NEIL ABERCROMBIE
GOVERNOR

DEAN H. SEKI
COMPTROLLER

MARIA E. ZIELINSKI
DEPUTY COMPTROLLER

STATE OF HAWAI'I

DEPARTMENT OF ACCOUNTING AND GENERAL SERVICES

Enhanced 911 Board Meeting

(Joint Meeting with Committees)
Thursday, August 14, 2014

Kalanimoku Bldg., Room 322B

1151 Punchbowl St., Honolulu

10 am to 1:00 pm

<u>Agenda</u>

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 2015 Cash Flow & Budget Financial report

      ii. Update on procurement of CPA auditor.

      iii. Others

VI. **PSAP Status Updates**

   a. Kauai – Mark Begley

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

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

b. Request for funding approval:

   i. KPD – HawTelcom T1 interface required for the Intrado E911 upgrade for the dispatch center -$7,356.

   ii. TRICON Conference (Sep2014;SanDiego)

      1. EMS –additional funding of $2,000 to be added to $4,000 previously approved for a total of $6,000 for two (2) attendees.

      2. HFD – (1) $3,000.

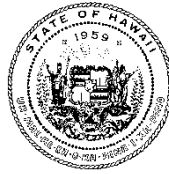c. Approval of Finance Committee recommendation for Administrative and Executive Services.

d. Others.

VIII. **Announcements**

   i. Next meeting date: Thursday, September 11, 2014

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

      1. Thursday, October 9, 2014

      2. Thursday, November 13, 2014 (Joint meeting with Committees)

      3. 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 HAWAIʻI

DEPARTMENT OF ACCOUNTING AND GENERAL SERVICES

Enhanced 911 Board Meeting

(Joint Meeting with Committees)
Thursday, August 14, 2014

Kalanimoku Bldg., Room 322B

1151 Punchbowl St., Honolulu

10 am to 1:00 pm

Meeting Minutes

Board members present: Clayton Tom, Chair, Marshall Kanehailua, Mark Begley, Kiman Wong, Ryan Freitas, Victor Ramos, Victoria Garcia, Jeff Riewer, Lisa Hiraoka, Mark Wong, Dave Kajihiro and Roy Irei.
Board members absent: Steven Schutte
Staff members present: Thera Bradshaw, Courtney Tagupa, Stella Kam and Kerry Yoneshige.
Observers: Travis Ing(KPD), Tony Ramirez (Akimeka), Robert May (Akimeka), Davlynn Racadio (MPD), Lavina Taovao (KPD), Ben Morgan (HawTelcom), Eleni Papakiristis (HawTelcom), Aaron Correia (HPD), Sean Naito (HPD), Thalia Burns (HPD), Diana Chun (EMS), Allen Nagata (HPD), Kenison Tejada (APCO/NENA), Dave Miyasaki (KPD), Rob Gausepohl (KPD), Tina Metivier (Intrado), Ken Schulte (TriTech), and Jim Howe (Ocean Safety),

I. **Call to Order, Public Notice, Quorum**

   a. The Board Chair called the meeting to order at 12:25 pm**.**

II. **Public testimony on all agenda items**

   a. The Board Chair asked if anyone in attendance that wishes to provide testimony on any agenda item to please come forward at this time. No one came forward.

III. **Introductions**

   a. Introductions were made of all in attendance.

1

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

    a. Roy Irei motioned to approve the minutes of the July 10, 2014 meeting. The motion was seconded and approved unanimously by voice vote.

V. **Committee Updates by Committee Chairs**

    a. Communications Committee – Steven Schutte

        i. Legislative Investigative Committee

            1. There were no updates at this time.

        ii. Others – None.

    b. Technical Committee – Victor Ramos

        i. Investigative Regulatory Committee update

            1. Marshall Kanehailua sent out the email to the PSAPs and the letter to Hawaiian Telcom will be delivered to Stella Kam for review.

        ii. FCC updates

            1. The Executive Director provided the following update:

                a. The FCC adopted a second report and order requiring wireless carriers and interconnected over-the-top testing providers to be capable of deploying text to 9-1-1 services by yearend.

                The order doesn't require the delivery of texts to PSAP's from WiFi only locations or mobile satellite services and in-flight texting service or internet protocol relay service providers.

                There are currently 121 PSAP's in 18 states that are now capable of accepting texts with several hundred more in the process of upgrading networks.

b. The FCC Public Safety Bureau is tasked with establishing a taskforce to study 911 issues, including whether the PSAP's can operate more effectively and cost efficiently if there was consolidation and how to prevent states from diverting 911 funds for other purposes. The bureau is to include the task force members of CSRIC as well as representatives from states, localities and tribes.

c. In a companion third notice of proposed rulemaking, the FCC is soliciting comments on other improvements to text-to-911. There is a proposal to require carriers to deliver the best available location information with texts and to require the support of roaming within two years. Additionally, it seeks comment on whether to extend the text-to-911 mandate to those providers that are not connected, such as private messaging apps used for purposes such as games or social media. It also seeks comments on extending the requirement to WiFi only networks, real time texting and telematics services.

d. There is a major investigation currently underway with the FCC Enforcement Division on 9-1-1 outages. Hawaii is included in this investigation due to the number of outages experienced. Hawaiian Telcom has been requested to provide a report to the board due to the severity of the situation in that these have been statewide

outages affecting every PSAP in the state. Hawaii has had basically one a month since the cutover on January 28, 2014. This report will be provided to the board by the end of next week with specific details on each outage.

      iii. Others - None

  c. Finance Committee – Kiman Wong

      i. Review of FY 2015 Cash Flow & Budget Financial report

          1. Mr. Kiman Wong provide the following summary of the financial results of the first month of FY2015:

              a. Revenue receipts - $766,892.

              b. Disbursements - $41,889

              c. Encumbrance pay down - $455,872.

              d. Net Bank Balance - $12,773,330

              e. Unencumbered bank balance - $9,787,515.

              f. Mr. Courtney Tagupa acknowledged that one of the wireless service providers filed for Chapter 11 bankruptcy and currently owes the E911 Fund $2,952. The AG's office has been informed and will be filing a claim in bankruptcy court for the full amount owing the Board.

      ii. Update on procurement of CPA auditor.

          1. Courtney Tagupa stated that as a result of repercussions of the PKF's elimination of their auditing services, it was decided to delay procurement of a replacement auditing firm by one month. The current outlook is for delivery of the final audit report during the November 2014 Board meeting remains on track.

      iii. Others - None

VI. PSAP Status Updates

  a. Kauai – Mark Begley

      i. Ms. Lavina Taovao stated the following:

          1. Kauai experienced no problems with the 911 system and or abandon calls during the storm.

          2. Kauai did not experience the difficulties of Hawaii and Maui.

b. Oahu – Dave Kajihiro

    i. Major Correia expressed his appreciation to Captain Allan Nagato for the preparation he did for the incoming storm.

    ii. Battalion Commander Gary Lum expressed his appreciation for all the help HFD received from DIT and Hawaiian Telcom during the storm.

    iii. Dave Kajihiro expressed his appreciation to Thera Bradshaw and Major Naito for their hospitality for the stranded Big Island personnel during the tropical storm.

c. Molokai – Victor Ramos

    i. Nothing to report.

d. Maui – Clayton Tom

    i. Nothing to report.

e. Hawaii – Marshall Kanehailua

    i. Deputy Chief expressed his appreciation to Sergeant

VII. Items for Discussion, Consideration and Action

a. 911 Timeline update

b. Request for funding approval:

    i. KPD – HawTelcom T1 interface required for the Intrado E911 upgrade for the dispatch center -$7,356.

        1. Victor Ramos motioned to approve the $7,356 for the Kauai Intrado E911 upgrade for the dispatch center. The motion was seconded and approved unanimously by voice vote.

    ii. TRICON Conference (Sep2014;SanDiego)

5

1. EMS –additional funding of $2,000 to be added to $4,000 <u>previously</u> approved for a total of $6,000 for two (2) attendees.
   a. Victor Ramos motioned to approve the additional $2,000 for the EMS TRICON attendees for a total of $6,000 for two (2) attendees.
2. HFD – (1) $3,000.
   a. Dave Kajihiro motioned modify the agenda for the request for approval for attendance by HFD from one individual to two at an increased cost of $3,000 for a total of $6,000. The motion was seconded and approved unanimously by voice vote.
   b. Dave Kajihiro motioned to approve funding in the amount of $6,000 for two HFD personnel to attend the TRICON Conference. The motion was approved unanimously by voice.

C. Approval of Finance Committee recommendation for Administrative and Executive Services.
   i. Mark Wong motioned to approve moving forward with RCUH to provide Executive Director and an Executive Assistant on a temporary basis for a period of 18 months. The motion was seconded and approved by voice vote with one opposed.
   ii. Deputy Chief Kajihiro requested he could provide an explanation of the process that the Board went through to come up with the decision to move forward with RCUH:
      1. The decision of the Board was to create two permanent positions for a period of 18 months.
      2. RCUH was selected to provide the administrative support in the hiring of the temporary positions.

6

3. Although RCUH will provide the human resource administrative services, the Board will maintain control of drafting the position requirements, interviewing and salaries of the two positions.

4. After the temporary positions are filled and the future permanent positions are authorized by the legislature, the permanent positions will be filled but will be subject to a probationary period.

5. If there is the need for more personnel, the Board can request additional positions through the legislature by going through the same hiring process.

6. The current Executive Director and Finance Administrator are encouraged to apply for these two positions.

iii. The Board Chair appointed Kenison Tejada as a member of the selection committee for the hiring the Executive Director and Assistant Executive Director.

d. Others – None.

VIII. Announcements

i. Next meeting date: Thursday, September 11, 2014

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

1. Thursday, October 9, 2014

2. Thursday, November 13, 2014 (Joint meeting with Committees)

3. 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 who wishes to provide comment on issues not on the agenda for consideration for the Board agenda for next meeting to please come forward. There was no one who came forward.

X. **Adjournment**

    a. The meeting was adjourned at 12:45 pm.

APPROVED 9/11/2014

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

	``		
Budget Analysis			
FY 2014-15	**Actuals**	**Annual**	**% of Budget**
	July 2014	**Budget**	**Expended**
Receipts:			
Enhanced 911 Surcharge Collection	766,780	9,080,000	8.4%
Interest Income	112	2,500	4.5%
Receipts	766,892	9,082,500	8.4%
Disbursements:			
Conference Travel	(6,097)	(158,000)	3.9%
Non-Recurring Expenses	(6,116)	(1,848,000)	0.3%
Recurring Expenses:			
Administration	(32,443)	(1,264,765)	2.6%
Maintenance	(0)	(3,533,551)	0.0%
Telecommunications	(1,004)	(2,097,998)	0.0%
Other	3,770	(7,600)	-49.6%
Disbursements	(41,889)	(8,909,914)	0.5%
Net Receipts/(Disbursements)	725,003	172,586	
Cash Flow Analysis			
Net Receipts/(Disbursements)	$ 725,003		
Encumbrance Paydowns:			**Encumb. Bal.**
FY 2011 (Kauai)			419,000
FY 2012 (HFD/EDS/HPD)			751,432
FY 2014	(455,522)		1,815,383
Accounts Receivable (Offset)	(350)		2,952
Net Encumbrance Adds/(Paydown)	(455,872)		
Net Cash Inflow/(Outflow)	269,132		
Bank Balance Analysis:			
ADD: July 1, 2014 Beginning Balance	12,504,198		
Net Bank Balance	12,773,330		
Outstanding Ecumb/Accruals	(2,985,815)		
Unencumbered Cash Balance	$ 9,787,515		

