



STATE OF HAWAII
DEPARTMENT OF ACCOUNTING AND GENERAL SERVICES

Enhanced 911 Board Meeting
Tuesday, June 10, 2014
(Joint meeting with Committees)
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. Review and Approval of Last Month's Meeting Minutes**
- V. Committee Updates by Committee Chairs**
 - a. Communications Committee – Steven Schutte
 - i. Legislative Investigative Committee
 - ii. Others
 - b. Technical Committee – Victor Ramos
 - i. Investigative Regulatory Committee update
 - ii. FCC updates
 - iii. Others
 - c. Finance Committee – Kiman Wong
 - i. Review of FY 2014 Cash Flow & Budget Financial report
 - ii. Review & Approval FY2015-19 Strategic Budget Plan
 - iii. Others
- VI. PSAP Status Updates**
 - a. Kauai – Mark Begley

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

VII. Items for Discussion, Consideration and Action

- a. 911 Timeline update
- b. Request for funding approval:
 - i. APCO Conference – August 2014, New Orleans
 - 1. PSAP rep. from APCO/NENA Chapter (1) -\$3,700.
 - 2. HawPD (2) - \$7,400.
 - 3. KPD (2) - \$7,400.
 - 4. Oahu DIT (1) - \$3,500.
 - 5. MPD (2) - \$7,400.
 - 6. Executive Director & Deputy Executive Director (2) - \$6,000.
 - ii. TRICON Conference –ESD, Sep. 28- 1 Oct 2014 (2) -\$4,000.
- c. Others.

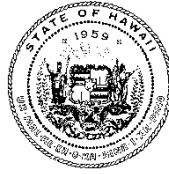
VIII. Announcements

- i. Next meeting date: Thursday, July 10, 2014
- ii. Future meeting dates (10am – 12noon).
 - 1. Thursday, August 14, 2014
 - 2. Thursday, September 11, 2014
 - 3. Thursday, October 9, 2014
 - 4. Thursday, November 13, 2014 (Joint meeting with Committees)
 - 5. Thursday, December 11, 2014

- b. Others

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

X. Adjournment



STATE OF HAWAII
DEPARTMENT OF ACCOUNTING AND GENERAL SERVICES

Enhanced 911 Board Meeting
Tuesday, June 10, 2014
Kalanimoku Bldg., Room 322B
1151 Punchbowl St., Honolulu
10 am to 12 noon
Meeting Minutes

Board members in attendance: Clayton Tom (Chair), Victor Ramos, Steve Schutte, Victoria Garcia, Mark Begley, Ryan Freitas, Marshall Kanehailua, Jeff Riewer, Kiman Wong and Lisa Hiraoka.

Board members absent: Dave Kajihiro, Mark Wong and Roy Irei.

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

Observers: Mary Boyd (Intrado), R. Gausepohl (Kauai PD), David Miyasaki (Kauai PD), Davlynn Racadio (MauiPD), Tony Ramirez (Akimeka), Eric Butler (Pictometry), Ben Morgan (HawTel), Aaron Correia (HPD), Kenison Tejada, Jim Howe (OS), Sean Naito (HPD), Clement Chan (DIT), Jeff Riewer (AT&T) and R. Macadangdang (HPD).

- I. **Call to Order, Public Notice, Quorum**
 - a. The meeting was called to order at 10:00 am.
- II. **Public testimony on all agenda items**
 - a. The Board Chair requested of those in attendance who wished to give testimony on an agenda item(s) to please come forward. No one responded.
- III. **Introductions**
 - a. Introductions were made of all in attendance.
- IV. **Review and Approval of Last Month's Meeting Minutes**

- a. Ryan Freitas motioned to approve the minutes of the May 8, 2014 Board meeting. The minutes were seconded and approved unanimously by voice vote without discussion.**

V. Committee Updates by Committee Chairs

a. Communications Committee – Steven Schutte

i. Legislative Investigative Committee

- 1. No updates at this time.**

ii. Others - none

b. Technical Committee – Victor Ramos

i. Investigative Regulatory Committee update - None

ii. FCC updates - None

iii. Others

c. Finance Committee – Kiman Wong

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

1. Kiman Wong stated the following:

a. May revenue receipts - \$763,773

b. May disbursements - \$417,301

c. May ending cash balance - \$12,513,859

d. May ending unencumbered cash balance - \$11,272,120

ii. Review & Approval FY2015-19 Strategic Budget Plan

1. Kiman Wong stated that the FY 2015-16 Strategic Budget Plan portion of the FY2015-19 Budget Plan was approved by the Finance Committee.

2. Victor Ramos motioned to approve the FY 2015-16 Strategic Budget Plan. The motion was seconded and approved unanimously by voice vote without discussion.

3. The Board Chair stated that the FY 2015-19 Strategic Budget Plan is a working document and planning tool and updates will be implemented as costs change.

iii. Others

VI. PSAP Status Updates

- a. Kauai – Mark Begley
 - i. David Miyasaki stated that the Intrado upgrade issues were resolved and 911 is back in full operation in Kauai. There was nothing to report on the Kauai CAD upgrade at this time.
- b. Oahu – Dave Kajihira
 - i. Maj. Aaron Correia stated that HPD had similar problems with Intrado that other PSAPs reported.
 - ii. HPD upgrade is moving forward. HPD is reviewing the changes made by their vendor. HPD needs to have a workable CAD system before we can start training on the new CAD.
- c. Molokai – Victor Ramos – nothing to report.
- d. Maui – Clayton Tom
 - i. Maui has the same issues with Intrado and are moving forward toward resolution.
- e. Hawaii – Marshall Kanehailua
 - i. Marshall provided an update on the RFP and stated that 5 vendors submitted proposals however only 3 have met the minimum requirements. Site visits have been planned. The selection should be completed within two weeks.

VII. Items for Discussion, Consideration and Action

- a. 911 Timeline update - The Board Chair acknowledged his appreciation for the continued effort by the PSAPs to update the Timeline.
- b. Request for funding approval:
 - i. APCO Conference – August 2014, New Orleans
 - 1. PSAP rep. from APCO/NENA Chapter (1) - \$3,700.
 - 2. HawPD (2) - \$7,400.
 - 3. KPD (2) - \$7,400.
 - 4. Oahu DIT (1) - \$3,500.
 - 5. MPD (2) - \$7,400.
 - 6. Executive Director & Deputy Executive Director (2) - \$6,000.
 - 7. Ryan Freitas motioned to approve all (10) attendees to the APCO Conference. The motion was seconded and approved unanimously by voice vote without discussion.

- ii. TRICON Conference –ESD, Sep. 28- 1 Oct 2014 (2) -\$4,000.
 - 1. Victor Ramos motioned to approve attendance to the TRICON Conference for the two attendees. The motion was seconded and approved unanimously by voice vote without discussion.

c. Others - None

VIII. Announcements

- i. Next meeting date: Thursday, July 10, 2014
- ii. Future meeting dates (10am – 12noon).
 - 1. Thursday, August 14, 2014
 - 2. Thursday, September 11, 2014
 - 3. Thursday, October 9, 2014
 - 4. Thursday, November 13, 2014 (Joint meeting with Committees)
 - 5. Thursday, December 11, 2014

b. Others

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

X. Adjournment – The meeting was adjourned at 11:55 am.

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

Enhanced 911 Fund						
Budget Analysis						
FY 2013-14	Actuals		Annual Budget	% of Budget Expended	Forecast	Better/(Worse) than Budget
	May	Fiscal YTD				
Receipts:						
Enhanced 911 Surcharge Collection	763,773	8,334,414	9,050,000	92.1%	9,050,000	
Interest Income	103	2,231	2,000	111.5%	3,500	1,500
<i>Receipts</i>	763,876	8,336,645	9,052,000	92.1%	9,053,500	1,500
Disbursements:						
Conference Travel	(18,000)	(86,829)	(157,332)	55.2%	(132,337)	24,995
Non-Recurring Expenses	(5,100)	(174,144)	(2,066,254)	8.4%	(1,823,934)	242,320
Recurring Expenses:						
Administration	(29,728)	(767,694)	(1,240,904)	61.9%	(1,083,516)	157,388
Maintenance	(153,388)	(1,820,746)	(3,278,600)	55.5%	(2,537,458)	741,142
Telecommunications	(211,085)	(1,495,164)	(1,928,666)	77.5%	(1,822,563)	106,103
Other		-	(7,600)	0.0%	(7,600)	-
<i>Disbursements</i>	(417,301)	(4,344,576)	(8,679,356)	50.1%	(7,407,408)	1,271,948
<i>Net Receipts/(Disbursements)</i>	346,575	3,992,069	372,644		1,646,092	1,273,448
Cash Flow Analysis						
<i>Net Receipts/(Disbursements)</i>	\$ 346,575	\$ 3,992,069				
Encumbrance Paydowns:				Encumb. Bal.		
FY 2011 (Kauai)		(133,218)		490,307		
FY 2012 (HFD/EDS/HPD)		(287,474)		751,432		
FY 2013		(405,266)		-		
Net Encumbrance Adds/(Paydown)	-	(825,958)				
Net Cash Inflow/(Outflow)	346,575	3,166,111				
Bank Balance Analysis:						
ADD: July 1, 2013 Beginning Balance		9,347,748				
Net Bank Balance		12,513,859				
Outstanding Ecumb/Accruals		(1,241,739)				
Unencumbered Cash Balance		\$ 11,272,120				

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

MONTH OF MAY 2014				Hawaii PSAP	Kauai PSAP	Maui PSAP	Oahu PSAP	ADMIN	TOTAL
Total RECEIPTS:				-	-	-	-	763,873	763,873
DISBURSEMENTS:									
6200 CONFERENCES									
	6201	911 Goes to WashDC	6,617	-	9,999	-	-	-	16,616
	6225	VIPER CUTOver	-	279	-	-	-	-	279
	6226	Ride the 911 Wave Forum	1,105	-	-	-	-	-	1,105
Total 6200 CONFERENCES			7,723	279	9,999	-	-	-	18,000
6300 Non-RECURRING									
	6303	Computers							
	6303.19	Repositioning Expense	-	5,100	-	-	-	-	5,100
	Total 6303 Computers		-	5,100	-	-	-	-	5,100
Total 6300 Non-RECURRING			-	5,100	-	-	-	-	5,100
6400 RECURRING EXPENSES									
6401 ADMINISTRATION									
	6401.01	Exec Dir. Services	-	-	-	-	-	28,438	28,438
	6401.08	Board Member Travel	-	752	-	-	-	538	1,290
	6401.14	Voided Check	-	-	-	-	-	-	-
Total 6401 ADMINISTRATION			-	752	-	-	-	28,975	29,728
6402 MAINTENANCE									
	6402.07	0011 9-1-1MSAG Maint.	25,637	82,606	-	-	-	45,145	153,388
Total 6402 MAINTENANCE			25,637	82,606	-	-	-	45,145	153,388
6403 Other RECURRING									
	6403.01	Telcom Charges							
	6403.0102	Long Distance	29	-	29	-	-	-	57
	6403.0103	Mileage	-	-	-	1,892	-	-	1,892
	6403.0109	Telcom Trunk	25,529	-	23,208	157,814	-	-	206,550
	6403.0110	Ocean Safety							
	6403.0110.1	CML	-	-	-	1,663	-	-	1,663
	6403.0110.2	Centrex	-	-	-	394	394	-	788
	6403.0110.3	Mileage	-	-	-	67	67	-	135
	Total 6403.0110 Ocean Safety		-	-	-	2,124	461	-	2,586
	Total 6403.01 Telcom Charges		25,557	-	23,236	161,830	461	-	211,085
	Total 6403 Other RECURRING		25,557	-	23,236	161,830	461	-	211,085
Total 6400 RECURRING EXPENSES			51,194	83,358	23,236	161,830	74,582	-	394,201
Total DISBURSEMENTS			58,917	88,737	33,235	161,830	74,582	-	417,301

