

STATE OF HAWAII
DEPARTMENT OF ACCOUNTING AND GENERAL SERVICES

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

Agenda

- I. Call to Order, Public Notice, Quorum**
- II. Public testimony on all agenda items**
- III. Introductions**
- IV. 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 – Final FY 2014 report.
 - ii. 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

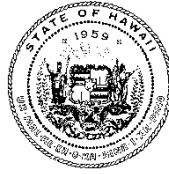
- a. 911 Timeline update
- b. Request for funding approval:
 - i. TriCon 2014 Users Conf. Sep.28-1Oct.2014 San Diego
 - 1. KauaiPD (3) - \$9,000.
 - ii. Project Agreement with the RCUH for administrative services in the amount of \$258,336 for 18 months commencing July 10, 2014.
- c. Request for procurement of replacement external auditor.
- d. Others.

VIII. Announcements

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

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Thursday, July 10, 2014
Kalanimoku Bldg., Room 322B
1151 Punchbowl St., Honolulu
10 am to 12 noon
Meeting Minutes

Board members present: Clayton Tom (Chair), Steven Schutte, Victor Ramos, Lisa Hiraoka, Roy Irei, Jeff Riewer, Dave Kajihiro and Kiman Wong.

Board members absent: Ryan Freitas, Victoria Garcia, Mark Begley, Marshall Kanehailua and Mark Wong.

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

Observers: Tony Ramirez (Akimeka), Amelia Schutte (Board intern), Davlynn Racadio (MPD), Tina Metivilier (Intrado), Diana Chun(EMS), Kenison Tejada (APCO/NENA), Ben Morgan (HawTelcom) Todd Crosby (OIMT), Randy Macadangdang (HPD), Clement Chan (DIT), Allan Nagata (HPD), Ah Lan Leong (HPD), and Nicole Parrish (HPD),

I. Call to Order, Public Notice, Quorum

The Board Chair called the meeting to order at 10:05 am.

II. Public testimony on all agenda items

The Board Chair requested of anyone in attendance who wishes to provide testimony on any agenda item to please come forward.

Kenison Tejada came forward to testify before the Board.

Kenison Tejada stated the following raising concerns:

1. He requested that the Board not approve the matter regarding the RCUH hiring of an executive director and assistant.
2. Although we are not here to discuss the alternatives to the RCUH situation, the Board needs to pause to reconsider what we are deciding today. Most importantly we need to ask ourselves for whose benefit we are making this decision for? Some of the current projects of significant importance include:
 - a. Working with Hawaiian Telcom and Intrado to secure optimal performance of the 911 system.
 - b. Text -to-911
 - c. The deaf and hearing impaired and those who do not have access to 911 system
 - d. The PSAPs need guidance and support.
3. Is it best to change leadership at this time? If so, how should we incorporate this change? Have we come up with the best choices possible? Should we entrust the near future to someone who has not been a part of what we do? Should we rush into something unknown at a critical time without the expertise of everyone in the room? It is not a matter of doing what is best, easiest, or most economical for the Board or state. It is a matter for doing what's best for those who call 911 and those who exceed those calls for help. I hope at the end of the day all of us can rest assure that we did a job well done and did the right thing in representing the public.

III. Introductions

Introductions were made by all in attendance.

IV. Review and Approval of Last Month's Meeting Minutes.

Kiman Wong motioned to approve the minutes of the July 10, 2014 meeting. The motion was seconded and approve 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
- b. Technical Committee – Victor Ramos
 - i. Investigative Regulatory Committee update
 1. Marshall Kanehailua stated that a draft letter is to be sent to all county representatives to assure that all issues will be addressed and reviewed by the AG's office. The letter should be sent to the county representatives within a week.
 - ii. FCC updates
 1. The Executive Director stated the following items of concern to the FCC:
 - a. The FCC has expressed their concerns of the outages in certain states including Hawaii.
 - i. In a technology world nothing is perfect and failure is always possible.
 - ii. There needs to be more timely communications.
 - iii. The FCC has reached out to the Executive Director to communicate with the PSAPs their concerns and will be responding back to the FCC.
 - iv. No outages have occurred during the last month which may indicate system.
 - v. There needs to be more timely communications.
 - vi. The speech and hearing community are very concerned with the progress of text-to-911.
 - vii. The goal is to implement text-to-911 by yearend with the 4 largest carriers.

viii. It will be important that we show the FCC the stability of the system in Hawaii.

b. 911 Location Accuracy.

i. Wireless carriers and other industry entities that provide 911 location accuracy are not necessarily in agreement with the public safety community.

ii. When the accuracy location requirements were conducted in 1994 it was for an outside environment and needs to be fine-tuned.

c. FCC Certifications reporting requirements.

The FCC has developed and updated rules for carriers to file their annual certifications which include:

i. Best practices

ii. Routing diversity

iii. Reporting requirements

iii. Others-None

c. Finance Committee – Kiman Wong

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

1. Total Receipts for month - \$768,266

2. Total Receipts for the year - \$9,102,309

3. Total Disbursements for month - \$2,974,923.

4. Total Disbursements for the year -\$7,319,499

5. Bank Balance at yearend - \$12,504,198

6. Unencumbered bank balance - \$9,062,861

ii. Others-none

VI. PSAP Status Updates

a. Kauai – Mark Begley

b. Oahu – Dave Kajihiro

- c. Molokai – Victor Ramos
- d. Maui – Clayton Tom
- e. Hawaii – Marshall Kanehailua

VII. Items for Discussion, Consideration and Action

- a. 911 Timeline update
 - i. The Executive Director continued to request that timeline updates be submitted to acknowledge the many PSAP accomplishments to the public.
- b. Request for funding approval:
 - i. TriCon 2014 Users Conf. Sep.28-1Oct.2014 San Diego
 - 1. KauaiPD (3) - \$9,000.
 - 2. Roy Irei moved to approve the funding for 3 personnel from KauaiPD in the amount of \$9,000. The motion was seconded and approved unanimously by voice vote without discussion.
 - ii. Project Agreement with the RCUH for administrative services in the amount of \$258,336 for 18 months commencing July 10, 2014.
 - 1. The Board Chair stated the following:
 - a. The investigative committee that consisted of Dave Kajihira, Kerry Yoneshige, Ryan Freitas, Roy Irei and Clayton Tom performed the research on the hiring process and made a recommendation for consideration by the Board.
 - b. The Board welcomes testimony from the public, PSAPs, and other stakeholders regarding potential decisions by the board.
 - 2. Victor Ramos stated the following:
 - a. If the board decides to go with the RFP we may continue to see the quality that TKC has brought to the table. There are issues going on right now

that needs expertise and consistency of leadership.

3. Roy Irei stated the following:

- a. Roy Irei recommended that the matter should be brought back to the committees to provide more discussion and clarification.

4. Kerry Yoneshige stated the following

- a. The use of RCUH was a temporary step to eventual full time hires for the Board.
- b. The RCUH contract requires the governor's approval and is nonrenewable.

5. Dave Kajihiro stated the following:

- a. Does the Board want stability through permanent employees?
- b. Other Boards have permanent employees.
- c. I recommend that we go back to the committee(s) to explain what the Board wants to do and request feedback.

6. Kiman Wong asked if the Board requests to solicit an RFP how long will it take? Kerry Yoneshige estimated that it would be about 6 months.

7. Roy Irei motioned to defer the decision regarding the RCUH contract and refer the matter to the Finance Committee for discussion. The motion was seconded and approved unanimously by voice vote.

C. Request for procurement of replacement external auditor.

i. The Executive Director stated the following:

- 1. The boards current audit firm, PKF, has gone out of the auditing business and will not be able to perform any further audits.

2. The procurement of a new auditor may delay the self-imposed deadline of October 2014 for the final audit report.
 3. The Executive Director recommended to Chair Clayton Tom that an audit selection committee be formed consisting of Kiman Wong, Lisa Hiraoka, Kerry Yoneshige and Courtney Tagupa.
 4. Victor Ramos motioned to form an Audit Selection Committee to consist of Kiman Wong, Lisa Hiraoka, Kerry Yoneshige, and Courtney Tagupa with the authority of the Board to select a new audit firm. The motion was seconded and approved unanimously by voice vote.
- ii. Victor Ramos motioned to add to the agenda an action item to address the termination of the PKF audit contract. The motion was seconded and unanimously approved by voice vote.
 - iii. Steven Schutte motioned to terminate the PKC contract for convenience based on conversations with Courtney Tagupa and PKF regarding its announcement of its inability to perform the FY 2014 audit as previously agreed. The motion was seconded and approved unanimously by voice vote.

VIII. Announcements

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

b. Others - none

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

- a. The Board Chair requested if anyone wished to give testimony on issues not on the agenda to be considered for the next meeting's agenda. There was no one that came forward.

X. Adjournment

- a. The meeting was adjourned at 11:55 am.

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

Enhanced 911 Fund				
Budget Analysis				
FY 2013-14	Actuals		Annual Budget	% of Budget Expended
	JUNE	Fiscal YTD		
<i>Receipts:</i>				
Enhanced 911 Surcharge Collection	768,157	9,099,970	9,050,000	100.6%
Interest Income	109	2,339	2,000	117.0%
<i>Receipts</i>	768,266	9,102,309	9,052,000	100.6%
<i>Disbursements:</i>				
Conference Travel	(22,359)	(109,188)	(157,332)	69.4%
Non-Recurring Expenses	(1,619,323)	(1,793,467)	(2,066,254)	86.8%
Recurring Expenses:				
Administration	(324,196)	(1,091,890)	(1,240,904)	88.0%
Maintenance	(700,806)	(2,521,551)	(3,278,600)	76.9%
Telecommunications	(300,699)	(1,795,863)	(1,928,666)	93.1%
Other	(7,540)	(7,540)	(7,600)	99.2%
<i>Disbursements</i>	(2,974,923)	(7,319,499)	(8,679,356)	84.3%
<i>Net Receipts/(Disbursements)</i>	(2,206,657)	1,782,810	372,644	
Cash Flow Analysis				
<i>Net Receipts/(Disbursements)</i>	\$ (2,206,657)	\$ 1,782,810		
Encumbrance Paydowns:				Encumb. Bal.
FY 2011 (Kauai)	(71,307)	(204,525)		419,000
FY 2012 (HFD/EDS/HPD)		(287,474)		751,432
FY 2013		(405,266)		-
FY2014	2,270,905	2,270,905		2,270,905
Net Encumbrance Adds/(Paydown)	2,199,598	1,373,640		
Net Cash Inflow/(Outflow)	(7,059.11)	3,156,449.54		
Bank Balance Analysis:				
ADD: July 1, 2013 Beginning Balance		9,347,748		
Net Bank Balance		12,504,198		
Outstanding Ecumb/Accruals		(3,441,337)		
Unencumbered Cash Balance		\$ 9,062,861		

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

MONTH OF JUNE 2014	Hawaii PSAP	Kauai PSAP	Maui PSAP	Oahu PSAP	ADMIN	TOTAL
Total Receipts	-	-	-	-	768,266	768,266
DISBURSEMENTS:						
6200 CONFERENCES						
6201 911 Goes to WashDC	-	-	-	-	50	50
6212 NASNA Conference	-	-	-	-	1,568	1,568
6213 Navigator	-	-	-	2,433	-	2,433
6214 Nena Conference	-	-	6,600	-	1,927	8,527
6226 Ride the 911 Wave Forum	3,392	1,962	4,428	-	-	9,782
Total 6200 CONFERENCES	3,392	1,962	11,028	2,433	3,544	22,359
6300 Non-RECURRING						
6301 CAD Replac/Upgrade						
6301.01 EMS	-	-	-	48,688	-	48,688
6301.02 Hawai'i Police Dept	1,500,000	-	-	-	-	1,500,000
6301.04 Honolulu Police	-	-	-	31,000	-	31,000
Total 6301 CAD Replac/Upgrade	1,500,000	-	-	79,688	-	1,579,688
6303 Computers						
6303.15 NG911 Record Syst.	-	-	39,635	-	-	39,635
Total 6303 Computers	-	-	39,635	-	-	39,635
Total 6300 Non-RECURRING	1,500,000	-	39,635	79,688	-	1,619,323
6400 RECURRING EXPENSES						
6401 ADMINISTRATION						
6401.01 Exec Dir. Services	-	-	-	-	28,438	28,438
6401.02 ElectronSignatur	-	-	-	-	180	180
6401.08 Board Member Travel	-	-	-	-	6,545	6,545
6401.09 DB&F Assessments						
6401.0101 DB&F Admin. Assess	-	-	-	-	75,558	75,558
6401.0102 DB&F Rev Assessment	-	-	-	-	152,476	152,476
Total 6401.09 DB&F Assessments	-	-	-	-	228,034	228,034
6401.11 Miscellaneous Expense	-	-	-	-	(1)	(1)
6401.15 WSP Cost Recovery						
6401.0101 Sprint/Nextel	-	-	-	-	36,000	36,000
Total 6401.15 WSP Cost Recovery	-	-	-	-	36,000	36,000
6401.18 AG Legal Fees		-	-	-	25,000	25,000
Total 6401 ADMINISTRATION	-	-	-	-	324,196	324,196
6402 MAINTENANCE						
6402.02 Imagery Lic Agree	-	194,621	-	127,150	-	321,771
6402.07 0011 9-1-1MSAG Maint.	51,274	55,070	115,882	90,290	-	312,518
6402.08 CAD Maintenance	66,518	-	-	-	-	66,518
Total 6402 MAINTENANCE	117,792	249,691	115,882	217,440	-	700,806
6403 Other RECURRING						
6403.01 Telcom Charges						
6403.0102 Long Distance	29	170	29	-	-	228
6403.0109 Telcom Trunk	51,057	55,711	69,624	78,907	-	255,299
6403.0110 Ocean Safety						
6403.0110.1 CML	-	-	-	1,663	-	1,663
6403.0110 Ocean Safety - Other	-	-	-	2,124	-	2,124
Total 6403.0110 Ocean Safety	-	-	-	3,787	-	3,787
6403.0112 HPD CML Viper-Kapolei	-	-	-	36,385	-	36,385
6403.011HPDCMLViper-Alapai	-	-	-	5,001	-	5,001
Total 6403.01 Telcom Charges	51,086	55,881	69,652	124,080	-	300,699
6403.02 EMS Tower Lease	-	-	-	7,540	-	7,540
Total 6403 Other RECURRING	51,086	55,881	69,652	131,619	-	308,239
Total 6400 RECURRING EXPENSES	168,878	305,572	185,534	349,060	324,196	1,333,241
Total DISBURSEMENTS	1,672,270	307,534	236,198	431,181	327,740	2,974,923

