
October																
September																
August																
July																
June																
May																
April	159	31	17	2	1	10	1	775	128	0	0	209	0	0	0	0
March	123	95	63	5	12	13	2	951	26	2		195	0		0	0
February	136	48	34	4	5	0	5	959	87	1		176	0		0	0
January	83	65	44	2	13	6	0	743	16	2		147	0		0	0
TOTAL YTD	**501**	**239**	**158**	**13**	**31**	**29**	**8**	**3,428**	**257**	**5**	**0**					
AVG PER MO	**125**	**60**	**40**	**3**	**8**	**7**	**2**	**857**	**64**	**1**	**0**					

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

3 GIS Mapping Layers – April 2014

3.1 Updated/Loaded Into GIS (Part I)

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		
Address Points	Maui/Lanai	04/30/14		Added two (2) new addresses received from DSA. Spatially corrected seven (7) address points in Makawao.
	Molokai	04/30/14		Added ten (10) addresses in Maunaloa
	Maui/Lanai	04/25/14		Added five (5) addresses received from DSA. Spatially corrected two (2) address points in Makawao and seven (7) in Kihei.
			04/23/14	
	Maui/Lanai	04/18/14		Spatially corrected fifty-five (55) address points in Paia.
	Maui/Lanai	04/16/14		Spatially corrected eighty-eight (88) address points in Napili.
	Maui/Lanai	04/15/14		Added one (1) address and spatially corrected 132 address points in Napili. Added two (2) addresses received from DSA and spatially corrected one (1) address point in Kihei.
	Maui/Lanai	04/11/14		Added six (6) new addresses received from DSA. Spatially corrected 127 address points in Napili.
	Maui/Lanai	04/10/14		Spatially corrected 145 address points in Napili
	Maui/Lanai		**04/09/14**	
	Maui/Lanai	04/09/14		Spatially corrected 187 address points in Napili
	Maui/Lanai	04/08/14		Added one (1) address in Kula per DSA
	Molokia	04/04/14		Added one (1) address and spatially corrected eleven (11) addresses in Maunaloa
	Maui/Lanai	04/03/14		Spatially corrected two (2) address points in Haiku and seventy-two (72) in Makawao. Added one (1) new address received from DSA and five (5) addresses from the DSA Address layer.
	Molokia	04/02/14		Spatially corrected one (1) address point in Kaunakakai and added one (1) address received from DSA.
	Maui/Lanai	04/01/14		Spatially corrected 2 address points in Haiku, eight (8) in Pukalani and fifty (50) in Makawao. Corrected two (2) address in Makawao. Added three (3) new addresses received from DSA and eight (8) from the DSA Address layer.

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3.2 Updated/Loaded Into GIS (Part II)

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 Created/ Edits Performed	Date Loaded Into PSAP GIS Server	Other/Remarks
ESZ/ESN	Maui/Lanai	04/08/14		Corrected boundary between 320 and 326 so address point for 14306 Hana Hwy was included in ESN 326
Emergency Callboxes				
Fire Beats				
Fire Districts				
Fire Response Areas				
Fire Stations				
Major Roads				
MSAG Address Points (aka Pseudo Address Points)				
MSAG Communities (aka Towns)				
	Maui/Lanai	04/08/14		Corrected boundary between Haiku and Makawao to include address point for 2560 Kokomo Rd in Haiku
Medic Beats	Maui/Lanai	04/0814		Corrected the boundary between Medic 1 & 3 on Mokulele Hwy, Kahului
Medic Districts				
Medic Response Areas				
Medic Stations				
Milepost Markers				

3.3 Updated/Loaded Into GIS (Part III)

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 Created/ Edits Performed	Date Loaded Into PSAP GIS Server	Other/Remarks
Milepost Markers				
Points of Interest				
	Maui/Lanai	04/17/14		Corrected subdivision name and location for Makawao Ranch Acres.
Police Beats				
	Maui/Lanai	04/0814		Corrected boundary between Beat 6-43 & 6-44 along the spatially corrected Kilohana Dr
Police Districts				
Police Response Areas				
	Maui/Lanai	04/08/14		Corrected boundary between RA 50 & 51 along the spatially corrected Kilohana Dr.
Police Stations				
WSP Cell Sectors			**04/23/14**	
	Maui/Lanai	04/23/14		Per T-Mobile CRS
			04/09/14	
Schools				
Street Centerlines	Maui/Lanai	04/25/14		Spatially corrected three (3) street centerline segments; Partial spatial correction on two (2) segments, in Pukalani.
				Spatially corrected one (1) street centerline segment; Partial spatial correction on one (1) segment; Modified one (1) range segment in Lanai.
				Spatially corrected and one (1) street centerline segment; Partial spatial correction on one (1) segment; Modified one (1) range segment in Makawao
				Spatially corrected one (1); Modified one (1) range segment in Kahului.
	Maui/Lanai	04/10/14 - 04/25/14		Spatially corrected one hundred two (102) street centerline segments; Partial spatial correction of thirty two(32) segments; Modified thirty one (31) range segments in Napili.
			04/23/14	
	Maui/Lanai	04/23/14		Spatially corrected one (1) street centerline segment in Haiku, partial spatial correction on four (4) segments in Haiku and one (1) in Napili, modified one (1) range segment in Haiku. Added one (1) new street segment in Napili.
	Maui/Lanai	04/22/14		Spatially corrected one (1) street centerline segment and modified one (1) range segment in Wailuku.