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

	Hawaii PSAP	Kauai PSAP	Maui PSAP	Oahu PSAP	ADMIN	TOTAL		
FY-To-DATE MAY 2014 (11 MOS.)	11 Mos.	11 Mos.	11 Mos.	11 Mos.	11 Mos.	11 Mos.	Annual Budget	\$ Over/(Under) Budget
Total RECEIPTS:	-	-	-	-	7,818,516	8,336,642	9,281,242	(1,462,725)
DISBURSEMENTS								
6200 CONFERENCES								
6201 911 Goes to WashDC	6,617	-	9,999	13,891	8,221	38,727	53,700	(14,973)
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	737	2,193	189	-	5,316	5,400	(84)
6226 Ride the 911 Wave Forum	1,105	-	-	-	27,797	28,903	47,300	(18,397)
6200 CONFERENCES - Other	-	-	-	-	-	-	10,024	(10,024)
Total 6200 CONFERENCES	13,053	5,959	14,521	17,968	35,328	86,829	157,332	(70,503)
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	5,100	-
Total 6303 Computers	3,229	5,100	-	61,765	-	70,095	303,649	(233,555)
6306 Training								
6306.11 Training (CAD) HPD	-	-	-	-	-	-	8,000	(8,000)
6306.12 TriTechCADSystAdm								
6306.121 CAD Trittech 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	5,100	-	165,815	-	174,144	2,066,254	(1,892,110)

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

	Hawaii PSAP	Kauai PSAP	Maui PSAP	Oahu PSAP	ADMIN	TOTAL		
FY-To-DATE MAY 2014 (11 MOS.)	11 Mos.	11 Mos.	11 Mos.	11 Mos.	11 Mos.	11 Mos.	Annual Budget	\$ Over/(Under) Budget
6400 RECURRING EXPENSES								
6401 ADMINISTRATION								
6401.01 Exec Dir. Services	-	-	-	-	312,813	312,813	341,250	(28,438)
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	-	-	-	-	24,664	24,664	28,988	(4,324)
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)	752	-	-	766,942	767,694	1,240,904	(473,210)
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.	257,494	275,352	230,643	451,452	-	1,214,941	1,654,959	(440,018)
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	257,494	275,352	391,521	851,233	45,145	1,820,746	3,278,600	(1,457,854)
6403 Other RECURRING								
6403.01 Telcom Charges								
6403.0101 Alt. PSAP 9-1-1 Del	-	-	-	-	-	-	100,950	(100,950)
6403.0102 Long Distance	344	212	306	-	-	862	1,440	(578)
6403.0103 Mileage	-	-	-	10,432	-	10,432	11,400	(968)
6403.0109 Telcom Trunk	255,287	64,982	208,871	867,975	-	1,397,114	1,657,050	(259,936)
6403.0110 Ocean Safety								
6403.0110.1 CML	-	-	-	16,627	-	16,627	20,000	(3,373)
6403.0110.2 Centrex	-	-	-	4,036	394	4,036	4,730	(694)
6403.0110.3 Mileage	-	-	-	743	67	743	811	(68)
Total 6403.0110 Ocean Safety	-	-	-	20,944	461	21,405	25,541	(4,136)
6403.0112 HPD CML Viper	-	-	-	65,350	-	65,350	132,285	(66,935)
Total 6403.01 Telcom Charges	255,630	65,194	209,177	964,701	461	1,495,164	1,928,666	(433,502)
6403.02 EMS Tower Lease	-	-	-	-	-	-	7,600	(7,600)
Total 6403 Other RECURRING	255,630	65,194	209,177	964,701	461	1,495,164	1,936,266	(441,102)
Total 6400 RECURRING EXPENSES	513,124	341,298	600,698	1,815,934	812,549	4,083,603	6,455,770	(2,372,167)
Total DISBURSEMENTS	529,406	352,358	615,219	1,999,717	847,876	4,344,576	8,679,356	(4,334,780)

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

Summary of Encumbrances/Accruals:								
							TOTAL	12/31/2013
<i>FY 2011 Encumbrances:</i>	Oahu	Maui	Kauai	Hawaii	Admin	Total	Paydowns	Balance
CAD Upgrade:			623,524.70			623,524.70	133,218.00	490,306.70
<i>FY 2012 Encumbrances:</i>						-		
CAD Upgrades:								
EMS/FIRE	253,156.46					253,156.46	197,116.19	56,040.27
HPD	785,750.00					785,750.00	90,358.00	695,392.00
Total FY 2012 Encumbrances	1,038,906.46	-	-	-	-	1,038,906.46	287,474.19	751,432.27
<i>FY 2013 Accruals</i>								
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	825,957.75	1,241,738.97

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

FY 2014 STRATEGIC BUDGET PLAN CHANGES	HAWAII PSAP	OAHU PSAP	MAUI PSAP	KAUAI PSAP	ADMIN	CONFERENCE	TOTAL	Board Approval Date
<i>BOARD APPROVED ORIGINAL FY2014 STP</i>	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
<i>Viper Installation Cutover</i>		600.00	600.00	600.00		(1,800.00)	-	6/6/2013
<i>APCO Conference (Aug 2013)</i>		4,830.00			2,415.00	(7,245.00)		5/14/2013
<i>APCO Conference (Aug 2013)</i>		1,250.00			425.00	(1,675.00)		6/6/2013
<i>APCO Conference (Aug 2013)</i>					1,000.00	(1,000.00)	-	6/6/2013
<i>APCO Conference (Aug 2013)</i>		5,300.00				(5,300.00)		6/6/2013
<i>HFD/EDS CAD Upgrade-CAD Licensing</i>		6,105.00					6,105.00	7/11/2013
<i>HFD/EDS CAD Upgrade-CAD Consulting</i>		2,500.00					2,500.00	7/11/2013
<i>APCO Conference (Aug 2013)</i>		2,500.00		6,978.00		(9,478.00)	-	7/11/2013
<i>Intrado Viper System-HFD (TBD)</i>		30,320.00					30,320.00	8/15/2013
<i>Viper Installation Cutover</i>							-	8/15/2013
<i>Executive Director 2nd Opt Year</i>					(8,531.00)		(8,531.00)	9/12/2013
<i>NASNA Conference (Nov2013)</i>					2,809.89	(2,809.89)	-	9/12/2013
<i>Intrado Phone for Command Console</i>		5,000.00					5,000.00	10/10/2013
<i>Oahu PSAP Cutover Observance-Oct.22-23,2013</i>	600.00		600.00	600.00		(1,800.00)	-	11/14/2013
<i>Hawaii PSAP PWC technical support during Cutover</i>	3,229.15						3,229.15	11/14/2013
<i>Kauai PSAP Repositioning of Furniture</i>				5,100.00			5,100.00	11/14/2013
<i>E911 Logo Contest (Budget eliminated)</i>					(4,034.00)		(4,034.00)	12/12/2013
<i>911 Goes to Wash Conference</i>	7,400.00	17,500.00	11,100.00	3,700.00	9,500.00	(49,200.00)	-	12/16/2013
<i>Maui/Molokai Cutover</i>	600.00	600.00		600.00		(1,800.00)	-	12/16/2013
<i>Telecommunications Budget Adjust Jan2014</i>		730.00					730.00	Adj.
<i>EMS Navigator Conference</i>		2,500.00				(2,500.00)		3/13/2014
<i>OIMT 911 Goes to Wash Conference</i>					4,500.00	(4,500.00)		3/13/2014
<i>APCO/NENA Pac Chapt. Exec Board Member-NENA Conf.</i>					3,500.00	(3,500.00)		3/13/2014
<i>APCO/NENA Pacific Chapter Ride the 911 Wave Forum</i>					47,300.00	(47,300.00)		3/13/2014
<i>HPD NENA Conference</i>		7,400.00				(7,400.00)		3/13/2014
<i>Exec Director - NENA Conference (1)</i>					2,500.00	(2,500.00)		5/15/2014
<i>MPD = NENA Conference (2)</i>			7,400.00			(7,400.00)		5/15/2014
							-	
Totals	2,422,662.15	2,966,632.00	1,227,445.00	747,639.00	1,314,853.89	124.11	8,679,356.15	

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

FY-To-DATE MAY 2014 (11 MOS.)	Hawaii PSAP		
	11 Mos.	Annual Budget	\$ Over/(Under) Budget
Total RECEIPTS:	-	-	-
DISBURSEMENTS			
6200 CONFERENCES			
6201 911 Goes to WashDC	6,617	7,400	(783)
6204 APCO Conference	-	-	-
6212 NASNA Conference	-	-	-
6213 Navigator	-	-	-
6214 Nena Conference	3,134	-	3,134
6225 VIPER CUTOver	2,197	1,200	997
6226 Ride the 911 Wave Forum	1,105	-	1,105
6200 CONFERENCES - Other	-	-	-
Total 6200 CONFERENCES	13,053	8,600	4,453
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.	257,494	480,444	(222,950)
6402.08 CAD Maintenance	-	64,255	(64,255)
6402.09 CAD System Maint	-	-	-
6402.1003 Honolulu Police Dept	-	-	-
Total 6402.09 CAD System Maint	-	-	-
6402.11 GeoComm Maint	-	-	-
6402.13 Software Maintenance	-	-	-
6402.131 Integrgraph DB S/W Maint	-	4,306	(4,306)
Total 6402.13 Software Maintenance	-	4,306	(4,306)
Total 6402 MAINTENANCE	257,494	549,005	(291,511)
6403 Other RECURRING			
6403.01 Telcom Charges			
6403.0101 Alt. PSAP 9-1-1 Del	-	-	-
6403.0102 Long Distance	344	480	(136)
6403.0103 Mileage	-	-	-
6403.0109 Telcom Trunk	255,287	306,348	(51,061)
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	255,630	306,828	(51,198)
6403.02 EMS Tower Lease	-	-	-
Total 6403 Other RECURRING	255,630	306,828	(51,198)
Total 6400 RECURRING EXPENSES	513,124	855,833	(342,709)
Total DISBURSEMENTS	529,406	2,422,662	(1,893,256)