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

	Hawaii PSAP	Kauai PSAP	Maui PSAP	Oahu PSAP	ADMIN	TOTAL		
FY-TO-DATE JUNE 30, 2014	12 mos.	12 mos.	12 mos.	12 mos.	12 mos.	12 mos.	Annual Budget	\$ Over/(Under) Budget
Total RECEIPTS	-	-	-	-	9,102,309	9,102,309	10,116,557	(1,014,249)
DISBURSEMENTS								
6200 CONFERENCES								
6201 911 Goes to WashDC	6,617	-	9,999	13,891	8,271	38,777	53,700	(14,923)
6204 APCO Conference	-	5,223	-	14,493	-	19,716	24,698	(4,982)
6212 NASNA Conference	-	-	-	-	4,377	4,377	10,210	(5,833)
6213 Navigator	-	-	-	2,433	-	2,433	2,500	(67)
6214 Nena Conference	3,134	-	8,929	(10,605)	(1,574)	(116)	13,400	(13,516)
6225 VIPER CUTOver	2,197	737	2,193	189	-	5,316	5,400	(84)
6226 Ride the 911 Wave Forum	4,497	1,962	4,428	-	27,797	38,685	47,300	(8,615)
6200 CONFERENCES - Other	-	-	-	-	-	-	124	(124)
Total 6200 CONFERENCES	16,445	7,921	25,549	20,401	38,872	109,188	157,332	(48,144)
6300 Non-RECURRING								
6301 CAD Replac/Upgrade								
6301.01 EMS	-	-	-	97,376	-	97,376	99,000	(1,624)
6301.02 Hawai'i Police Dept	1,500,000	-	-	-	-	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	-	-	-	31,000	-	31,000	72,000	(41,000)
Total 6301 CAD Replac/Upgrade	1,500,000	-	-	130,001	-	1,630,001	1,679,605	(49,604)
6303 Computers								
6303.06 GeoComm	-	-	-	30,509	-	30,509	150,000	(119,491)
6303.15 NG911 Record Syst.	-	-	39,635	-	-	39,635	110,000	(70,365)
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	39,635	61,765	-	109,730	303,649	(193,920)
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	1,503,229	5,100	39,635	245,503	-	1,793,467	2,066,254	(272,787)

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

	Hawaii PSAP	Kauai PSAP	Maui PSAP	Oahu PSAP	ADMIN	TOTAL		
FY-TO-DATE JUNE 30, 2014	12 mos.	12 mos.	12 mos.	12 mos.	12 mos.	12 mos.	Annual Budget	\$ Over/(Under) Budget
6400 RECURRING EXPENSES								
6401 ADMINISTRATION								
6401.01 Exec Dir. Services	-	-	-	-	341,250	341,250	341,250	-
6401.02 ElectronSignatur	-	-	-	-	180	180	189	(9)
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	-	-	-	-	31,209	31,209	28,988	2,221
6401.09 DB&F Assessments								
6401.0101 DB&F Admin. Assess	-	-	-	-	131,186	131,186	238,000	(106,814)
6401.0102 DB&F Rev Assessment	-	-	-	-	455,246	455,246	454,444	802
6401.0104 FY2013 Assess	-	-	-	-	24,914	24,914	-	24,914
Total 6401.09 DB&F Assessments	-	-	-	-	611,345	611,345	692,444	(81,099)
6401.11 Miscellaneous Expense	(0)	-	-	-	(2)	(2)	500	(502)
6401.12 NASNA Dues	-	-	-	-	-	-	215	(215)
6401.13 Parking Permits	-	-	-	-	500	500	210	290
6401.15 WSP Cost Recovery								
6401.0101 Sprint/Nextel	-	-	-	-	72,301	72,301	-	72,301
6401.15 WSP Cost Recovery - Other	-	-	-	-	-	-	140,000	(140,000)
Total 6401.15 WSP Cost Recovery	-	-	-	-	72,301	72,301	140,000	(67,699)
6401.17 ADA Compliance	-	-	-	-	-	-	500	(500)
6401.18 AG Legal Fees	25,000	-	-	-	-	25,000	25,000	-
Total 6401 ADMINISTRATION	25,000	-	-	-	1,066,890	1,091,890	1,240,904	(149,014)
6402 MAINTENANCE								
6402.02 Imagery Lic Agree	-	194,621	-	344,326	-	538,947	874,698	(335,751)
6402.05 Logging Record Maint	-	-	-	60,775	-	60,775	60,775	-
6402.07 0011 9-1-1MSAG Maint.	308,768	330,423	346,526	541,742	-	1,527,459	1,654,959	(127,500)
6402.08 CAD Maintenance	66,518	-	160,878	-	-	227,396	233,862	(6,466)
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	375,286	525,043	507,404	1,113,819	-	2,521,551	3,278,600	(757,049)
6403 Other RECURRING								
6403.01 Telcom Charges								
6403.0101 Alt. PSAP 9-1-1 Del	-	-	-	-	-	-	100,950	(100,950)
6403.0102 Long Distance	372	382	335	-	-	1,089	1,440	(351)
6403.0103 Mileage	-	-	-	10,432	-	10,432	11,400	(968)
6403.0109 Telcom Trunk	306,344	120,693	278,495	946,881	-	1,652,413	1,657,050	(4,637)
6403.0110 Ocean Safety								
6403.0110.1 CML	-	-	-	18,289	-	18,289	20,000	(1,711)
6403.0110.2 Centrex	-	-	-	4,036	-	4,036	4,730	(694)
6403.0110.3 Mileage	-	-	-	743	-	743	811	(68)
6403.0110 Ocean Safety - Other	-	-	-	2,124	-	2,124	-	2,124
Total 6403.0110 Ocean Safety	-	-	-	25,192	-	25,192	25,541	(349)
6403.0112 HPD CML Viper-Kapolei	-	-	-	92,750	-	92,750	132,285	(39,535)
6403.011HPDCMLViper-Alapai	-	-	-	13,986	-	13,986	-	13,986
Total 6403.01 Telcom Charges	306,716	121,075	278,829	1,089,242	-	1,795,863	1,928,666	(132,803)
6403.02 EMS Tower Lease	-	-	-	7,540	-	7,540	7,600	(60)
Total 6403 Other RECURRING	306,716	121,075	278,829	1,096,782	-	1,803,402	1,936,266	(132,864)
Total 6400 RECURRING EXPENSES	707,002	646,119	786,233	2,210,600	1,066,890	5,416,844	6,455,770	(1,038,926)
Total DISBURSEMENTS	2,226,676	659,140	851,417	2,476,504	1,105,762	7,319,499	8,679,356	(1,359,857)

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

Summary of Encumbrances/Accruals:						
<i>FY 2011 Encumbrances:</i>	Oahu	Maui	Kauai	Hawaii	Admin	Total
CAD Upgrade:			418,999.59			418,999.59
<i>FY 2012 Encumbrances:</i>						-
CAD Upgrades:						
EMS/FIRE	56,040.27					56,040.27
HPD	695,392.00					695,392.00
Total FY 2012 Encumbrances	751,432.27	-	-	-	-	751,432.27
<i>FY 2013 Accruals</i>						
CAD Upgrade	31,000.00			1,500,000.00		1,531,000.00
CAD Maintenance				66,517.78		66,517.78
DB&F Rev. Assessment					8,306.31	8,306.31
DB&F Admin. Assessment					55,632.35	55,632.35
AG Legal Expenses for IRC					25,000.00	25,000.00
NENA Conference		6,600.00				6,600.00
Imagery License Agreement	127,150.00					127,150.00
WSP Recovery-Sprint					36,000.00	36,000.00
MSAG & GIS	90,290.34	86,911.73	27,535.21	25,637.24		230,374.52
Microwave Antenna Lease	3,770.00					3,770.00
Ocean Safety-Telecom	2,124.40					2,124.40
HawTelcom CML Positions	78,906.78	46,415.76	18,578.30	25,528.66		169,429.50
HT CML Viper (Kapolei)	5,500.00					5,500.00
HT CML Viper (Alapai)	1,500.00					1,500.00
Board & Committee Travel					2,000.00	2,000.00
Total FY 2013 Accruals	340,241.52	139,927.49	46,113.51	1,617,683.68	126,938.66	2,270,904.86
Total Encumbrances/Accruals	1,091,673.79	139,927.49	465,113.10	1,617,683.68	126,938.66	3,441,336.72

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

FY-TO-DATE JUNE 30, 2014	Hawaii PSAP		
	12 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		
6225 VIPER CUTOver	2,197	1,200	997
6226 Ride the 911 Wave Forum	4,497		
6200 CONFERENCES - Other	-		
Total 6200 CONFERENCES	16,445	8,600	7,845
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	1,503,229	1,558,229	(55,000)
6400 RECURRING EXPENSES			
6402 MAINTENANCE			
6402.02 Imagery Lic Agree	-		
6402.05 Logging RecordMaint	-		
6402.07 0011 9-1-1MSAG Maint.	308,768	480,444	(171,676)
6402.08 CAD Maintenance	66,518	64,255	2,263
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	375,286	549,005	(173,719)
6403 Other RECURRING			
6403.01 Telcom Charges			
6403.0101 Alt. PSAP 9-1-1 Del	-		
6403.0102 Long Distance	372	480	(108)
6403.0103 Mileage	-		
6403.0109 Telcom Trunk	306,344	306,348	(4)
6403.0110 Ocean Safety			
6403.0110.1 CML	-		
6403.0110.2 Centrex	-		
6403.0110.3 Mileage	-		
6403.0110 Ocean Safety - Other	-		
Total 6403.0110 Ocean Safety	-		
6403.0112 HPD CML Viper-Kapolei	-		
6403.0111HPDCMLViper-Alapai	-		
Total 6403.01 Telcom Charges	306,716	306,828	(112)
6403.02 EMS Tower Lease	-		
Total 6403 Other RECURRING	306,716	306,828	(112)
Total 6400 RECURRING EXPENSES	682,002	855,833	(173,831)
Total DISBURSEMENTS	2,201,676	2,422,662	(220,986)

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

FY-TO-DATE JUNE 30, 2014		Kauai PSAP		
		12 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	1,962		
6200	CONFERENCES - Other	-		
Total 6200 CONFERENCES		7,921	12,478	(4,557)
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	194,621	186,810	7,811
6402.05	Logging RecordMaint	-		
6402.07	0011 9-1-1MSAG Maint.	330,423	330,423	(0)
6402.08	CAD Maintenance	-		
6402.09	CAD System Maint			
6402.1003	Honolulu Police Dept	-		
Total 6402.09 CAD System Maint		-		
6402.11	GeoComm Maint	-		
6402.13	Software Maintenance			
6402.131	Integrgraph DB S/W Maint	-		
Total 6402.13 Software Maintenance		-		
Total 6402 MAINTENANCE		525,043	517,233	7,810
6403 Other RECURRING				
6403.01 Telcom Charges				
6403.0101	Alt. PSAP 9-1-1 Del	-	100,950	(100,950)
6403.0102	Long Distance	382	480	(98)
6403.0103	Mileage	-		
6403.0109	Telcom Trunk	120,693	111,398	9,295
6403.0110	Ocean Safety			
6403.0110.1	CML	-		
6403.0110.2	Centrex	-		
6403.0110.3	Mileage	-		
6403.0110	Ocean Safety - Other	-		
Total 6403.0110 Ocean Safety		-		
6403.0112	HPD CML Viper-Kapolei	-		
6403.0111	HPDCML Viper-Alapai	-		
Total 6403.01 Telcom Charges		121,075	212,828	(91,753)
6403.02 EMS Tower Lease		-		
Total 6403 Other RECURRING		121,075	212,828	(91,753)
Total 6400 RECURRING EXPENSES		646,119	730,061	(83,942)
Total DISBURSEMENTS		659,140	747,639	(88,499)

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

FY-TO-DATE JUNE 30, 2014	Maui PSAP		
	12 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	-	7,400	(7,400)
6213 Navigator	-		
6214 Nena Conference	8,929		
6225 VIPER CUTOver	2,193	1,200	993
6226 Ride the 911 Wave Forum	4,428		4,428
6200 CONFERENCES - Other	-		
Total 6200 CONFERENCES	25,549	19,700	5,849
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.	39,635	55,000	(15,365)
6303.16 ViperInstall	-		
6303.17 Intrado Phone	-		
6303.18 PWC Tech Cutover Supp	-		
6303.19 Repositioning Expense	-		
Total 6303 Computers	39,635	55,000	(15,365)
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	39,635	55,000	(15,365)
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.	346,526	302,350	44,176
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	507,404	859,845	(352,441)
6403 Other RECURRING			
6403.01 Telcom Charges			
6403.0101 Alt. PSAP 9-1-1 Del	-		
6403.0102 Long Distance	335	480	(145)
6403.0103 Mileage	-		
6403.0109 Telcom Trunk	278,495	292,420	(13,925)
6403.0110 Ocean Safety			
6403.0110.1 CML	-		
6403.0110.2 Centrex	-		
6403.0110.3 Mileage	-		
6403.0110 Ocean Safety - Other	-		
Total 6403.0110 Ocean Safety	-		
6403.0112 HPD CML Viper-Kapolei	-		
6403.011HPDCMLViper-Alapai	-		
Total 6403.01 Telcom Charges	278,829	292,900	(14,071)
6403.02 EMS Tower Lease	-		
Total 6403 Other RECURRING	278,829	292,900	(14,071)
Total 6400 RECURRING EXPENSES	786,233	1,152,745	(366,512)
Total DISBURSEMENTS	851,417	1,227,445	(376,028)