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

FY 2014-15 MONTH OF JULY 2014	Hawaii PSAP 1 mos.	Kauai PSAP 1 mos.	Maui PSAP 1 mos.	Oahu PSAP 1 mos.	ADMIN 1 mos.	TOTAL 1 mos.	ANNUAL Budget	$ Over/(under) Budget
Total RECEIPTS	-	-	-	-	766,892	766,892	-	766,892
DISBURSEMENTS:								
6200 CONFERENCES								
6201 911 Goes to WashDC	(150)	-	-	-	-	(150)	-	(150)
6204 APCO Conference	-	-	-	-	-	-	49,400	(49,400)
6214 Nena Conference	-	-	(2)	6,248	-	6,247	-	6,247
6222 TriTech CAD Users	-	-	-	-	-	-	10,000	(10,000)
6200 CONFERENCES - Other	-	-	-	-	-	-	98,600	(98,600)
Total 6200 CONFERENCES	(150)	-	(2)	6,248	-	6,097	158,000	(151,903)
6300 Non-RECURRING								
6301 CAD Replac/Upgrade								
6301.01 EMS	-	-	-	6,949	-	6,949	-	6,949
6301.02 Hawai'i Police Dept	-	-	-	-	-	-	1,500,000	(1,500,000)
6301.04 Honolulu Police	-	-	-	(833)	-	(833)	-	(833)
Total 6301 CAD Replac/Upgrade	-	-	-	6,116	-	6,116	1,500,000	(1,493,884)
6302 CMLs for Altern Dispat	-	-	-	-	-	-	300,000	(300,000)
6303 Computers								
6303.20 Dispatch Software	-	-	-	-	-	-	5,000	(5,000)
Total 6303 Computers	-	-	-	-	-	-	5,000	(5,000)
6306 Training								
6306.11 Training (CAD) HPD	-	-	-	-	-	-	16,000	(16,000)
6306.12 TriTechCADSystAdm								
6306.122 CAD TriTech EMS	-	-	-	-	-	-	5,000	(5,000)
Total 6306.12 TriTechCADSystAdm	-	-	-	-	-	-	5,000	(5,000)
6306.14 NG Text to 911 Refresh	-	-	-	-	-	-	22,000	(22,000)
Total 6306 Training	-	-	-	-	-	-	43,000	(43,000)
Total 6300 Non-RECURRING	-	-	-	6,116	-	6,116	1,848,000	(1,841,884)
6400 RECURRING EXPENSES								
6401 ADMINISTRATION								
6401.01 Exec Dir. Services	-	-	-	-	28,438	28,438	368,550	(340,113)
6401.02 ElectronSignatur	-	-	-	-	-	-	200	(200)
6401.05 Audit Expense	-	-	-	-	-	-	12,500	(12,500)
6401.06 Bank Charge	-	-	-	-	-	-	100	(100)
6401.08 Board Member Travel	-	-	-	-	1,452	1,452	35,000	(33,548)
6401.09 DB&F Assessments								
6401.0101 DB&F Admin. Assess	-	-	-	-	31	31	175,000	(174,969)
6401.0102 DB&F Rev Assessment	-	-	-	-	-	-	452,500	(452,500)
Total 6401.09 DB&F Assessments	-	-	-	-	31	31	627,500	(627,469)
6401.12 NASNA Dues	-	-	-	-	-	-	215	(215)
6401.13 Parking Permits	-	-	-	-	-	-	200	(200)
6401.15 WSP Cost Recovery								
6401.0101 Sprint/Nextel	-	-	-	-	(36,000)	(36,000)	-	(36,000)
6401.15 WSP Cost Recovery - Other	-	-	-	-	38,522	38,522	70,000	(31,478)
Total 6401.15 WSP Cost Recovery	-	-	-	-	2,522	2,522	70,000	(67,478)
6401.17 ADA Compliance	-	-	-	-	-	-	500	(500)
6401.18 AG Legal Fees	-	-	-	-	-	-	100,000	(100,000)
6401.19 Public Education	-	-	-	-	-	-	50,000	(50,000)
Total 6401 ADMINISTRATION	-	-	-	-	32,443	32,443	1,264,765	(1,232,322)
6402 MAINTENANCE								
6402.02 Imagery Lic Agree	-	-	-	-	-	-	1,116,896	(1,116,896)
6402.05 Logging RecordMaint	-	-	-	-	-	-	60,775	(60,775)
6402.07 0011 9-1-1MSAG Maint.	0	-	-	-	-	0	1,312,521	(1,312,521)
6402.08 CAD Maintenance	-	-	-	-	-	-	1,038,752	(1,038,752)
6402.13 Software Maintenance								
6402.131 Integraph DB S/W Maint	-	-	-	-	-	-	4,607	(4,607)
Total 6402.13 Software Maintenance	-	-	-	-	-	-	4,607	(4,607)
Total 6402 MAINTENANCE	0	-	-	-	-	0	3,533,551	(3,533,551)
6403 Other RECURRING								
6403.01 Telcom Charges								
6403.0101 Alt. PSAP 9-1-1 Del	-	-	-	-	-	-	232,132	(232,132)
6403.0102 Long Distance	29	-	29	-	-	57	2,160	(2,103)
6403.0103 Mileage	-	-	-	946	-	946	11,353	(10,407)
6403.0109 Telcom Trunk	-	-	-	-	-	-	1,643,237	(1,643,237)
6403.0110 Ocean Safety								
6403.0110.1 CML	-	-	-	1,663	-	1,663	-	1,663
6403.0110.2 Centrex	-	-	-	395	-	395	-	395
6403.0110.3 Mileage	-	-	-	67	-	67	-	67
6403.0110 Ocean Safety - Other	-	-	-	(2,124)	-	(2,124)	-	(2,124)
Total 6403.0110 Ocean Safety	-	-	-	0	-	0	-	0
6403.0112 HPD CML Viper-Kapolei	-	-	-	-	-	-	140,916	(140,916)
6403.0114 SD Viper (OSL) (3)	-	-	-	-	-	-	43,500	(43,500)
6403.0115 Text-to-911 Service	-	-	-	-	-	-	24,100	(24,100)
6403.0116 Alt PSAP Call Route	-	-	-	-	-	-	600	(600)
Total 6403.01 Telcom Charges	29	-	29	947	-	1,004	2,097,998	(2,096,994)
6403.02 EMS Tower Lease	-	-	-	(3,770)	-	(3,770)	7,600	(11,370)
Total 6403 Other RECURRING	29	-	29	(2,823)	-	(2,766)	2,105,598	(2,108,364)
Total 6400 RECURRING EXPENSES	29	-	29	(2,823)	32,443	29,676	6,903,914	(6,874,238)
Total Disbursements	(121)	-	27	9,541	32,443	41,889	8,909,914	(8,868,025)

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

FY 2015 STRATEGIC BUDGET PLAN CHANGES	HAWAII PSAP	OAHU PSAP	MAUI PSAP	KAUAI PSAP	ADMIN	CONFERENCE	TOTAL	Board Approval Date
Approved FY 2015 Strategic Budget Plan	2,503,550.00	2,869,518.00	1,050,738.00	1,063,343.00	1,264,765.00	158,000.00	8,909,914.00	6/10/2014
HPD - APCO Conference (3)		10,500.00				(10,500.00)		5/15/2014
HPD - APCO Conference (1) APCO/NENA Pacific Chapter		3,500.00				(3,500.00)		5/15/2014
KPD - APCO Conference (3)				11,100.00		(11,100.00)		5/15/2014
Executive Director (2) APCO					6,000.00	(6,000.00)		6/10/2014
MPD - APCO (2)			7,400.00			(7,400.00)		6/10/2014
Oahu DIT - (1) APCO		3,500.00				(3,500.00)		6/10/2014
HawPD - (2) APCO	7,400.00					(7,400.00)		6/10/2014
EMS - (2) TRICON Conference (Sep28-Oct1, 2014)		4,000.00				(4,000.00)		6/10/2014
KPD- TRICON Conference (Sep28-1Oct2014)				6,000.00		(6,000.00)		6/10/2014
EMS-TRICCON Conference added funding (2)								
HFD - TRICON Conference (1)								
KPD: Intrado interface								
Totals	2,510,950.00	2,891,018.00	1,058,138.00	1,080,443.00	1,270,765.00	98,600.00	8,909,914.00	

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

Summary of Encumbrances/Accruals:							TOTAL	7/31/2014
FY 2011 Encumbrances:	Oahu	Maui	Kauai	Hawaii	Admin	Total	Paydowns	Balance
CAD Upgrade:			418,999.59			418,999.59		418,999.59
FY 2012 Encumbrances:						-		
CAD Upgrades:								
EMS/FIRE	56,040.27					56,040.27		56,040.27
HPD	695,392.00					695,392.00		695,392.00
Total FY 2012 Encumbrances	751,432.27	-	-	-	-	751,432.27	-	751,432.27
FY 2014 Accruals								
CAD Upgrade	31,000.00			1,500,000.00		1,531,000.00	31,000.00	1,500,000.00
CAD Maintenance				66,517.78		66,517.78	66,517.78	-
DB&F Rev. Assessment					8,306.31	8,306.31	8,306.31	-
DB&F Admin. Assessment					55,632.35	55,632.35	55,632.35	-
AG Legal Expenses for IRC					25,000.00	25,000.00		25,000.00
NENA Conference		6,600.00				6,600.00	6,600.00	-
Imagery License Agreement	127,150.00					127,150.00		127,150.00
WSP Recovery-Sprint					36,000.00	36,000.00	36,000.00	-
MSAG & GIS	90,290.34	86,911.73	27,535.21	25,637.24		230,374.52	115,927.58	114,446.94
Microwave Antenna Lease	3,770.00					3,770.00	3,770.00	-
Ocean Safety-Telecom	2,124.40					2,124.40	2,124.40	-
HawTelcom CML Positions	78,906.78	46,415.76	18,578.30	25,528.66		169,429.50	127,643.32	41,786.18
HT CML Viper (Kapolei)	5,500.00					5,500.00		5,500.00
HT CML Viper (Alapai)	1,500.00					1,500.00		1,500.00
Board & Committee Travel					2,000.00	2,000.00	2,000.00	-
Total FY 2014 Accruals	340,241.52	139,927.49	46,113.51	1,617,683.68	126,938.66	2,270,904.86	455,521.74	1,815,383.12
Total Encumbrances/Accruals	1,091,673.79	139,927.49	465,113.10	1,617,683.68	126,938.66	3,441,336.72	455,521.74	2,985,814.98

Oahu Civilian 9-1-1 Status Report

July 1, 2014 – July 31, 2014

AKIMEKA | HIGH PRIORITY. HIGH IMPACT.

THIS PAGE INTENIONALLY LEFT BLANK

Table of Contents

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

1 PSAP Operations

1.1 9-1-1 Call Volume – July 2014

(<u>Source:</u> 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
July	91,297	24,331	23.61%	66,966	73.35%	54.82%	18.53%	2,739	3.00%	37	0.04%	2,070	2.27%	13,327	14.60%	426	0.47%

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

| 9-1-1 Primary PSAP Call Volume | | | | | | | | | | | | | | | | |
| Honolulu City & County PSAPs | | Wireline Calls | | Wireless Calls | | | | VOIP Calls | | Calls with No ALI | | Admin Calls | | Abandoned Calls | | Other Calls | |
2014	Total 9-1-1 Calls Processed	No. of Wireline Calls	% of Total Calls	No. of Wireless Calls	% of Total Calls	% of Wireless WPH1 Calls	% of Wireless WPH2 Calls	No. of VoIP Calls	% of 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	91,297	24,331	23.61%	66,966	73.35%	54.82%	18.53%	2,739	3.00%	37	0.04%	2,070	2.27%	13,327	14.60%	426	0.47%
August																	
September																	
October																	
November																	
December																	
YTD	576,739	138,097		416,000				12,951		12,466		13,318		84,331		2,823	
MON AVG	82,391	19,728	23.47%	59,429	72.09%	52.64%	19.44%	1,850	2.21%	1,781	2.23%	1,903	2.31%	12,047	14.66%	403	0.49%

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.

1.3 9-1-1 Call Volume by Agency – July 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
July	79,990	87.62%	25,633	39,876	1,154	13,327	0	2,512	2.75%	135	0	0

	9-1-1 Call Volume by Agency (Continued)									
	EMS					OS				
2014	Number of Total Calls Received	% of Total Calls	Number of Admin Calls	Number of Dropped Calls	Number of Other Calls	Number of Total Calls Received	% of Total Calls	Number of Admin Calls	Number of Dropped Calls	Number of Other Calls
July	8,299	9.09%	711	150	0	70	0.08%	70	2	0

AKIMEKA | HIGH PRIORITY. HIGH IMPACT.

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

| | 9-1-1 Call Volume by Agency | | | | | | | | | | | | | | | | |
| | HPD | | | | | | HFD | | | | EMS | | | | OS | | | |
2014	Number of Total Calls Received	% of Total Calls	No. of Emergency Calls	No. of Non Emergency Calls	No. of Admin Calls	No. of Dropped Calls	No. of Total Calls Received	% of Total Calls	No. of Admin Calls	No. of Dropped Calls	No. of Total Calls Received	% of Total Calls	No. of Admin Calls	No. of Dropped Calls	No. of Total Calls Received	% of Total Calls	No. of Admin Calls	No. of Dropped Calls
January	70,176	86.53%	18,601	38,600	921	12,054	2,270	2.80%	88	61	8,108	10.00%	888	111	58	0.07%	49	9
February	65,130	86.27%	17,565	36,503	915	10,147	2,228	2.95%	233	0	7,662	10.15%	642	78	41	0.05%	40	2
March	71,563	87.07%	19,959	38,383	751	12,470	2,069	2.52%	147	24	8,153	9.92%	750	95	72	0.09%	71	6
April	67,525	86.40%	19,297	36,199	777	11,252	2,310	2.96%	304	0	7,940	10.16%	887	172	62	0.08%	55	7
May	75,253	87.32%	22828	39,363	1,015	12,47	2,403	2.79%	333	0	8,031	9.32%	669	153	63	0.07%	61	2
June	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	79,990	113.98%	25,633	39,876	1,154	13,327	2,512	2.75%	135	0	8,299	9.09%	711	150	70	0.08%	70	2
August																		
September																		
October																		
November																		
December																		
YTD	503,513		145,904	267,270	6,434	71,858	13,792		1,240	85	56,214		5,268	911	397		376	41
MON AVG	71,930	91.05%	20,843	38,181	919	11,976	1,970	2.40%	177	12	8,031	9.77%	753	130	57	0.07%	54	6

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

1.5 PSAP Operation Notes

(1)   Total call volumes include Administrative calls. (Administrative calls = Calls originating on Adminstrative lines that required 911 service.)