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

FY-To-DATE MAY 2014 (11 MOS.)				Kauai PSAP		
				11 Mos.	Annual Budget	\$ Over/(Under) Budget
Total RECEIPTS:				-	-	-
DISBURSEMENTS						
6200 CONFERENCES						
6201 911 Goes to WashDC				-	3,700	(3,700)
6204 APCO Conference				5,223	6,978	(1,755)
6212 NASNA Conference				-	-	-
6213 Navigator				-	-	-
6214 Nena Conference				-	-	-
6225 VIPER CUTOver				737	1,800	(1,063)
6226 Ride the 911 Wave Forum				-	-	-
6200 CONFERENCES - Other				-	-	-
Total 6200 CONFERENCES				5,959	12,478	(6,519)
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 Trittech 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.				275,352	330,423	(55,071)
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				275,352	517,233	(241,881)
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				341,298	730,061	(388,763)
Total DISBURSEMENTS				352,358	747,639	(395,281)

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

FY-To-DATE MAY 2014 (11 MOS.)				Maui PSAP		
				11 Mos.	Annual Budget	\$ Over/(Under) Budget
Total RECEIPTS:				-	-	-
DISBURSEMENTS						
6200 CONFERENCES						
6201 911 Goes to WashDC				9,999	11,100	(1,101)
6204 APCO Conference				-	-	-
6212 NASNA Conference				-	-	-
6213 Navigator				-	-	-
6214 Nena Conference				2,329	-	2,329
6225 VIPER CUTOver				2,193	1,200	993
6226 Ride the 911 Wave Forum				-	-	-
6200 CONFERENCES - Other				-	-	-
Total 6200 CONFERENCES				14,521	12,300	2,221
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 Integrgraph 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				306	480	(174)
6403.0103 Mileage				-	-	-
6403.0109 Telcom Trunk				208,871	292,420	(83,549)
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				209,177	292,900	(83,723)
6403.02 EMS Tower Lease				-	-	-
Total 6403 Other RECURRING				209,177	292,900	(83,723)
Total 6400 RECURRING EXPENSES				600,698	1,152,745	(552,047)
Total DISBURSEMENTS				615,219	1,220,045	(604,826)

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

FY-To-DATE MAY 2014 (11 MOS.)				Oahu PSAP		
				11 Mos.	Annual Budget	\$ Over/(Under) Budget
Total RECEIPTS:				-	-	-
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.	451,452	90,290	(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	10,432	11,400	(968)	
	6403.0109	Telcom Trunk	867,975	946,884	(78,909)	
	6403.0110	Ocean Safety				
	6403.0110.1	CML	16,627	20,000	(3,373)	
	6403.0110.2	Centrex	4,036	4,730	(1,088)	
	6403.0110.3	Mileage	743	811	(136)	
Total 6403.0110 Ocean Safety				20,944	25,541	(4,597)
	6403.0112	HPD CML Viper	65,350	132,285	(66,935)	
Total 6403.01 Telcom Charges				964,701	1,116,110	(151,409)
	6403.02	EMS Tower Lease	-	7,600	(7,600)	
Total 6403 Other RECURRING				964,701	1,123,710	(159,009)
Total 6400 RECURRING EXPENSES				1,815,934	2,476,227	(660,293)
Total DISBURSEMENTS				1,999,717	2,966,632	(966,915)

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

FY-To-DATE MAY 2014 (11 MOS.)					ADMIN		
					11 Mos.	Annual Budget	\$ Over/(Under) Budget
Total RECEIPTS:					7,818,516	9,281,242	(1,462,725)
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		312,813	341,250	(28,438)
	6401.02	Electron	Signatur		-	189	(189)
	6401.05	Audit	Expense		10,000	11,500	(1,500)
	6401.06	Bank	Charge		107	108	(1)
	6401.08	Board Member	Travel		24,664	28,988	(5,077)
	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	-	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	-	36,301
		6401.15	WSP Cost Recovery - Othe		-	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					766,942	1,240,904	(473,962)
Total 6400 RECURRING EXPENSES					812,549	1,240,904	(428,356)
Total DISBURSEMENTS					847,876	1,322,378	(474,502)

Oahu Civilian 9-1-1 Status Report

May 1, 2014 – May 31, 2014

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Oahu Civilian E9-1-1 Status Report

May 1, 2014 – May 31, 2014

1 PSAP Operations

1.1 9-1-1 Call Volume – May 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 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 Other Calls	% of Total Calls
May	86,178	19,795	22.97%	62,763	72.83%	53.84%	18.99%	2,689	3.12%	931	1.08%	2,078	2.41%	12,047	13.98%	428	0.50%

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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	86,178	19,795	22.97%	62,763	72.83%	53.84%	18.99%	2,689	3.12%	931	1.08%	2,078	2.41%	12,047	13.98%	428	0.50%
June																	
July																	
August																	
September																	
October																	
November																	
December																	
YTD	403,119	94,404	23.44%	288,551	71.56%	51.83%	19.72%	7767	1.89%	12,396	3.11%	9,596	2.38%	58,231	14.50%	2,002	0.50%
MON AVG	80,624	18,881		57,710				1,553		2,479		1,919		11,646		400	

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 – May 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	Number of Other Calls	No. of Total Calls Received	% of Total Calls	Number of Admin Calls	Number of Dropped Calls	Number of Other Calls
May	75,253	87.32%	22828	39,363	1,015	12,47	0	2,403	2.79%	333	0	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 Other Calls	Number of Total Calls Received	% of Total Calls	Number of Admin Calls	Number of Dropped Calls	Number of Other Calls
May	8,031	9.32%	669	153	0	63	0.07%	61	2	0

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

9-1-1 Call Volume by Agency																		
2014	HPD						HFD				EMS				OS			
	No. of Total Calls Received	% of Total Calls	No. of Emergency Calls	No. of Non Emergency Calls	No. of Admin Calls	No. of Dropped Calls	No. of Total Calls Received	% of Total Calls	No. of Admin Calls	No. of Dropped Calls	No. of Total Calls Received	% of Total Calls	No. of Admin Calls	No. of Dropped Calls	No. of Total Calls Received	% of Total Calls	No. of Admin Calls	No. of Dropped Calls
January	70,176	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	75,253	87.32%	22828	39,363	1,015	12,47	2,403	2.79%	333	0	8,031	9.32%	669	153	63	0.07%	61	2
June																		
July																		
August																		
September																		
October																		
November																		
December																		
YTD	349,647	86.72%	98,250	189,048	4,379	45,923	11,280	2.80%	1105	85	39,894	9.91%	3,836	609	296	0.07%	276	26
MON AVG	69,929		19,650	37,810	876	11,481	2,256		221	17.00	7,979		767.2	122	59.2		55	5

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

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1.5 PSAP Operation Notes

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

1.6 Wireless Test – May 2014

Date	WSP	Sites Tested	Sectors Tested	Tested By:	Test Pass/Fail
05/21/14	AT&T	2	15	Oahu PSAP	Pass
05/23/14	AT&T	1	1	Oahu PSAP	Pass

There was 1 scheduled Wireless 911 test and 1 follow up 911 test performed in May 2014.

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2 MSAG

2.1 Current Month – May 2014

2014		9-1-1NET REQUESTS										In Referred Status as of Report Month End (c)			In Suspended Status as of Report Month End (d)	
		MSAG TRANSACTIONS							ALI TRANSACTIONS							
PSAP	TOTAL	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected	County Address Change Request (TN CR) Submitted (a)	ALI Discrepancy (ALI-DR) Submitted (b)	VoIP Discrepancy (VoIP DR) Request Processed (c)	TN CR	ALI-DR	VoIP DR	# of Transactions	TNs Affected
OAHU CIVILIAN	349	313	298	1	8	3	3	3,509	34	1	1	41	0		0	0

During the month of May 2014, there were a total of three hundred forty-nine (349) MSAG transactions processed in 9-1-1Net. Three hundred thirteen (313) 9-1-1Net requests were processed relating to the MSAG database, with 3,509 customer ANI/ALI (telephone/address) records updated as a direct result of Akimeka's address research and GIS validation process. Thirty four (34) Telephone Number Change Requests (TN CR) and one ALI-DR transaction was processed in 9-1-1Net, as well as one VoIP Dr submitted to Time Warner for update and correction. Streets and address ranges were validated against the GIS to ensure synchronization and an MSAG valid address was provided to the Telco.

Referred Status: There is forty one (41) TN CR records in Referred status as of May 31, 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.

Suspended Status: There are currently no records in suspended status as of May 31, 2014.

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

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	349	313	298	1	8	3	3	3,509	34	1	1	41	0	0	0	0
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	2,504	1,998	1,752	35	30	16	165	104,772	492	13	1					
AVG PER	501	400	350	7	6	3	33	20,954	98	3	1					

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

Definitions:	(a)	Represents address corrections on a specific TN or group of TNs. These "invalid" TNs usually have an associated ESN 299 attached to them which indicates the need for validation.
	(b)	Represents an address discrepancy discovered during a live 9-1-1 call, 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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2.3 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 **May 31, 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	
Hickam 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).

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

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 **May 31, 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			
Waiatae	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 PROGRESS			05/02/14	05/16/14
						05/16/14	05/23/14

Phase V is tracking according to the planned schedule with no major issues to date.

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3 Geographic Information System (GIS) – May 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 Uploaded to ftp Site	Other/Remarks
	Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)			
Address Points	05/27/14		Corrected seven (7) addresses from Owelo St to Owelo Pl to resolve addressing discrepancies
	05/23/14		Spatially corrected one (1) address point in Kakaako. Corrected one (1) TMK.
			Identified one (1) alias address in Kaimuki.
			Deleted record ID 75837 45-476 Koolau Hale Pl in Kaneohe; duplicate address.
			Deleted record ID 2981 45-719 Kam Hwy in Kaneohe; address does not exist.
	5/21/14 /5/23/14		Deleted forty seven (47) address points in Kailua; incorrect addressing.
			Deleted six (6) address points in Kakaako; incorrect addressing.
	05/21/14		Deleted three (3) address points in Waikiki; incorrect addressing.
	05/21/14		Deleted two (2) addresses points in Waimanalo; incorrect addressing.
	5/16/14 - 5/21/14		Added three (3) new address point in Waimanalo.
			Identified 101 address points that require site visits in Kailua.
			Identified twelve (12) address points that require site visits in Kaneohe.
	05/02/14 - 05/20/14		Spatially corrected eighty nine (89) address points; Identified five (5) addresses that require site visits; Corrected two (2) TMK and added two (2) suite numbers; Deleted record ID 81559 627 Uluoa St in Kailua; alias address; Added four (4) apartment letter; Added one hundred eleven (111) new address points in Kailua.
	05/05/14		Added three (3) new address points in Kakaako.
	05/05/14 - 05/22/14		Added fifty one (51) new address points; Added three (3) apartment letters; Identified two (2) addresses that require site visits; Identified fifty (50) alias addresses; Spatially corrected one thousand ninety one (1091) address points in Kaneohe.
	05/08/14		Spatially corrected two (2) address points in Waimanalo.
	05/06/14		Deleted record ID 76515 45-561 Mahinui Rd, record ID 17198 45-476 Kam Hwy, and record ID 17197 45-480 Kam Hwy in Kaneohe; duplicate addresses.
	5/5/14 - 5/23/14		Deleted seventy eight (78) in Kaneohe; duplicate addresses and incorrect addresses