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

FY-TO-DATE JUNE 30, 2014	Oahu PSAP		
	12 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	2,433	2,500	(67)
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	20,401	42,480	(22,079)
6300 Non-RECURRING			
6301 CAD Replac/Upgrade			
6301.01 EMS	97,376	99,000	(1,624)
6301.02 Hawai'i Police Dept	-		
6301.03 Honolulu Fire Dept.	-	6,105	(6,105)
6301.031 Licensing	1,625	2,500	(875)
6301.032 Consulting	1,625	8,605	(6,980)
Total 6301.03 Honolulu Fire Dept.	1,625	8,605	(6,980)
6301.04 Honolulu Police	31,000	72,000	(41,000)
Total 6301 CAD Replac/Upgrade	130,001	179,605	(49,604)
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	245,503	447,925	(202,422)
6400 RECURRING EXPENSES			
6402 MAINTENANCE			
6402.02 Imagery Lic Agree	344,326	300,000	44,326
6402.05 Logging Record Maint	60,775	60,775	-
6402.07 0011 9-1-1MSAG Maint.	541,742	541,742	0
6402.08 CAD Maintenance	-	-	-
6402.09 CAD System Maint			
6402.1003 Honolulu Police Dept	130,609	400,000	(269,391)
Total 6402.09 CAD System Maint	130,609	400,000	(269,391)
6402.11 GeoComm Maint	36,366	50,000	(13,634)
6402.13 Software Maintenance			
6402.131 Integrgraph DB S/W Maint	-		
Total 6402.13 Software Maintenance	-		
Total 6402 MAINTENANCE	1,113,819	1,352,517	(238,698)
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	946,881	946,884	(3)
6403.0110 Ocean Safety			
6403.0110.1 CML	18,289	20,000	(1,711)
6403.0110.2 Centrex	4,036	4,730	(694)
6403.0110.3 Mileage	743	811	(68)
6403.0110 Ocean Safety - Other	2,124		2,124
Total 6403.0110 Ocean Safety	25,192	25,541	(349)
6403.0112 HPD CML Viper-Kapolei	92,750	132,285	(39,535)
6403.0111HPDCMLViper-Alapai	13,986		
Total 6403.01 Telcom Charges	1,089,242	1,116,110	(26,868)
6403.02 EMS Tower Lease	7,540	7,600	(60)
Total 6403 Other RECURRING	1,096,782	1,123,710	(26,928)
Total 6400 RECURRING EXPENSES	2,210,600	2,476,227	(265,627)
Total DISBURSEMENTS	2,476,504	2,966,632	(490,128)

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

					ADMIN		
FY-TO-DATE JUNE 30, 2014					12 mos.	Annual Budget	\$ Over/(Under) Budget
Total RECEIPTS					9,102,309	10,116,557	(1,014,249)
DISBURSEMENTS							
6200 CONFERENCES							
6201 911 Goes to WashDC					8,271	14,000	(5,729)
6204 APCO Conference					-	3,840	(3,840)
6212 NASNA Conference					4,377	2,810	1,568
6213 Navigator					-		
6214 Nena Conference					(1,574)	6,000	(7,574)
6225 VIPER CUTOver					-		
6226 Ride the 911 Wave Forum					27,797	47,300	(19,503)
6200 CONFERENCES - Other					-	124	(124)
Total 6200 CONFERENCES					38,872	74,074	(35,202)
6400 RECURRING EXPENSES							
6401 ADMINISTRATION							
6401.01 Exec Dir. Services					341,250	341,250	-
6401.02 ElectronSignatur					180	189	(9)
6401.05 Audit Expense					10,000	11,500	(1,500)
6401.06 Bank Charge					107	108	(1)
6401.08 Board Member Travel					31,209	28,988	2,221
6401.09 DB&F Assessments							
6401.0101 DB&F Admin. Assess					131,186	238,000	(106,814)
6401.0102 DB&F Rev Assessment					455,246	454,444	802
6401.0104 FY2013 Assess					24,914		
Total 6401.09 DB&F Assessments					611,345	692,444	(81,099)
6401.11 Miscellaneous Expense					(2)	500	(502)
6401.12 NASNA Dues					-	215	(215)
6401.13 Parking Permits					500	210	290
6401.15 WSP Cost Recovery							
6401.0101 Sprint/Nextel					72,301		
6401.15 WSP Cost Recovery - Other					-	140,000	(140,000)
Total 6401.15 WSP Cost Recovery					72,301	140,000	(67,699)
6401.17 ADA Compliance					-	500	(500)
6401.18 AG Legal Fees					25,000	25,000	-
Total 6401 ADMINISTRATION					1,091,890	1,240,904	(149,014)
Total 6400 RECURRING EXPENSES					1,091,890	1,240,904	(149,014)
Total DISBURSEMENTS					1,130,762	1,314,978	(184,216)

Oahu Civilian 9-1-1 Status Report

June 1, 2014 – June 30, 2014

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Oahu Civilian E9-1-1 Status Report

June 1, 2014 – June 30, 2014

1 PSAP Operations

1.1 9-1-1 Call Volume – June 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 Total Calls	No. of Calls with No ALI	% of Total Calls	No. of Admin Calls	% of Total Calls	No. of 9-1-1 Calls Abandoned by Caller	% of Total Calls	No. of Other Calls	% of Total Calls
June	82,323	19,362	23.52%	60,483	73.47%	54.51%	18.96%	2,445	2.97%	33	0.04%	1,652	2.01%	12,773	15.52%	395	0.48%

Oahu Civilian E9-1-1 Status Report

June 1, 2014 – June 30, 2014

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 VolP Calls	% of Total Calls	No. of Calls with No ALI	% of Total Calls	No. of Admin Calls	% of Total Calls	No. of 9-1-1 Calls Abandoned by Caller	% of Total Calls	No. of Total 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%	2,342	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%	2,384	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	82,323	19,362	23.52%	60,483	73.47%	54.51%	18.96%	2,445	2.97%	33	0.04%	1,652	2.01%	12,773	15.52%	395	0.48%
July																	
August																	
September																	
October																	
November																	
December																	
YTD	485,442	113,766		349,034				10,212		12,429		11,248		71,004		2,397	
MON AVG	80,907	18,961	23.45%	58,172	71.88%	52.28%	19.60%	1,702	2.07%	2,072	2.60%	1,875	2.32%	11,834	14.67%	400	0.50%

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

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

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June 1, 2014 – June 30, 2014

1.3 9-1-1 Call Volume by Agency – June 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
June	73,876	89.74%	22,021	38,346	901	12,608	0	0	0.00%	0	0	0

Note : Honolulu Fire Department Call Volume Numbers were not provided for June 2014.

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
June	8,021	9.74%	721	152	0	31	0.04%	30	13	0

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June 1, 2014 – June 30, 2014

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

9-1-1 Call Volume by Agency																		
2014	HPD						HFD				EMS				OS			
	Number of Total Calls Received	% of Total Calls	No. of Emergency Calls	No. of Non Emergency Calls	No. of Admin Calls	No. of Dropped Calls	No. of Total Calls Received	% of Total Calls	No. of Admin Calls	No. of Dropped Calls	No. of Total Calls Received	% of Total Calls	No. of Admin Calls	No. of Dropped Calls	No. of Total Calls Received	% of Total Calls	No. of Admin Calls	No. of Dropped Calls
January	70,176	86.53%	18,601	38,600	921	12,054	2,270	2.80%	88	61	8,108	10.00%	888	111	58	0.07%	49	9
February	65,130	86.27%	17,565	36,503	915	10,147	2,228	2.95%	233	0	7,662	10.15%	642	78	41	0.05%	40	2
March	71,563	87.07%	19,959	38,383	751	12,470	2,069	2.52%	147	24	8,153	9.92%	750	95	72	0.09%	71	6
April	67,525	86.40%	19,297	36,199	777	11,252	2,310	2.96%	304	0	7,940	10.16%	887	172	62	0.08%	55	7
May	75,253	87.32%	22,828	39,363	1,015	12,47	2,403	2.79%	333	0	8,031	9.32%	669	153	63	0.07%	61	2
June	73,876	89.74%	22,021	38,346	901	12,608	0	0.00%	0	0	8,021	9.74%	721	152	31	0.04%	30	13
July																		
August																		
September																		
October																		
November																		
December																		
YTD	423,523		120,271	227,394	5,280	58,531	11,280		1,105	85	47,915		4,557	761	327		306	39
MON AVG	70,587	87.22%	20,045	37,899	880	11,706	1,880	2.34%	184	14	7,986	9.88%	760	127	55	0.07%	51	7

Note : Honolulu Fire Department Call Volume Numbers were not provided for June 2014.

Oahu Civilian E9-1-1 Status Report

June 1, 2014 – June 30, 2014

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 – June 2014

Date	WSP	Sites Tested	Sectors Tested	Tested By:	Test Pass/Fail
6/5/2014	AT&T	1	12	Oahu PSAP	Fail
06/26/14	AT&T	1	12	Oahu PSAP	Pass
06/27/14	Sprint	1	1	Oahu PSAP	Fail

There were two (2) scheduled Wireless 911 test and 1 follow up 911 test performed in June 2014. The first scheduled test on 06/05/2014 failed and was successfully re-tested on 06/26/2014. This included one (1) cell tower with twelve (12) sectors. The second scheduled test was performed with one (1) tower and one (1) sector which failed. Test will be re-scheduled in July.

Oahu Civilian E9-1-1 Status Report

June 1, 2014 – June 30, 2014

2 MSAG

2.1 Current Month – June 2014

2014		9-1-1NET REQUESTS										In Referred Status as of Report Month End (d)			In Suspended Status as of Report Month End (e)	
		MSAG TRANSACTIONS							ALI TRANSACTIONS							
PSAP	TOTAL	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected	County Address Change Request (TN CR) Submitted (a)	ALI Discrepancy (ALI-DR) Submitted (b)	VoIP Discrepancy (VoIP DR) Request Processed (c)	TN CR	ALI-DR	VoIP DR	# of Transactions	TNs Affected
OAHU CIVILIAN	411	243	153	10	51	3	26	15,959	166	2	0	16	0	0	0	0

A total of 411 MSAG transactions were processed during the month of June 2014. 243 9-1-1Net requests were processed relating to the MSAG database, with 15,959 customer ANI/ALI (telephone/address) records updated as a direct result of Akimeka's address research and GIS validation process. 166 Telephone Number Change Requests (TN CR) were processed in 9-1-1Net for updates and corrections to the ALI database. Streets and address ranges were validated against the GIS to ensure synchronization and an MSAG 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 16 TN CRs in Referred status as of June 30, 2014.

Referred Status: There are sixteen (16) TN CR records in Referred status as of June 30, 2014. Referred records are awaiting approval from Hawaiian Telcom, Inc. Akimeka continues to monitor and track the progress of the Referred records. Once a telephone number is submitted to Intrado for correction, it must be verified against HT records and/or approved by the customer. Intrado's internal process requires calling each telephone customer individually for approval to update an address in the 9-1-1 database.

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

There are no Suspended Records as of June 30, 2014

Oahu Civilian E9-1-1 Status Report

June 1, 2014 – June 30, 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	411	243	153	10	51	3	26	15,959	166	2	0	16	0	0	0	0
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	2,915	2,241	1,905	45	81	19	191	120,731	658	15	1					
AVG PER MO	486	374	318	8	14	3	32	20,122	110	3	0					

Note: Revised categories and report format changes effective June 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.

Oahu Civilian E9-1-1 Status Report

June 1, 2014 – June 30, 2014

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 **June 30, 2014**

OMIL Existing Community Name	New Approved Community Name	MSAG Records	MSAG Transactions Required	Status	Notes/Comments
Bellows Airforce Station	BELLOWS	65	65	COMPLETED -- 03/31/13	
Kaneohe MCAS	MCBH	356	356	COMPLETED -- 06/19/13	
Helemano Military Res	HELEMANO	33	33	COMPLETED -- 06/24/13	
Naval Comm Sat Wahiawa	NCTAMS PAC	3	3	COMPLETED -- 07/01/13	
NCTAMS	NCTAMS PAC	12	12	COMPLETED -- 07/09/13	
Naval Comm Stat Wahiawa	NCTAMS PAC	38	38	COMPLETED -- 07/16/13	
Camp Stover	SCHOFIELD	9	9	COMPLETED -- 07/16/13	
East Range	SCHOFIELD	3	3	COMPLETED -- 07/16/13	
Schofield Barracks	SCHOFIELD	2	2	COMPLETED -- 07/16/13	
Hicham AFB	HICKAM	2	2	COMPLETED -- 07/17/13	
Manana Naval Quarters	MANANA	37	37	COMPLETED -- 07/17/13	
TAMC	TRIPLER	9	9	COMPLETED -- 07/19/13	
Fort Kam	HICKAM	27	27	COMPLETED -- 07/31/13	
Fort Derussy	FT DERUSSY	6	6	COMPLETED -- 07/31/13	
Hospital Point	PEARL HBR	2	2	COMPLETED -- 08/12/13	
Naval Magazine Lualualei	PEARL HBR	2	2	COMPLETED -- 08/12/13	
Hale Alii	PEARL HBR	3	3	COMPLETED -- 08/12/13	
Pearl Harbor	PEARL HBR	86	86	COMPLETED -- 08/12/13	Nine (9) records did not receive the new community name. Eight (8) records due to overlapping with existing records (0 TNs) and one (1) record Akimeka does not have the authorization to change.

Oahu Civilian E9-1-1 Status Report

June 1, 2014 – June 30, 2014

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

OMIL Existing Community Name	New Approved Community Name	MSAG Records	MSAG Transactions Required	Status	Notes/Comments
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 -- 01/30/14	One record did not receive the new community name due to the overlapping with existing records (2 TNs).
Tripler AMC	TRIPLER	116	116	COMPLETED -- 02/18/14	
Wheeler AFB	SCHOFIELD	11	11	COMPLETED -- 02/20/14	
Hickam Air Force Base	HICKAM	3	3	COMPLETED -- 02/24/14	
Wheeler	SCHOFIELD	75	75	COMPLETED -- 04/28/14	One record did not receive the new community name due to the overlapping with existing records (0 TNs).
Fort Shafter	FT SHAFTER	282	282	COMPLETED -- 06/23/14	

In the month of June 2014, Fort Shafter was “Completed”.

A total of 1,993 MSAG transactions have been completed thus far – **80% Complete**. An estimated 474 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.