3.4 Updated/Loaded Into GIS (Part IV)

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		
Street Centerlines	Molokai	04/22/14		Fixed a multipart segment in Kaunakakai
	Maui/Lanai	04/18/14		Spatially corrected ten (10) street centerline segments, partial spatial correction on eight (8) segments and modified two (2) segment ranges in Paia.
	Maui/Lanai	04/09/14 - 04/16/14		Spatially corrected one hundred two (102) street centerline segments; Partial spatial correction of thirty one (31) segments; Modified thirty one (31) range segments in Napili.
	Maui/Lanai	04/15/14		Added two (2) addresses received from DSA and spatially corrected one (1) address point in Kihei.
	Maui/Lanai	04/11/14		Spatially corrected one (1) street centerline segment; Partial spatial correction three (3) segments and modified the range on one (1) segment range in Lahaina.
			04/09/14	
	Maui/Lanai	04/08/14		Added one (1) address in Kula per DSA.
	Molokai	04/04/14		Spatially corrected two (2) street centerline segments, partial spatial correction to three (3) segments, corrected seven (7) range segments, corrected the parity for eight (8) range segments and corrected the street name for six (6) range segments in Maunaloa.
	Maui/Lanai	04/01/14 - 04/03/14		Spatially corrected three (3) street centerline segments, partial spatial correction to two (2) segments, corrected fourteen (14) range segments and one (1) parity in Makawao. Spatially corrected seven (7) street centerline segments, partial spatial correction to ten (10) segments, corrected thirteen (13) range segments in Makawao. Spatially corrected eighteen (18) street centerline segments, partial spatial correction to sixteen (16) segments, corrected eight (8) range segments and flipped one (1) segment in Makawao.
	Molokai	04/02/14		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.

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3.5 Updated/Loaded Into GIS (Part V)

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 Created/ Edits Performed	Date Loaded Into PSAP GIS Server	Other/Remarks
Trails				
WSP Cell Towers			04/23/14	
	Maui/Lanai	04/23/14		Per T-Mobile CRS
			04/09/14	
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/Lanai	04/17/14		Corrected subdivision name and location for Makawao Ranch Acres.

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3.6 Updated/Loaded Into GIS (Part VI)

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 Created/ Edits Performed	Date Loaded Into PSAP GIS Server	Other/Remarks
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				
	Maui/Lanai	04/25/14		Added pond names
- Streams (Includes Rivers)				
- Waterfalls				

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3.7 Updated/Loaded Into GIS (Part VII)

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		
Ocean Rescue Boundaries				
Ocean Safety (Includes Lifeguard Stands)				
Tsunami Evacuation				
Tsunami Heights				
United States National Grid (50K)				
United States National Grid (500K)				
Waste Water Plants				
SPECIAL REQUESTS				
Gate Codes				
	Maui/Lanai	04/03/14		Changed the gate code for Sugar Cove as requested by Maui Dispatch
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.

3.8 CAD/Mapping System GIS Upload Process

3.8.1 Current Month GIS Activities – April 2014

04/09/14 Akimeka prepared the following data on PowerMap in Maui: Address Points, Gate Codes, Medic Beats, MSAG Communities, Police Beats, Street Centerlines, WSP Cell Sectors and WSP Cell Towers.

04/09/14 Akimeka's prepared PowerMap update was not completed on Molokai due to connection issues.

04/23/14 Akimeka prepared the following data on PowerMap in Maui: Address Points, Gate Codes, Medic Beats, MSAG Communities, Police Beats, Street Centerlines, WSP Cell Sectors and WSP Cell Towers.

04/23/14 Akimeka prepared Powermap Update in Molokai which included: Address Points, Street Centerlines, WSP Cell Sectors, WSP Cell Towers, Subdivisions 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.*

4 Geographic Information System (GIS)

4.1 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 April 2014, Akimeka has focused on correcting the following areas and has established a baseline moving into NG9-1-1.

4.1.1 GIS Data Corrections

NG9-1-1 GIS Data Corrections			
GIS Layer Name	**Type of Correction**	**Number of Records Corrected/Modified/Added/Removed**	**Comments/Details**
Address Points	Added	56 Added	Addresses received from DSA, DSA Address layer, MSAG and field verifications
Address Points	Corrections	3 Corrected	
Address Points	Spatially Corrected	947 Corrected	Corrected location of address point, recalculated x/y
Street Centerlines	New Segment	1 Added	
Street Centerlines	Range Segments Corrected	93 Corrected	Ranges modified according to address point locations
Street Centerlines	Street Name Correction	6 Corrected	
Street Centerlines	Parity/Flip/Multipart	9/1/1 Modified	

5 Service Requests Transactions

5.1 Open Service Requests – April 2014

MAUI 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.*

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.*

Maui County E9-1-1 Status Report
April 1, 2014 – April 30, 2014

5.2 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	1	2	0	1	1	0	1	0	0	0	0
March	3	2	1	0	0	3	2	0	0	0	0
February	0	1	0	0	1	0	0	0	0	0	0
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	**7**	**7**	**2**	**2**	**2**	**5**	**5**	**0**	**0**	**0**	**0**

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

5.3 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	0	0	0	0	0	0	0	0	0	0	0
March	0	0	0	0	0	0	0	0	0	0	0
February	1	1	0	0	0	1	1	0	0	0	0
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	**1**	**1**	**0**	**0**	**0**	**1**	**1**	**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

Hawaii County 9-1-1 Status Report

April 1, 2014 – April 30, 2014

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Hawai'i County 9-1-1 Status Report
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1 PSAP Operations
1.1 9-1-1 Call Volume Hawaii County PSAPs – April 2014