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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 Uploaded to ftp Site	Other/Remarks
	Date Created/Edits Performed		
Common Place Name		05/30/14	Delivered updated Common Places to Intrado for PowerMap at HPD, HFD, and EMS
		05/30/14	Delivered updated Common Places to HPD for Motorola CAD
	05/27/14		Corrected location name of Waikiki Banyan Htl to Waikiki Banyan Twr 1 and added Waikiki Banyan Twr 2 in Waikiki
			Spatially corrected Waikiki Health Ctr, Waikiki Joy Htl in Waikiki
			Removed Wakiki Joy Htl, Wakiki Circe Htl, Waikiki Shore Htl, Wakiki Sunset Htl
			Added Kapolei SSN OFC in Kapolei
			Added Hotel Renew in Waikiki
		05/16/14	Delivered updated Common Places to Intrado for PowerMap at HPD, HFD, and EMS
		05/16/14	Delivered updated Common Places to HPD for Motorola CAD
	05/15/14		Spatially corrected locations in Kailua for St Anthony Church, St Christopher Episc, Island Mini Kailua, Times Market Kailua.
	05/14/14		Spatially corrected locations in Kailua for St Stephen Seminary, St Stephen Diocesan, Kailua Pool, Kailua Village, Kainalu Head Start, Kainalu ES, Model Airplane Field, Oneawa Bch, Oneawa Market
	05/13/14		Spatially corrected locations in Kailua for Longs Kailua, Keolu Skate Pk, Meridian East, Kailua Professional.
	05/08/14		Populated with the new MSAG Community of Hawaii Kai.
			Spatially corrected Meadow Gold Dairies in Waimanalo.
			Spatially corrected locations in Kailua for Aikahi Gardens, Alii Academy, Church of Christ, Church of Nazarene, Nazarene Day Care, Don Quijote Kailua, Post Office Kailua, Kailua Village, Hahani Plz, FHB Kailua, Kainalu Plz
		05/02/14	Delivered updated Common Places to Intrado for PowerMap at HPD, HFD, and EMS
		05/02/14	Delivered updated Common Places to HPD for Motorola CAD
Emergency Callboxes			
Fire Beats			
Fire Districts			
Fire Response Areas	05/23/14		Corrected STA40/STA43 boundary
	05/21/14		Corrected STA43/STA12 boundary
Fire Stations			
Major Roads			

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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		
MSAG Address Points (aka Pseudo Address Points)			
MSAG Communities (aka Towns)	05/28/14		Corrected Halawa boundary to fenceline
	05/27/14		Corrected Airport/Moanalua boundary
	05/23/14		Corrected Ewa Beach/Kapolei boundary
	05/21/14		Corrected Kapolei/Ewa Beach boundary
Medic Beats			
Medic Response Areas	05/21/14		Corrected MED10/MED16/MED27 boundaries
Medic Stations			
Milepost Markers			
Net_Junctions		05/22/14	Delivered Aloha geodatabase to HPD with Net Junctions updates
	05/22/14		Populated with the latest MSAG Community and Police Beat updates
		05/15/14	Delivered Aloha geodatabase to HPD with Net Junctions updates
	05/15/14		Populated with the latest MSAG Community and Police Beat updates
Points of Interest			
Police Beats	05/23/14		Corrected Beat 870 according to the HPD written policies and procedures
	05/21/14		Corrected Beat 872 according to the HPD written policies and procedures
Police Districts			
Police Response Areas			

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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 Uploaded to ftp Site	Other/Remarks
	Date Created/ Edits Performed		
Police Stations			
Schools			
Street Centerlines		05/30/14	Delivered updated Street Centerlines to Intrado for PowerMap at HPD, HFD, and EMS
		05/30/14	Delivered updated Street Centerlines to HFD and EMS for TriTech CAD
		05/30/14	Delivered updated Street Centerlines to HPD for Motorola CAD
	05/28/14		Split University Ave at McCully/Manoa boundary
			Split Kikania St at Halawa/Aiea boundary
			Spatially corrected 24 streets in Kailua - Hele St, Humuula Pl, Humuula St, Humuwili Pl, Kina St, Mapuana Pl, Mapuana St, Nanialii St, Noninui Pl, Onaona Pl, Onioni St
	05/27/14		Split Kamokila Blvd at Kapolei/Kalaeloa boundary
			Corrected street type from Owelo St to Owelo Pl to resolve addressing discrepancies
			Split Valkenburgh St at Airport/Hickam boundary
			Split Valkenburgh St at Airport/Moanalua boundary
	05/23/14		Spatially corrected streets in Kalaeloa - FD Roosevelt Ave, Fort Barrette Rd, Enterprise Ave
			Spatially corrected streets in Kapolei - Makakilo Dr, Fort Barrette Rd
			Spatially corrected streets in Makakilo - Makakilo Dr
	05/22/14		Spatially corrected streets in Kailua - Aulepe St, Auwaiku St, Kaluli St, Kina St, Nanialii St
			Spatially corrected Palehua Rd in Ewa Beach
			Spatially corrected segments in Kapolei on Farrington Hwy, Keahumoa Pkwy, Kualakai Pkwy, and Maunakapu St
	05/20/14		Spatially corrected streets in Kailua - Aupupu St, Aunauna St, Aupapaohe St, Aupuku St, Auauki St, Aupupu Pl, Aupupu St, Apula Pl
		05/16/14	Delivered updated Street Centerlines to Intrado for PowerMap at HPD, HFD, and EMS
		05/16/14	Delivered updated Street Centerlines to HFD and EMS for TriTech CAD
		05/16/14	Delivered updated Street Centerlines to HPD for Motorola CAD

Oahu Civilian E9-1-1 Status Report

May 1, 2014 – May 31, 2014

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 Uploaded to ftp Site	Other/Remarks
	Date Created/ Edits Performed		
Street Centerlines	05/15/14		Split H1E Exit 18A at the Kalihi/Airport boundary
			Split N Nimitz Hwy at the Kalihi/Airport boundary
			Spatially corrected 46 streets in Kailua - Akahai St, Akaiki St, Akalani Loop, Akalani Pl, Akamai Pl, Akamai St, Akuila Pl, Akumu St, Akupa Pl, Akupa St, Aupupu St, Holoholo St, Hoolea Pl, Iopono Loop, Kahiili St, Keolu Dr, Lauloa St, Nanaloko Pl, Nanawale Pl, Nanawale Way
	05/14/14		Split Camp Catlin Rd at Airport/Catlin Pk boundary
			Split Enos Rd at Kahuku/Laie boundary
			Split Keeaumoku St at Makiki/Honolulu boundary
			Split Wainui Rd at Waipahu/Waipio boundary
	05/12/14		Received discrepancy from HFD for 911 incident on Saratoga Pl Kalaeloa. Added 2 new private drive ingresses into properties so routing would get responders to proper location. Corrected street ranges accordingly.
			Split Saratoga Ave in order to add new segments of Saratoga Pl in Kalaeloa
	05/08/14		Populated with the new MSAG Community of Hawaii Kai
			Corrected gaps on Kauhui St in Waipahu
	05/07/14		Corrected gaps on Huapala St, and Kaloaluki St in Manoa
			Corrected gaps on Hunakai St in Kaimuki
			Corrected gaps on Kam IV Rd in Kalihi
			Corrected ranges for Kapolei Pkwy in Kapolei
		05/02/14	Delivered updated Street Centerlines to Intrado for PowerMap at HPD, HFD, and EMS
		05/02/14	Delivered updated Street Centerlines to HFD and EMS for TriTech CAD
		05/02/14	Delivered updated Street Centerlines to HPD for Motorola CAD
	05/02/14		Flipped segments of Curtis Ct in PC Penn and corrected gap in ranges.
			Deleted bad segment of Farrington Hwy in Kapolei

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May 1, 2014 – May 31, 2014

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 Uploaded to ftp Site	Other/Remarks
	Date Created/ Edits Performed		
Trails			
WSP Cell Sectors		05/27/14	
	05/23/14		Per ATT CRS
	05/20/14		Per ATT CRS
		05/19/14	
	05/16/14		Per ATT CRS
		05/13/14	
		05/05/14	
WSP Cell Towers		05/27/14	
	05/23/14		Per ATT CRS
	05/20/14		Per ATT CRS
		05/19/14	
	05/16/14		Per ATT CRS
		05/13/14	
		05/05/14	
OTHER SUPPORTING 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)			
Churches			
Gas Stations			
Food & Beverage			
Hospitals			
Lodging			
Medical Facilities			
Ocean Rescue Boundaries			
	05/14/14		Received code 5005 for multipart polygons from TriTech. Corrected boundaries to resolve any future discrepancies and provide more accurate recommendations. Corrected seven (7) OceanResponseArea boundaries per TriTech.
	05/02/14		Corrected duplicate external key for OceanResponseAreas to fix importing error for TriTech CAD.

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3.7 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 Uploaded to ftp Site	Other/Remarks
	Date Created/ Edits Performed		
Ocean Safety (Includes Lifeguard Stands)			
- 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			

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3.8 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 Uploaded to ftp Site	Other/Remarks
	Date Created/Edits Performed		
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			
(*) Every time 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.			

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3.9 Geographic Information System (GIS) Narrative

3.9.1 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 May 2014. Akimeka completed an additional two (1) Police Beats (870, and 872) 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.

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3.9.2 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 May 14, 2014, TriTech contacted Akimeka about multipart polygons found within the Ocean Response Area data.
 - a. In an effort to make the data more accurate, Akimeka took corrective action and adjusted the Ocean Response Area boundaries to resolve the error prior to submission.
2. On May 16, 2014, Akimeka received confirmation that the Ocean Safety Response Areas layer made its way into Production CAD.
 - a. TriTech and Ocean Safety were scheduled to set up the CAD workstations during the week of May 19th, 2014.
 - b. Akimeka will await a final confirmation, prior to including Response Area information in the Street Centerline deliverables.

During the month of June 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.

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3.9.3 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		
04/18/14		
05/02/14		
05/16/14		
05/30/14		

* 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

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3.9.4 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.
2. 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.
3. On May 18, 2014, all of the Oahu Address Points were included in the GIS data deliverable for the TriTech CAD for Fire and EMS.
4. Subsequent to previous discussions, there were no changes during the month of May 2014. Address Points were provided without issues throughout the month.

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3.9.5 SPAWAR Meeting on Addressing for MCBH

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

3.9.6 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 April 24, 2014 and May 30, 2014. Below are the results of the comparison.

	First Report 06/01/12	04/24/14	05/30/14	Improvement/ Comments
Total Number of GIS Records	26,602	27,022	27,036	Added fourteen (14) records
	Errors Identified			
Zero Errors	5,112	829	711	Further reduced errors by 14.2% (118 errors)
Low > High Errors	3	0	0	No Change
Mixed Parity Errors	1	0	0	No Change
Changed Parity Errors	105	0	0	No Change
Address Gap Errors	2,629	96	0	Further reduced errors by 100% (96 errors)
Address Overlap Errors	423	0	0	No Change
Flipped Link Errors	1,030	566	539	Further reduced errors by 4.7% (27 errors)
Total Errors	9,303	1,491	1,250	Further reduced errors by 16.2% (241 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.