Oahu Civilian E9-1-1 Status Report June 1, 2014 – June 30, 2014

2.3.3 MSAG Community and Street Segment Sweep – Phase V

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 **June 30, 2014**:

MSAG COMMUNITY (In Order of Effort)	MSAG COMMUNITY AND STREET SEGMENT SWEEP -- PHASE V					GIS UPDATES	
	TARGET START DATE	TARGET COMPLETION DATE	AKIMEKA COMPLETION DATE	ACTUAL COMPLETION DATE	NOTES/COMMENTS	DATE GIS DELIVERED TO HPD	DATE GIS LOADED TO CAD BY HPD
Pearl HBR	08/01/13	08/14/13	08/12/13	09/03/13	Data was not loaded due to discrepancies with the Common Places	08/23/13	
Ford ISL	08/15/13	09/03/13	08/19/13	09/03/13		08/23/13	
Makalapa	09/04/13	09/06/13	09/06/13	09/06/13		09/06/13	09/11/13
Aliamanu	09/09/13	09/13/13	09/18/13	09/19/13		09/20/13	09/23/13
Salt Lake	09/16/13	09/23/13	09/23/13	09/23/13		09/20/13	09/23/13
Kalihi	09/24/13	10/21/13	11/08/13	12/02/13		10/18/13	10/29/13
Nuuanu	10/22/13	11/06/13	11/12/13	11/12/13	In 11/1/13 data, a discrepancy was identified with Beat recommendations within the CAD, therefore a new set of data was sent on 11/7/13 to resolve this	11/1/2013, 11/7/13	11/12/13
Downtown	11/07/13	11/18/13	11/21/13	11/21/13		11/15/13	11/25/13
Kakaako	11/19/13	11/26/13	11/27/13	11/27/13		11/29/13	12/06/13
Ala Moana	11/27/13	12/04/13	12/04/13	12/11/13			
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			
McCully	01/24/14	02/04/14	01/21/14	01/29/14		01/24/14	01/28/14
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			
Kahala	03/19/14	03/27/14	04/10/14	04/28/14		03/21/14	03/28/14
Waialae	03/28/14	04/08/14	04/10/14	04/28/14		04/04/14	04/22/14
Aina Haina	04/09/14	04/18/14	04/18/14	04/28/14		04/18/14	04/28/14
Hawaii Kai	04/21/14	05/09/14	06/06/14	06/27/14		05/02/14	05/16/14
						05/16/14	05/23/14

In the month of June 2014, Hawaii Kai community was completed. Phase V work effort is now complete.

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3 Geographic Information System (GIS) – June 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		06/27/14	
	6/27/2014		Reviewed duplicate address points per TriTech restrictions. Identified eleven (11) valid address points and deleted eight (8)
	6/24/2014		Added one (1) alias in Kaneohe
			Added apartment letters to two (2) addresses in Kaneohe
	6/24/2014		Deleted four (4) address points in Kaneohe; duplicate addresses
	6/23/2014		Spatially corrected two (2) address points in Nuuanu
			Deleted three (3) address points in Nuuanu; duplicate addresses
	6/20/2014		Reviewed duplicate address points per TriTech restrictions. Deleted four (4) addresses
			Added one (1) alias and one (1) routing ID in Aiea
	6/18/2014		Deleted one (1) address point; duplicate address
	6/16/2014		Reviewed duplicate address points per TriTech restrictions. Identified twenty-two (22) valid addresses and deleted fourteen (14)
	6/16/14 - 6/27/14		Added five (5) new address points in Aiea
	6/13/14 - 6/27/14		Spatially corrected ninety-seven (97) address points in Aiea
		06/13/14	
	6/13/2014		Added three (3) routing IDs in Aiea
			Reviewed duplicate address points per TriTech restrictions. Identified two (2) valid addresses and deleted twelve (12)
	6/12/2014		Spatially corrected one (1) address point in Waikiki
			Spatially corrected two (3) address points in Hauula
			Added one (1) alias to an address point in Sunset
			Added seventy-three (73) unit numbers to address points in Kapolei
			Reviewed duplicate address points per TriTech restrictions. Identified seventy-three (73) valid addresses and deleted three (3)
	6/11/2014		Corrected one (1) address point LocationName in Kaneohe
	6/11/2014		Spatially corrected one (1) address point in Pearl City
	6/11/14 - 6/12/14		Spatially corrected two (2) address point in Hawaii Kai
	6/11/2014		Spatially corrected two (2) address points in Kahuku
			Spatially corrected forty-two (42) address points in Downtown
			Reviewed duplicate address points per TriTech restrictions. Identified five (5) valid addresses and deleted forty-eight (48)

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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.

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	6/10/2014		Deleted one (1) address point in Kaneohe; duplicate address
	6/5/2014		Deleted one (1) address point in Kaneohe; duplicate address
	6/4/2014		Corrected seventeen (17) address points per new MedicStation points
	6/3/2014		Deleted three (3) address points in Kaneohe; duplicate addresses
	6/2/2014		Deleted one (1) address point in Kailua; duplicate address.
			Added one (1) alias
			Added one (1) routing ID in Kailua
			Deleted two (2) address points in Kaneohe; duplicate addresses
	6/2/14 - 6/26/14		Spatially corrected two thousand fourty-seven (2,447) address points in Kaneohe
	6/2/2014		Added five (5) routing IDs in Kaneohe
6/2/14 - 6/23/14		Added eighteen (18) new address points in Kaneohe	
Common Place Name		06/27/14	
	6/27/2014		Spatially corrected one (1) point of interest in Kaneohe
	6/25/2014		Spatially corrected fifteen (15) points of interest in Kaneohe
	6/23/2014		Corrected address for FCU HI USA Ala Moana in Honolulu
			Spatially corrected FCU HI USA Ala Moana in Honolulu
			Corrected location name from Waianae Market to Waianae Express in Waianae
			Spatially corrected Waianae Express in Waianae
			Corrected location name from Royal Hawaiian Count to Royal Hawaiian GC in Kailua
			Spatially corrected one (1) point of interest in Nuuanu
		6/19/2014	
		06/13/14	
	6/13/2014		Spatially corrected HFD Kaneohe 17 in Kaneohe
			Added Medic Stations - EMS Aiea, EMS Ewa Beach, EMS Hawaii Kai, EMS Kahuku, EMS Kaneohe, EMS Kuakini, EMS Makakilo, EMS Makiki, EMS Pawaa, EMS Punchbowl, EMS Wahiawa, EMS Waialua, EMS Waianae, EMS Wailupe, EMS Waimanalo, EMS Waipahu, EMS Waipio
			Added Palama Market in Kalihi
	6/9/2014		Spatially corrected locations in Kaneohe for Pali View Baptist Pr, Pali View Baptist Ch, Seventh Day Adventis, Haleo Na Pua, Teddy Bear Day Care

Oahu Civilian E9-1-1 Status Report

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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.

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)			
Fire Response Areas		06/27/14	
	6/23/2014		Corrected STA12/STA24 boundary
		06/23/14	
	6/10/2014		Corrected STA30/STA8 boundary
Fire Stations			
Major Roads			
MSAG Address Points (aka Pseudo Address Points)			
MSAG Communities (aka Towns)		06/27/14	
		06/13/14	
	6/12/2014		Corrected AMR/Aliamanu boundary
			Corrected AMR/Salt Lake boundary
	6/11/2014		Corrected AMR/Aiea boundary
	6/10/2014		Corrected Catlin Pk to fence line
			Corrected boundary for Moanalua around the Navy Marine golf course
6/9/2014		Corrected PC Pen/Pearl City boundary	
Medic Beats			
Medic Response Areas		06/27/14	
	6/23/2014		Corrected MED10/MED27 boundary
		06/13/14	
	6/12/2014		Corrected MED14/MED20 boundary
Medic Stations	6/9/2014		Performed minor updates to some addresses and made spatial corrections
	6/3/2014		Created new Medic Stations layer from Unit Locations provided by EMS

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3.4 Mapping Layers Updated (Part IV)

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

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)			
Milepost Markers			
Net_Junctions		06/19/14	
	6/19/2014		Populated with the latest MSAG Community and Police Beat updates
		06/02/14	
	6/2/2014		Populated with the latest MSAG Community and Police Beat updates
Points of Interest			
Police Beats		06/27/14	
	6/23/2014		Worked on correcting Beat 874 according to the HPD written policies and procedures
		06/13/14	
	6/12/2014		Corrected boundaries for Beats 550, 383, 384, 551 at AMR fence line
Police Districts			
Police Response Areas			
Police Stations			
Schools			

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June 1, 2014 – June 30, 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.

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)			
Street Centerlines		06/27/14	
	6/23/2014		Spatially corrected Fort Weaver Rd, Geiger Rd, Karayan St, Oahu Railway, and Renton Rd in Ewa Beach
	6/19/2014		Corrected directional errors on Fort St in Downtown
			Corrected directional errors on H1W Fwy in Kaimuki
			Created new street in Airport at commuter terminal
			Added street ranges to Casey St in Hale Moku
		06/13/14	
	6/12/2014		Split Bougainville Dr at AMR/Aiea boundary
	6/9/2014		Spatially corrected Kapiolani Blvd at the Kapahulu/McCully boundary
			Split Catlin Dr at the Airport/Catlin Pk boundary
			Split Peltier Ave at the Salt Lake/Halsey T boundary and at the Airport/Miller Pk boundary
			Split Aala St at the Nuuanu/Downtown boundary
	6/6/2014		Spatially corrected 19 street segments in Kailua on Aukele St, Hele St, Hui St, Keolu Dr, Kupau St, Liku St, Loho St, Mowai St
			Split Kualakai Pkwy at the Kapolei/Ewa Beach/Makakilo boundary
	6/5/2014		Spatially corrected 20 street segments in Kailua on Hele St, Keolu Dr, Kina St, Loho St, Manulani St, Mowai St, Nanialii St, Punua Pl, Punua Way
			Finished analyzing speed limits and corrections to assist with EMS CAD recommendations
	6/4/2014		Spatially corrected 21 street segments in Kailua on Apokula Pl, Apokula St, Hele St, Kina St, Kuloaa Pl, Kupau Pl, Kupau St, Kuuna Pl, Kuuna St, Lekeona St, Mapuana St
			Corrected speed limits for 87 segments of Kalanianaʻole Hwy to assist with more accurate CAD recommendations at EMS
Trails			

Oahu Civilian E9-1-1 Status Report

June 1, 2014 – June 30, 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.

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)			
WSP Cell Sectors		06/30/14	
		06/27/14	
	6/26/2014		Per VZW CRS
	6/25/2014		Per ATT CRS
		06/23/14	
		06/16/14	
		06/13/14	
		06/09/14	
	6/4/2014		Per ATT CRS
	6/3/2014		Per ATT CRS
	06/02/14		
WSP Cell Towers		06/30/14	
		06/27/14	
	6/26/2014		Per VZW CRS
	6/25/2014		Per ATT CRS
		06/23/14	
		06/16/14	
		06/13/14	
		06/09/14	
	6/4/2014		Per ATT CRS
	6/3/2014		Per ATT CRS
	06/02/14		
OTHER SUPPORTING 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)			
Churches			
Gas Stations			
Food & Beverage			

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3.7 Mapping Layers Updated (Part VII)

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

Type of Layer	Akimeka GIS Server	Date Uploaded to ftp Site	Other/Remarks
	Date Created/ Edits Performed		
OTHER SUPPORTING 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)			
Hospitals			
Lodging			
Medical Facilities			
Ocean Rescue Boundaries			
Ocean Safety (Includes Lifeguard Stands)			
Dive Locations			
Surf Breaks			
Parcels			
Parks (Includes National Parks)			
Parks Polygon			
Post Offices			
Subdivisions			

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3.8 Mapping Layers Updated (Part VIII)

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

Type of Layer	Akimeka GIS Server	Date Uploaded to ftp Site	Other/Remarks
	Date Created/ Edits Performed		
DISASTER/HOMELAND SECURITY LAYERS (Listed Alphabetically)			
Airports			
Bridges			
Coastline			
Coastal Names			
Critical Infrastructure			
Emergency Shelters			
Government Buildings			
Helipads			
Hydrology Layers			
Dams			
Ponds			
Streams Includes Rivers			
Waterfalls			

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3.9 Mapping Layers Updated (Part IX)

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

Type of Layer	Akimeka GIS Server	Date Uploaded to ftp Site	Other/Remarks
	Date Created/ Edits Performed		
DISASTER/HOMELAND SECURITY LAYERS (Listed Alphabetically)			
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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June 1, 2014 – June 30, 2014

3.10 Geographic Information System (GIS) Narrative

3.10.1 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 June 2014. Akimeka completed an additional one (1) Police Beat (874) 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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3.10.2 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 June 13, 2014, Akimeka delivered updated GIS data during the normal bi-monthly and during this deliverable included new Address Point layers.
 - a. As previously requested from EMS CAD Administrator, in support of the Ocean Safety project, Address Points are needed for the Ocean Safety CAD system. In addition to the Address Points, a visual Ocean Safety layer was requested.
 - b. On June 13, 2014, Akimeka included Ocean Safety points which, as requested, only include the Surf Breaks, Dive Locations, BROW, and Lifeguard Towers.
2. Since Address Points have not been configured previously for Ocean Safety, in July 2014, the Address Points may be put into the CAD system, and if confirmed and working as expected, will be included in GIS deliverables going forward.

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3.10.3 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	06/06/14	
06/13/14	06/18/14	
06/27/14		

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

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3.10.4 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. Subsequent to the delivery of the small batch of Address Points on February 7, 2014, some potential issues were identified.
 - a. Apartment numbers are included in the GIS data.
 - a. Depending on how the TriTech CAD system gets configured, the information for apartment numbers and/or building numbers should not be included in the full address for address validation.
 - b. Akimeka identified previously that the ANI/ALI information for the State of Hawaii does not include apartment information in the full address used in the address validation process. That information however, does come across in driving instructions which is a comment field used to provide additional information for address locations and is not an identifier used in validations of the call.
 - c. With that said, Akimeka preferred to hold on discussing the address point configuration until a meeting with all of the PSAPs can be set up. It is important for all public safety agencies to discuss these items collectively as a group so decisions can be made together.
 - b. On March 13, 2014, a meeting was held to discuss the apartment field in the GIS and the validation source with the ANI/ALI fields. The PSAPs and Akimeka agreed that the apartment field would best be used as a visual display in the mapping and CAD systems as a label. Considering the apartment information is not available in the designated field in the ANI/ALI it is best to use the full address without apartment and/or building numbers for address validations.
2. On May 18, 2014, all of the Oahu Address Points were included in the GIS data deliverable for the TriTech CAD for Fire and EMS.
3. Subsequent to previous discussions, there were no changes during the month of May 2014. Address Points were provided without issues throughout the month.
4. Subsequent to GIS deliverables that included Address Points in May 2014, it was requested by HFD CAD Administrator that the Address Points not include the apartment and building numbers.
 - a. On June 13, 2014, Akimeka delivered GIS data for Address Points that met this request.
 - a. Included in the GIS deliverable, were Address Points without apartment and building numbers, intended for configuration in the system since this matches with the ANI/ALI. Also included were the Address Points that have building and/or apartment number to be used as a visual tool in the map display, if helpful. The third set of Address Point data was Ocean Safety points that only included the locations for Surf Breaks, Dive Locations, Lifeguard Towers, and BROW, as requested previously.
 - b. Shortly after the deliverables were sent, it was decided by the HFD CAD Administrator that Address Points will not be loaded in the TriTech CAD for HFD. The volume of Address Points was overwhelming and presented difficulty for the CAD Administrator.