Source: Intrado Viper

9-1-1 Call Volume																
HAWAI'I 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	% of Total Calls	No. of 9-1-1 Calls Abandoned by Caller	% of Total Calls	No. of 9-1-1 Calls Abandoned by Caller	% of Total Calls
April	19,216	4,223	21.98%	12,562	65.37%	51.62%	48.38%	715	3.72%	15	0.08%	0.00%	1,694	8.82%	7	0.04%

1.1.1 Call Volume Hawaii County PSAP Notes:

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 9-1-1 Status Report
April 1, 2014 – April 30, 2014

1.2 911 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	% of Total Calls	No. of 9-1-1 Calls Abandoned by Caller	% of Total Calls	Other Calls	% of Total Calls
January	20,517	5,680	27.68%	12,884	62.80%	48.15%	51.85%	9	0.04%	22	0.11%	0.00%	1,922	9.37%	0	0.00%
February	17,275	4,716	27.30%	11,352	65.71%	46.41%	53.59%	22	0.13%	14	0.08%	0.00%	1,171	6.78%	0	0.00%
March	19,732	4,443	22.52%	12,678	64.25%	51.64%	48.36%	646	3.27%	20	0.10%	0.00%	1,945	9.86%	0	0.00%
April	19,216	4,223	21.98%	12,562	65.37%	51.62%	48.38%	715	3.72%	15	0.08%	0	1,694	0	7	0.04%
May																
June																
July																
August																
September																
October																
November																
December																
YTD	76,740	19,062	24.87%	49,476	64.53%	49.45%	50.55%	1,392.00	1.79%	71	0.09%	0	6,732	8.70%	7	0.01%
MON AVG	19,185	4,766		12,369				348.00		17.75			1,683.00		1.75	

Hawai'i County 9-1-1 Status Report
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1.3 9-1-1 Call Volume by Agency – April 2014

Source: Intrado Viper

	9-1-1 Call Volume by Agency									
	HPD					HFD				
2014	Number of Total Calls Received	% of Total Calls	Number of Admin Calls	Number of Abandoned/ Dropped Calls	Number of Other Calls	Number of Total Calls Received	% of Total Calls	Number of Admin Calls	Number of Abandoned/ Dropped Calls	Number of Other Calls
April	15,296	79.60%	0	1,667	5	2,219	11.55%	0	27	2

1.3.1 Call Volume by Agency 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. These 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.

(3) "Other Calls" for HPD and HFD include calls marked"PBXR", "RSDX" and "RSDX" in the call volumes.

Hawai'i County 9-1-1 Status Report
April 1, 2014 – April 30, 2014

1.4 9-1-1 Call Volume by Agency – Calendar Year 2014

9-1-1 Call Volume by Agency										
2014	HPD					HFD				
	Number of Total Calls Received	Number of Admin Calls	Number of Abandoned Calls	Number of Other Calls	% of Total Calls	Number of Total Calls Received	Number of Admin Calls	Number of Dropped Calls	Number of Other Calls	% of Total Calls
January	16,012	0	1,891		78.04%	2,583	0	31		12.59%
February	13,955	0	1,163		80.78%	2,149	0	8		12.44%
March	15,526	0	1,845		78.68%	2,261	0	100		11.46%
April	15,296	0	1,667	5	79.60%	2,219	0	27	2	11.55%
May										
June										
July										
August										
September										
October										
November										
December										
YTD	60,789	0	4,899	5	79.17%	6,993	0	139	2	12.16%
MON AVG	15,197.25	0.00	1,641.50	5		2,303.00	0	41.50	2	

1.5 Wireless Test – April 2014

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

1.5.1 Wireless Test Notes:

There was no scheduled Wireless Testing for Hawaii County in April 2014.

2 MSAG

2.1 Current Month – April 2014

2014		9-1-1NET REQUESTS										In Referred Status as of Report Month End (d)			In Suspended Status as of Report Month End (e)	
		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)	VoIP Discrepancy (VoIP DR) Request Processed (c)	TN CR	ALI-DR	VoIP	# of Transactions	TNs Affected
HAWAII	401	142	71	4	48	11	8	777	252	4	3	544	1	0	0	0

2.1.1 MSAG Current Month Notes:

During the month of April 2014 a total of four hundred one (401) MSAG transactions were processed in 9-1-1 Net. One hundred fourty-two (142) requests were processed relating to the MSAG database, with seven hundred seventy-seven (777) customer ANI/ALI (telephone/address) records updated as a direct result. Two hundred fifty-two (252) Telephone Number Change Requests (TN CR) transactions and four (4) ALI-DR transactions were processed in 9-1-1Net, as well as three (3) VoIP DRs submitted to Time Warner for updates and corrections.

The Two hundred fifty-two (252) TNCRs were submitted with MSAG valid addresses, 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 five hundred forty-four (544) TN CRs in Referred Status as of April 30, 2014, which 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.

2.1.2 MSAG Current Month Notes (Part II):

There is one (1) ALI DR in Referred Status as of April 30, 2014.

The TN that was submitted in November 2013 to T-Mobile via Intrado. Numerous follow-ups have been made by Akimeka inquiring as to why these TN CRs remain in "Referred" status. Intrado re-referred TN to T-Mobile on April 16, 2014.