(2)   "Abandoned" calls represent the number of incoming 9-1-1 calls for which the caller had hung up before a call-taker answered. "Dropped Calls" are hang ups after transfers.

(3)   "Abandoned" calls are included in the "Wireline" and "Wireless" counts respectively. The standard Intrado Viper reports provide a break-out of "Abandoned" calls between "Wireline" and "Wireless" calls.

1.6 Wireless Test – July 2014

Date	WSP	Sites Tested	Sectors Tested	Tested By:	Test Pass/Fail
07/03/14	AT&T	2	6	Oahu PSAP	Pass
07/29/14	AT&T	16	32	Oahu PSAP	Fail/vendor no show

There were two (2) scheduled Wireless 911 test in July 2014. The first scheduled test on 07/03/2014 was successfully tested. The second scheduled test was a no show on the vendor. No notification of cancellation was given.

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

2 MSAG

2.1 Current Month – July 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	777	103	87	1	5	3	7	1,874	666	2	6	6	0	0	0	0

A total of 777 MSAG transactions were processed during the month of July 2014. 103 9-1-1Net requests were processed relating to the MSAG database, with 1,874 customer ANI/ALI (telephone/address) records updated as a direct result of Akimeka's address research and GIS validation process. 666 Telephone Number Change Requests (TN CR), two ALI-DR, and six VoIP DR 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 6 TN CRs in Referred status as of July 31, 2014.

Referred Status: There are six TN CR records in Referred status as of July 31, 2014. Referred records are awaiting approval from Hawaiian Telcom, Inc. Akimeka continues to monitor and track the progress of the Referred records. Once a telephone number is submitted to Intrado for correction, it must be verified against HT records and/or approved by the customer. Intrado's internal process requires calling each telephone customer individually for approval to update an address in the 9-1-1 database.

There are no ALI DRs in Referred status as of July 31, 2014.

There are no VoIP DRs in Referred status as of July 31, 2014.

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

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

| OAHU CIVILIAN | | 9-1-1NET REQUESTS | | | | | | | | | | In Referred Status as of Report Month End (d) | | | In Suspended Status as of Report Month End (e) | |
| | | MSAG TRANSACTIONS | | | | | | | ALI TRANSACTIONS | | | | | | | |
2014	TOTAL	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected (*)	County Address Change Request (TN CR) Processed (a)	ALI Discrepancy (ALI-DR) Processed (b)	VoIP Discrepancy (VoIP DR) Processed (c)	TN CR	ALI-DR	VoIP DR	# of Transactions	TNs Affected
December																
November																
October																
September																
August																
July	777	103	87	1	5	3	7	1,874	666	2	6	6	0	0	0	0
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	3,692	2,344	1,992	46	86	22	198	122,605	1,324	17	7					
AVG PER MO	527	335	285	7	12	3	28	17,515	189	2	2					

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.

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 **July 31, 2014**

OMIL Existing Community Name	New Approved Community Name	MSAG Records	MSAG Transactions Required	Status	Notes/Comments
Bellows Airforce Station	BELLOWS	65	65	**COMPLETED -- 03/31/13**	
Kaneohe MCAS	MCBH	356	356	**COMPLETED -- 06/19/13**	
Helemano Military Res	HELEMANO	33	33	**COMPLETED -- 06/24/13**	
Naval Comm Sat Wahiawa	NCTAMS PAC	3	3	**COMPLETED -- 07/01/13**	
NCTAMS	NCTAMS PAC	12	12	**COMPLETED -- 07/09/13**	
Naval Comm Stat Wahiawa	NCTAMS PAC	38	38	**COMPLETED -- 07/16/13**	
Camp Stover	SCHOFIELD	9	9	**COMPLETED -- 07/16/13**	
East Range	SCHOFIELD	3	3	**COMPLETED -- 07/16/13**	
Schofield Barracks	SCHOFIELD	2	2	**COMPLETED -- 07/16/13**	
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
July 1, 2014 – July 31, 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	

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.

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 **July 31, 2014**:

MSAG COMMUNITY (In Order of Effort)	MSAG COMMUNITY AND STREET SEGMENT SWEEP -- PHASE V					GIS UPDATES	
	TARGET START DATE	TARGET COMPLETION DATE	AKIMEKA COMPLETION DATE	ACTUAL COMPLETION DATE	NOTES/COMMENTS	DATE GIS DELIVERED TO HPD	DATE GIS LOADED TO CAD BY HPD
Pearl HBR	08/01/13	08/14/13	08/12/13	09/03/13	Data was not loaded due to discrepancies with the Common Places	08/23/13	
Ford ISL	08/15/13	09/03/13	08/19/13	09/03/13		08/23/13	
Makalapa	09/04/13	09/06/13	09/06/13	09/06/13		09/06/13	09/11/13
Aliamanu	09/09/13	09/13/13	09/18/13	09/19/13		09/20/13	09/23/13
Salt Lake	09/16/13	09/23/13	09/23/13	09/23/13		09/20/13	09/23/13
Kalihi	09/24/13	10/21/13	11/08/13	12/02/13		10/18/13	10/29/13
Nuuanu	10/22/13	11/06/13	11/12/13	11/12/13	In 11/1/13 data, a discrepancy was identified with Beat recommendations within the CAD, therefore a new set of data was sent on 11/7/13 to resolve this	11/1/2013, 11/7/13	11/12/13
Downtown	11/07/13	11/18/13	11/21/13	11/21/13		11/15/13	11/25/13
Kakaako	11/19/13	11/26/13	11/27/13	11/27/13		11/29/13	12/06/13
Ala Moana	11/27/13	12/04/13	12/04/13	12/11/13			
Honolulu	12/05/13	12/16/13	12/13/13	12/20/13		12/13/13	12/19/13
Punchbowl	12/17/13	12/26/13	12/20/13	12/27/13		12/27/13	01/03/14
Makiki	12/27/14	01/07/14	01/10/14	01/29/14		01/10/14	01/16/14
Manoa	01/08/14	01/23/14	01/23/14	01/29/14		01/24/14	01/28/14
McCully	01/24/14	02/04/14	01/21/14	01/29/14			
Ft DeRussy	02/05/14	02/06/14	02/05/14	02/05/14		02/07/14	02/13/14
Waikiki	02/07/14	02/20/14	03/10/14	03/10/14		02/21/14	03/03/14
Kaimuki	02/21/14	03/10/14	04/14/14	04/28/14		03/07/14	03/19/14
Kapahulu	03/11/14	03/18/14	04/11/14	04/28/14		03/21/14	03/28/14
Kahala	03/19/14	03/27/14	04/10/14	04/28/14			
Waialae	03/28/14	04/08/14	04/10/14	04/28/14		04/04/14	04/22/14
Aina Haina	04/09/14	04/18/14	04/18/14	04/28/14		04/18/14	04/28/14
Hawaii Kai	04/21/14	05/09/14	06/06/14	06/27/14		05/02/14	05/16/14
						05/16/14	05/23/14

Phase V work effort is now complete.

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

3 Geographic Information System (GIS) – July 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.

Type of Layer	Akimeka GIS Server	Date Uploaded to ftp Site	Other/Remarks
	Date Created/ Edits Performed		
OAHU CIVILIAN			
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)			
Address Points		07/25/14	
	7/24/2014		Deleted one (1) address point in Kaneohe; duplicate record.
	7/23/2014		Added one (1) routing ID to address point Mid Pacific Country in Kailua.
	7/17/2014		Received new development Kuauli Subdiv(Kahuku). Georeferenced building plan and added eight (8) new address points in Kahuku.
	7/17/2014		Spatially corrected one (1) address point in Kahuku.
	7/17/2014		Deleted three (3) address points in Kakuku; duplicate addresses.
	7/16/2014		Added two (2) routing IDs in Kaneohe.
	7/16/2014		Corrected name of one (1) address point in Waimanalo.
	7/16/2014		Added one (1) routing ID in Aiea.
		07/11/14	
	7/11/2014		Spatially corrected one (1) address point in Aiea.
	7/11/2014		Spatially corrected seven (7) address points in Waipio.
	7/10/2014		Reviewed lifeguard tower names and addresses in address points as requested by HFD, no discrepancies found.
	7/10/2014		Spatially corrected one (1) address point in Waianae.
	7/10/2014		Reviewed duplicate address points per TriTech restrictions. Identified one (1) valid address point and deleted six (6).
	7/7/2014		Added one (1) apartment letter in Kaneohe.
	7/7/2014		Deleted two (2) address points in Kaneohe; duplicate addresses.
	7/1/2014 - 7/28/2014		Spatially corrected nine hundred fifty-nine (959) address points in Kaneohe.
	7/1/2014 - 7/28/2014		Added twenty-eight (28) new address point in Kaneohe.
Common Place Name		07/25/14	
		07/11/14	
	7/10/2014		Researched three (3) TCAD errors for follow up on the JUL 1 2014 report. Completed review.
	7/10/2014		Corrected MSAG community of one (1) point of interest from Laie to Kahuku.
	7/9/2014		Spatially corrected one (1) point of interest in Kailua.
	7/9/2014 - 7/30/2014		Spatially corrected fourty-nine (49) points of interest in Kaneohe.

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

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 Created/ Edits Performed	Date Uploaded to ftp Site	Other/Remarks
OAHU CIVILIAN			
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)			
Fire Response Areas		07/25/14	
	7/15/2014		Corrected STA6/STA30 boundary
	7/14/2014		Corrected STA12/STA36 boundary and STA12/STA42 boundary
		07/11/14	
Fire Stations			
ESZ/ESN	7/16/2014		Continued working on boundaries for new ESN layer
	7/14/2014		Continued working on boundaries for new ESN layer
	7/9/2014		Continued working on boundaries for new ESN layer
	7/8/2014		Continued working on boundaries for new ESN layer
	7/3/2014		Began working on defining boundaries for new ESN layer
Major Roads			
MSAG Address Points (aka Pseudo Address Points)			
MSAG Communities (aka Towns)	7/30/2014		Corrected Ewa Beach/Puuloa boundary at military fence line
		07/25/14	
	7/21/2014		Corrected Waipahu boundary
		07/11/14	
Medic Beats			
Medic Response Areas		07/25/14	
	7/14/2014		Corrected MED10/MED12 boundary
		07/11/14	
Medic Stations			
Milepost Markers			
Net_Junctions		07/29/14	
	7/29/2014		Populated Net Junctions with the latest Police Beat and MSAG Community
		07/14/14	
	7/14/2014		Populated Net Junctions with the latest Police Beat and MSAG Community
		07/01/14	
	7/1/2014		Populated Net Junctions with the latest Police Beat and MSAG Community

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

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)			
Points of Interest			
Police Beats		07/25/14	
	7/21/2014		Corrected Beat 877, and began on 878 and 879 according to the HPD written policies and procedures
		07/11/14	
	7/9/2014		Continued working on Beat 876
	7/8/2014		Corrected Beat 875 according to the HPD written policies and procedures, and began on Beat 876
	7/7/2014		Worked on correcting Beat 875 according to the HPD written policies and procedures
	7/2/2014		Corrected Beat 874 according to the HPD written policies and procedures
Police Districts			
Police Response Areas			
Police Stations			
Schools			
Street Centerlines		07/25/14	
	7/22/2014		Added street segments and corrected ranges in Kailua on Lama Pl, Koohoo Pl, Kaelepula Dr
	7/21/2014		Added street segments and corrected ranges for Laulaunui St in Ewa Beach
	7/21/2014		Spatially corrected streets in Kailua on Aalapapa Dr, Lapa Pl, Lopaka Way, Luika Pl, Poopoo Pl
	7/18/2014		Spatially corrected streets in Waimanalo on Haunaukoi St
	7/18/2014		Spatially corrected streets in Kailua on Mokulua Dr and Kehaulani Dr
	7/18/2014		Split Mokulua Dr in Kailua
	7/17/2014		Corrected ranges on Keolu Dr in Kailua
	7/17/2014		Spatially corrected street segments in Waimanalo on Mekia St and Kakaina St