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1 PSAP Operations

1.1 9-1-1 Call Volume (Maui) – May 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
May	12495	2252	18.02%	7940	63.55%	67.46%	32.54%	332	2.66%	408	3.27%	0	0.00%	1563	12.51%	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.

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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	12495	2252	18.02%	7940	63.55%	67.46%	32.54%	332	2.66%	408	3.27%	0	0.00%	1563	12.51%	0	0.00%
June																	
July																	
August																	
September																	
October																	
November																	
December																	
YTD	46,751	9,218	18.74%	29,181	62.42%	67.70%	32.30%	705	1.51%	1,608	3.44%	0	0.00%	6,039.00	12.92%	0	0.00%
MON AVG	9,350.20	1,843.60		5,836				141.00		321.6		0		1,208		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
May	355	120	33.80%	181	50.99%	53.59%	46.41%	0	0.00%	11	3.10%	0	0.00%	43	12.11%	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	355	120	33.80%	181	50.99%	53.59%	46.41%	0	0.00%	11	3.10%	0	0.00%	43	12.11%	0	0.00%
June																	
July																	
August																	
September																	
October																	
November																	
December																	
YTD	1,421	469	32.06%	748	52.64%	58.39%	41.61%	4	0.28%	54	3.80%	0	0.00%	146	10.27%	0	0.00%
MON AVG	284.20	93.80		149.60				0.8		10.80		0		29.2		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) – May 2014

9-1-1 Call Volume																	
Maui County		Wireline Calls		Wireless Calls				VOIP Calls		Calls With No ALI		Admin Calls		Abandoned Calls		Other Calls	
2014	Total 9-1-1 Calls Processed	No. of Wireline Calls	% of Total Calls	No. of Wireless Calls	% of Total Calls	% of Wireless WPH1 Calls	% of Wireless WPH2 Calls	No. of VoIP Calls	% of 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
May	12850	2372	18.46%	8121	63.20%	67.15%	32.85%	332	2.58%	419	3.26%	0	0.00%	1606	12.50%	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	12850	2372	18.46%	8121	63.20%	67.15%	32.85%	332	2.58%	419	3.26%	0	0.00%	1606	12.50%	0	0.00%
June																	
July																	
August																	
September																	
October																	
November																	
December																	
YTD	53,747	11,396	0.00%	33,629	62.57%	274.16%	125.84%	709.00	1.32%	1,662.00	2.87%	1.00	0.00%	6,992	13.01%	0.00	0.00
MON AVG	10,749.40	2,279.20		6,725.80				141.80		332.40		0.20		1,398.40		0.00	

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

1.7 Wireless Test – May 2014

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

There were no scheduled 911 wireless testing for the Maui PSAP or the Molokai PSAP in May 2014.

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

2 MSAG

2.1 Current Month – May 2014

2014		9-1-1NET REQUESTS										In Referred Status as of Report Month End (c)			In Suspended Status as of Report Month End (d)	
		MSAG TRANSACTIONS							ALI TRANSACTIONS							
PSAP	TOTAL	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected	County Address Change Request (TN CR) Submitted (a)	ALI Discrepancy (ALI-DR) Submitted (b)	VoIP Discrepancy (VoIP DR) Submitted (c)	TN CR	ALI-DR	VoIP DR	# of Transactions	TNs Affected
MAUI COUNTY	119	46	25	2	11	5	3	339	73	0	0	124	0	0	1	1

Maui County E9-1-1 Status Report

May 1, 2014 – May 31, 2014

2.1.1 MSAG Current Month Notes:

A total of 119 MSAG transactions were processed during the month of May 2014. Forty-six (46) 9-1-1 Net requests were processed relating to the Maui County MSAG database, with 339 customer ANI/ALI (telephone/address) records updated as a direct result of Akimeka's address research and GIS validation process. Seventy-three (73) 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 124 TN CRs in Referred status as of May 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 May 30, 2014.

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

There is one (1) record in Suspended status as of May 30, 2014.

The Suspended record is due to a request from Intrado to insert a TN in the MSAG that does not have an MSAG valid address. Akimeka was able to identify the TN location through extensive research, and advised that the address provided by the customer be added to the GIS for 911 purposes. MSAG and GIS personnel are working together to ensure this TN is inserted in an MSAG valid street range.

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.

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

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	119	46	25	2	11	5	3	339	73	0	0	124	0	0	1	1
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	620	285	183	15	42	34	11	3,767	330	5	0					
AVG PER MO	124	57	37	3	8	7	2	753	66	1	0					

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

Maui County E9-1-1 Status Report

May 1, 2014 – May 31, 2014

3 GIS Mapping Layers – May 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		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)				
Address Points	Maui/Lanai	05/30/14		Added one (1) address received from DSA. Added one (1) address in Kihei and one (1) on Lanai per MSAG. Spatially corrected one (1) address point in Haiku and one (1) on Lanai.
	Maui/Lanai	05/29/14		Added three (3) addresses and spatially corrected seventeen (17) address points in Waikapu
			05/28/14	
	Maui/Lanai	05/27/14		Spatially corrected 194 address points and added one (1) address in Waihee. Spatially corrected twenty-four (24) address points in Waiehu and one (1) in Wailuku.
	Maui/Lanai	05/23/14		Added three (3) new addresses received from DSA, changed one (1) address per DSA, added two (2) address per MSAG and four (4) from the DSA Address layer. Spatially corrected one (1) address point in Kihei, sixty (60) in Waihee and twenty-eight (28) in Kahului.
	Molokai	05/23/14		Added two (2) new addresses received from DSA and one (1) from the DSA Address layer. Spatially corrected three (3) address points in Kualapuu.
	Maui/Lanai	05/19/14 - 05/21/14		Spatially corrected six hundred fifty four (654) address points; corrected three (3) addresses; Added nine (9) addresses in Waiehu.
			05/14/14	
	Maui/Lanai	05/08/14		Added two (2) new addresses received from DSA, added two (2) addresses from the DSA Address layer, spatially corrected forty-two (42) address points in Pukalani, and corrected the Routing ID for one (1) address.
	Maui/Lanai			Added one (1) new address received from DSA
	Maui/Lanai	05/07/14		Added two (2) addresses from the DSA Address layer, spatially corrected 122 address points in Pukalani, corrected the MSAG Community for one (1) address and corrected the Routing ID for three (3) addresses.
	Maui/Lanai	05/06/14		Added seven (7) new addresses received from DSA, added one (1) address from the DSA Address layer, spatially corrected two (2) address points in Pukalani, two (2) in Hana and two (2) in Makawao.
	Maui/Lanai	05/01/14 - 05/02/14		Spatially corrected one hundred seven (107) address points and added four (4) addresses; Added one (1) address in Paia.

Maui County E9-1-1 Status Report

May 1, 2014 – May 31, 2014

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 Loaded Into PSAP GIS Server	Other/Remarks
		Date Created/Edits Performed		
DISPATCH AND RESPONSE				
ESZ/ESN				
Emergency Callboxes				
Fire Beats				
Fire Districts				
Fire Response Areas				
Fire Stations				
Major Roads				
MSAG Address Points (aka Pseudo Address Points)				
MSAG Communities (aka Towns)				
Medic Beats				
Medic Districts				
Medic Response Areas				
Medic Stations				
Milepost Markers				

Maui County E9-1-1 Status Report

May 1, 2014 – May 31, 2014

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 Loaded Into PSAP GIS Server	Other/Remarks
		Date Created/ Edits Performed		
Points of Interest	Maui/Lanai	05/08/14		Added subdivision Milo Court
Police Beats				
Police Districts				
Police Response Areas				
Police Stations				
WSP Cell Sectors			05/28/14	
		05/23/14		Per ATT CRS
		05/16/14		Per ATT CRS
			05/14/14	
Schools				
Street Centerlines	Maui/Lanai	05/30/14		Spatially corrected three (3) street centerline segments and partial spatial correction on three (3) segments in Waihee. Modified two (2) street centerline range segments in Waikapu.
	Maui/Lanai	05/19/14 - 5/29/14		Spatially corrected fifty-two (52) street centerline segments; partial spatial correction sixty-six (66) segments; modified twenty-two (22) range segments and flipped one (1) segment in Waiehu.
			05/28/14	
	Maui/Lanai	05/23/14 - 05/27/14		Spatially corrected two (2) street centerline segments and partial spatial correction of one (1) segment in Waiehu. Spatially corrected nine (9) segments; partial spatial correction of six (6) segments; Partial spatial correction on one (1) street centerline segments; modified two (2) range segments in Waihee.
	Maui/Lanai	05/15/14		Spatially corrected one (1) street centerline segment in Pukalani.
			05/14/14	
	Maui/Lanai	05/08/14		Spatially corrected two (2) street centerline segments in Kihei and ten (10) in Spreckelsville, partial spatial correction on two (2) segments in Kihei and two (2) in Spreckelsville. Modified five (5) range segments in Spreckelsville.

Maui County E9-1-1 Status Report

May 1, 2014 – May 31, 2014

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		
Trails				
			05/28/14	
WSP Cell Towers		05/23/14		Per ATT CRS
		05/16/14		Per ATT CRS
			05/14/14	
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				

Maui County E9-1-1 Status Report

May 1, 2014 – May 31, 2014

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 Loaded Into PSAP GIS Server	Other/Remarks
		Date Created/ Edits Performed		
Post Offices				
Subdivisions				
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 County E9-1-1 Status Report

May 1, 2014 – May 31, 2014

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 Loaded Into PSAP GIS Server	Other/Remarks
		Date Created/ Edits Performed		
- Streams (Includes Rivers)				
- Waterfalls				
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	05/27/14		Changed gate code for Makena PI at 4950 Makena Rd per 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.

Maui County E9-1-1 Status Report

May 1, 2014 – May 31, 2014

3.7 CAD/Mapping System GIS Upload Process

3.7.1 Current Month GIS Activities – May 2014

05/14/14 Akimeka prepared PowerMap Update in Maui which included: Address Points, Street Centerlines, WSP Cell Sectors, WSP Cell Towers, Subdivisions, Points of Interest, Ponds and Food and Beverage.

05/28/14 Akimeka prepared PowerMap Update in Maui which included: Address Points, Street Centerlines, WSP Cell Sectors, WSP Cell Towers, and Gate Codes.

05/28/14 Akimeka prepared PowerMap Update in Molokai which included: Address Points, Street Centerlines, WSP Cell Sectors, WSP Cell Towers, and Gate Codes.