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

There are no VoIP DRs in Referred Status as of April 30, 2014

2.1.3 Definitions for Year-To-Date Summary

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, from a landline. These record corrections are treated with a higher priority and should be processed within 48 hours as a general guideline.
	(c)	Represents an address discrepancy discovered during a live 9-1-1 call, from a VoIP phone. These record corrections are treated with a higher priority and should be processed within 72 hours as a general guideline per Time Warner Operations Center. MSR tracking effective April 2014.
	(d)	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.
	(e)	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 9-1-1 Status Report
April 1, 2014 – April 30, 2014

2.2 Year-to-Date (YTD) Summary – 2014

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

HAWAII COUNTY		9-1-1NET REQUESTS										In Referred Status as of Report Month End (d)			In Suspended Status as of Report Month End (e)	
		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)	VoIP Discrepancy (VoIP DR) Request Processed (c)	TN CR	ALI-DR	VoIP	# of Transactions	TNs Affected
December																
November																
October																
September																
August																
July																
June																
May																
April	401	142	71	4	48	11	8	777	252	4	3	544	1	0	0	0
March	338	312	201	0	103	6	2	2,344	17	9		486	4		1	1
February	171	64	12	28	16	7	1	1,571	96	11		383	2		0	0
January	313	141	22	39	61	15	4	64	164	8		670	1		0	0
TOTAL YTD	**1,223**	**659**	**306**	**71**	**228**	**39**	**15**	**4,756**	**529**	**32**	**3**					
AVG PER MO	**306**	**165**	**77**	**18**	**57**	**10**	**4**	**1,189**	**132**	**8**						

Hawai'i County 9-1-1 Status Report
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3 GIS Mapping Layers – April 2014

3.1 Updated/Loaded Into GIS (Part I)

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	04/30/14		Corrected address number to three (3) address points in Ninole and spatially corrected two (2) of them.
	04/29/14 - 04/30/14		Spatially corrected seventy-one (71) address points in Hawi.
	04/25/14		Updated Routing ID to three (3) addresses in Mountain View.
		04/22/14	
	04/18/14		Spatially corrected ten (10) address points in Keaau. Added six (6) new address points in Keaau.
			Spatially corrected one (1) address point in Ocean View. Added six (6) new address points in Ocean View.
			Spatially corrected two (2) address points in Pahala. Corrected routing id to one (1) address point in Pahala.
			Spatially corrected one (1) address point in Pahoa.
			Added one (1) new address point in Captain Cook.
			Added two (2) new address points in Hawi.
			Added four (4) new address points in Hilo.
			Added one (1) new address point in Honomu.
			Added eight (8) new address points in Kailua Kona.
			Added four (4) new address points in Kamuela.
			Added eight (8) new address points in Kurtistown.
			Added one (1) new address point in Laupahoehoe.
			Added eight (8) new address points in Mountain View.
			Added three (3) new address points in Naalehu.
			Added three (3) new address points in Paauilo.
			Added nine (9) new address points in Pahoa.
			Added one (1) new address point in Pepeekeo.
	4/17/2014 - 04/18/14		Changed street name to 21 address points in Volcano. Added six (6) new address points in Volcano.
	04/11/14		Updated address number and street name to one (1) address in Kamuela.
		04/08/14	
	04/07/14		Spatially corrected one (1) address in Kailua Kona.
	04/04/14		Updated Routing ID to 18 addresses in Kamuela.
	04/03/14		Spatially corrected one (1) address point in Kapaau.
			Spatially corrected 55 address points in Hawi.
Emergency Callboxes			
Fire Stations			

Hawai'i County 9-1-1 Status Report
April 1, 2014 – April 30, 2014

3.2 Updated/Loaded Into GIS (Part II)

9-1-1 GIS layers provided by Akimeka to the PSAP are designed for use onE9-1-1 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		
Medic Stations			
Milepost Markers			
Points of Interest (POI)	04/30/14		Spatially corrected one (1) point of Interest in Hawi.
	04/21/14		Corrected ESN to 83 Points of Interest in Kailua Kona.
			Added 22 Transfer Stations to Points of Interest layer.
Police Stations	04/14/14		Performed annual review, no updates required at this time.
Schools			
Tsunami Evacuation Zones			
Tsunami Roadblocks			
WSP Cell Towers		**04/22/14**	
	04/17/14		Per ATT CRS
		04/08/14	
DISPATCH AND RESPONSE			
ESZ/ESN			
	04/04/14		Deleted ESN 220 and modified boundary to ESN 218.
Fire Beats (Includes Medic Beats)			
	04/07/14		Updated boundary to four (4) fire beats.
Fire Districts (Includes Medic Districts)			
Fire Response Areas	04/21/14		Split one (1) Fire Response Area and corrected their Station Orders, First Ins, Second Ins and District names.
MSAG Communities (aka Towns)	04/18/14		Corrected boundary to two (2) MSAG Communities (Paauhau and Paauilo).
Medic Response Areas	**N/A for Hawaii County**		

3.3 Updated/Loaded Into GIS (Part III)

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		
Ocean Rescue Boundaries			
Police Beats	04/04/14		Performed annual review, no updates required at this time.
Police Districts	04/04/14		Performed annual review, no updates required at this time.
Police Response Areas	04/04/14		Performed annual review, no updates required at this time.
WSP Cell Sectors		**04/22/14**	
	04/17/14		Per ATT CRS
		04/08/14	
RESPONSE ROUTING			
Street Centerlines	04/24/14		Added one (1) new street segment; Spatially corrected two (2) streets in Mountain View.
		04/24/14	
	04/18/14		Completed monthly update on street centerlines.
			Split one (1) street segment; Corrected range to two (2) streets in Paauilo.
			Corrected one (1) MSAG Community Left; Corrected range to three (3) streets in Paauhau.
	04/17/14		Changed one (1) street name in Volcano.
	04/16/14		Corrected range to one (1) street in Laupahoehoe.
	04/04/14 - 04/11/14		Split three (3) street segments; Added twelve (12) new streets in Kamuela. Spatially corrected two (2) street segments; Assigned range to one (1) street in Kamuela.
	04/04/14 - 04/17/14		Updated ESN attributes to 44 street; Corrected range to one (1) stree; Split two (2) street segments; Added one (1) new street in Kailua Kona.
		04/08/14	
	04/03/14		Spatially corrected three (3) streets in Hawi. Corrected range to ten (10) streets in Hawi.
	04/1/2014 - 04/02/14		Updated ESN attributes to 71 streets in Kailua Kona. Updated ESN attributes to 62 streets in Kailua Kona.