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

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 Created/ Edits Performed	Date Uploaded to ftp Site	Other/Remarks
OAHU CIVILIAN			
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)			
Street Centerlines	7/17/2014		Corrected ranges on Kalanianaole Hwy, Kanapuu Dr, Kauholokahiki St in Waimanalo
	7/17/2014		Added new street segments for Mokulua Dr and Luika Pl in Kailua
	7/16/2014		Spatially corrected Haiku Rd in Kaneohe
	7/15/2014		Split Middle St at the Airport/Kalihi boundary
	7/15/2014		Spatially corrected streets in Kailua on Paokano Pl, Paakiki Pl, Paokano Loop
	7/15/2014		Spatially corrected streets in Kalihi on Middle St
		07/11/14	
	7/8/2014		Spatially corrected 16 streets in Ewa Beach on Fort Weaver Rd, Iroquois Rd, Makule Rd, Pohakupuna Rd
	7/2/2014 - 7/31/2014		Spatially corrected ninety-five (95) streets in Kailua Akalei Pl, Akumu St, Alahaki St, Halula Pl, Holoholo St, Kahili St, Paako St, Iana Pl, Iana St, Keolu Dr, Pahumele Pl, Pahumele Way, Papalani St, Pauku St, Paulele St, Pomahina Pl, Wanaao Pl, Wanaao Rd, Aala Dr, Aalapapa Dr, Aalapapa Pl, Aalapapa Way, Haokea Dr, Kaelepulu Dr, Kaiolena Dr, Koohoo Pl, Kuailima Dr, Lala Pl, Lama Pl, Lanipo Dr, Mokolea Dr, Mokulua Dr, Mokumanu Dr, Onekea Dr, Pokole Way
Trails			
WSP Cell Sectors	7/31/2014		Per VZW CRS
	7/29/2014		Per VZW CRS
	7/29/2014		Per VZW CRS
		07/28/14	
		07/25/14	
	7/23/2014		Per VZW CRS
	7/22/2014		Per VZW CRS
	7/22/2014		Per VZW CRS
	7/22/2014		Per VZW CRS
	7/22/2014		Per VZW CRS
		07/21/14	
	7/21/2014		Per VZW CRS
	7/18/2014		Per VZW CRS
	7/15/2014		Per TMOB CRS
		07/14/14	
		07/11/14	
		07/07/14	

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

3.5 Mapping Layers Updated (Part V)

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

Type of Layer	Akimeka GIS Server — Date Created/ Edits Performed	Date Uploaded to ftp Site	Other/Remarks
OAHU CIVILIAN			
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)			
WSP Cell Towers	7/31/2014		Per VZW CRS
	7/29/2014		Per VZW CRS
	7/29/2014		Per VZW CRS
		07/28/14	
		07/25/14	
	7/23/2014		Per VZW CRS
	7/22/2014		Per VZW CRS
	7/22/2014		Per VZW CRS
	7/22/2014		Per VZW CRS
	7/22/2014		Per VZW CRS
		07/21/14	
	7/21/2014		Per VZW CRS
	7/18/2014		Per VZW CRS
	7/15/2014		Per TMOB CRS
		07/14/14	
		07/11/14	
		07/07/14	
OTHER SUPPORTING 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)			
Churches			
Gas Stations			
Food & Beverage			
Hospitals			
Lodging			
Medical Facilities			

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

3.6 Mapping Layers Updated (Part VI)

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

Type of Layer	Akimeka GIS Server Date Created/ Edits Performed	Date Uploaded to ftp Site	Other/Remarks
OAHU CIVILIAN			
OTHER SUPPORTING 9-1-1 PUBLIC SAFETY LAYERS **(Listed Alphabetically)**			
Ocean Rescue Boundaries		07/25/14	
		07/11/14	
Ocean Safety (Includes Lifeguard Stands)	7/10/2014		Added one (1) new LifeguardTower in Waikiki.
- Dive Locations			
- Surf Breaks			
Parcels			
Parks (Includes National Parks)			
Parks Polygon			
Post Offices			
Subdivisions			
DISASTER/HOMELAND SECURITY LAYERS **(Listed Alphabetically)**			
Airports			
Bridges			
Coastline			
Coastal Names			
Critical Infrastructure			

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.

OAHU CIVILIAN			
Type of Layer	**Akimeka GIS Server**	**Date Uploaded to ftp Site**	**Other/Remarks**
	Date Created/ Edits Performed		
DISASTER/HOMELAND SECURITY LAYERS (Listed Alphabetically)			
Emergency Shelters			
Government Buildings			
Helipads			
Hydrology Layers			
- Dams			
- Ponds			
- Streams (Includes Rivers)		**07/25/14**	
		07/11/14	
- Waterfalls			
Tsunami Evacuation Zones			
Tsunami Roadblocks			
United States National Grid			
Volcano Hazard Zones			
Wharfs			

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 Created/ Edits Performed	Date Uploaded to ftp Site	Other/Remarks
OAHU CIVILIAN			
SPECIAL REQUESTS			
Tow Boundaries		07/25/14	
		07/11/14	

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.

3.9 Geographic Information System (GIS) Narrative

3.9.1 Police Beats Corrections

Background

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

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

Status To Date

Based on HPD PMT's confirmation, Akimeka continued to make corrections to the Police Beats during the month of July 2014. Akimeka completed an additional three (3) Police Beat (875, 876, and 877) boundary correction.

Upload Process

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

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

3.9.2 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	**07/03/14**	
07/11/14		
07/25/14		

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

3.9.3 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.

5. During July 2014, Issues from the HFD RMS Administrator were brought to Akimeka's attention that there may potentially be incorrect Community names being provided into the TriTech RMS.

a. On July 7, 2014, Akimeka reviewed the discrepancies that were identified, and were able to confirm that the Community names that were identified are correct as they appeared.

     a. The names of the Communities had previously been decided on and agreed to among all of the PSAP representatives at the beginning of the MSAG Community and Street Segment sweep project which was an effort initiated to begin the synchronization of the 911 databases, starting in early 2012.

6. Also during July 2014, it was requested for Akimeka to assist with the creation of a boundary layer to help identify the federal properties in the TriTech CAD system, in order to attach caution notes for dispatch purposes.

    a. On July 21, 2014, Akimeka received the request and began creating the Geographic Areas based on the MSAG Community's federal properties which have previously been defined with the help and assistance of the PSAPs, including the Regional Dispatch Center at Pearl Harbor.

        a. The boundaries were provided as requested on July 21, 2014, via Akimeka's ftp site.

        b. Subsequent to the boundary layer being provided, minor configurations were requested and made throughout the remainder of July 2014.

        c. Akimeka will continue to assist in the creation of the Federal Geographic Areas for HFD's TriTech CAD system, until it is finalized. There are no foreseen issues with work effort which would require HPD's approval and adjustment of timelines/priorities.

3.9.4 SPAWAR Meeting on Addressing for MCBH

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

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

3.9.5 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 June 27, 2014 and July 25, 2014. Below are the results of the comparison.

	First Report 06/01/12	06/27/14	07/25/14	Improvement/ Comments
Total Number of GIS Records	**26,602**	**27,047**	**27,058**	**Added eleven (11) records**
	Errors Identified			
Zero Errors	5,112	699	646	Further reduced errors by 7.6% (53 errors)
Low > High Errors	3	0	0	No Change
Mixed Parity Errors	1	0	2	Increased by 2 errors
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	533	518	Further reduced errors by 2.8% (15 errors)
Total Errors	**9,303**	**1,232**	**1,166**	**Further reduced errors by 5.4% (66 errors)**

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

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

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

4 E9-1-1 Database Synchronization

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

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

The database synchronization effort included comparing Oahu Civilian's 9-1-1 MSAG against its GIS Street Centerline data. A total number of **7,511** 9-1-1 MSAG records were reviewed in the audit and analyzed. Results of the database synchronization audit completed on July 1, 2014 for the Oahu Civilian PSAP are reported below.

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

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

4.1 Audit Summary Results – 2014

9-1-1 MSAG TO GIS STREET CENTERLINE AUDIT COMPARISON RESULTS	Notes	As of Octover 21, 2013 9-1-1 MSAG Dated 10-01-13		As of January 13, 2014 9-1-1 MSAG Dated 01-01-14		As of April 1, 2014 9-1-1 MSAG Dated 04-01-14		As of July 1, 2014 9-1-1 MSAG Dated 07-01-14	
		# of Records	%	# of Records	%	# of Records	%	# of Records	%
Total 9-1-1 MSAG Records Reviewed		7,111	0	7,336		7,509		7,511	
Less: 9-1-1 MSAG Exception Records	(1)	6	0.1%	6	0.1%	6	0.1%	118	1.6%
Net 9-1-1 MSAG Records Eligible for Comparison		7,105	0	7,330		6,560		7,393	
Total 9-1-1 MSAG Records Match (9-1-1 MSAG -- GIS Match -- No Corrections Required)		6,825	96.1%	7,082	96.6%	6,430	98.0%	7,364	99.6%
9-1-1 MSAG -- GIS No Match - Minor Correction Required	(2)	213	3.0%	166	11.6%	57	0.9%	34	0.5%
9-1-1 MSAG Record With No Matching GIS Record	(3)	67	0.9%	82	1.1%	73	1.1%	7	0.1%
Total 9-1-1 MSAG Records No Match		280	3.9%	248	3.4%	130	2.0%	41	0.6%

Objective: NENA Recommended Match Rate = 98%

The two-way (MSAG – GIS) database synchronization audit for the City & County of Honolulu(Civilian PSAPs) was completed as scheduled. Further progress has been made from April 2014 with a 98% Match Rate to a 99.6% Match Rate as of July 2014
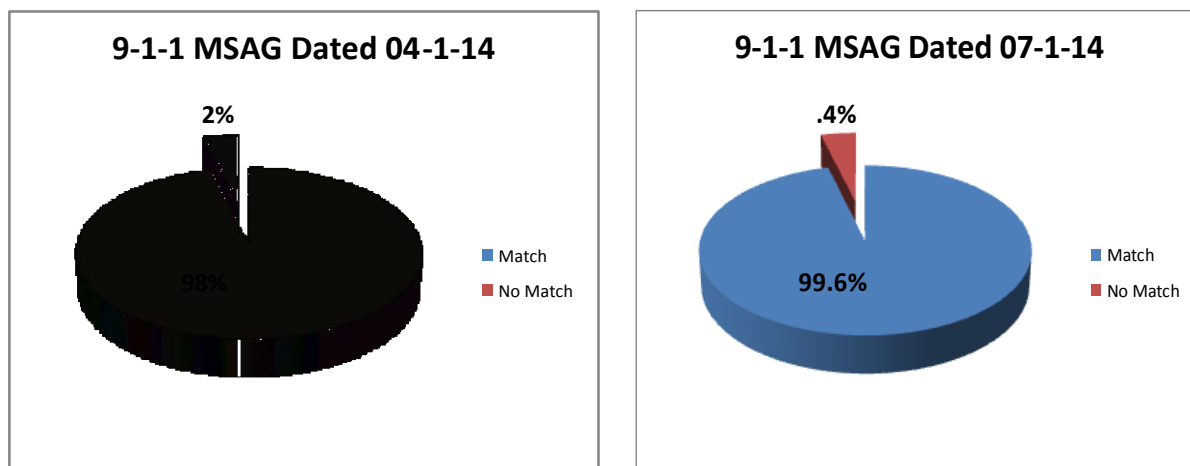
4.2 Audit Summary Results – 2014 (Part II)

Notes:

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

(2)   An MSAG Record that requires minor MSAG attention in 9-1-1Net to correct MSAG Records (i.e., Reassignment of an MSAG Community, modification of the Site Address Range, assignment of an ESN, performing a combine or insert of an existing MSAG Record, etc.).

(3)   An MSAG Record that does not have a corresponding GIS Record and will require additional research and validation. The GIS Section will assist with this effort.

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

**Oahu Civilian's level of accuracy or 9-1-1 Match percentage improved from
98% as of April 1, 2014 to 99.6% as of July 1, 2014.
The majority of the remaining MSAG and GIS discrepancies are in the
Honolulu MSAG Community.**

❖   As agreed between HPD PMT and Akimeka, Akimeka would initially focus on the <u>existing</u> MSAG and GIS records to produce a match which will benefit the PSAP in the interim.

❖   This effort would not include the MSAG Communities project to implement the <u>new</u> MSAG Communities and associated GIS Street Centerlines. This would be handled as a separate project as identified and agreed to.

❖   As a result of the MSAG Community and Street Segment Sweep project, the majority of the remaining discrepancies reside in the Honolulu MSAG Community and will be addressed during the Phase V effort.

4.3.1 Audit Summary Results – July 1, 2014 MSAG vs. April 1, 2014 (Part II)

❖ The previously completed MSAG Communities as a result of the MSAG Community and Street Segment Sweep project are now considered part of ongoing maintenance.

❖ "MSAG - GIS Minor Corrections" were further reduced by **40.4%** (57 to 34) from April 2014 to July 2014 respectively. Low and high address ranges, odd/even combines, and street suffixes were adjusted in the MSAG to correspond with the GIS record. Although identified as a minor correction, customer telephone numbers (TNs) must be validated in 9-1-1Net prior to correcting the MSAG record to ensure the correction will not result in an orphan ALI Record or TN Fall-out.

❖ "MSAG Record With No GIS Record" decreased by **90.4%** (73 to 7) from April 2014 to July 2014 respectively. The decrease in records were due primarily to the verification of the MSAG records against multiple GIS databases to determine if the roads are existing within City and County Honolulu.