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3.10.5 SPAWAR Meeting on Addressing for MCBH

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

3.10.6 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 May 30, 2014 and June 27, 2014. Below are the results of the comparison.

	First Report 06/01/12	05/30/14	06/27/14	Improvement/ Comments
Total Number of GIS Records	26,602	27,036	27,047	Added eleven (11) records
	Errors Identified			
Zero Errors	5,112	711	699	Further reduced errors by 1.7% (12 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	0	0	No Change
Address Overlap Errors	423	0	0	No Change
Flipped Link Errors	1,030	539	533	Further reduced errors by 1.1% (6 errors)
Total Errors	9,303	1,250	1,232	Further reduced errors by 1.4% (18 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) – June 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	No. of 9-1-1 Calls Abandoned by Caller	% of Total Calls
June	12,069	2,106	17.45%	7,926	65.67%	64.94%	35.06%	225	1.86%	335	2.78%	0	0.00%	1,477	12.24%	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	12,495	2,252	18.02%	7,940	63.55%	67.46%	32.54%	332	2.66%	408	3.27%	0	0.00%	1,563	12.51%	0	0.00%
June	12,069	2,106	17.45%	7,926	65.67%	64.94%	35.06%	225	1.86%	335	2.78%	0	0.00%	1,477	12.24%	0	0.00%
July																	
August																	
September																	
October																	
November																	
December																	
YTD	58,820	11,324		37,107				930		1,943		0		7,516		0	
MON AVG	9,803	1,887	18.52%	6,185	57.97%	67.24%	32.76%	155	1.28%	324	3.19%	0	0.00%	1,253	19.04%	0	0.00%

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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 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
June	435	144	33.10%	223	51.26%	53.81%	46.19%	1	0.23%	9	2.07%	0	0.00%	58	13.33%	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	0.00%
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	435	144	33.10%	223	51.26%	53.81%	46.19%	1	0.23%	9	2.07%	0	0.00%	58	13.33%	0	0.00%
July																	
August																	
September																	
October																	
November																	
December																	
YTD	1,856	613		971				5		63		0		204		0	
MON AVG	309	102	32.24%	162	54.00%	57.63%	42.37%	0.83	0.36%	11	3.66%	0	0.00%	34	9.75%	0	0.00%

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) – June 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
June	12,504	2,250	17.99%	8,149.0	65.17%	64.63%	35.37%	226	1.81%	344	2.75%	0	0.00%	1,535	12.28%	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	0.00%	27	0.41%	1	0.02%	1,260	19.15%	0	0.00%
February	10,058	2,206	21.93%	6,516	64.78%	67.96%	32.04%	43	0.43%	372	3.70%	0	0.00%	921	9.16%	0	0.00%
March	12,377	2,556	20.25%	7,378	61.21%	70.06%	29.94%	333	2.69%	364	2.94%	0	0.00%	1,581	12.77%	0	0.00%
April	11,884	2,372	19.96%	7,407	62.33%	68.99%	31.01%	1	0.01%	480	4.04%	0	0.00%	1,624	13.67%	0	0.00%
May	12,850	2,372	18.46%	8,121	63.20%	67.15%	32.85%	332	2.58%	419	3.26%	0	0.00%	1,606	12.50%	0	0.00%
June	12,504	2,250	17.99%	8,149	65.17%	64.63%	35.37%	226	1.81%	344	2.75%	0	0.00%	1,535	12.28%	0	0.00%
July																	
August																	
September																	
October																	
November																	
December																	
YTD	66,251	13,646		41,778				935		2006		1		8,527		0	
MON AVG	11,042	2,274	21.22%	6,963	63.44%	56.46%	26.87%	156	1.25%	334	2.85%	0.17	0.00%	1,421	13.25%	0	0.00%

Maui County E9-1-1 Status Report

June 1, 2014 – June 30, 2014

1.7 Wireless Test – June 2014

Date	WSP	Sites Tested	Sectors Tested	Tested By:	Test Pass/Fail
6/6/2014	AT&T	1	9	Maui PSAP	Pass

There was one (1) scheduled 911 wireless test for the Maui PSAP. One (1) tower with nine (9) sectors were successfully tested on June 6, 2014. There were no scheduled tests for the Molokai PSAP in June 2014.

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June 1, 2014 – June 30, 2014

2 MSAG

2.1 Current Month – June 2014

2014		9-1-1NET REQUESTS										In Referred Status as of Report Month End (d)			In Suspended Status as of Report Month End (e)	
		MSAG TRANSACTIONS							ALI TRANSACTIONS							
PSAP	TOTAL	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected	County Address Change Request (TN CR) Processed (a)	ALI Discrepancy Request (ALI DR) Processed (b)	VoIP Discrepancy Request (VoIP DR) Processed (c)	TN CR	ALI DR	VoIP DR	# of Transactions	TNs Affected
MAUI COUNTY	157	55	31	0	17	6	1	885	102	0	0	183	0	0	1	1

Maui County E9-1-1 Status Report

June 1, 2014 – June 30, 2014

2.1.1 MSAG Current Month Notes:

A total of 157 MSAG transactions were processed during the month of June 2014. Fifty-five (55) 9-1-1 Net requests were processed relating to the Maui County MSAG database, with 885 customer ANI/ALI (telephone/address) records updated as a direct result of Akimeka's address research and GIS validation process. 102 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 183 TN CRs in Referred status as of June 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 June 30, 2014.

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

There is one (1) MSAG record in Suspended status as of June 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. The transaction was originally submitted by Intrado into Kauai's 9-1-1 Net. The TN request was reopened in Maui per Akimeka, and driving directions were provided by Hawaiian Telcom, Inc (HTI). Akimeka will research this TN in order to find an MSAG valid address and have it inserted in the 9-1-1 Net database.

2.1.2 Definitions for Year-To-Date Summary

Definitions:	(a)	Represents address corrections on a specific TN or group of TNs. These "invalid" TNs usually have an associated ESN 299 attached to them which indicates the need for validation.
	(b)	Represents an address discrepancy discovered during a live 9-1-1 call, from a landline. These record corrections are treated with a higher priority and should be processed within 48 hours as a general guideline.
	(c)	Represents an address discrepancy discovered during a live 9-1-1 call, from a VoIP phone. These record corrections are treated with a higher priority and should be processed within 72 hours as a general guideline per Time Warner Operations Center. MSR tracking effective April 2014.
	(d)	Represents correction requests that have been referred by Intrado to the appropriate service provider and is awaiting approval to be updated in 9-1-1Net.
	(e)	Represents correction requests that have been "paused" due to TN fallouts, range overlaps, or not having a valid address point. Intrado requires additional information from Akimeka/PSAP before the Telco approves the change.

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June 1, 2014 – June 30, 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	157	55	31	0	17	6	1	885	102	0	0	183	0	0	1	1
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	777	340	214	15	59	40	12	4,652	432	5	0					
AVG PER MO	130	57	36	3	10	7	2	775	72	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

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3 GIS Mapping Layers – June 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	06/27/14		Added one (1) address in Wailea
			06/25/14	
	Maui/Lanai	06/25/14		Changed seventy-seven (77) Routing ID and fifty (50) Street Name for Mile marker, POI, and Call Box address points on Hana Hwy, Haleakala Hwy and Piilani Hwy
		06/24/14		Added eleven (11) addresses in Pukalani
		06/24/14		Corrected one (1) Routing ID for a Mile marker address point in Maalaea
		06/24/14		Changed thirty-one (31) Routing ID for address points on Haleakala Hwy in Pukalani
		06/24/14		Spatially corrected eighty-two (82) address points in Pukalani
		06/23/14		Added MECO to Location name. Corrected Routing ID
		06/23/14		Spatially corrected one (1) address point in Kihei
		06/23/14		Spatially corrected three (3) address points in Kahului
		06/23/14		Added one (1) new address in Paia received from DSA
		06/23/14		Changed eighty-seven (87) Street Names and Routing ID for POI, Mile marker and Call box addresses on Haleakala Hwy and Hana Highway. Changed four (4) Routing ID for Call box addresses on Honoapiilani Hwy
		06/20/14		Added one (1) new address in Haiku received from DSA
		06/19/14		Spatially corrected two (2) address points in Makawao
		6/19/14 - 6/24/14		Added four (4) addresses in Lahaina
		06/19/14		Added one (1) new address in Hana
		06/19/14		Added one (1) address point in Makawao received from DSA

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

3.2 Updated/Loaded Into GIS (Part II)

9-1-1 GIS layers provided by Akimeka to the PSAP are designed for use 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)				
	Molokai	6/19/14 - 6/20/14		Spatially corrected three (3) address point in Pukoo
		06/19/14		Sptailly corrected one (1) address in Kaunakakai
		06/19/14		Corrected the ESN for four (4) addresses in Waiehu
		6/19/14 - 6/20/14		Added three (3) new address in Pukoo received from DSA
		6/19/14 - 6/20/14		Added seven (7) in Kaunakakai received from DSA
Address Points	Maui/Lanai	06/16/14		Changed location name for Chevron Wakea and Chevron Hillside. Added Maui Golf and Sports Park
		6/13/14 - 6/27/14		Spatially corrected 154 address points in Wailea
		06/13/14		Corrected the street name for four (4) POI address points in Wailea
			06/11/14	
	Maui/Lanai	06/09/14		Added three (3) addresses received from DSA in Kula
		06/09/14		Spatially corrected one (1) address point in Kula
		06/03/14		Added three (3) addresses from the DSA Address layer in Waikapu
		6/2/14 - 6/23/14		Spatially corrected five (5) address points in Lahaina
		6/2/14 - 6/3/14		Spatially corrected 226 address points in Waikapu
DISPATCH AND RESPONSE				
ESZ/ESN	Maui/Lanai	06/19/14		Edited boundary's of 302, 303, 304, 311, 312, 313, 322, 324, 325 to follow spatially corrected Street Centerlines and MSAG Communities.
	Molokai	06/19/14		Edited section of ESN 351 to follow the Coastline
	Maui/Lanai	06/09/14		Corrected boundary between ESN 310 & 311 and 315, 321 & 323 to match spatially corrected street centerlines

Maui County E9-1-1 Status Report

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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

MAUI COUNTY				
Type of Layer	Island	Akimeka GIS Server	Date Loaded Into PSAP GIS Server	Other/Remarks
		Date Created/ Edits Performed		
DISPATCH AND RESPONSE				
Emergency Callboxes				
Fire Beats	Molokai	06/20/14	06/25/14	Corrected coastline area along Eng 9 in Kaluakoi
Fire Districts				
Fire Response Areas				
Fire Stations				
Major Roads				
MSAG Address Points (aka Pseudo Address Points)				
MSAG Communities (aka Towns)			06/25/14	
	Maui/Lanai	06/17/14		Corrected coast of Kihei boundary to match Coastline
			06/11/14	
	Maui/Lanai	06/09/14		Corrected boundary between Waiehu & Waihee and Kahului, Haliimaile & Pukalani to match spatially corrected street centerlines
Medic Beats			06/25/14	
	Molokai	06/20/14		Corrected coastline area in Kaluakoi on Medic 8
	Maui/Lanai	06/09/14		Corrected boundary between Medic 3 and 14 at 1993 S Kihei Rd.
Medic Districts				
Medic Response Areas				
Medic Stations				

Maui County E9-1-1 Status Report

June 1, 2014 – June 30, 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		
DISPATCH AND RESPONSE				
Milepost Markers				
Points of Interest			06/25/14	
	Maui/Lanai	06/16/14		Changed location name for Chevron Wakea and Chevron Hillside. Added Maui Golf and Sports Park.
			06/11/14	
Police Beats			06/25/14	
	Maui/Lanai	06/23/14		Corrected boundary between Beat 1-12 & 1-11 to follow
	Maui/Lanai	06/20/14		Corrected coastline area of Beat 1-33 and 6-44
	Molokai	06/20/14		Corrected coastline area along Beat 5-20 in Kaluakoi
Police Districts				
Police Response Areas				
Police Stations				
WSP Cell Sectors			06/25/14	
			06/11/14	
Schools				

Maui County E9-1-1 Status Report

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3.5 Updated/Loaded Into GIS (Part V)

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

MAUI COUNTY				
Type of Layer	Island	Akimeka GIS Server	Date Loaded Into PSAP GIS Server	Other/Remarks
		Date Created/ Edits Performed		
DISPATCH AND RESPONSE				
Street Centerlines	Maui/Lanai	06/26/14		Split one (1) street centerline segment in order to flip one (1) segment to correspond with the address points in Wailea
		06/25/14		Spatially corrected one (1) street centerline in Kaanapali, and partial spatial correction on one (1) segment in Kaanapali
		06/25/14		Spatially corrected forty-one (41) Street Centerlines in Lahaina, and partial spatial correction on nine (9) segment in Lahaina.
			06/25/14	
		06/24/14		Changed the street name of four (4) street centerline segments from Haleakala Bypass to Haleakala Hwy per DPW in Pukalani
		06/24/14		Spatially corrected forty (40) segments, partial spatial correction of twenty (20) segments in Pukalani
		06/24/14		Modified the range of six (6) street segments in Pukalani
		06/23/14		Changed the street name of two (2) segments of Puunene Ave to Mokulele Hwy per DPW in Wailuku
		06/23/14		Modified one segment range in Wailuku and changed the parity and range of thirteen (13) street centerline segments for Kaumalapau Hwy, Lanai
	Molokai	06/20/14		Assigned range on Honouli WaiPI in Pukoo
		06/20/14		Spatially corrected Honouli Wai PI in Pukoo
		06/19/14		Added the alias Kepuhi Beach Rd to Papohaku Beach Rd, Kaluakoi.
	Maui/Lanai	6/18/14 - 6/25/14		Spatially corrected twelve (12) street centerline segments, partial spatial correction on four (4) street centerline segments in Wailuku
		06/18/14		Added the alias Spreckelsville Beach Rd to Stable Rd in Wailuku
		06/17/14		Assigned ESN to two (2) street centerline segments in Haiku
		06/17/14		Assigned ESN to twenty-seven (27) street centerline segments in Kihei
		06/17/14		Assigned ESN to fifteen (15) street centerline segments in Kula
		06/17/14		Assigned ESN to nineteen (19) street centerline segments in Lahaiana
		06/17/14		Assigned ESN to two (2) street centerline segments in Paia
		06/17/14		Assigned ESN to nine (9) street centerline segments in Waikapu
		06/17/14		Assigned ESN to twenty-three (23) street centerline segments in Wailuku