3.4 Updated/Loaded Into GIS (Part IV)

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		
VISUAL REFERENCE			
Coastline			
Major Roads			
Parcels			
Trails			
SPECIAL REQUESTS			
Correctional Facilities			

3.5 CAD/Mapping System GIS Upload Process

3.5.1 Current Month GIS Activities – April 2014

04/08/14 Akimeka prepared Powermap Update which included: Address Points, Street Centerlines, WSP Cell Sectors, WSP Cell Towers, Fire Stations and Transfer Stations.

04/22/14 Akimeka prepared Powermap Update which included: Address Points, Street Centerlines, WSP Cell Sectors, WSP Cell Towers, Fire Response Areas 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.

4 Mapping Layers Updated/Loaded Into GIS – April 2014

4.1.1 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 **April 18, 2014**. Results are as follows:

HAWAII COUNTY	Address Points Layer	Street Centerlines Layer
# of New Street Segments Added		**1**
# of Street Segments Removed		**0**
# of New Addresses Added	**71**	
# of Addresses Removed	**0**	
# of Street Segment Range Changes		**1**
# of Street Segment Name Changes		**1**
# of Address Street Name Changes	**21**	
# 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.

5 Geographic Information System (GIS)

5.1 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 April 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	New Streets	14 Added	Majority were in Kamuela
Street Centerlines	Range/Parity	18 Corrected	Majority were in Hawi
Street Centerlines	Spatial Correction	7 Corrected	To increase spatial accuracy
Street Centerlines	Splits	5 Corrected	To eliminate segments from crossing boundaries and where existing streets were intersected by new streets
Street Centerlines	ESN Attributes	177 Modified	For the recently created ESN 239
Street Centerlines	Changed Street Name	1 Modified	Street was in Volcano
Street Centerlines	MSAG Community Attributes	1 Modified	Street was in Paauhau
Address Points	New Address Points	71 Added	Throughout County in 16 communities

Address Points	Changed Street Name	22 Modified	21 were in Volcano and 1 was in Kamuela
Address Points	Spatial Correction	144 Corrected	Corrected location of Address Point, recalculated x/y, majority were in Hawi
Address Points	Routing ID	26 Corrected	To ensure proper routing to address
Address Points	Changed Address Number	4 Modified	3 in Ninole and 1 in Kamuela
Address Points	MSAG Community Attributes	1 Modified	Address was in Paauhau
Points of Interest	Spatial Correction	1 Corrected	Corrected location of Point of Interest, recalculated x/y
Points of Interest	ESN Attributes	83 Modified	For the recently created ESN 239
ESN	Removed	1 Removed	ESN 220
ESN	Spatially Corrected Boundaries	1 Corrected	ESN 218
MSAG Communities	Spatially Corrected Boundaries	2 Corrected	Paauhau and Paauilo
Fire Response Areas	Splits	2 Corrected	Split Fire Response Area 51 into Fire Response Areas 51 and 52, corrected their Station Orders, First Ins, Second Ins and District Names

5.2 Creation of Transfer Stations Layer

In April 2014, per special request of the Hawaii Fire Department, Akimeka created the Hawaii Transfer Stations layer.

1. During April 2014, Akimeka finished creating the Hawaii Transfer Stations layer.
    a. The layer was uploaded into PowerMap for utilization by the PSAPs on April 8, 2014.
    b. The Transfer Stations were also added to the Points of Interest layer so they could be searchable on PowerMap by the PSAPs.

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6 Service Requests Transactions

6.1 Open Service Requests – April 2014

#	Date	Ticket #	Description	Category	Urgency
1	11/21/14	621	Updated Address	MSAG	Normal
2	02/27/14	641	Updated Address	MSAG	Normal

6.2 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	10	17	2	0	0	10	17	0	0	0	0
March	11	8	9	0	0	11	8	0	0	0	0
February	14	13	3	0	0	14	13	0	0	0	0
January	9	9	2	0	0	9	9	0	0	0	0
2013 Carry	1	1	2	0	0	1	1	0	0	0	0
TOTAL	**24**	**23**	**7**	**0**	**0**	**24**	**23**	**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 9-1-1 Status Report

April 1, 2014 – April 30, 2014

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Kauai County 9-1-1 Status Report
April 1, 2014 – April 30, 2014

1 PSAP Operations

1.1 9-1-1 Call Volume – April 2014

Source: Intrado Viper

9-1-1 Call Volume																	
KAUA'I 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
April	4,819	819	17.00%	3,001	62.27%	53.52%	46.48%	125	2.59%	55	1.14%	0	0.00%	819	17.00%	0	0.00%