❖ "GIS MSAG Records With No Matching E9-1-1 MSAG Record" increased from 4 to 2 records from April 2014 to July 2014. The decrease in records were due primarily to the verification of the MSAG records against the single source 9-1-1 GIS databases created by Akimeka from the multiple public safety agencies' databases to determine if the roads exist within City & County of Honolulu and Military bases GIS records.

❖ "GIS – MSAG Minor Corrections" were further reduced by **55.7%** (104 to 46) from from April 2014 to July 2014 respectively. Low and high address ranges, street suffixes, and MSAG Community were adjusted in the GIS database to correspond with the MSAG record.

❖ A constant effort to keep the databases synchronized and maintained are required to improve the level of accuracy of the E9-1-1 databases each time an MSAG or GIS record is "last modified".

❖ Accurate location and GIS information will ensure proper dispatching and response in a timely manner for all Public Safety agencies.

❖ All the hard work to maintain and synchronize the E9-1-1 databases is validated when a life and/or property is saved.

4.4 Invalid MSAG Streets and Address Ranges – ESN x99 Records

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

Results of the Oahu Civilian data provided are as follows:

OAHU CIVILIAN	Invalid MSAG Records					
	9-1-1 MSAG Dated 01-01-14		9-1-1 MSAG Dated 04-01-14		9-1-1 MSAG Dated 07-01-14	
	# of Records (Baseline Starting Point)	% of Total MSAG Records (Valid and Invalid)	# of Records	% of Total MSAG Records (Valid and Invalid)	# of Records	% of Total MSAG Records (Valid and Invalid)
ESN 199	238	3.1%	220	2.8%	209	2.7%

These invalid MSAG records represent **2.7%** of the Total MSAG records for the City & County of Honolulu as of the July 1, 2014 MSAG. The individual ALI records associated with these records are provided below.

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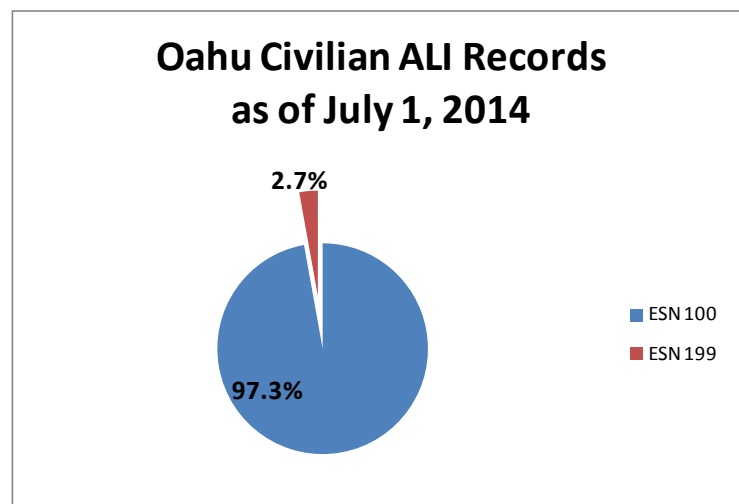
4.5 Automatic Location Identification (ALI) Discrepancy Report

As part of Akimeka's ongoing database synchronization efforts, Akimeka reviewed and summarized the ALI discrepancies by community in 9-1-1Net for the City & County of Honolulu (Oahu Civilian). As of June 30,2014, there are **209** ALI records with an assigned ESN of 199, representing **2.7%** of the City & County of Honolulu (Oahu Civilian) total ALI records.

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

**Oahu Civilian ALI Records
as of July 1, 2014**

2.7%

97.3%

- ESN 100
- ESN 199

The total number of ALI records decreased by **2.2%** (491,003 to 479,999) while the number of ESN 199 records decreased by **8.3%** (1,709 to 1,568) from April 2014 to July 2014 respectively. The decrease was due primarily to Akimeka's effort to identify the invalid MSAG records and verify their correct locations against current County GIS data.

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

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

Maui County 9-1-1 Status Report

July1, 2014 – July 31, 2014

AKIMEKA | HIGH PRIORITY. HIGH IMPACT.

THIS PAGE INTENIONALLY LEFT BLANK

Table of Contents

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

1 PSAP Operations
1.1 9-1-1 Call Volume (Maui) – July 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 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 9-1-1 Calls Abandoned by Caller	% of Total Calls
July	13000	2401	18.47%	8448	64.98%	66.62%	33.38%	248	1.91%	396	3.05%	0	0.00%	1507	11.59%	0	0.00%

1.1.1 Call Volume Maui County PSAP Notes:

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

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

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

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

9-1-1 Call Volume																
Maui PSAP		**Wireline**		**Wireless**				**VOIP**		**Calls with No ALI**		**Admin Calls**		**Abandoned Calls**		**Other Calls**
2014	Total 9-1-1 Calls Processed	No. of Wireline Calls	% of Total Calls	No. of Wireless Calls	% of Total Calls	% of Wireless WPH1 Calls	% of Wireless WPH2 Calls	No. of VoIP Calls	% of 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	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	13,000	2,401	18.47%	8,448	64.98%	66.62%	33.38%	248	1.91%	396	3.05%	0	0.00%	1,507	11.59%	0	0.00%
August																	
September																	
October																	
November																	
December																	
YTD	71,820	13,725		45,555				1178		2,339		0		9,023		0	
MON AVG	10,260	1,961	18.52%	6,508	58.97%	67.15%	32.85%	168	1.37%	334	3.17%	0	0.00%	1,289	17.97%	0	0.00%

1.3 9-1-1 Call Volume (Molokai) – Calendar Year 2014
Source: Intrado Viper

9-1-1 Call Volume																
Molokai PSAP		Wireline		Wireless				VOIP		Calls With No ALI		Admin Calls		Abandoned/Dropped Calls		Other Calls
2014	Total 9-1-1 Calls Processed	No. of Wireline Calls	% of Total Calls	No. of Wireless Calls	% of Total Calls	% of Wireless WPH1 Calls	% of Wireless WPH2 Calls	No. of VoIP Calls	% of 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 9-1-1 Calls Abandoned by Caller	% of Total Calls
July	447	134	29.98%	214	47.87%	58.88%	41.12%	2	0.45%	27	6.04%	0	0.00%	70	15.66%	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.

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

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 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**	**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	447	134	29.98%	214	47.87%	58.88%	41.12%	2	0.45%	27	6.04%	0	0.00%	70	15.66%	0	0.00%
August																	
September																	
October																	
November																	
December																	
YTD	**2,303**	**747**		**1185**				**7**		**90**		**0**		**274**		**0**	
MON AVG	**329**	**107**	**31.91%**	**169**	**53.12%**	**57.81%**	**42.19%**	**1.00**	**0.37%**	**13**	**4.00%**	**0**	**0.00%**	**39.14285714**	**10.60%**	**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

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

1.5 9-1-1 Call Volume (Combined Maui & Molokai) – July 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 Total 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
July	13447	2535	18.85%	8662	64.42%	66.43%	33.57%	250	1.86%	423	3.15%	0	0.00%	1577	11.73%	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 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	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	13,447	2,535	18.85%	8,662	64.42%	66.43%	33.57%	250	1.86%	423	3.15%	0	0.00%	1,577	11.73%	0	0.00%
August																	
September																	
October																	
November																	
December																	
YTD	79,698	16,181		50,440				1185		2429		1		10,104		0	
MON AVG	11,385	2,312	20.88%	7,206	63.58%	57.89%	27.83%	169	1.34%	347	2.89%	0.14	0.00%	1,443	13.04%	0	0.00%

1.7 Wireless Test – July 2014

Date	WSP	Sites Tested	Sectors Tested	Tested By:	Test Pass/Fail
07/28/14	AT&T	4	8	Maui PSAP	Pass

There was one (1) scheduled 911 wireless test for the Maui PSAP. One (4) tower with nine (8) sectors were successfully tested on July 28, 2014. There were no scheduled tests for the Molokai PSAP in July 2014.

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

2 MSAG

2.1 Current Month – July 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	262	51	12	2	26	10	1	780	211	0	0	239	0	0	0	0

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

2.1.1 MSAG Current Month Notes:

A total of 262 MSAG transactions were processed during the month of July 2014. Fifty-one (51) 9-1-1 Net requests were processed relating to the Maui County MSAG database, with 780 customer ANI/ALI (telephone/address) records updated as a direct result of Akimeka's address research and GIS validation process. 211 Telephone Number Change Requests (TN CR) transactions were processed in 9-1-1 Net 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 239 TN CRs in Referred status as of July 31, 2014.

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

There are no VoIP DR records in Referred status as of July 31, 2014.

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

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

2.1.2 Definitions for Year-To-Date Summary

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

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	262	51	12	2	26	10	1	780	211	0	0	239	0	0	0	0
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	1,039	391	226	17	85	50	13	5,432	643	5	0					
AVG PER MO	148	56	32	2	12	7	2	776	92	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
July 1, 2014 – July 31, 2014

3   GIS Mapping Layers – July 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

Type of Layer	Island	Akimeka GIS Server Date Created/ Edits Performed	Date Loaded Into PSAP GIS Server	Other/Remarks
		MAUI COUNTY		
		CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)		
Address Points	Maui/Lanai	7/29/2014		Corrected one (1) Routing ID
	Maui/Lanai	7/25/2014		Spatially corrected one (1) address point in Haiku
			07/23/14	
	Maui/Lanai	7/22/2014		Spatially corrected two (2) address points in Kula and two (2) in Makawao.
	Maui/Lanai	7/22/2014		Prepared data for Intergraph delivery - Assigned ID to all new addresses and checked for duplicate ID
	Molokai	7/22/2014		Changed highway name for twenty-four (24) mile marker address points on Kalae and Maunaloa Hwy's.
	Maui/Lanai	7/17/2014		Added MSAG Address in Haiku
	Maui/Lanai	7/17/2014		Spatially corrected one (1) address point in Haiku and four (4) in Kula
	Molokai	7/17/2014		Added MSAG Address in Kualapuu
	Maui/Lanai	7/16/2014		Spatially corrected one (1) address on Lanai, two (2) in Wailuku, one (1) in Kahului and three (3) in Haiku
	Maui/Lanai	7/16/2014 - 7/22/2014		Added two (2) MSAG Address in Hana
			07/09/14	
	Maui/Lanai	7/9/2014		Spatially corrected eleven (11) address points in Haiku and six (6) in Kihei
	Maui/Lanai	7/8/2014		Spatially corrected one (1) address point in Haiku, one (1) in Hana and one (1) in Lahaina.
	Maui/Lanai	7/8/2014		Corrected one (1) address in Kahului
	Maui/Lanai	7/8/2014		Added one (1) POI address point for Baby Beach Lahaina off of Puunoa Pl as requested by Dispatch
	Molokai	7/2/2014 - 7/25/2014		Added thirty-four (34) addresses received from DSA

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

3.2 Updated/Loaded Into GIS (Part II)

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

Type of Layer	Island	Akimeka GIS Server Date Created/ Edits Performed	Date Loaded Into PSAP GIS Server	Other/Remarks
MAUI COUNTY				
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)				
DISPATCH AND RESPONSE				
ESZ/ESN	Maui/Lanai	7/30/2014		Modified boundary between ESN 302 & 303
	Maui/Lanai	7/3/2014		Moved boundary between 305 & 306, 306 & 307, 307 & 308, 308 & 309 and 309 & 310 to match spatially corrected Honoapiilani Hwy
	Maui/Lanai	7/2/2014		Moved the boundary between ESN 305 & 306 to match the spatially corrected street centerlines
Emergency Callboxes				
Fire Beats	Maui/Lanai	7/31/2014		Modified Engine 3, 7, 10 and 14 according to the Fire Boundary Descriptions
	Maui/Lanai	7/30/2014		Modified Engine 5, 6, 13, 14, according to the Fire Boundary Descriptions
	Maui/Lanai	7/29/2014		Modified Station 1, 2, 6, and 10 according to the Fire Boundary Descriptions
	Maui/Lanai	7/28/2014		Modified boundary between Engine 1 and 10 according to the Fire Boundary Descriptions
	Maui/Lanai	7/25/2014		Modified boundary between Engine 1 and 10 according to the Fire Boundary Descriptions
	Maui/Lanai	7/24/2014		Modified boundary between Engine 11 and Engine 1
			07/23/14	
	Maui/Lanai	7/17/2014		Modified boundary of Eng 1 along Kahakuloa Stream according to descriptions
			07/09/14	
	Maui/Lanai	7/3/2014		Moved boundary between Engine 3 & 11 to match spatially corrected Honoapiilani Hwy.