Maui County E9-1-1 Status Report

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3.6 Updated/Loaded Into GIS (Part VI)

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

MAUI COUNTY				
Type of Layer	Island	Akimeka GIS Server	Date Loaded Into PSAP GIS Server	Other/Remarks
		Date Created/ Edits Performed		
DISPATCH AND RESPONSE				
Street Centerlines	Molokai	06/17/14		Assigned ESN to five (5) street centerline segments in Hoolehua
		06/17/14		Assigned ESN to five (5) street centerline segments in Kaluakoi
		06/17/14		Assigned ESN to eighty-one (81) street centerline segments in Kaunakakai
		06/17/14		Assigned ESN to four (4) street centerline segments in Kualapuu
		06/17/14		Assigned ESN to five (5) street centerline segments in Maunaloa
	Maui/Lanai	6/13/14 - 6/26/14		Modified range on twenty-one (21) street segments in Wailea
		6/13/14 - 6/17/14		Assigned ESN to thirty-four (34) street centerline segments in Kahului
		06/13/14		Assigned ESN to one (1) street centerline segment in Maalaea
		6/13/14 - 6/27-14		Spatially corrected forty-five (45) segment and partial correction to twenty-seven (27) segment in Wailea
			06/11/14	
	Molokai	06/09/14		Modified two (2) street centerline range segments in Kaunakakai
	Maui/Lanai	06/03/14		Partial spatial correction of one (1) street centerline segment in Waiehu
		06/03/14		Corrected eight (8) range segments in Waikapu
		6/2/14 - 6/25/14		Spatially corrected thirty-seven (37) segments, partial spatial correction on twenty-eight (28) segments in Waikapu
Trails				
WSP Cell Towers			06/25/14	
			06/11/14	

Maui County E9-1-1 Status Report

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3.7 Updated/Loaded Into GIS (Part VII)

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

MAUI COUNTY				
Type of Layer	Island	Akimeka GIS Server	Date Loaded Into PSAP GIS Server	Other/Remarks
		Date Created/ Edits Performed		
OTHER SUPPORTING 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)				
Buildings				
Churches				
Gas Stations			06/25/14	
Food & Beverage				
Hospitals				
Lodging				
Medical Facilities				
Parcels				
Parks (Includes National Parks)				
Park Polygon			06/25/14	
	Maui/Lanai	06/23/14		Added Makena State Park and Little Beach as requested

Maui County E9-1-1 Status Report

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3.8 Updated/Loaded Into GIS (Part VIII)

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		
OTHER SUPPORTING 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)				
Post Offices				
Subdivisions			06/25/14	
	Maui/Lanai	06/23/14		Moved Opukea at Lahaina so label fits better in Intergraph
DISASTER/HOMELAND SECURITY LAYERS (Listed Alphabetically)				
Airports				
Bridges				
Coastline				
Coastal Names				
Emergency Operation Centers (EOC)				
Emergency Shelters				
Government Buildings				
Harbors				
Helipads				
Hydrology Layers				
- Dams				

Maui County E9-1-1 Status Report

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3.9 Updated/Loaded Into GIS (Part IX)

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		
DISASTER/HOMELAND SECURITY LAYERS (Listed Alphabetically)				
- Ponds			06/25/14	
	Maui/Lanai	06/17/14		Added Eke Crater per Maui Dispatch
- Streams (Includes Rivers)				
- Waterfalls				
Ocean Rescue Boundaries				
Ocean Safety (Includes Lifeguard Stands)				
Tsunami Evacuation Zones				
Tsunami Heights				
United States National Grid (50K)				
United States National Grid (500K)				
Waste Water Plants				

Maui County E9-1-1 Status Report

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3.10 Updated/Loaded Into GIS (Part X)

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		
SPECIAL REQUESTS				
Gate Codes			06/25/14	
	Maui/Lanai	06/23/14		Deleted a duplicate entry for Makena Place
	Maui/Lanai	06/17/14		Updated gate code label for Makena Place 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.

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.

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3.11 CAD/Mapping System GIS Upload Process

3.11.1 Current Month GIS Activities – June 2014

6/25/2014 Akimeka prepared PowerMap Update which included Address Points, Street Centerlines, WSP Cell Sectors, WSP Cell Towers, Subdivisions, Points of Interest, MSAG Communities, Gas Stations, Ponds, Gate Codes, Medic Beats, Police Beats, Fire Beats, Parks Polygon

6/25/2014 Delivered an updated Intergraph CAD Map with Address Points & Common Place Lookup Table, Street Centerlines, Cell Towers, Subdivisions, Parks Polygon, Fire Beats, Police Beats, Medic Beats, Gate Codes, Ponds, Points of Interest

6/11/2014 Akimeka prepared PowerMap Update which included Address Points, Street Centerlines, WSP Cell Sectors, WSP Cell Towers, Points of Interest, MSAG Communities

6/6/2014 Delivered Intergraph CAD map which included updated Address Points, Common place name look up table, Street Centerlines, WSP Cell Towers, Gate Codes, Subdivisions, Points of Interest, and Parcels. Also added a new layer- Hydrants

❖ *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

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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 June 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	33	Addresses received from DSA, DSA Address layer, MSAG and field verifications
Address Points	Corrections	254	Correction to address, MSAG Community, ESN or Routing ID
Address Points	Spatially Corrected	478	Corrected location of address point, recalculated x/y
Street Centerlines	New Segment	1	
Street Centerlines	Range Segments Corrected	51	Ranges modified according to address point locations
Street Centerlines	Name Correction/Alias Add	6/4	Street Name correction
Street Centerlines	Flip	1	
Street Centerlines	Spatially Corrected/Partial Spatial Correction	178/90	

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4.2 Intergraph CAD Upgrade

During the months of April, May, and June 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. Based on discussions and agreements made in May 2014 with regards to the availability of Intergraph to assist with the configurations and creation of remaining queries needed in order to produce map files for the June 6, 2014 target data, Intergraph provided assistance from June 4-6, 2014.
 - a. Assistance provided included the building of remaining analyze queries, label duplication, creating new highway shields, improving the appearance levels with the display, and the creation of a process for copying the map staging database during deliverables.
 - i. Currently Akimeka has been restricted with the delivery method due to permissions, causing the inability to streamline the process utilizing an SSIS package.
2. On June 6, 2014, Akimeka successfully delivered an updated Intergraph CAD map, which included the following map layers:
 - a. Address Points, Common Place Name look up table, Street Centerlines, WSP Cell Towers, Gate Codes, Subdivisions, Points of Interest, Parcels, and Hydrants.
3. Shortly after the June 6, 2014 deliverable, the Intergraph CAD Map was tested by Maui Police Dispatch on the Test CAD workstation. On June 16 and 17, 2014, Maui Police Dispatch requested additional common names to be added. At that time additional requests for visual map changes were made.
 - i. Throughout June, aesthetic work was done on the Intergraph CAD Map, as requested. Overlapping and duplicate labels of Street Centerlines, Streams and Trails were deleted or moved to de-clutter the map to ease reading. Additional highway shields were also added, during that time. Continued map display changes will be a work in progress, where coordination among MPD and Akimeka will continue to be made.
4. On June 25, 2014, another Intergraph CAD map was delivered successfully which included additional data and visual updates to the display of labels.
5. Throughout July 2014, the Intergraph CAD map will continue to be delivered on a bi-monthly basis, which has been coordinated with all mapping system updates and synchronizations with other 911 databases. Continued process documentation is scheduled to take place throughout July as well.

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5 Service Requests Transactions

5.1 Open Service Requests – June 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	0	0	0	0	0	0	0	0	0	0	0
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.

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

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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

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

6 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 the next quarterly database synchronization audit for Maui County in June 2014.

The database synchronization effort included comparing Maui County's 9-1-1 MSAG against its GIS Street Centerline data. A total number of 2,678 9-1-1 MSAG (ESN 300 – 357) records were reviewed in the audit and analyzed. Results of the database synchronization audit completed on June 1, 2014 for Maui 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.

6.1 Audit Summary Results – 2014

9-1-1 MSAG TO GIS STREET CENTERLINE AUDIT COMPARISON RESULTS	Notes	As of March 24, 2014		As of June 1, 2014	
		9-1-1 MSAG Dated 03-01-14		9-1-1 MSAG Dated 06-01-14	
		# of Records	%	# of Records	%
Total 9-1-1 MSAG Records Reviewed		2,689		2,678	
Less: 9-1-1 MSAG Exception Records	(1)	61	2.3%	61	2.3%
Net 9-1-1 MSAG Records Eligible for Comparison		2,628		2,617	
Total 9-1-1 MSAG Records Match (9-1-1 MSAG -- GIS Match -- No Corrections Required)		2,609	99.3%	2,608	99.7%
9-1-1 MSAG -- GIS No Match - Minor Correction Required	(2)	14	0.5%	8	0.3%
9-1-1 MSAG Record With No GIS Record	(3)	11	0.4%	10	0.4%
Total 9-1-1 MSAG Records No Match		25	1.0%	18	0.7%

Maui County E9-1-1 Status Report

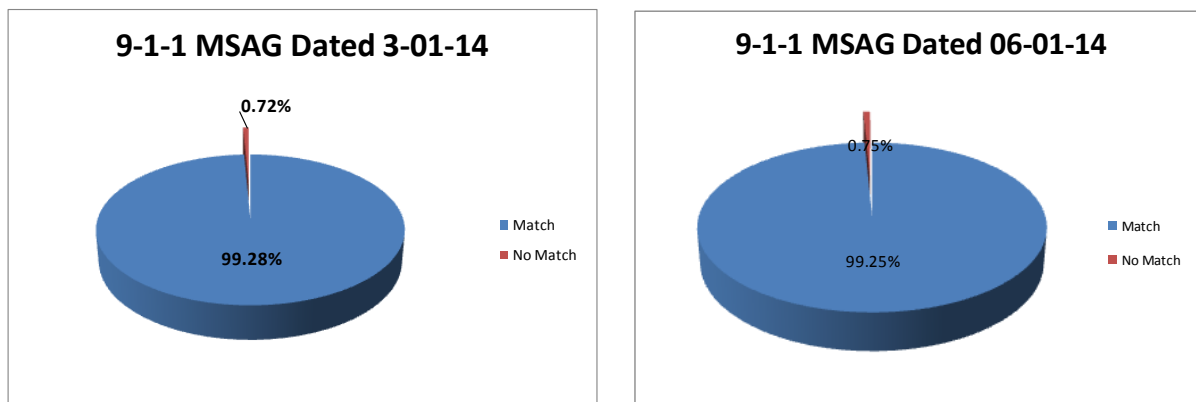
June 1, 2014 – June 30, 2014

6.2 Audit Summary Notes:

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.

6.3 MSAG Audit Summary Results – March 1, 2014 vs June 1, 2014



Maui County's level of accuracy or 9-1-1 Match percentage remained fairly constant from 99.28% as of March 1, 2013 to 99.25% as of June 1, 2014

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

6.4 MSAG Audit Summary Results Notes –

- ❖ “MSAG - GIS Minor Corrections” decreased by 43% (14 to 8) from March 2014 to June 2014 respectively. The decrease is primarily the result of edits made to the GIS Street Centerlines layer in order to meet new NG9-1-1 requirements. Low and high address ranges were then adjusted in the MSAG to correspond with the GIS record. Although this is a minor correction, customer telephone numbers (TNs) need to be validated by the service providers prior to adjusting an address range.
- ❖ “MSAG Record With No GIS Record” decreased by 80% (5 to 1) from March 2014 to June 2014 respectively. The decrease in records were due primarily to the verification of the MSAG records against multiple GIS databases to determine if the roads are existing within Maui County records.
- ❖ “GIS Record With Minor Corrections” remained undeviating (10 to 10) from March 2014 to June 2014 respectively. Low and high address ranges, street suffix, and MSAG Community will be adjusted in the GIS to correspond with the MSAG record prior to the September 2014 re-analysis.
- ❖ “MSAG records that don’t match GIS” decreased by 53% (19 to 9) from March 2014 to June 2014 respectively. The decrease in the number of MSAG Records not matching the GIS database resulted in a combination of corrections to the GIS and MSAG databases have been processed in order to meet NG9-1-1 requirements.

The non-match condition June also be a result in which MSAG records submitted in 9-1-1Net were not completed prior to the running of the MapSAG comparison. The MSAG section will monitor these records to ensure they are processed in 9-1-1Net prior to the September 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 “last modified”.

6.5 Invalid MSAG Streets and Address Ranges – ESN x99 Records

Hawaiian Telcom, Inc. (HTI) provides Maui County and Akimeka, as the PSAP’s agent, with access and visibility to the ESN 359/399 MSAG records which are “known” invalid streets and address ranges. Results of the data provided are as follows:

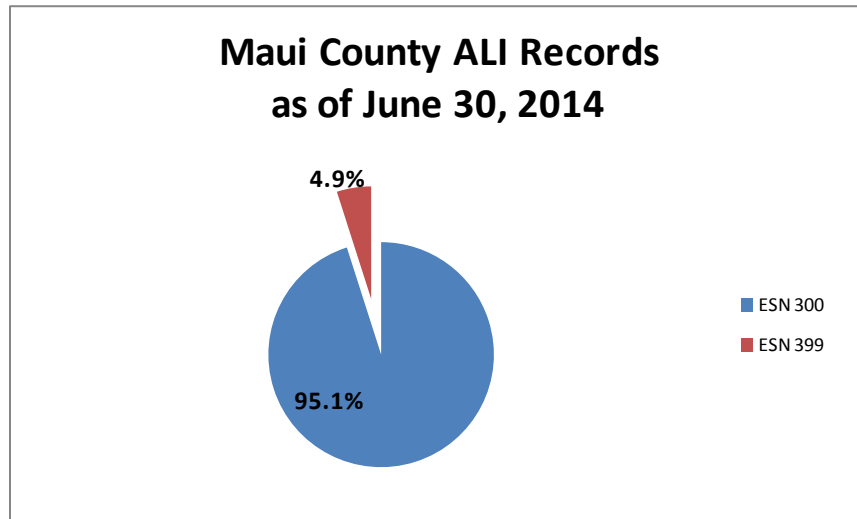
PSAP	ESN	Invalid MSAG Records			
		9-1-1 MSAG Dated 03-01-14		9-1-1 MSAG Dated 06-01-14	
		# of Records	% of Total MSAG Records (Valid and Invalid)	# of Records	% of Total MSAG Records (Valid and Invalid)
MAUI	399	194	7.3%	233	8.7%
MOLOKAI	359	68	23.5%	78	25.8%
TOTAL MAUI COUNTY		262	8.9%	311	10.4%

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6.6 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 Maui County. As of June 30, 2014, 3,418 ESN 399 (Maui/Lanai) and ESN 359 (Molokai) records, representing 4.9% of Maui County's total ALI records, require research and corrective action, if needed.