1.2 9-1-1 Call Volume – Calendar Year 2014

9-1-1 Call Volume																	
KAUA'I 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	5,059	1,034	20.44%	3,107	61.42%	51.66%	48.34%	7	0.14%	30	0.59%	0	0.00%	881	17.41%	0	0.00%
February	4,091	806	19.70%	2,703	66.07%	50.06%	49.94%	6	0.15%	28	0.68%	0	0.00%	548	13.40%	0	0.00%
March	4,717	857	18.17%	2,977	63.11%	51.06%	48.94%	97	2.06%	32	0.68%	0	0.00%	754	15.98%	0	0.00%
April	4,819	819	17.00%	3,001	62.27%	53.52%	46.48%	125	2.59%	55	1.14%	0	0.00%	819	17.00%	0	0.00%
May																	
June																	
July																	
August																	
September																	
October																	
November																	
December																	
YTD	18,686	3,516	**18.82%**	11,788	**63.22%**			235	**1.26%**	145		0	**0.00%**	3002	**16.07%**	0	**0.00%**
MON AVG	**4,672**	**879**	**18.83%**	**2,947**	**63.22%**	**51.57%**	**48.43%**	**59**	**1.23%**	**36**	**0.77%**	**0**	**0.00%**	**751**	**15.95%**	**0**	**0.00%**

1.2.1 Call Volume 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.

1.3 Wireless Test – April 2014

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

There were no sites scheduled for wireless testing for Kauai County in April 2014.

2 MSAG

2.1 Current Month – April 2014

2014		9-1-1NET REQUESTS										In Referred Status as of Report Month End (d)			In Suspended Status as of Report Month End (e)	
		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)	VoIP Discrepancy (VoIP DR) Submitted (c)	TN CR	ALI-DR	VoIP DR	# of Transactions	TNs Affected
KAUAI	86	10	5	0	1	1	3	203	75	0	1	263	0	0	1	1

2.1.1 MSAG Notes for April 2014

During the month of April 2014 a total of eighty-six (86) MSAG transactions were processed. Ten (10) 9-1-1Net requests were processed relating to the MSAG database, with 203 customer ANI/ALI (telephone/address) records updated as a direct result of Akimeka's address research and GIS validation process. Seventy-five (75) Telephone Number Change Requests (TN CR) 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 499 clean-up effort. Streets and address ranges were validated against the GIS to ensure synchronization and an MSAG address was provided to the Telco. TN CRs must be validated against HT records and approved by the end user Hawaiian Telcom customer before updating the ALI record.

There are 263 TN CRs in Referred status as of April 30, 2014.

Two hundred and sixty-three (263) TN CRs that remain in "Referred" status are a direct result of the ESN 499 clean-up and are awaiting approval from end user Hawaiian Telcom customer in order 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.

2.1.2 MSAG Notes for April 2014 (Part II)

There are no ALI-DRs in Referred status as of April 30, 2014.

A new process was introduced in the month of March 2014 to the PSAP concerning the reporting of 9-1-1 VoIP calls with name and address discrepancies. The process for correcting VoIP discrepancies will be similar to the ALI DR process utilized with Hawaiian Telcom; however with VoIP calls, Time Warner will be the coordinating agency. Akimeka will track and reflect the process of these Discrepancy Requests (VoIP DRs) in the Monthly Status Report, effective April of 2014.

One (1) VoIP DR was submitted to Time Warner Network Operations Center for correction. All six discrepancies were the result of a 911 call from a VoIP phone that displayed an incorrect address. Kauai County submitted the information to Akimeka for correction. Akimeka forwarded the information to Time Warner for the Network Operations Center to verify and the phone number was updated on April 30, 2014.

There is one (1) ALI-DR record in Suspended status as of April 30, 2014.

The Suspended ALI DR is due to a request from Intrado to insert a TN in 9-1-1Net that does not have an MSAG valid address. Akimeka was able to identify the TN location of the with a TMK and advised that an MSAG Address Point be added to the GIS until the county officially assigns an address. The MSAG Address Point will be added and the MSAG adjusted before the next synchronization in July 2014.

2.1.3 Definitions for Year-To-Date Summary

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, from a landline. These record corrections are treated with a higher priority and should be processed within 48 hours as a general guideline.
	(c)	Represents an address discrepancy discovered during a live 9-1-1 call, from a VoIP phone. These record corrections are treated with a higher priority and should be processed within 72 hours as a general guideline per Time Warner Operations Center. MSR tracking effective April 2014.
	(d)	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.
	(e)	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 9-1-1 Status Report
April 1, 2014 – April 30, 2014

2.2 Year-to-Date (YTD) Summary – 2014

KAUAI		9-1-1NET REQUESTS										In Referred Status as of Report Month End (d)			In Suspended Status as of Report Month End (e)	
		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)	VoIP Discrepancy (VoIP DR) Processed (c)	TN CR	ALI-DR	VoIP DR	# of Transactions	TNs Affected
December																
November																
October																
September																
August																
July																
June																
May																
April	86	10	5	0	1	1	3	203	75	0	1	263	0	0	1	1
March	124	11	2	1	5	3	0	82	113	0		217	0		0	0
February	38	9	7	2	0	0	0	443	27	2		155	0		0	0
January	46	15	3	2	5	2	3	42	31	0		139	0		0	0
TOTAL YTD	**294**	**45**	**17**	**5**	**11**	**6**	**6**	**770**	**246**	**2**	**1**					
AVG PER MO	**74**	**11**	**4**	**1**	**3**	**2**	**2**	**193**	**62**	**1**	**1**					

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

3 GIS Mapping Layers – April 2014

3.1 Updated/Loaded Into GIS (Part I)

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 Created/ Edits Performed**	**Date Loaded Into PSAP GIS Server**	**Other/Remarks**
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)			
Address Points	04/30/14		Added thirty-six (36) new address points; Spatially corrected one (1) address point in Princeville.
	04/28/14		Added one (1) new address point in Kaumakani.
		04/24/14	
	04/22/14		Added three (3) new address points in Kaumakani.
	04/21/14		Spatially corrected one (1) address point in Anahola.
	04/15/14		Spatially corrected one (1) address point in Kilauea.
	04/02/14 - 04/15/14		Spatially corrected thirty three (33) address points in Kalihiwai.
		04/10/14	
	04/02/14 - 04/10/14		Spatially corrected eighty three (83) address points; Corrected structure on wrong block error to four (4) address points; Added apartment number to one (1) address; Added 41 new address points in Princeville.
	04/01/14		Spatially corrected eight (8) address points in Hanalei.
DISPATCH AND RESPONSE			
ESZ/ESN	4/8/2014		Corrected ESN boundaries to ESN 440 and ESN 441
Emergency Callboxes			
Fire Beats			
Fire Districts			
Fire Response Areas			
Fire Stations			