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

3.3 Updated/Loaded Into GIS (Part III)

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

Type of Layer	Island	Akimeka GIS Server Date Created/ Edits Performed	Date Loaded Into PSAP GIS Server	Other/Remarks
MAUI COUNTY				
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)				
DISPATCH AND RESPONSE				
Fire Districts				
Fire Response Areas				
Fire Stations				
Major Roads				
MSAG Address Points (aka Pseudo Address Points)				
MSAG Communities (aka Towns)			07/09/14	
	Maui/Lanai	7/2/2014		Moved the boundary between Lahaina & Kaanapali and Kaanapali & Napili to match the spatially corrected street centerlines
Medic Beats			07/09/14	
	Maui/Lanai	7/3/2014		Moved boundary between Medic 4 & 5 to match spatially corrected Honoapiilani Hwy
Medic Districts				
Medic Response Areas				
Medic Stations				

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

Type of Layer	Island	Akimeka GIS Server Date Created/ Edits Performed	Date Loaded Into PSAP GIS Server	Other/Remarks
MAUI COUNTY				
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)				
DISPATCH AND RESPONSE				
Milepost Markers				
Points of Interest			07/23/14	
	Maui/Lanai	7/16/2014		Corrected the name Mai Poina Oe Iau Beach Park and added the address for Keopuolani Park
			07/09/14	
	Maui/Lanai	7/8/2014		Added Baby Beach Lahaina Ala Moana St and Baby Beach Lahaina Puunoa Pl as requested by Dispatch
Police Beats			07/09/14	
	Maui/Lanai	7/8/2014		Moved the following boundaries to match spatially corrected street centerlines: 4-10, 4-20, 4-30, 4-40, 4-50
	Maui/Lanai	7/2/2014		Moved boundary between Beat 4-40 & 4-50 to match spatially corrected street centerlines
Police Districts				
Police Response Areas	Maui/Lanai	7/23/2014		Edited RA 29 & 53
	Maui/Lanai	7/16/2014		Moved Response Area 22 & 23 to match spatially corrected street centerline for Puunene Ave
	Maui/Lanai	7/8/2014		Moved the following boundaries to match spatially corrected street centerlines: RA 58, 60, 61, 63, 64, 65, 66, 67, 68, 69, 70 & 71.
Police Stations				
WSP Cell Sectors				

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

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

MAUI COUNTY				
Type of Layer	**Island**	**Akimeka GIS Server** **Date Created/ Edits Performed**	**Date Loaded Into PSAP GIS Server**	**Other/Remarks**
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS **(Listed Alphabetically)**				
DISPATCH AND RESPONSE				
Schools				
Street Centerlines	Maui/Lanai	7/31/2014		Spatially corrected two (2) street centerline segments and one (1) partial spatial correction in Lahaina. Split one (1) segment on Fire Beat boundary between Engine 3 & 11.
	Maui/Lanai	7/30/2014		Spatially corrected six (6) street centerline segments and three (3) partial spatial corrections in Kihei
	Maui/Lanai	7/29/2014		Spatially corrected three (3) street centerline segments and partial spatial corrections on fourteen (14) segments in Haiku. Split three segments at boundary between Engine 2 & 5. Partial spatial corrections on three (3) segments in Kula. Spatially corrected seven (7) street centerline segments and partial spatial corrections on two (2) segments in Maalaea. Partial spatial corrections on three (3) segments in Makawao. Spatially corrected one (1) street centerline segment and partial spatial corrections on two (2) segments in Spreckelsville.
	Maui/Lanai	7/28/2014		Spatially corrected one (1) street centerline segment and partial spatial corrections on two (2) segments in Kahului. Spatially corrected four (4) street centerline segments and partial spatial corrections on five (5) segments in Maalaea. Spatially corrected two (2) street centerline segments and partial spatial corrections on three (3) segments in Spreckelsville. Spatially corrected three (3) street centerline segments and partial spatial correction on one (1) segment in Waikapu.
	Maui/Lanai	7/25/2014		Spatially corrected nineteen (19) street centerline segments and partial spatial corrections on eleven (11) segments in Kahului

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

3.6 Updated/Loaded Into GIS (Part VI)

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

MAUI COUNTY				
Type of Layer	**Island**	**Akimeka GIS Server** Date Created/ Edits Performed	**Date Loaded Into PSAP GIS Server**	**Other/Remarks**
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS **(Listed Alphabetically)**				
DISPATCH AND RESPONSE				
Street Centerlines			07/23/14	
	Maui/Lanai	7/22/2014		Prepared data for Intergraph CAD delivery - Checked for duplicate ID
	Molokai	7/17/2014		Spatially corrected one (1) street centerline segment and partial spatial correction of one (1) segment in Pukoo
	Maui/Lanai	7/16/2014		Assigned ranges to two (2) streets according to newly assigned addresses in Haiku
			07/09/14	
	Maui/Lanai	7/9/2014		Added street centerlines for Hookili Rd and Leleaka Pl in Haiku. Spatially corrected two (2) street centerline segments and partial spatial correction of one (1) segment in Haiku. Split two (2) segments and modified four (4) segment ranges in Haiku.
	Maui/Lanai	7/8/2014		Spatially corrected four (4) street centerline segments in Lahaina
	Maui/Lanai	7/8/2014		Modified two (2) street centerline range segments and assigned one (1) range segment in Kahului. Modified two (2) range segments in Kaanapali.
	Maui/Lanai	7/3/2014		Spatially corrected eight (8) street centerline segments of Honoapiilani Hwy in Kapalua and five (5) in Napili. Partial spatial correction on Honokohau Valley Rd in Kapalua and one (1) segment of Honoapiilani Hwy in Kapalua.
	Maui/Lanai	7/2/2014		Spatially corrected seventeen (17) street centerline segments in Kaanapali and five (5) in Napili. Partial spatial correction of nine (9) segments in Kaanapali.
	Maui/Lanai	7/2/2014		Modified two (2) range segments of Baldwin Ave, Makawao to fit newly assigned addresses
	Molokai	7/2/2014		Corrected the ESN for one (1) street centerline segment of Kalaupapa Airport, Kaunakakai

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

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

Type of Layer	Island	Akimeka GIS Server Date Created/ Edits Performed	Date Loaded Into PSAP GIS Server	Other/Remarks
		MAUI COUNTY		
Trails				
WSP Cell Towers				
OTHER SUPPORTING 9-1-1 PUBLIC SAFETY LAYERS **(Listed Alphabetically)**				
Buildings				
Churches				
Gas Stations				
Food & Beverage				
Hospitals				
Lodging				
Medical Facilities				
Parcels				
Parks **(Includes National Parks)**			07/23/14	
	Maui/Lanai	7/16/2014		Added address for Keopuolani Park

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 Created/** **Edits Performed**	**Date Loaded Into** **PSAP GIS Server**	**Other/Remarks**
OTHER SUPPORTING 9-1-1 PUBLIC SAFETY LAYERS **(Listed Alphabetically)**				
Park Polygon			**07/23/14**	
	Maui/Lanai	7/16/2014		Added address for Keopuolani Park
Post Offices				
Subdivisions				
DISASTER/HOMELAND SECURITY LAYERS **(Listed Alphabetically)**				
Airports				
Bridges				
Coastline				
Coastal Names				
Emergency Operation Centers (EOC)				
Emergency Shelters				
Government Buildings				
Harbors				
Helipads				

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

Type of Layer	Island	Akimeka GIS Server Date Created/ Edits Performed	Date Loaded Into PSAP GIS Server	Other/Remarks
MAUI COUNTY				
DISASTER/HOMELAND SECURITY LAYERS (Listed Alphabetically)				
Hydrology Layers				
- Dams				
- Ponds				
- Streams (Includes Rivers)				
- Waterfalls				
Ocean Rescue Boundaries				
Ocean Safety (Includes Lifeguard Stands)				
Tsunami Evacuation Zones				
Tsunami Heights				
United States National Grid (50K)				
United States National Grid (500K)				
Waste Water Plants				

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

Type of Layer	Island	Akimeka GIS Server Date Created/ Edits Performed	Date Loaded Into PSAP GIS Server	Other/Remarks
MAUI COUNTY				
SPECIAL REQUESTS				
Gate Codes				
HCS Monsanto Fields				
Tow Boundaries		7/17/2014		Added new Tow Company, KK/AMERICAN/MAUI TOW to ESN 7000, 7001, 7003, and 7004.
		7/10/2014		Added new Tow Company, Bob's Auto Refinishing to ESN 7000, 7001, 7003, and 7004

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

3.11 CAD/Mapping System GIS Upload Process

3.11.1 Current Month Key GIS Activities and Updates – July 2014

7/23/2014   Prepared and delivered Intergraph CAD Map which included the following updated data: Address Points, Street Centerlines, WSP Cell Towers, Fire Beats, Points of Interest, Parks, Police Response Areas, Tow Boundaries, and Common name look up table. Files prepared and delivered were the mdf, ldf, str, rte, map and ply files.

7/23/2014   Updated PowerMap including Address Points, Street Centerlines, WSP Cell Sectors, WSP Cell Towers, Fire Beats, Points of Interest and Parks

7/10/2014   Cleaned up duplicate labels on Street Centerline, Trails and Streams. Created highway shields for Piilani Hwy, Hwy 31 and labeled Makena State Park. Re-ran Tow Truck .ply, published the .map and created the .str and .rte files. Tested I/Dispatcher.

7/9/2014   Uploaded the following data for a PowerMap update: Address Points, Street Centerlines, WSP Cell Sectors, WSP Cell Towers, Fire Beats, Medic Beats, MSAG Communities, Points of Interest and Police Beats.

7/1/2014   Deleted duplicate, overlapping and multiple labels of Street Centerlines, Streams and Trails on the Intergraph CAD Map. Also spatially moved labels and created highways shields.

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

4   Geographic Information System (GIS)

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

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

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

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

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

NG9-1-1 GIS Data Corrections			
GIS Layer Name	**Type of Correction**	**Number of Records Corrected/Modified/Added/Removed**	**Comments/Details**
Address Points	Added	39	Addresses received from DSA, DSA Address layer, MSAG and field verifications
Address Points	Corrections	26	Correction to address, MSAG Community, ESN or Routing ID
Address Points	Spatially Corrected	37	Corrected location of address point, recalculated x/y
Street Centerlines	New Segment	4	
Street Centerlines	Range Segments Corrected	15	Ranges modified according to address point locations
Street Centerlines	ESN Correction	1	
Street Centerlines	Spatially Corrected/Partial Spatial Correction	101/64	

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

4.2 Intergraph CAD Upgrade

From April to July 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. Throughout July, aesthetic work was done on the Intergraph CAD Map, as previously requested.

   a. 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 at this time. The aesthetic work with the map visual will be an ongoing item and will continue to be a work in progress.

2. On July 8, 2014, the following data was prepared for an Intergraph CAD Map delivery:

   a. Address Points, Street Centerlines, WSP Cell Towers, Fire Beats, Medic Beats, Points of Interest, Police Beats, and Police Response Areas. This data was not delivered due to permission issues within the SQL Server which restricted access to be able to copy the CAD Map Build database.

3. An updated Tow Jurisdictions .ply file which included a new Tow Company, Bob's Auto Refinishing was delivered to MPD on July 10, 2014.

4. On July 17, 2014, another new Tow Company, KK/AMERICAN/MAUI TOW was added to the Tow Jurisdictions and an updated Tow Jurisdictions .ply file was delivered to MPD.

5. On July 21, 2014, MPD IT was able to correct the SQL Server permission issue on the Intergraph CAD Build machine housed at Akimeka.

6. Akimeka successfully delivered an updated Intergraph CAD map on July 23, 2014 which included:

   a. Address Points, Street Centerlines, WSP Cell Towers, Fire Beats, Points of Interest, Parks, Police Response Areas, Tow Boundaries, and the Common name look up table.

7. Intergraph Personnel, Jeff Warren and Tammi-Ann Renton made a site visit to Akimeka as part of additional training, which the Maui Police Department was afforded, due to resource changes within Intergraph during the upgrade with the Maui Police Department's Intergraph CAD system. Also in attendance were Tony LaSoya and Charles Davis of MPD IT.

   a. General questions of the Map Build process were reviewed

   b. Further enhancements were made to the CAD map including a time stamp

   c. The Maui Custom Map Workflow document was revised. Tony LaSoya agreed to combine the corrections and updates, which Akimeka had contributed with edits.

8. Throughout August 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.

   a. As the Intergraph deliverable continues to be provided and uploaded, changes/updates will continue to be made to the Maui Custom Map Workflow, and communication will continue between MPD IT and Akimeka so that improvements can continuously be provided.

5   Service Requests Transactions

5.1   Open Service Requests – July 2014

	MAUI PSAP					
#	Date	Ticket #	Description	Category	Urgency	Comments
			NONE			

There are no Open Service Requests for Maui County.

> *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	0	0	0	0	0	0	0	0	0	0	0
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

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

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

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

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)

Next scheduled Database Synchronization report on September 2014

6.1   Audit Summary Results – 2014
6.2   Audit Summary Notes:
6.3   MSAG Audit Summary Results – March 1, 2014 vs June 1, 2014
6.4   MSAG Audit Summary Results Notes –
6.5   Invalid MSAG Streets and Address Ranges – ESN x99 Records
6.6   Automatic Location Identification (ALI) Discrepancy Reports

Hawaii County 9-1-1 Status Report

July 1, 2014 – July 31, 2014

AKIMEKA | HIGH PRIORITY. HIGH IMPACT.