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

Maui County E9-1-1 Status Report

May 1, 2014 – May 31, 2014

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 May 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	48	Addresses received from DSA, DSA Address layer, MSAG and field verifications
Address Points	Corrections/Change	5/1	Correction to address, MSAG Community or Routing ID
Address Points	Spatially Corrected	1261	Corrected location of address point, recalculated x/y
Street Centerlines	New Segment	0	
Street Centerlines	Range Segments Corrected	74	Ranges modified according to address point locations
Street Centerlines	Flip	1	
Street Centerlines	Spatially Corrected/Partial Spatial Correction	113/124	

Maui County E9-1-1 Status Report

May 1, 2014 – May 31, 2014

4.2 Intergraph CAD Upgrade

Throughout the months of April and May, 2014, the Maui Police Department has worked to upgrade their Intergraph CAD system to the more recent 2014 version. Through this upgrade process, new improvements have been identified and the overall functionality of the system from the Map Build process to the Production workstation has made significant enhancements in order to streamline the deliverables and continue providing accurate data to the PSAP.

1. On April 21 – 23, 2014, MPD, and Akimeka received user training from Intergraph on the new CAD system.
 - a. New and Improved functionality of the upgraded version of Intergraph allowed for the data to be stored in a file geodatabase format.
 - i. The new file format allows for data fields to be updated, since truncation is no longer an issue
 - ii. During this process, the spatial reference was also updated to WGS 1984 to match with the output spatial reference of the system and no longer need transformation or “project of the fly”.
 - b. With the upgrade, each workspace required recreation since file type and field names were updated.
 - i. Not all workspaces were completed during the user training, since there was not enough time to designate to the analyze workspace.
 - ii. Additional support outside of the Intergraph training was scheduled to be provided the following week, however due to a resource change within Intergraph, the support was pushed back before proceeding with the project.
 - iii. The delivery of an updated CAD map was on standby for the remainder of April and up to mid-May.
 - iv. While awaiting resource availability, Akimeka worked on creating most of the queries needed in the Analyze workspace and replaced all the source data within the Export Polygon and Publish workspaces.
2. A new Intergraph resource was made available later in May 2014, to assist with the creation of the remaining queries needed to provide a CAD map file.
 - a. On May 28, 2014, the new Intergraph resource was given access to the Intergraph Map Build computer at Akimeka’s office to assess and provide assistance with the queries. Jeff from Intergraph located the queries from the old workstation and provided documentation of the old queries.
 - i. The information provided was not sufficient to proceed with completing the Analyze workspace, so due to availability, June 4 – 6, 2014 was scheduled to assist with finalizing the queries.
3. Since the resource from Intergraph has been scheduled to be available from June 4 – 6, 2014, June 6, 2014 has been designated as a target deliverable date to have a map file ready for Test CAD.
 - a. The map file will include the most recent data from Akimeka, even though the queries had been designed originally from data that was prepared during the April 2014 training.

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

5 Service Requests Transactions

5.1 Open Service Requests – May 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.

5.2 Maui Service Request Year-To-Date (YTD) Summary – 2014

MAUI PSAP				SERVICE REQUEST CATEGORIES							
2014	TOTAL		Open*	911 Map		MSAG		Request Training		Suggestions	
	Created	Closed		Created	Closed	Created	Closed	Created	Closed	Created	Closed
December											
November											
October											
September											
August											
July											
June											
May	0	0	0	0	0	0	0	0	0	0	0
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	1	2	0	0	1	1	1	0	0	0	0
January	2	2	1	1	0	1	2	0	0	0	0
2013 Carryover			1	0	0	1	0	0	0	0	0
TOTAL	7	8	0	2	2	6	6	0	0	0	0

Note:

*The 2013 Carry Over row indicated the number of Service Requests that were opened in 2013; however, were brought forward into 2014 in an effort to track the service request until completion.

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

5.3 Molokai Service Request Year-To-Date (YTD) Summary – 2014

MOLOKAI PSAP				SERVICE REQUEST CATEGORIES							
2014	TOTAL		Open*	911 Map		MSAG		Request Training		Suggestions	
	Created	Closed		Created	Closed	Created	Closed	Created	Closed	Created	Closed
December											
November											
October											
September											
August											
July											
June											
May	0	0	0	0	0	0	0	0	0	0	0
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

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Hawai'i County 9-1-1 Status Report

May 1, 2014 – May 31, 2014

1 PSAP Operations

1.1 9-1-1 Call Volume Hawaii County PSAPs – May 2014

Source: Intrado Viper

9-1-1 Call Volume																	
Hawaii County PSAPs		Wireline		Wireless				VOIP		Calls with No ALI		Admin Calls		Abandoned Calls		Other Calls	
2014	Total 9-1-1 Calls Processed	No. of Wireline Calls	% of Total Calls	No. of Wireless Calls	% of Total Calls	% of Wireless WPH1 Calls	% of Wireless WPH2 Calls	No. of VoIP Calls	% of Wireless WPH2 Calls	No. of Calls with No ALI	% of Total Calls	No. of Admin Calls	% of Total Calls	No. of 9-1-1 Calls Abandoned by Caller	% of Total Calls	No. of 9-1-1 Calls Abandoned by Caller	% of Total Calls
May	19,524	4463	22.86%	12892	66.03%	51.61%	48.39%	670	3.43%	15	0.08%	0	0.00%	1484	7.60%	0	0.00%

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.

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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	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
January	20,517	5,680	27.68%	12,884	62.80%	48.15%	51.85%	9	0.04%	22	0.11%	0	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	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	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	0.00%	1,694	8.82%	7	0.04%
May	19,520	4,459	22.84%	12,892	66.05%	51.61%	48.39%	670	3.43%	15	0.08%	0	0.00%	1,484	7.60%	0	0.00%
June																	
July																	
August																	
September																	
October																	
November																	
December																	
YTD	96,260	23,521	24.46%	62,368	64.84%	49.89%	50.11%	2,062.00	2.12%	86	0.09%	0	0.00%	8,216	8.48%	7	0.01%
MON AVG	19,252	4,704		12,474				412.40		17.20		0		1,643.20		1.4	

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

Source: Intrado Viper

9-1-1 Call Volume by Agency										
Hawaii County Police						Hawaii County Fire				
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
May	15,829	81.07%	0	1,462	0	2211	11.32%	0	22	0

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.

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

9-1-1 Call Volume by Agency										
2014	Hawaii Police Department					Hawaii Fire Department				
	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	15,829	0	1,462	0	81.07%	2,211	0	22	0	11.32%
June										
July										
August										
September										
October										
November										
December										
YTD	76,618	0	4,899	5	79.17%	6,993	0	139	2	12.16%
MON AVG	15,323.60	0.00	1,605.60	3		2,284.60	0	37.60	1	

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1.5 Wireless Test – May 2014

Date	WSP	Sites Tested	Sectors Tested	Tested By:	Test Pass/Fail
05/29/14	AT&T	1	8	HAWAII PSAP	Pass

1.4.1 Wireless Test Notes:

There was 1 scheduled 911 Wireless Test for Hawaii County in May 2014. The PSAP successfully tested 8 cell sectors off of 1 cell tower without the use of a vendor provided telephone bridge. The telephone bridge that is normally used as a staging area for the PSAP and field tester inbetween 911 calls was unavailable at the scheduled test period.

2 MSAG

2.1 Current Month – May 2014

2014		9-1-1NET REQUESTS									In Referred Status as of Report Month End (c)			In Suspended Status as of Report Month End (d)		
		MSAG TRANSACTIONS							ALI TRANSACTIONS							
PSAP	TOTAL	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected	County Address Change Request (TN CR) Submitted (a)	ALI Discrepancy (ALI-DR) Submitted (b)	VoIP Discrepancy (VoIP DR) Request Processed (c)	TN CR	ALI-DR	VoIP-DR	# of Transactions	TNs Affected
HAWAII	333	76	21	5	22	25	3	592	246	8	3	476	0	1	0	0

2.1.1 MSAG Current Month Notes:

A total of 333 MSAG transactions were processed in 9-1-1 Net during the month of May 2014. Seventy-six (76) requests were processed relating to the MSAG database, with 592 customer ANI/ALI (telephone/address) records updated as a direct result. 246 Telephone Number Change Requests (TN CR) transactions and eight (8) 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 246 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 476 TN CRs in Referred Status as of May 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.

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2.1.2 MSAG Current Month Notes (Part II):

There are no ALI-DRs in Referred Status as of May 30, 2014

There is one (1) VoIP DR in Referred Status as of May 30, 2014

The Referred VoIP DR was submitted to Time Warner Cable for correction on May 19, 2014. Time Warner responded with a ticket number on May 30, 2014. Time Warner will contact Akimeka when the TN has been corrected.

There are no records in Suspended Status as of May 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.

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2.2 Year-to-Date (YTD) Summary – 2014

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

HAWAII COUNTY		9-1-1NET REQUESTS										In Referred Status as of Report Month End (d)		
		MSAG TRANSACTIONS							ALI TRANSACTIONS					
2014	TOTAL	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected (*)	County Address Change Request (TN CR) Processed (a)	ALI Discrepancy (ALI-DR) Processed (b)	VoIP Discrepancy (VoIP DR) Request Processed (c)	TN CR	ALI-DR	VoIP
December														
November														
October														
September														
August														
July														
June														
May	333	76	21	5	22	25	3	592	246	8	3	476	0	1
April	401	142	71	4	48	11	8	777	252	4	3	544	1	0
March	338	312	201	0	103	6	2	2,344	17	9		486	4	
February	171	64	12	28	16	7	1	1,571	96	11		383	2	
January	313	141	22	39	61	15	4	64	164	8		670	1	
TOTAL YTD	1,556	735	327	76	250	64	18	5,348	775	40	6			
AVG PER MO	311	147	65	15	50	13	4	1,070	155	8	3			

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3 GIS Mapping Layers – May 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	05/30/14		Added one (1) address point for 485522 Waipio Valley Rd in Honokaa.
	05/15/14 - 05/29/14		Corrected Routing ID to one (1) address point on Hawaii Belt Rd; Added one (1) new address point at 731944 Hao St; Added 21 new address points in Kailua Kona.
	05/29/14		Corrected Routing ID to four (4) address points on Halekamahina Rd in Pahoa.
			Corrected Routing ID to 55 address points on Hawaii Belt Rd in Kealahou.
		05/27/14	
	05/15/14 - 05/20/14		Added seven (7) new address points; Spatially corrected three (3) address points (524729, 524731 and 534433 Akoni Pule Hwy) in Kapaau.
	05/15/14 - 05/22/14		Added two (2) new address points; Added one (1) new address point at 280231 Sugar Mill Rd in Pepee.
	05/22/14		Added one (1) new address at 946511 Ahi Rd in Naalehu.
			Added one (1) new address point at 2610 Mailekea Rd in Hilo.
	05/21/14		Spatially corrected four (4) address points (691630, 691634, 691642 and 691644 Puako Beach Dr) in Kamuela.
	05/20/14		Spatially corrected 16 address points in Hilo.
	05/16/14		Completed monthly update on Address Points.
	05/15/14		Added three (3) new address points in Captain Cook.
			Added four (4) new address points in Hilo.
			Added one (1) new address point in Honouliuli.
			Added one (1) new address point in Kamuela.
			Added 15 new address points in Keaau.
			Added eight (8) new address points in Kurtistown.
			Added six (6) new address points in Mountain View.
			Added two (2) new address points in Naalehu.
			Added one (1) new address point in Ninole.
			Added five (5) new address points in Ocean View.
			Added one (1) new address point in Paauilo.
	05/06/14 - 05/15/14		Added one (1) new address point in Volcano. Added eight (8) new address points in Volcano.
	05/13/14 - 05/15/14		Changed street name to 16 address points in Pahoa. Added 17 new address points in Pahoa.
	05/02/14 - 05/15/14		Spatially corrected twelve (12) address points; Changed address number to one (1) address point in Honokaa. Added one (1) new address point in Honokaa.
	05/02/14 - 05/15/14		Changed street number to one (1) address point in Laupahoehoe. Added one (1) new address point in Laupahoehoe.
	05/13/14		Added one (1) new address point in Kamuela.
		05/06/14	
	05/02/14		Changed street name and number to one (1) address point in Ooia