3.2 Updated/Loaded Into GIS (Part II)

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 Created/ Edits Performed	Date Loaded Into PSAP GIS Server	Other/Remarks
Incident Response Area			
Major Roads			
MSAG Communities (aka Towns)			
	04/25/14		Corrected MSAG Community boundaries to Kaumakani and Hanapepe.
Medic Beats			
Medic Districts			
Medic Response Areas			
Medic Stations			
Milepost Markers			
Points of Interest	04/28/14		Spatially corrected one (1) Point of Interest; Added two (2) new Points of Interest in Kaumakani.
Police Beats			
Police Districts			
Police Response Areas			
Police Stations			
Schools			

3.3 Updated/Loaded Into GIS (Part III)

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 Created/ Edits Performed**	**Date Loaded Into PSAP GIS Server**	**Other/Remarks**
Street Centerlines	04/28/14		Split one (1) street segment and corrected range to two (2) street segments in Hanapepe
			Split one (1) street segment and corrected range to three (3) street segments in Kaumakani.
		04/24/14	
	04/21/14		Corrected range to three (3) streets in Anahola.
	04/15/14		Corrected range to eight (8) streets; Spatially corrected seven (7) streets in Kilauea.
			Corrected range to one (1) street in Hanapepe
	04/14/14		Corrected range to two (2) streets in Kalihiwai.
		04/10/14	
	04/02/14		Spatially corrected 12 street;Corrected range to six (6) streets in Princeville.
	04/01/14		Spatially corrected two (2) streets in Hanalei.
Trails			
WSP Cell Sectors		**04/24/14**	
		04/10/14	
WSP Cell Towers (Points)		**04/24/14**	
		04/10/14	
OTHER SUPPORTING 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)			
Churches			
Gas Stations			
Food & Beverage			
Hospitals			
Lodging			
Medical Facilities			
Parcels			

3.4 Updated/Loaded Into GIS (Part IV)

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 Created/ Edits Performed	Date Loaded Into PSAP GIS Server	Other/Remarks
Parks			
Parks Polygon			
Post Offices			
Subdivisions			
DISASTER/HOMELAND SECURITY LAYERS (Listed Alphabetically)			
Airports			
Bridges			
Coastline			
Coastal Names			
Communications			
Emergency Shelters			

3.5 Updated/Loaded Into GIS (Part V)

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 Created/ Edits Performed	Date Loaded Into PSAP GIS Server	Other/Remarks
Emergency Operation Centers (EOC)			
Government Buildings			
Harbors			
Helipads			
Hydrants			
Hydrology Layers			
- Dams			
- Ponds			
- Streams (Includes Rivers)			
- Waterfalls			
Ocean Rescue Boundaries			
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			

3.6 CAD/Mapping System GIS Upload Process

3.6.1 Current Month GIS Activities – April

04/10/14 Akimeka performed Powermap update which included: Address Points, Street Centerlines, Court Districts, WSP Cell Sectors and WSP Cell Towers.

04/10/14 Akiemka delivered address Points, Court Districts, Geofile for Street Centerlines, Street Centerlines, WSP Cell Sectors and WSP Cell Towers for GeoComm.

04/24/14 Akimeka delivered Address Points, Geofile for Street Centerlines, Street Centerlines, WSP Cell Sectors and WSP Cell Towers for GeoComm.

04/24/14 Akimeka performed Powermap Update which included: Address Points, Street Centerlines, WSP Cell Sectors and WSP Cell Towers.

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.

4 Service Requests Transactions

4.1 Open Service Requests – April 2014

#	Date	Ticket #	Description	Category	Urgency	Comments
1	2/3/2014	638	808 826 6219 question why does it show up as 404 Unknown ESN?	MSAG	Low	Sent question to Intrado via email on 2/3/2014. RN Per Intrado on 2/18/14: "This issue was referred up. I have requested a status update and will let Akimeka know when I find out." As of 2/27/14, Akimeka has not received a status on this issue. RN As of 3/27/14, Akimeka has not heard back from Intrado on this issue, follow up email was sent 3/27/14. RN Per Intrado on 3/28/14, forwarded email on up, will notify Akimeka when information is available. RN

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

Kauai County 9-1-1 Status Report
April 1, 2014 – April 30, 2014

4.2 Service Request 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	1	0	2	0	0	1	1	0	0	0	0
March	0	0	1	0	0	0	0	0	0	0	0
February	3	2	1	0	0	3	2	0	0	0	0
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	**4**	**2**	**4**	**0**	**0**	**4**	**3**	**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

5 E9-1-1 Database Synchronization

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

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

The database synchronization effort included comparing Kauai County's 9-1-1 MSAG against its GIS Street Centerline data. A total number of **1,264** 9-1-1 MSAG records were reviewed in the audit and analyzed. Results of the database synchronization audit completed on April 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.