THIS PAGE INTENIONALLY LEFT BLANK

Table of Contents

Hawaiʻi County 9-1-1 Status Report
July 1, 2014 – July 31, 2014

1   PSAP Operations

1.1 9-1-1 Call Volume Hawaii County PSAPs – July 2014
Source: Intrado Viper

9-1-1 Call Volume																	
HAWAIʻI 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 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 9-1-1 Calls Abandoned by Caller	% of Total Calls
July	20960	4476	21.35%	14023	66.90%	49.43%	50.57%	769	3.67%	7	0.03%	0	0.00%	1685	8.04%	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.

Hawai'i County 9-1-1 Status Report
July 1, 2014 – July 31, 2014

1.2 911 Call Volume Hawaii County PSAPs – Calendar Year 2014

9-1-1 Call Volume																		
Hawaii County PSAPs		**Wireline**		**Wireless**				**VOIP**		**Calls with No ALI**		**Admin Calls**		**Abandoned Calls**		**Other Calls**		
2014	**Total 9-1-1 Calls Processed**	**No. of Wireline Calls**	**% of Total Calls**	**No. of Wireless Calls**	**% of Total Calls**	**% of Wireless WPH1 Calls**	**% of Wireless WPH2 Calls**	**No. of VoIP Calls**	**% of 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**
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	20,960	4,476	21.35%	14,023	66.90%	49.43%	50.57%	769	3.67%	7	0.03%	0	0.00%	1,685	8.04%	0	0.00%
August																	
September																	
October																	
November																	
December																	
YTD	136,227	32,176		89,026				3,487.00		97		0		11,434		7	
MON AVG	19,461	4,597	23.67%	12,718	65.37%	50.15%	49.85%	498.14	2.53%	13.86	0.07%	0	0.00%	1,633	8.36%	1	0.01%

Hawaiʻi County 9-1-1 Status Report
July 1, 2014 – July 31, 2014

1.3 9-1-1 Call Volume by Agency – July 2014
Source: **Intrado Viper**

2014	9-1-1 Call Volume by Agency									
	Hawaii County Police					Hawaii County Fire				
	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
July	16977	81.00%	0	1669	0	2298	10.96%	0	16	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.

Hawai'i County 9-1-1 Status Report
July 1, 2014 – July 31, 2014

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

9-1-1 Call Volume by Agency									
	Hawaii Police Department					Hawaii Fire Department			
2014	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	16,977	0	1,669	0	81.00%	2,298	0	16	0	10.96%
August										
September										
October										
November										
December										
YTD	108,921	0	11,209	5		15,869	0	225	2	
MON AVG	15,560	0	1,601	1	79.97%	2,267	0	32	1	11.66%

Hawai'i County 9-1-1 Status Report
July 1, 2014 – July 31, 2014

1.5 Wireless Test – July 2014

Date	WSP	Sites Tested	Sectors Tested	Tested By:	Test Pass/Fail
07/08/14	Verizon Wireless	1	3	Hawaii PSAP	Fail
07/17/14	Verizon Wireless	1	3	Hawaii PSAP	Fail
07/24/14	Verizon Wireless	1	3	Hawaii PSAP	Pass
07/25/14	AT&T	8	16	Hawaii PSAP	Pass

1.5.1 Wireless Test Notes:

There were 4 scheduled 911 Wireless Tests for Hawaii County in July 2014. After 2 failed attempts, a successful test was completed on 07/24/14.

2   MSAG

2.1 Current Month – July 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	288	59	13	2	28	11	5	234	226	3	0	552	0	0	0	0

2.1.1 MSAG Current Month Notes:

A total of 288 MSAG transactions were processed in 9-1-1 Net during the month of July 2014. Fifty-nine (59) requests were processed relating to the MSAG database, with 234 customer ANI/ALI (telephone/address) records updated as a direct result. 226 Telephone Number Change Requests (TN CR) transactions and three (3) ALI-DR transactions were processed and updated in 9-1-1Net. The 226 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 552 TN CRs in Referred Status as of July 31, 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.

Hawaiʻi County 9-1-1 Status Report
July 1, 2014 – July 31, 2014

2.1.2 MSAG Current Month Notes (Part II):

There are no ALI-DRs in Referred Status as of July 31, 2014

There are no VoIP DRs in Referred Status as of July 31, 2014

There are no records in Suspended Status as of July 31, 2014.

2.1.3 Definitions for Year-To-Date Summary

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

Hawai'i County 9-1-1 Status Report
July 1, 2014 – July 31, 2014

2.2 Year-to-Date (YTD) Summary – 2014

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

| HAWAII COUNTY | | 9-1-1NET REQUESTS | | | | | | | | | | | In Referred Status as of Report Month End (d) | | | In Suspended Status as of Report Month End (e) | |
| | | MSAG TRANSACTIONS | | | | | | | ALI TRANSACTIONS | | | | | | | | |
2014	TOTAL	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected (*)	County Address Change Request (TN CR) Processed (a)	ALI Discrepancy (ALI-DR) Processed (b)	VoIP Discrepancy (VoIP DR) Request Processed (c)	TN CR	ALI-DR	VoIP	# of Transactions	TNs Affected
December																
November																
October																
September																
August																
July	288	59	13	2	28	11	5	234	226	3	0	552	0	0	0	0
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	**2,170**	**859**	**353**	**80**	**306**	**91**	**29**	**5,649**	**1,256**	**47**	**8**					
AVG PER MO	**310**	**123**	**50**	**11**	**44**	**13**	**4**	**807**	**179**	**7**	**2**					

Hawai'i County 9-1-1 Status Report
July 1, 2014 – July 31, 2014

3   GIS Mapping Layers – July 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

Type of Layer	Akimeka GIS Server Date Created/ Edits Performed	Date Loaded Into PSAP GIS Server	Other/Remarks
HAWAII			
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS **(Listed Alphabetically)**			
CALLER LOCATION			
Address Points	7/30/2014		Spatially corrected 44 address points on Yutaka Pen Pl in Kamuela.
		07/22/14	
	7/18/2014		Added one (1) new address point (550469 Upolu Rd) in Hawi.
	7/16/2014		Added one (1) new address point (550231 Hoea Rd) in Hawi.
	7/16/2014		Added seven (7) new address points in Hilo.
	7/16/2014		Added five (5) new address points in Kailua Kona.
	7/16/2014		Added two (2) new address points (590112 Lumai Pl and 640659 Puu Olu Pl) in Kamuela.
	7/16/2014		Added three (3) new address points (540473 Honomakau Rd, 540548 Kapaau Rd and 541506 Kohala Mountain Rd) in Kapaau.
	7/16/2014		Added 17 new address points in Keaau.
	7/16/2014		Added one (1) new address point (816400 Onouli Uka Rd) in Kealakekua.
	7/16/2014		Added seven (7) new address points in Kurtistown.
	7/16/2014		Added seven (7) new address points in Mountain View.
	7/16/2014		Added two (2) new address points (946435 Ahi Rd and 946520 Kuamoo Rd) in Naalehu.
	7/16/2014		Added four (4) new address points (922403 Mahimahi Dr, 926061 Orchid Circle Mauka, 922066 Palm Pkwy and 929036 Paradise Pkwy) in Ocean View.
	7/16/2014		Added two (2) new address points (444009 Kukuipapa Rd and 444085 Kukuipapa Rd) in Paauilo.
	7/16/2014		Added ten (10) new address points in Pahoa.
	7/16/2014		Added two (2) new address points (113775 2nd St and 113525 Old Volcano Rd) in Volcano.
	7/16/2014		Completed monthly update on Address Points.
	7/9/2014		Changed street name to 755597 Palani Rd (previously Kopiko St) in Kailua Kona.
	7/9/2014		Spatially corrected 75597 Palani Rd A in Kailua Kona.
	7/9/2014		Added twelve (12) new address points on Mauna Kea Access Rd in Hilo.
		07/08/14	
	7/7/2014		Corrected routing id to 543620 Akoni Pule Hwy in Kapaau.
	7/7/2014		Populated Location Name field for 816619 Hawaii Belt Rd (Kealakekua Public Library) in Kealakekua.
	7/7/2014		Spatially corrected two (2) address points (553412 and 553419 Akoni Pule Hwy) in Hawi.
	7/7/2014 - 7/29/2014		Spatially corrected fifty-seven (57) address points in Kapaau.
	7/7/2014		Populated Location Name field for 543645 Akoni Pule Hwy (North Kohala Public Library) in Kapaau.
	7/1/2014		Spatially corrected 15 address points in Volcano.
	7/1/2014		Changed address number from 194340 Ainahau Rd to 194306 Ainahau Rd in Volcano.

Hawai'i County 9-1-1 Status Report
July 1, 2014 – July 31, 2014

3.2   Updated/Loaded Into GIS (Part II)

9-1-1 GIS layers provided by Akimeka to the PSAP are designed for use onE9-1-1 systems and are NG9-1-1 i3 ready

Type of Layer	Akimeka GIS Server Date Created/ Edits Performed	Date Loaded Into PSAP GIS Server	Other/Remarks
HAWAII			
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS **(Listed Alphabetically)**			
CALLER LOCATION			
Emergency Callboxes			
Fire Stations			
Medic Stations			
Milepost Markers			
Points of Interest (POI)		07/22/14	
		07/08/14	
	7/8/2014		Performed review of Name Field and to be compliant with NENA standards removed special characters from 393 records.
	7/7/2014		Added Kealakekua Public Library in Kealakekua and North Kohala Public Library in Kapaau.
Police Stations			
Schools			
Tsunami Evacuation Zones			
Tsunami Roadblocks			
WSP Cell Towers		07/22/14	
	7/22/2014		Per VZW CRS
		07/08/14	
	7/7/2014		Per TMOB CRS
	7/3/2014		Per VZW CRS
DISPATCH AND RESPONSE			
ESZ/ESN			

Hawai'i County 9-1-1 Status Report
July 1, 2014 – July 31, 2014

3.3 Updated/Loaded Into GIS (Part III)

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

HAWAII			
Type of Layer	**Akimeka GIS Server** **Date Created/ Edits Performed**	**Date Loaded Into PSAP GIS Server**	**Other/Remarks**
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS **(Listed Alphabetically)**			
DISPATCH AND RESPONSE			
Fire Beats **(Includes Medic Beats)**			
Fire Districts **(Includes Medic Districts)**			
Fire Response Areas			
MSAG Communities **(aka Towns)**			
Medic Response Areas	N/A for Hawaii County		
Ocean Rescue Boundaries			
Police Beats		07/22/14	
	7/21/2014		Corrected boundaries to Police Beats 151, 641 and 732.
Police Districts			
Police Response Areas	7/21/2014		Corrected boundaries to Police Response Areas 151, 641 and 732.
WSP Cell Sectors		07/22/14	
	7/22/2014		Per VZW CRS
		07/08/14	
	7/7/2014		Per TMOB CRS
	7/3/2014		Per VZW CRS

Hawai'i County 9-1-1 Status Report
July 1, 2014 – July 31, 2014

3.4 Updated/Loaded Into GIS (Part IV)

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

	HAWAII		
Type of Layer	**Akimeka GIS Server** **Date Created/** **Edits Performed**	**Date Loaded Into** **PSAP GIS Server**	**Other/Remarks**
	CRITICAL 9-1-1 PUBLIC SAFETY LAYERS **(Listed Alphabetically)**		
	RESPONSE ROUTING		
Street Centerlines	7/31/2014		Corrected range to 15 streets in Kamuela.
	7/30/2014		Corrected parity to Yutaka Pen Pl in Kamuela.
	7/30/2014		Spatially corrected five (5) streets in Kamuela.
	7/29/2014		Spatially corrected five (5) streets in Kapaau.
	7/25/2014		Corrected range to four (4) streets (two segments of Akoni Pule Hwy and two segments of Makapala Rd) in Kapaau.
	7/24/2014		Corrected range to four (4) streets (two segments of Kolonahe St and two segments of Kohala Mountain Rd) in Kapaau.
		07/22/14	
	7/16/2014		Corrected range to two (2) segments of Onouli Uka Rd in Kealakekua.
	7/16/2014		Completed monthly update on Street Centerlines.
	7/16/2014		Spatially corrected one (1) segment of Holuakai St and split one (1) segment of Kaleiopapa St in Keauhou.
	7/15/2014		Added one (1) new street (Lolia Pl) and split one (1) street (Kalapana Kapoho Beach Rd) in Pahoa.
	7/11/2014		Corrected "Street Type" to Keahole St in Kailua Kona.
	7/9/2014		Spatially corrected four (4) street segments (Malia Pl, Ololi Rd and two segments of Kopiko St) in Kailua Kona.
	7/9/2014		Corrected range to one (1) segment of Malia Pl in Kailua Kona.
	7/9/2014		Added five (5) new street segments of Mauna Kea Access Rd in Hilo.
	7/9/2014		Corrected range to seven (7) segments, spatially corrected ten (10) segments, split four (4) segments and flipped one (1) segment of Mauna Kea Access Rd in Hilo.
		07/08/14	
	7/8/2014		Corrected range to three (3) segments of Kapaau Rd in Kapaau.
	7/8/2014		Merged two (2) segments of Keokea Park Rd in Kapaau.
	7/7/2014		Corrected range to 13 street segments in Kapaau.
	7/7/2014		Spatially corrected two (2) segments of Kapaau Rd in Kapaau.
	7/2/2014		Spatially corrected two (2) segments of Kaalaiki Rd in Naalehu.
	7/2/2014		Spatially corrected one (1) segment of Kaalaiki Rd in Pahala.