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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

HAWAII			
Type of Layer	Akimeka GIS Server	Date Loaded Into PSAP GIS Server	Other/Remarks
	Date Created/ Edits Performed		
Emergency Callboxes			
Fire Stations			
Medic Stations			
Milepost Markers			
Points of Interest (POI)	05/20/14		Spatially corrected Kohala Assembly of God Church in Hawi.
Police Stations			
Schools			
Tsunami Evacuation Zones			
Tsunami Roadblocks			
WSP Cell Towers		05/27/14	
	05/20/14		Per ATT CRS
	05/16/14		Per ATT CRS
		05/06/14	
DISPATCH AND RESPONSE			
ESZ/ESN			
Fire Beats (Includes Medic Beats)			
Fire Districts (Includes Medic Districts)			
Fire Response Areas			
MSAG Communities (aka Towns)			

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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		
Medic Response Areas	N/A for Hawaii County		
Ocean Rescue Boundaries			
Police Beats			
Police Districts			
Police Response Areas			
WSP Cell Sectors		05/27/14	
	05/20/14		Per ATT CRS
	05/16/14		Per ATT CRS
		05/06/14	
RESPONSE ROUTING			
Street Centerlines	05/30/14		Assigned range to Japanese Camp Rd in Pahoa.
	05/23/14		Researched naming discrepancies regarding Mamalahoa Hwy and Hawaii Belt Rd (analyzed addresses along these streets and created a map illustrating possible street name changes).
	05/20/14		Corrected range to three (3) segments of Akoni Pule Hwy and two (2) segments of Keokea Park Rd in Kapaau.
	05/19/14		Spatially corrected one (1) segment of Mud Ln in Kamuela. Corrected ESN attribute to one (1) segment of Hawaii Belt Rd in Kamuela.
	05/15/14 - 05/16/14		Added 13 new streets and split one (1) street; Spatially corrected one (1) street in Kailua Kona.
	05/16/14		Completed monthly update on Street Centerlines.
	05/15/14		Added one (1) street and split one (1) street in Naalehu.
			Corrected range to one (1) street in Kealahou.
			Changed street name to two (2) streets in Pahoa.
	05/02/14 - 5/15/14		Added three (3) new streets and split three (3) streets in Hilo. Spatially corrected one (1) street in Hilo.
	05/14/14		Corrected range to one (1) street in Honouliuli.
		05/06/14	
	05/06/14		Assigned range to nine (9) streets in Volcano.
	05/02/14		Corrected range to one (1) street in Laupahoehoe.

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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 – May 2014

- 05/06/14 Akimeka prepared Powermap Update which included: Address Points, Street Centerlines, WSP Cell Sectors, WSP Cell Towers and Points of Interest.
- 05/27/14 Akimeka prepared Powermap Update which included: Address Points, Street Centerlines, WSP Cell Sectors, WSP Cell Towers 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.

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4 Mapping Layers Updated/Loaded Into GIS – May 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 **May 16, 2014**. Results are as follows:

HAWAII COUNTY	Address Points Layer	Street Centerlines Layer
# of New Street Segments Added		13
# of Street Segments Removed		0
# of New Addresses Added	104	
# of Addresses Removed	0	
# of Street Segment Range Changes		1
# of Street Segment Name Changes		2
# of Address Street Name Changes	16	
# 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.

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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 May 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

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5.2 Next Generation 911 (NG9-1-1) GIS Requirements (Part II)

NG9-1-1 GIS Data Corrections (continue)			
GIS Layer Name	Type of Correction	Number of Records Corrected/Modified/Added/Removed	Comments/Details
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 Paaulo
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

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5.3 Fire Department's PowerMap

Beginning around the March 2014 timeframe, there have been several occurrences of technical issues occurring with the Hawaii County Fire Department's PowerMap not receiving ANI/ALI data on all four (4) of their positions.

1. On March 19, 2014, it was brought to Akimeka's attention that the Hawaii Fire Department was experiencing a network connection issue with the GIS Server. The PowerMap positions at Fire were not receiving ANI/ALI data from the PowerMap Server located in the Police building. The PowerMap positions in the Police Department were working without issue, as were the Fire Station Viper and Intergraph systems. The following day on March 20, 2014, all Fire Powermap positions were fully operational.
 - a. Since March 19, 2014, the above issue has repeated many times. At first it seemed to occur following PowerMap updates performed by Akimeka. Akimeka has been communicating with Scott Uehara and the Hawaii Fire Department to investigate the cause and help to find a solution to this technical issue. It has come to light that the issue has nothing to do with the PowerMap updates performed by Akimeka and that the issue occurs and is resolved for no known reason and at times unrelated to when PowerMap updates are performed.
 - b. The last time the Fire Department's PowerMap functioned properly was May 26, 2014 at approximately 6:00 AM and then it stopped receiving ANI/ALI data again from the PowerMap Server on May 27, 2014 at approximately 6:30 AM.

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6 Service Requests Transactions

6.1 Open Service Requests – May 2014

#	Date	Ticket #	Description	Category	Urgency
1	05/19/14	693	Updated Address	MSAG	Normal

6.2 Service Request 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	12	13	1	0	0	12	13	0	0	0	0
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 Carryover	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

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7 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 quarterly database synchronization audit for Hawai'i County in May 2014.

The database synchronization effort included comparing Hawai'i County's 9-1-1 MSAG against its GIS Street Centerline data. A total number of **4,385** 9-1-1 MSAG records were reviewed in the audit and analyzed. Results of the database synchronization audit completed on May 1, 2014 for Hawai'i 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.

7.1 Audit Summary Results – 2014

9-1-1 MSAG TO GIS STREET CENTERLINE AUDIT COMPARISON RESULTS	Notes	As of February 1, 2014		As of May 1, 2014	
		9-1-1 MSAG Dated 02-01-14		9-1-1 MSAG Dated 05-01-13	
		# of Records	%	# of Records	%
Total 9-1-1 MSAG Records Reviewed		4,420		4,385	
Less: 9-1-1 MSAG Exception Records	(1)	6	0.1%	6	0.1%
Net 9-1-1 MSAG Records Eligible for Comparison		4,414		4,379	
Total 9-1-1 MSAG Records Match (9-1-1 MSAG -- GIS Match -- No Corrections Required)		4,379	98.98%	4,345	99.2%
9-1-1 MSAG -- GIS No Match Minor Correction Required	(2)	49	1.1%	34	0.8%
9-1-1 MSAG Record With No GIS Record	(3)	5	0.1%	7	0.2%
Total 9-1-1 MSAG Records No Match		54	1.2%	41	0.9%
NENA Recommended Match Rate = 98%					

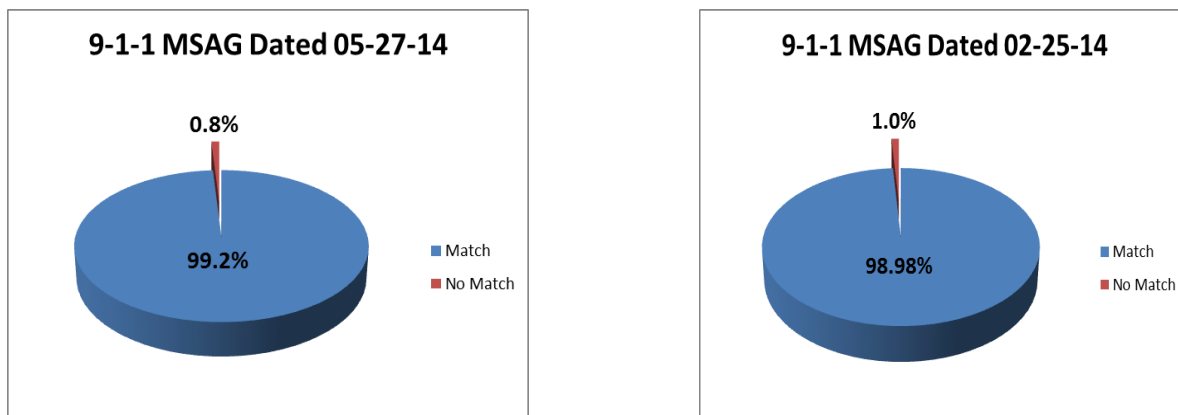
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7.2 Audit Summary Results – 2014 (Part II)

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.

7.3 Audit Summary Result Comparision – May 1, 2014 MSAG vs. February 1, 2014 MSAG



Hawai'i County's level of accuracy or 9-1-1 percentage was 99.2% as of May 27, 2014 as compared to 98.98% as of February 25, 2014

- ❖ There continues to be a tremendous work effort to synchronize the MSAG and GIS data. Akimeka continues to work closely with County Planning to address problem areas. Hawai'i County has worked very hard to assign addresses and name and range street centerlines which have helped facilitate Akimeka's synchronization efforts.
- ❖ "MSAG - MSAG with Missing GIS Records" decreased by 93% (98 to 7) from February 2014 to May 2014 respectively. Akimeka will research and correct the remaining seven (7) records to ensure they are processed in 9-1-1Net prior to the August 2014 re-analysis.
- ❖ "MSAG - GIS Minor Corrections" decreased by 62% (89 to 34) from February 2014 to May 2014 respectively. This was primarily the result of edits made to the GIS Street Centerlines layer in order to meet new NG9-1-1 requirements. Akimeka will research and correct the remaining thirty-four (34) records to ensure they are processed in 9-1-1Net prior to the August 2014 re-analysis.

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7.4 Audit Summary Result Comparison Notes – May 1, 2014 MSAG vs February 1, 2014 MSAG.

- ❖ “GIS Record With No Matching MSAG Record” decreased by 35% (56 to 36) from February 2014 to May 2014 respectively. This includes GIS records that have no MSAG records, and/or GIS records that do not match the MSAG record exactly. The non-match condition of the remaining 20 records may also be a result in which MSAG records submitted in 9-1-1 Net were not completed prior to the end of month. The MSAG section will monitor these records to ensure they are processed in 9-1-1Net prior to the August re-analysis
- ❖ “GIS Record With No MSAG Record” remained at five (5) from February 2014 to May 2014 respectively. A combination of corrections MSAG database have been processed in order to meet NG9-1-1 requirements, and will be reflected in the August 2014 re-analysis.
- ❖ Ongoing maintenance is critical to ensure the database synchronized level of address accuracy is maintained each time an MSAG or GIS record is “touched”.