5.1 Audit Summary Results – 2014

9-1-1 MSAG TO GIS STREET CENTERLINE AUDIT COMPARISON RESULTS	Notes	As of January 1, 2014		As of April 1, 2014	
		9-1-1 MSAG Dated 01-01-14		9-1-1 MSAG Dated 04-01-14	
		# of Records	%	# of Records	%
Total 9-1-1 MSAG Records Reviewed		1,266		1,264	
Less: 9-1-1 MSAG Exception Records	(1)	56	4.4%	56	4.4%
Net 9-1-1 MSAG Records Eligible for Comparison		**1,210**		**1,208**	
Total 9-1-1 MSAG Records Match (9-1-1 MSAG -- GIS Match -- No Corrections Required)		**1,204**	**99.5%**	**1,205**	**99.8%**
9-1-1 MSAG -- GIS No Match - Minor Correction Required	(2)	6	0.5%	3	0.2%
9-1-1 MSAG Record With No GIS Record	(3)	0	0.0%	0	0.0%
Total 9-1-1 MSAG Records No Match		**6**	**0.5%**	**3**	**0.2%**

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

The two-way (MSAG – GIS) database synchronization audit completed for Kauai County resulted in a 99.8% 9-1-1 Match percentage

5.2 Audit Summary Results – (Part II)

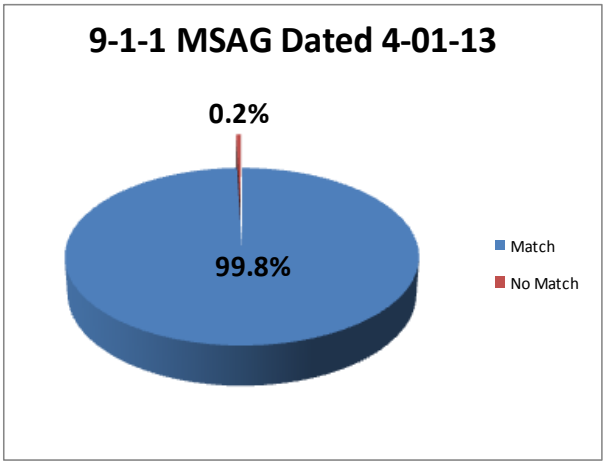
Notes:

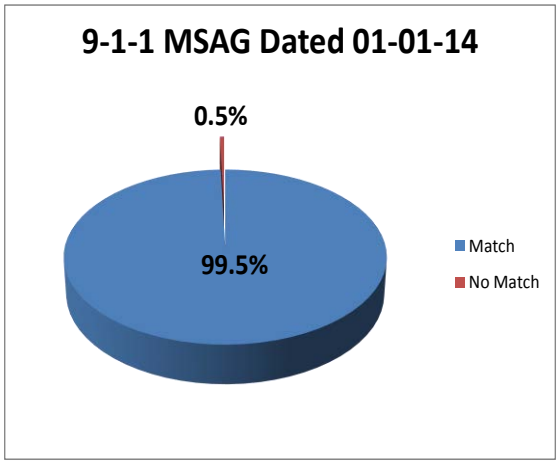
(1) An MSAG Record that will not have a corresponding GIS Street Centerline Record but is required for the routing of E9-1-1 calls (i.e., Emergency Call Box, Foreign Exchange Records, Wireless Shell Records, etc.). No further action is required.

(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.

5.3 Audit Summary Results – April 1, 2014 MSAG vs. January 1, 2014 MSAG





Kauai County's level of accuracy or 9-1-1 Match percentage as of January 2014 was 99.8%.

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”.

5.4 Audit Summary Results – April 1, 2014 MSAG vs. January 1, 2014 MSAG (Part II)

- There are no MSAG records with missing GIS records.
- Three (3) 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.

5.4.1 Invalid MSAG Streets and Address Ranges – ESN x99 Records

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

Results of the data provided are as follows:

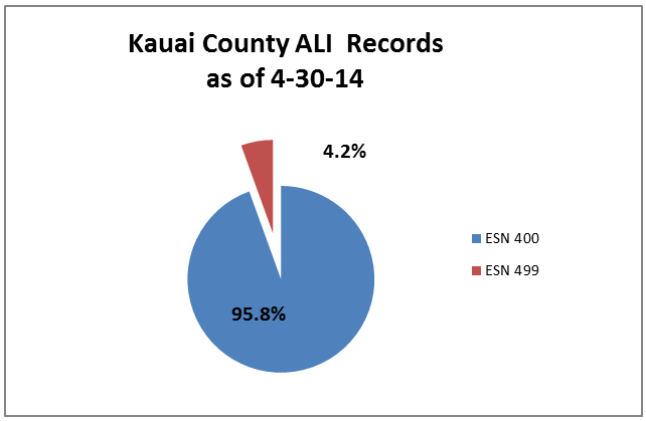
KAUAI	Invalid MSAG Records			
	9-1-1 MSAG Dated 1-01-14		9-1-1 MSAG Dated 04-01-14	
	# of Records	% of Total MSAG Records (Valid and Invalid)	# of Records	% of Total MSAG Records (Valid and Invalid)
ESN 499	112	8.1%	103	7.5%

These invalid MSAG records represent **7.5%** of the Total MSAG records for Kauai County as of the April 1, 2014 MSAG as compared to **8.1%** as of the Januray 1, 2014 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.

5.5 Automatic Location Identification (ALI) Discrepancy Report

As part of Akimeka's ongoing database synchronization efforts, Akimeka reviewed and summarized the ALI discrepancies by community in 9-1-1Net for Kauai County. As of April 30, 2014, there are **1,075** ESN 499 ALI records, representing **4.2%** of Kauai County's Total ALI records. The number of ESN 499 ALI records was further reduced by **13.2%** (1,239 to 1,075) from January 28, 2014 to April 30, 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".