The total number of ALI records remains relatively consistent.

The number of ESN 359/399 ALI records decreased from 3,615 to 3,418 from March 2014 to June 2014 respectively. The decrease reflects the work that Akimeka has done since the last database synchronization in March 2014. Extensive research has gone into verifying the invalid TNs against current County data. This is an ongoing project, as Akimeka continues to research and correct the ESN 359/399 records.

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1 PSAP Operations

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

Source: Intrado Viper

9-1-1 Call Volume																	
HAWAII POLICE 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
June	19007	4179	21.99%	12635	66.48%	52.16%	47.84%	656	3.45%	4	0.02%	0	0.00%	1533	8.07%	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	19,007	4,179	21.99%	12,635	66.48%	52.16%	47.84%	656	3.45%	4	0.02%	0	0.00%	1,533	8.07%	0	0.00%
July																	
August																	
September																	
October																	
November																	
December																	
YTD	115,267	27,700	24.05%	75,003	65.11%	50.26%	49.74%	2,718.00	2.34%	90	0.08%	0	0.00%	9,749	8.42%	7	0.01%
MON AVG	19,211	4,617		12,501				453.00		15.00		0		1,624.83		1.166666667	

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1.3 9-1-1 Call Volume by Agency – June 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
June	15326	80.63%	0	1512	0	2148	11.30%	0	21	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	15,326	0	1,512	0	80.63%	2,148	0	21	0	11.30%
July										
August										
September										
October										
November										
December										
YTD	91,944	0	9,540	5	79.17%	13,571	0	209	2	12.16%
MON AVG	15,324.00	0.00	1,590.00	2		2,261.83	0	34.83	1	

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1.5 Wireless Test – June 2014

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

1.5.1 Wireless Test Notes:

There were no scheduled 911 Wireless Test for Hawaii County in June 2014.

2 MSAG

2.1 Current Month – June 2014

2014		9-1-1NET REQUESTS										In Referred Status as of Report Month End (d)			In Suspended Status as of Report Month End (e)	
		MSAG TRANSACTIONS							ALI TRANSACTIONS							
PSAP	TOTAL	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected	County Address Change Request (TN CR) Processed (a)	ALI Discrepancy Request (ALI-DR) Processed (b)	VoIP Discrepancy Request (VoIP DR) Processed (c)	TN CR	ALI-DR	VoIP-DR	# of Transactions	TNs Affected
HAWAII	326	65	13	2	28	16	6	67	255	4	2	427	1	3	0	0

2.1.1 MSAG Current Month Notes:

A total of 326 MSAG transactions were processed in 9-1-1 Net during the month of June 2014. Sixty-five (65) requests were processed relating to the MSAG database, with 67 customer ANI/ALI (telephone/address) records updated as a direct result. 255 Telephone Number Change Requests (TN CR) transactions and four (4) ALI-DR transactions were processed in 9-1-1Net, as well as two (2) VoIP DRs submitted to Time Warner for updates and corrections. The 255 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 427 TN CRs in Referred Status as of June 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 is one (1) ALI-DR in Referred Status as of June 30, 2014

On June 16, 2014 an ALI discrepancy was submitted to Akimeka from Hawaii County Fire as a result of a 9-1-1 call made from the Health Room at Kau High & Pahala Elementary School. Akimeka had submitted this phone number for correction, as well as twenty (20) other phone numbers at Kau High & Pahala Elementary School, in August 2013. Akimeka submitted the ALI DR to Intrado, and asked that the remaining TN CRs be corrected immediately, as well. The twenty TN CRs, as well as the ALI DR were corrected that same day. Akimeka researched other schools that may have incorrect addresses and processed a total of seventy-two (72) TNs belonging schools in Hawaii County, for correction. Thirty-nine (39) TNs have been corrected, and thirty-three (33) remain in Referred Status as of June 30, 2014. These TN CRs will be a top priority for Akimeka in July 2014.

There are three (3) VoIP DRs in Referred Status as of June 30, 2014

One 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. Two more VoIP DRs were submitted to Time Warner Cable on June 13, 2014 and June 18, 2014. Akimeka has emailed Time Warner requesting a status update of the Referred VoIP DRs and has not received a response as of June 30, 2014. Akimeka will make these ALI corrections a top priority in July 2014.

There are no records in Suspended Status as of June 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 June 2012 with new Intrado TN CR unctinality.

HAWAII COUNTY		9-1-1NET REQUESTS										In Referred Status as of Report Month End (d)			In Suspended Status as of Report Month End (e)	
		MSAG TRANSACTIONS							ALI TRANSACTIONS							
2014	TOTAL	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected (*)	County Address Change Request (TN CR) Processed (a)	ALI Discrepancy (ALI-DR) Processed (b)	VoIP Discrepancy (VoIP DR) Request Processed (c)	TN CR	ALI-DR	VoIP	# of Transactions	TNs Affected
December																
November																
October																
September																
August																
July																
June	326	65	13	2	28	16	6	67	255	4	2	427	1	3	0	0
May	333	76	21	5	22	25	3	592	246	8	3	476	0	1	0	0
April	401	142	71	4	48	11	8	777	252	4	3	544	1	0	0	0
March	338	312	201	0	103	6	2	2,344	17	9		486	4		1	1
February	171	64	12	28	16	7	1	1,571	96	11		383	2		0	0
January	313	141	22	39	61	15	4	64	164	8		670	1		0	0
TOTAL YTD	1,882	800	340	78	278	80	24	5,415	1,030	44	8					
AVG PER MO	314	133	57	13	46	13	4	903	172	7	3					

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June 1, 2014 – June 30, 2014

3 GIS Mapping Layers – June 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		

Hawai'i County 9-1-1 Status Report

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CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)			
CALLER LOCATION			
Address Points	06/25/14		Spatially corrected five (5) address points on 13 Mile Rd in Kurtistown.
		06/24/14	
	06/18/14		Added two (2) new address points (881523 Elua Ave and 881536 Ala Pakaua Rd) in Captain Cook.
	06/18/14		Added two (2) new address points (294070 Hulu Pl and 290309 Chin Chuck Rd) in Hakalau.
	06/18/14		Added six (6) new address points in Hilo.
	06/18/14		Added one (1) new address point at 450517 Palikekua St in Honokaa.
	06/18/14		Added four (4) new address points (734809 Maia Loop, 755750 Melelina St, 745116 Palani Rd and 734800 Ulu Pl) in Kailua Kona.
	06/18/14		Added two (2) new address points (645222 Nohomalu Pl and 645228 Nohomalu Pl) in Kamuela.
	06/18/14		Added two (2) new address points (540589 Kapaau Rd and 590953 Akoni Pule Hwy) in Kapaau.
	06/18/14		Added twelve (12) new address points in Keaau.
	06/18/14		Added two (2) new address points (816362 Hawaii Belt Rd and 810913 Nape St) in Kealahou.
	06/18/14		Added five (5) new address points in Kurtistown.
	06/18/14		Added six (6) new address points in Mountain View.
	06/18/14		Added two (2) new address points (946514 Makaniakua Rd and 952911 Kaalaiki Rd) in Naalehu.
	06/18/14		Added nine (9) new address points in Ocean View.
	06/18/14		Added one (1) new address point at 963194 Pakalana St in Pahala.
	06/18/14		Added twelve (12) new address points in Pahoa.
	06/18/14		Added one (1) new address point at 341223 Hawaii Belt Rd in Papaaloa.
	06/18/14		Added five (5) new address points in Volcano.
	06/18/14		Completed monthly update on Address Points.
	06/18/14		Spatially corrected nine (9) address points in Pahoa.
	06/17/14		Corrected Alias1 to ten (10) address points and Building to two (2) address points on Kaihuiki Rd in Papaaloa.
	06/16/14		Changed address from 33 Kaumana Dr to 238 Punahele St as well as spatially corrected it and corrected its routing id.
	06/13/14		Corrected Routing ID to five (5) addresses on Naalehu Rd in Naalehu.
	06/13/14		Corrected Routing ID to one (1) address on Pueoia Rd in Hakalau.
	06/13/14		Changed address from 75579 Niau Pl to 750242 Aloha Kona Dr in Kailua Kona.
	06/11/14		Spatially corrected one (1) and corrected routing id to two (2) address points on 9 Half Mile Camp Rd in Keaau.
		06/10/14	

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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)			
Police Stations			
Schools			
Tsunami Evacuation Zones			
Tsunami Roadblocks			
WSP Cell Towers		06/24/14	
		06/10/14	
DISPATCH AND RESPONSE			
ESZ/ESN			
Fire Beats (Includes Medic Beats)			
Fire Districts (Includes Medic Districts)			
Fire Response Areas			

Hawai'i County 9-1-1 Status Report

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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		
MSAG Communities (aka Towns)			
Medic Response Areas	N/A for Hawaii County		
Ocean Rescue Boundaries			
Police Beats			
Police Districts			
Police Response Areas			
WSP Cell Sectors		06/24/14	
		06/10/14	
RESPONSE ROUTING			
Street Centerlines	06/25/14		Split one (1) segment of 13 Mile Rd in Kurtistown into three (3) segments and assigned ranges to eight (8) segments of 13 Mile Rd in Kurtistown.
		06/24/14	
	06/18/14		Completed monthly update on Street Centerlines.
	06/17/14		Added Ulu Manako Pl and split Hualalai Rd in Kailua Kona.
	06/17/14		Corrected Alias1 to two (2) segments of Kaihuiki Rd in Papaaloa.
	06/13/14		Assigned range and changed name of one (1) segment of Church of God Rd to Hale Pule Rd in Kailua Kona.
	06/13/14		Added Arena Rd and split Naalehu Rd in Naalehu.
	06/13/14		Added Hulu Pl and split Pueoihi Rd in Hakalau.
	06/11/14		Assigned ranges to eight (8) segments of 9 Half Mile Camp Rd, one (1) segment of 9 Mile Camp2 Rd and one (1) segment of 9 Mile Camp3 Rd in
		06/10/14	
	06/09/14		Spatially corrected one (1) segment of Kalehua Rd in Honokaa.

Hawai'i County 9-1-1 Status Report

June 1, 2014 – June 30, 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

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 – June 2014

- 06/24/14 Performed Powermap Update which included: Address Points, Street Centerlines, WSP Cell Sectors and WSP Cell Towers.
- 06/10/14 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.*

Hawai'i County 9-1-1 Status Report

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4 Mapping Layers Updated/Loaded Into GIS – June 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 June 2014, 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 **June 18, 2014**. Results are as follows:

HAWAII COUNTY	Address Points Layer	Street Centerlines Layer
# of New Street Segments Added		1
# of Street Segments Removed		0
# of New Addresses Added	74	
# of Addresses Removed	0	
# of Street Segment Range Changes		0
# of Street Segment Name Changes		0
# of Address Street Name Changes	0	
# of Address Street Number Changes	0	

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

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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 June 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	3 Added	1 in Hakalau, 1 in Kailua Kona and 1 in Naalehu
Street Centerlines	Range/Parity	19 Corrected	Majority were in Keaau and Kurtistown
Street Centerlines	Spatial Correction	1 Corrected	To increase spatial accuracy
Street Centerlines	Splits	4 Corrected	To eliminate segments from crossing boundaries and where existing streets were intersected by new streets
Street Centerlines	Alias Attribute	2 Corrected	Streets were in Papaaloa
Street Centerlines	Changed Street Name	1 Modified	Street was in Kailua Kona

Hawai'i County 9-1-1 Status Report

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

NG9-1-1 GIS Data Corrections continued			
Address Points	New Address Points	74 Added	Throughout County in 17 communities
Address Points	Changed Street Name	2 Modified	1 was in Hilo and was in Kailua Kona
Address Points	Spatial Correction	16 Corrected	Corrected location of Address Point, recalculated x/y, majority were in Pahoa and Kurtistown
Address Points	Routing ID	9 Corrected	To ensure proper routing to address, majority were in Naalehu
Address Points	Changed Address Number	2 Modified	1 was in Hilo and 1 was in Kailua Kona
Address Points	Alias Attribute	10 Added	All were located in Papaaloa
Address Points	Building Attribute	2 Added	All were located in Papaaloa

5.3 Mamalahoa Hwy Project

During June 2014, Akimeka performed research and an analysis of the naming discrepancies between Mamalahoa Hwy and Hawaii Belt Rd. Akimeka identified discrepancies regarding the addresses that are used on these streets as well as the street signs posted along them versus the naming of the streets on which they are located.

1. During June 2014, Akimeka initiated the research for a Mamalahoa Renaming Project and identified a correction process which involves renaming certain segments of Hawaii Belt Rd to Mamalahoa Hwy.
 - a. This project will correct 556 TNs in Kealahou and 345 TNs in Captain Cook for a total of 901 TNs.
 - b. The project is currently pending approval from the Hawaii Police Department and is expected to both meet approval and be completed during July 2014.

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June 1, 2014 – June 30, 2014

5.4 Fire Department's PowerMap

Beginning around the March 2014 timeframe, there had been several occurrences of technical issues occurring with the Hawai'i 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 had repeated many times. At first it seemed to occur following PowerMap updates performed by Akimeka. Akimeka had 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 had come to light that the issue had nothing to do with the PowerMap updates performed by Akimeka and that the issue would occur and be resolved for no known reason and at times unrelated to when PowerMap updates were performed.
 - b. On June 24, 2014, Akimeka was informed that a couple of weeks prior to June 24, 2014 the Hawaii County IT had performed some technical work on the issue and the Fire Department's PowerMap had been functioning properly since then with the exception of one short interruption.
 - c. Akimeka will continue to monitor the performance of the Fire Department's PowerMap and if technical issues should occur again, Akimeka will continue to help investigate the cause and help to find a solution.