7.5 Invalid MSAG Streets and Address Ranges – ESN x99 Records

At the request of the County of Hawai'i Chief of Police, Hawaiian Telcom, Inc. (HTI) provided Hawai'i 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. Results of the data provided are as follows:

HAWAII	Invalid MSAG Records				
	# of Records (Baseline Starting Point)	9-1-1 MSAG Dated 02-01-14		9-1-1 MSAG Dated 05-01-14	
		# of Records	% of Total MSAG Records (Valid and Invalid)	# of Records	% of Total MSAG Records (Valid and Invalid)
ESN 299	2,150	1,450	24.7%	1,285	22.7%

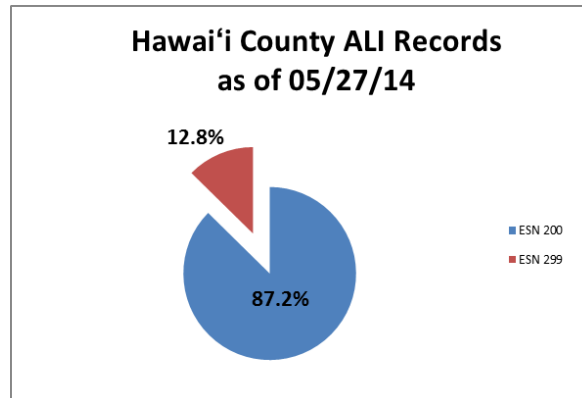
These invalid MSAG records represent **22.7%** of the Total MSAG records for Hawai'i County. The individual ALI records associated with these records are provided below.

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 299 MSAG records as a separate project and add-on to the Database Synchronization quarterly report.

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7.6 Automatic Location Identification (ALI) Discrepancy Reports

As part of Akimeka's ongoing database synchronization efforts, Akimeka reviewed and summarized the ALI discrepancy reports by community for Hawai'i County. As of May 27, 2014, **9,520** ESN 299 records, representing **12.8%** of Hawai'i County's total ALI records, require research and corrective action, if needed. These ALI discrepancy reports may result in a No Record Found (NRF) condition during a 9-1-1 call.



The total number of ALI records decreased by 16% (88,766 to 74,414) while the number of ESN 299 records decreased from 11,229 to 9,520 (15.2%) from February 2014 to May 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 299 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 299 MSAG records to a valid Hawai'i County ESN and valid MSAG address.

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1 PSAP Operations

1.1 9-1-1 Call Volume – May 2014

Source: Intrado Viper

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
May	4,966	806	16.23%	3,379	68.04%	56.38%	43.62%	110	2.22%	27	0.54%	0	0.00%	644	12.97%	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	4,966	806	16.23%	3,379	68.04%	56.38%	43.62%	110	2.22%	27	0.54%	0	0.00%	644	12.97%	0	0.00%
June																	
July																	
August																	
September																	
October																	
November																	
December																	
YTD	23,652	4,322	18.27%	15,167	64.18%			345	1.46%	172	0.73%	0	0.00%	3646	15.42%	0	0.00%
MON AVG	4,730	864	18.31%	3,033	64.18%	52.53%	47.47%	69	1.43%	34	0.73%	0	0.00%	729	15.35%	0	0.00%

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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 – May 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 May 2014.

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2 MSAG

2.1 Current Month – May 2014

2014		9-1-1NET REQUESTS										In Referred Status as of Report Month End			In Suspended Status as of Report Month End	
		MSAG TRANSACTIONS							ALI TRANSACTIONS							
PSAP	TOTAL	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected	County Address Change Request (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	59	20	8	1	3	8	0	107	39	0	0	239	0	0	2	2

2.1.1 MSAG Notes for May 2014

A total of fifty-nine (59) MSAG transactions were processed during the month of May 2014. Twenty (20) 9-1-1Net requests were processed relating to the MSAG database, with 107 customer ANI/ALI (telephone/address) records updated as a direct result of Akimeka's address research and GIS validation process. Thirty-nine (39) 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.

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2.1.2 MSAG Notes for May 2014 (Part II)

There are 239 TN CRs in Referred status as of May 30, 2014.

239 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.

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

During the month of March 2014, a new process was introduced 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.

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

There are two (2) records in Suspended status as of May 30, 2014.

One of the Suspended records is a TN CR submitted by Akimeka to correct a TN in the MSAG that does not have an MSAG valid address. The existing driving directions in 9-1-1 Net lead to an MSAG valid address, however the customer disagreed and is unaware of their address. The other Suspended record is due to Per the customers request, Akimeka has contacted the county requesting further information. The other Suspended record was due to a request from Intrado to insert a TN in the MSAG that does not have an MSAG valid address. After researching the address, there was conflicting information between the address the customer provided and the county assigned address. Akimeka has contacted the county regarding both records and will update in June 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.

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2.2 Year-to-Date (YTD) Summary – 2014

KAUAI		9-1-1NET REQUESTS										In Referred Status as of Report Month End			In Suspended Status as of Report Month End	
		MSAG TRANSACTIONS							ALI TRANSACTIONS			TN CR	ALI-DR	VoIP DR	# of Transactions	TNs Affected
		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)					
2014	TOTAL															
December																
November																
October																
September																
August																
July																
June																
May	59	20	8	1	3	8	0	107	39	0	0	239	0	0	2	2
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	353	65	25	6	14	14	6	877	285	2	1					
AVG PER	71	13	5	1	3	3	1	175	57	0	1					

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

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3 GIS Mapping Layers – May 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 Loaded Into PSAP GIS Server	Other/Remarks
	Date Created/ Edits Performed		

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CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)			
Address Points		05/29/14	
	05/19/14 - 05/20/14		Spatially corrected 18 address points in; Spatially corrected two (2) address points (7218 Koolau Rd C and 7549 Koolau Rd A); Added one (1) new address point for 405605 Kuhio Hwy in Moloaa.
	05/20/14		Corrected Full Address field to nine (9) addresses on Aopoonui Pl in Anahola.
	05/16/14		Added one (1) address (507847 Kuhio Hwy) in Haena.
			Added one (1) address (6524 Anahulu Rd) in Wainiha.
	05/12/14		Corrected ESN attribute to five (5) address points in Kapaa.
	05/01/14 - 05/09/14		Added sixteen (16) new address points; Spatially corrected one (1) address point in Princeville.
	05/12/14		Corrected ESN attribute to five (5) address points in Kapaa.
	05/01/14 - 05/09/14		Added sixteen (16) new address points; Spatially corrected one (1) address point in Princeville.
		05/08/14	
	05/05/14 - 05/07/14		Added two (2) new address points; Spatially corrected sixty-seven (67) address points in Kilauea.
	05/05/14		Spatially corrected six (6) address points in Kalihiwai.
	05/02/14		Added one (1) new address point; Corrected routing ID to one (1) address point;. Spatially corrected eleven (11) address points in Hanamaulu.
DISPATCH AND RESPONSE			
ESZ/ESN	05/12/14		Corrected boundaries to four (4) ESNs (ESN 412, ESN 413, ESN 431 and ESN 434).
Emergency Callboxes			
Fire Beats			
	05/12/14		Corrected boundaries to all eight (8) Fire Beats.
Fire Districts			
Fire Response Areas	05/12/14		Response Areas 20, 40, 50, 60 and 80).

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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.

KAUAI			
Type of Layer	Akimeka GIS Server	Date Loaded Into PSAP GIS Server	Other/Remarks
	Date Created/ Edits Performed		
Fire Stations			
	05/21/14		Performed annual review, no updates required at this time.
Incident Response Area			
Major Roads			
	05/21/14		Reviewed and updated Major Roads layer.
MSAG Communities (aka Towns)			
Medic Districts			
Medic Response Areas			
Medic Stations			
Milepost Markers			
	05/28/14		Performed annual review, no updates required at this time.
Points of Interest			
Police Beats			
Police Districts			
Police Response Areas			
Police Stations			
Schools			

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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 Loaded Into PSAP GIS Server	Other/Remarks
	Date Created/Edits Performed		
Street Centerlines		05/29/14	
	05/20/14		Corrected range to two (2) street segments of Anahola Rd in Anahola.
			Spatially corrected two (2) segments of Kuhio Hwy and one (1) segment of Kikoo Loop in Anahola.
		05/08/14	
	05/08/14		Added one (1) new street in Princeville.
	05/07/14		Spatially corrected and flipped two (2) streets and corrected range to one (1) of them in Kilauea.
	05/05/14		Spatially corrected four (4) streets in Kilauea.
	05/02/14		Corrected range to one (1) street in Hanamaulu.
Trails			
WSP Cell Sectors		05/29/14	
		05/08/14	
WSP Cell Towers (Points)		05/29/14	
		05/08/14	
OTHER SUPPORTING 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)			
Churches			
Gas Stations			
Food & Beverage			
Hospitals			
Lodging			
Medical Facilities			
Parcels			
Parks			
Parks Polygon			

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

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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

KAUAI			
Type of Layer	Akimeka GIS Server	Date Loaded Into PSAP GIS Server	Other/Remarks
	Date Created/ Edits Performed		
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			

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3.6 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 Loaded Into PSAP GIS Server	Other/Remarks
	Date Created/ Edits Performed		
SPECIAL REQUESTS			
KCC Building Outline			
KCC Callboxes			
(*) Every time 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.			
	<u>Note:</u>	The Parcels layer is provided by Kauai County. Akimeka does not perform any edits on the spatial information of the layer. Changes to the attribute table are made when needed. Akimeka uploads the layer into the Akimeka GIS Server and PSAP GIS Server accordingly.	
2/4/11 -- REVISED (incorporated change into the January 2011 MSR)	<u>Note:</u>	The Parcels layer is provided by Kauai County. Akimeka performs edits on the spatial information of the layer for 9-1-1 purposes. Changes to the attribute table are made when needed. The Parcels layer uploaded to the PSAP GIS server is intended for 9-1-1 purposes only and should not be disseminated to other county agencies.	

3.7 CAD/Mapping System GIS Upload Process

3.7.1 Current Month GIS Activities – May 2014

- 05/08/14 Akimeka performed Powermap update which included: Address Points, Street Centerlines, Court Districts, WSP Cell Sectors and WSP Cell Towers.
- 05/08/14 Akimeka delivered address Points, Court Districts, Geofile for Street Centerlines, Street Centerlines, WSP Cell Sectors and WSP Cell Towers for GeoComm.
- 05/29/14 Akimeka delivered Address Points, Geofile for Street Centerlines, Street Centerlines, WSP Cell Sectors and WSP Cell Towers for GeoComm.
- 05/29/14 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.

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4 Service Requests Transactions

4.1 Open Service Requests – May 2014

#	Date	Ticket #	Description	Category	Urgency	Comments
			NONE			

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

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	0	1	0	0	0	0	1	0	0	0	0
April	1	0	1	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	3	3	0	0	4	4	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