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

6 Service Requests Transactions

6.1 Open Service Requests – June 2014

#	Date	Ticket #	Description	Category	Urgency	Comments
1	5/19/2014	693	Updated Address	MSAG	Normal	VolP Phone. Submitted to Time Warner Network Operations Center for correction. RN TN in Referred status as of 6/27/2014. RN
2	6/13/2014	701	Updated Address	MSAG	Normal	VolP Phone. Submitted to Time Warner Network Operations Center for correction. RN TN in Referred status as of 6/27/2014. RN
3	6/16/2014	703	Updated Address	MSAG	Normal	TN information has been processed in 9-1-1 Net. RN TN in Referred status as of 6/27/2014. RN
4	6/18/2014	704	Updated Address	MSAG	Normal	VolP Phone. Submitted to Time Warner Network Operations Center for correction. RN TN in Referred status as of 6/27/2014. RN

6.2 Service Request Year-to-Date (YTD) Summary – 2014

HAWAII				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	7	4	4	0	0	7	4	0	0	0	0
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	5	9	0	0	11	5	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			2	0	0	0	0	0	0	0	0
TOTAL	63	61	4	0	0	63	61	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.

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

Hawai'i County 9-1-1 Status Report

June 1, 2014 – June 30, 2014

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)

Next scheduled Database Synchronization report on August 2014

7.1 Audit Summary Results – 2014

7.2 Audit Summary Results – 2014 (Part II)

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

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

7.5 Invalid MSAG Streets and Address Ranges – ESN x99 Records

7.6 Automatic Location Identification (ALI) Discrepancy Reports

Kauai County 9-1-1 Status Report

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5	Call Routing Sheet (CRS) – Completed and Submitted	Error! Bookmark not defined.
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Kauai County 9-1-1 Status Report

June 1, 2014 – June 30, 2014

1 PSAP Operations

1.1 9-1-1 Call Volume – June 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
June	4900	778	15.88%	3191	65.12%	55.31%	44.69%	128	2.61%	48	0.98%	0	0.00%	755	15.41%	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	4,900	778	15.88%	3,191	65.12%	55.31%	44.69%	128	2.61%	48	0.98%	0	0.00%	755	15.41%	0	0.00%
July																	
August																	
September																	
October																	
November																	
December																	
YTD	28,552	5,100	17.86%	18,358	64.34%			473	1.66%	220		0	0.00%	4401	15.41%	0	0.00%
MON AVG	4,759	850	17.90%	3,060	64.34%	53.00%	47.00%	79	1.63%	37	0.77%	0	0.00%	734	15.36%	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 – June 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 June 2014.

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2 MSAG

2.1 Current Month – June 2014

2014		9-1-1NET REQUESTS										In Referred Status as of Report Month End (d)			In Suspended Status as of Report Month End (e)	
		MSAG TRANSACTIONS							ALI TRANSACTIONS							
PSAP	TOTAL	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected	County Address Change Request (TN CR) Processed (a)	ALI Discrepancy Request (ALI DR) Processed (b)	VoIP Discrepancy Request (VoIP DR) Processed (c)	TN CR	ALI DR	VoIP-DR	# of Transactions	TNs Affected
KAUAI	62	30	7	2	15	5	1	102	32	0	0	121	0	0	0	0

2.1.1 MSAG Notes for June 2014

A total of sixty-two (62) MSAG transactions were processed during the month of June 2014. Thirty (30) 9-1-1Net requests were processed relating to the MSAG database, with 102 customer ANI/ALI (telephone/address) records updated as a direct result of Akimeka's address research and GIS validation process. Thirty-two (32) 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.

Kauai County 9-1-1 Status Report

June 1, 2014 – June 30, 2014

2.1.2 MSAG Notes for June 2014 (Part II)

There are 121 TN CRs in Referred status as of June 30, 2014.

121 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 June 30, 2014.

There are no Suspended Records as of June 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

KAUAI		9-1-1NET REQUESTS										In Referred Status as of Report Month End (d)			In Suspended Status as of Report Month End (e)	
		MSAG TRANSACTIONS							ALI TRANSACTIONS							
		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
2014	TOTAL															
December																
November																
October																
September																
August																
July																
June	62	30	7	2	15	5	1	102	32	0	0	121	0	0	0	
May	59	20	8	1	3	8	0	107	39	0	0	239	0	0	2	
April	86	10	5	0	1	1	3	203	75	0	1	263	0	0	1	
March	124	11	2	1	5	3	0	82	113	0		217	0		0	
February	38	9	7	2	0	0	0	443	27	2		155	0		0	
January	46	15	3	2	5	2	3	42	31	0		139	0		0	
TOTAL YTD	415	95	32	8	29	19	7	979	317	2	1					
AVG PER	69	16	5	1	5	3	1	163	53	0	0					

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

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3 GIS Mapping Layers – June 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		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)			
Address Points	6/27/2014		Spatially corrected ten (10) address points on Kini PI in Kapaa.
		06/26/14	
	6/26/2014		Added two (2) new addresses (5879 Kini PI A and 5900 Kini PI) in Kapaa.
			Corrected address to eleven (11) address points on Kini PI in Kapaa.
	6/25/2014		Corrected ESN attribute to ten (10) address points in Kapaa.
	6/24/2014		Added one (1) new address point at 4201 Anini Vista Dr in Princeville.
			Added one (1) new address point at 2516 Puu Rd in Kalaheo.
	6/20/2014		Added one (1) new address point at 4771 Opu Rd in Kalaheo.
			Corrected MSAG Community attribute to 6900 Kaumualii Hwy in Mana.
		06/12/14	
	6/12/2014		Corrected Location Name for 4480 Kuene Rd in Kapaia.
			Corrected Location Name for 3277 Palai St in Lihue.
			Corrected Location Name for 4622 Waimea Canyon Rd in Waimea.
DISPATCH AND RESPONSE			
ESZ/ESN		06/26/14	
	6/23/2014		Corrected boundaries to ESNs 413, 415, 434, 435 and 436.
	6/20/2014		Corrected boundaries to ESNs 416 and 417.
	6/19/2014		Spatially corrected ESNs 411, 415, 417, 419, 421, 424, 427, 433, 435, 440 and corrected EMS to ESN 410.
	6/17/2014		Corrected boundaries to ESNs 415, 417, 419, 433, 435 and 440.
	6/16/2014		Corrected boundaries to eleven (11) ESNs.

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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.

Type of Layer	Akimeka GIS Server	Date Loaded Into PSAP GIS Server	Other/Remarks
	Date Created/ Edits Performed		
DISPATCH AND RESPONSE			
Emergency Callboxes		06/26/14	
	6/16/2014		Spatially corrected ten (10) Emergency Callboxes.
			Spatially corrected twelve (12) Emergency Callboxes.
	6/11/2014		Spatially corrected eight (8) Emergency Callboxes.
	6/10/2014		Spatially corrected eleven (11) Emergency Callboxes.
Fire Beats		06/26/14	
	6/23/2014		Corrected boundaries to Fire Beats 4 and 5.
	6/19/2014		Spatially corrected all of the Fire Beats.
	6/16/2014		Corrected boundaries to Fire Beats 1, 7 and 8.
Fire Districts			
Fire Response Areas	6/23/2014		Corrected boundaries to Fire Response Areas 20, 40, 50, 51 and 80.
	6/19/2014		Spatially corrected Fire Response Areas 10, 20, 30, 31, 40, 50, 51, 60, 70 and 80.
	6/16/2014		Corrected boundaries to Fire Response Areas 10, 70 and 80.
Fire Stations			
Incident Response Area			
Major Roads			
MSAG Communities (aka Towns)		06/26/14	
	6/23/2014		Corrected boundaries to Eleele, Hanapepe, Kalaheo, Kukuiula and Lawai.
	6/20/2014		Corrected boundaries to Kekaha, Mana, Wailua and Waipouli.
Medic Districts			
Medic Response Areas		06/26/14	
	6/23/2014		Corrected boundaries to Medic Beats 20, 22, 23 and 24.
	6/19/2014		Spatially corrected all of the Medic Beats.
	6/16/2014		Corrected boundaries to Medic Beats 20 and 22.
Medic Stations	6/12/2014		Corrected address and spatially corrected Medic Stations 20 and 21.

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3.3 Updated/Loaded Into GIS (Part III)

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

Type of Layer	Akimeka GIS Server	Date Loaded Into PSAP GIS Server	Other/Remarks
	Date Created/ Edits Performed		
DISPATCH AND RESPONSE			
Milepost Markers		06/26/14	
	6/24/2014		Added one (1) new Milepost Marker on Kokee Rd in Kokee.
Points of Interest		06/26/14	
	6/16/2014		Spatially corrected 41 Emergency Callboxes in the Points of Interest layer throughout Kauai.
	6/12/2014		Corrected address and spatially corrected Medic 20 in Waimea.
	6/12/2014		Corrected address and spatially corrected Medic 21 in Kapaia.
Police Beats		06/26/14	
	6/20/2014		Corrected boundaries to Police Beats 450 and 456.
	6/19/2014		Spatially corrected Police Beats 150, 156, 250, 256, 356, 450, 456, 550 and 556.
	6/16/2014		Corrected boundaries to Police Beats 256 and 550.
Police Districts		06/26/14	
	6/20/2014		Corrected boundaries to Lihue and Hanalei Police Districts.
	6/19/2014		Spatially corrected Hanalei, Lihue and Waimea Police Districts.
	6/16/2014		Corrected boundaries to Hanalei Police District and Waimea Police District.
Police Response Areas	6/20/2014		Spatially corrected Police Response Areas 2, 4, 6, 7, 10, 11, 13, 14, 15, 16 and 17.
	6/16/2014		Corrected boundaries to Police Response Areas 7 and 15.
Police Stations	6/27/2014		Performed annual review, no updates required at this time.
Schools			
Street Centerlines		06/26/14	
	6/26/2014		Corrected range to Kini Pl in Kapaa.
	6/25/2014		Corrected ESN attributes to five (5) segments of Kapaa Bypass and four (4) segments of Olohena Rd and corrected ESN and fire attributes to three (3) segments of Kukui St in Kapaa.
	6/20/2014		Corrected the range to one (1) street segment of Opu Rd in Kalaheo.
		06/12/14	

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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

Type of Layer	Akimeka GIS Server	Date Loaded Into PSAP GIS Server	Other/Remarks
	Date Created/ Edits Performed		
DISPATCH AND RESPONSE			
Trails	6/30/2014		Performed annual review, made spatial corrections as well as updates and corrections to attributes
WSP Cell Sectors		06/26/14	
	6/16/2014		Per ATT CRS
		06/12/14	
WSP Cell Towers (Points)		06/26/14	
	6/16/2014		Per ATT CRS
		06/12/14	
OTHER SUPPORTING 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)			
Churches			
Gas Stations			
Food & Beverage			
Hospitals	6/27/2014		Spatially corrected Kauai Veterans Memorial Hospital and West Kauai Clinic Port Allen.
Lodging			
Medical Facilities	6/27/2014		Spatially corrected Kauai Veterans Memorial Hospital, Samuel Mahelona Memorial Hospital and Rency at Puakea.
	6/27/2014		Corrected address to Garden Isle Healthcare.
Parcels			
Parks			
Parks Polygon			

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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

Type of Layer	Akimeka GIS Server	Date Loaded Into PSAP GIS Server	Other/Remarks
	Date Created/ Edits Performed		
OTHER SUPPORTING 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)			
Post Offices			
Subdivisions			
DISASTER/HOMELAND SECURITY LAYERS (Listed Alphabetically)			
Airports	6/27/2014		Performed annual review, no updates required at this time.
Bridges	6/27/2014		Performed annual review, no updates required at this time.
Coastline			
Coastal Names			
Communications			
Emergency Shelters			
Emergency Operation Centers (EOC)	6/27/2014		Performed annual review, no updates required at this time.

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3.6 Updated/Loaded Into GIS (Part VI)

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

Type of Layer	Akimeka GIS Server	Date Loaded Into PSAP GIS Server	Other/Remarks
	Date Created/ Edits Performed		
DISASTER/HOMELAND SECURITY LAYERS (Listed Alphabetically)			
Government Buildings	6/27/2014		Removed special character from Name field for US Fish and Wildlife.
	6/27/2014		Spatially corrected 14 Government Buildings.
Harbors			
Helipads	6/27/2014		Performed annual review, no updates required at this time.
Hydrants			
Hydrology Layers			
- Dams	6/27/2014		Spatially corrected Aii Reservoir.
- Ponds	6/30/2014		Performed annual review, no updates required at this time.
- Streams (Includes Rivers)	6/30/2014		Performed annual review, no updates required at this time.
- Waterfalls	6/27/2014		Performed annual review, no updates required at this time.
Ocean Rescue Boundaries	6/30/2014		Performed annual review, no updates required at this time.
Ocean Safety (Includes Lifeguard Stands)	06/30/14		Performed annual review on Lifeguard Towers layer, no updates required at this time
Tsunami Evacuation Zones			
Tsunami Heights			
United States National Grid (50K)			
Waste Water Plants			

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3.7 Updated/Loaded Into GIS (Part VII)

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

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.*

Note: 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.

Note: 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.

3.8 CAD/Mapping System GIS Upload Process

3.8.1 Current Month GIS Activities – June 2014

- 06/26/14 Performed Powermap Update which included: Address Points, Street Centerlines, WSP Cell Sectors, WSP Cell Towers, Milepost Markers, Emergency Callboxes and Points of Interest.
- 06/26/14 Address Points, Street Centerlines, WSP Cell Sectors, WSP Cell Towers, Milepost Markers, ESNs, MSAG Communities, Medic Beats, Fire Beats, Police Districts, Police Beats, Emergency Callboxes and Points of Interest for GeoComm.
- 06/12/14 Performed Powermap Update which included: Address Points, Street Centerlines, WSP Cell Sectors and WSP Cell Towers.
- 06/12/14 Address Points, Street Centerlines, WSP Cell Sectors and WSP Cell Towers for GeoComm.
- 06/04/14 Corrected FCode and OneWay values and resent deliverable for GeoComm

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4 Service Requests Transactions

4.1 Open Service Requests – June 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		Open*	911 Map		MSAG		Request Training		Suggestions	
	Created	Closed		Created	Closed	Created	Closed	Created	Closed	Created	Closed
December											
November											
October											
September											
August											
July											
June	0	0	0	0	0	0	0	0	0	0	0
May	0	1	0	0	0	0	1	0	0	0	0
April	1	1	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	4	0	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