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

Type of Layer	Akimeka GIS Server Date Created/ Edits Performed	Date Loaded Into PSAP GIS Server	Other/Remarks
HAWAII			
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)			
VISUAL REFERENCE			
Coastline			
Major Roads	7/11/2014		Corrected ESN to one (1) segment of Akoni Pule Hwy.
Parcels			
Trails			
SPECIAL REQUESTS			
Correctional Facilities			

3.6 CAD/Mapping System GIS Upload Process

3.6.1 Current Month GIS Activities – July 2014

7/22/2014   Performed Powermap Update which included: Address Points, Street Centerlines, WSP Cell Sectors, WSP Cell Towers, Points of Interest and Police Beats.

7/8/2014   Performed Powermap Update which included: Address Points, Street Centerlines, WSP Cell Sectors, WSP Cell Towers and Points of Interest.

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

4   Mapping Layers Updated/Loaded Into GIS – July 2014

4.1.1 Address Points and Street Centerlines Update Comparison

On a routine basis, upon receipt of Hawaiʻi 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 Hawaiʻi County Planning Department on **July 16, 2014**. Results are as follows:

HAWAII COUNTY	Address Points Layer	Street Centerlines Layer
# of New Street Segments Added		3
# of Street Segments Removed		0
# of New Addresses Added	70	
# 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.

Hawai'i County 9-1-1 Status Report
July 1, 2014 – July 31, 2014

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

GIS Layer Name	Type of Correction	Number of Records Corrected/Modified/Added/Removed	Comments/Details
Street Centerlines	New Streets	6 Added	5 in Hilo, 1 in Pahoa
Street Centerlines	Range/Parity	50 Corrected	Majority were in Kapaau and Kamuela
Street Centerlines	Spatial Correction	30 Corrected	To increase spatial accuracy, majority were in Hilo and Kapaau
Street Centerlines	Splits	6 Corrected	To eliminate segments from crossing boundaries and where existing streets were intersected by new streets
Street Centerlines	Merged	2 Corrected	Streets were in Kapaau
Street Centerlines	Flipped Direction	1 Corrected	Street was in Hilo

NG9-1-1 GIS Data Corrections

Hawai'i County 9-1-1 Status Report
July 1, 2014 – July 31, 2014

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

Street Centerlines	Changed Street Type	1 Corrected	Street was in Kailua Kona
Address Points	New Address Points	83 Added	Throughout County in 14 communities
Address Points	Changed Street Name	1 Modified	Address was in Kailua Kona
Address Points	Spatial Correction	119 Corrected	Corrected location of Address Point, recalculated x/y, majority were in Kapaau and Kamuela
Address Points	Routing ID	1 Corrected	To ensure proper routing to address, address was in Kapaau
Address Points	Changed Address Number	1 Modified	Address was in Volcano
Address Points	Location Name Attribute	2 Added	1 in Kapaau and 1 in Kealakekua
Points of Interest	New Points of Interest	2 Added	1 in Kapaau and 1 in Kealakekua
Points of Interest	Name Field Attribute	393 Corrected	Throughout County in 30 communities
Police Beats	Boundaries	3 Corrected	Police Beats 151, 641 and 732
Police Response Areas	Boundaries	3 Corrected	Police Response Areas 151, 641 and 732
Major Roads	ESN Attribute	1 Corrected	1 segment of Akoni Pule Hwy
Trails	Description Attribute	2 Corrected	Both were in HVNP

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 Kealakekua and 345 TNs in Captain Cook for a total of 901 TNs.

    b. During the month of July 2014, Akimeka awaited approval to proceed with the project. Once approval has been granted the updates will be made in the GIS and MSAG Databases.

        1) Once the corrections have been made the updates will be reflected into the PowerMap and available to the dispatchers.

    c. Subsequent to receiving approval, Akimeka plans to initiate the correction process during the month of August 2014.

5.4 Fire Department's PowerMap

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

1. On March 19, 2014, it was brought to Akimeka's attention that the Hawaii Fire Department was experiencing a network connection issue with the GIS Server. The PowerMap positions at Fire were not receiving ANI/ALI data from the PowerMap Server located in the Police building. The PowerMap positions in the Police Department were working without issue, as were the Fire Station Viper and Intergraph systems. The following day on March 20, 2014, all Fire Powermap positions were fully operational.

    a. Since March 19, 2014, the above issue 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.

    d. Throughout July 2014, the Fire Department's PowerMap has not incurred any further technical difficulties. Akimeka will continue monitoring its performance and be ready to help with any possible issues that may arise.

.

6   Service Requests Transactions

6.1   Open Service Requests – July 2014

#	Date	Ticket #	Description	Category	Urgency	Comments
			None			

Note* There are no open service requests pending for July 2014

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

2014	HAWAII TOTAL Created	HAWAII TOTAL Closed	Open*	911 Map Created	911 Map Closed	MSAG Created	MSAG Closed	Request Training Created	Request Training Closed	Suggestions Created	Suggestions Closed
December											
November											
October											
September											
August											
July	3	7	0	0	0	3	7	0	0	0	0
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	**66**	**68**	**0**	**0**	**0**	**66**	**68**	**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

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

July 1, 2014 – July 31, 2014

THIS PAGE INTENTIONALLY LEFT BLANK

Table of Contents

Kauai County 9-1-1 Status Report
July 1, 2014 – July 31, 2014

1 PSAP Operations
1.1 9-1-1 Call Volume – July 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 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	Other	% of Total Calls
July	5826	839	14.40%	3900	66.94%	54.21%	45.79%	116	1.99%	34	0.58%	0	0.00%	937	16.08%	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 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	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	5,826	839	14.40%	3,900	66.94%	54.21%	45.79%	116	1.99%	34	0.58%	0	0.00%	937	16.08%	0	0.00%
August																	
September																	
October																	
November																	
December																	
YTD	34,378	5,939	17.28%	22,258				589		254		0		5338		0	
MON AVG	4,911	848	17.40%	3,180	64.71%	53.17%	46.83%	84	1.68%	36	0.74%	0	0.00%	763	15.46%	0	0.00%

1.2.1 Call Volume Notes

(1)   Total call volumes include Administrative calls. (Administrative calls = Calls made between 9-1-1 positions but are not 9-1-1 calls.)

(2)   "Abandoned" calls represent the number of incoming 9-1-1 calls for which the caller had hung up before a call-taker answered.

(3)   "Abandoned" calls are included in the "Wireline" and "Wireless" counts respectively. The standard Intrado Viper reports does not provide a break-out of "Abandoned" calls between "Wireline" and "Wireless" calls.

1.3 Wireless Test – July 2014

Date	WSP	Sites Tested	Sectors Tested	Tested By:	Test Pass/Fail
07/28/14	AT&T	4	8	Kauai PSAP	Pass

There was 1 scheduled Wireless 911 Test for Kauai County in July 2014. 4 sites and 8 sectors were successfully Tested.

Kauai County 9-1-1 Status Report
July 1, 2014 – July 31, 2014

2 MSAG

2.1 Current Month – July 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	51	12	2	2	2	6	0	94	38	1	0	142	0	0	0	0

2.1.1 MSAG Notes for July 2014

A total of fifty-one (51) MSAG transactions were processed during the month of July 2014. Twelve (12) 9-1-1Net requests were processed relating to the MSAG database, with 94 customer ANI/ALI (telephone/address) records updated as a direct result of Akimeka's address research and GIS validation process. Thirty-eight (38) 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.

2.1.2 MSAG Notes for July 2014 (Part II)

There are 142 TN CRs in Referred status as of July 31, 2014.

142 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 July 31, 2014.

There are no VoIP DRs in Referred status as of July 31, 2014.

There are no Suspended Records as of July 31, 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.

2.2 Year-to-Date (YTD) Summary – 2014

| KAUAI | | 9-1-1NET REQUESTS | | | | | | | | | | In Referred Status as of Report Month End (d) | | | In Suspended Status as of Report Month End (e) | |
| | | MSAG TRANSACTIONS | | | | | | | ALI TRANSACTIONS | | | | | | | |
2014	TOTAL	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected (*)	County Address Change Request (TN CR) Processed (a)	ALI Discrepancy (ALI-DR) Processed (b)	VoIP Discrepancy (VoIP DR) Processed (c)	TN CR	ALI-DR	VoIP DR	# of Transactions	TNs Affected
December																
November																
October																
September																
August																
July	51	12	2	2	2	6	0	94	38	1	0	142	0	0	0	0
June	62	30	7	2	15	5	1	102	32	0	0	121	0	0	0	0
May	59	20	8	1	3	8	0	107	39	0	0	239	0	0	2	2
April	86	10	5	0	1	1	3	203	75	0	1	263	0	0	1	1
March	124	11	2	1	5	3	0	82	113	0		217	0		0	0
February	38	9	7	2	0	0	0	443	27	2		155	0		0	0
January	46	15	3	2	5	2	3	42	31	0		139	0		0	0
TOTAL YTD	466	107	34	10	31	25	7	1,073	355	3	1					
AVG PER	67	15	5	1	4	4	1	153	51	0	0					

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

3 GIS Mapping Layers – July 2014

3.1 Updated/Loaded Into GIS (Part I)

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

KAUAI			
Type of Layer	**Akimeka GIS Server** **Date Created/ Edits Performed**	**Date Loaded Into PSAP GIS Server**	**Other/Remarks**
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS **(Listed Alphabetically)**			
Address Points	7/31/2014		Added one (1) new address point at 4781 Apopo Rd in Kapaa.
		07/24/14	
	7/18/2014		Added one (1) new address point (5064 Kukuna Rd) in Anahola.
	7/18/2014		Added one (1) new address point (5425 Honu Rd) in Princeville.
		07/10/14	
	7/7/2014		Added one (1) new address point at 6042 Menehune Rd in Waimea.
	7/3/2014		Spatially corrected 57 address points in Anahola.
	7/3/2014		Spatially corrected seven (7) address points in Kealia.
	7/2/2014		Added three (3) new addresses (4681 Aulima Rd A, 4681 Aulima Rd B and 4681 Aulima Rd C) in Lawai.
	7/1/2014 - 7/31/2014		Spatially corrected thirty-one (31) address points in Kapaa.
	7/1/2014		Added three (3) new address points (6380 Kawaihau Rd, 1716 Mauna Ikena Rd and 1741 Mauna Ikena Rd) in Kapaa.
	7/1/2014		Changed address from 6386 Kawaihau Rd to 1710 Mauna Ikena Rd in Kapaa.
DISPATCH AND RESPONSE			
ESZ/ESN	7/28/2014		Corrected boundary to ESN 401.
Emergency Callboxes			
Fire Beats	7/28/2014		Corrected boundary to Fire Beat 1.
Fire Districts	7/28/2014		Corrected boundary
Fire Response Areas	7/28/2014		Corrected boundary to Fire Response Area 10.
	7/18/2014		Corrected boundaries to Fire Response Areas 20 and 21.

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
	KAUAI		
	Date Created/ Edits Performed		
	CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)		
	DISPATCH AND RESPONSE		
Fire Stations			
Incident Response Area			
Major Roads			
MSAG Communities (aka Towns)	7/28/2014		Corrected MSAG Community boundary to Haena.
Medic Districts	7/28/2014		Corrected boundary to Medic District layer.
Medic Response Areas	7/28/2014		Corrected boundary to Medic Beat 22.
Medic Stations			
Milepost Markers			
Points of Interest			
Police Beats	7/28/2014		Corrected boundary to Police Beat 550.
Police Districts	7/28/2014		Corrected boundary to Hanalei Police District.
Police Response Areas	7/28/2014		Corrected boundary to Police Response Area 15.
Police Stations			

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 Created/ Edits Performed	Date Loaded Into PSAP GIS Server	Other/Remarks
KAUAI			
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS **(Listed Alphabetically)**			
DISPATCH AND RESPONSE			
Schools			
Street Centerlines	7/25/2014 - 7/30/2014		Corrected range to fourty-one (41) streets in Kapaa.
	7/25/2014 - 7/31/2014		Spatially corrected eleven (11) streets in Kapaa.
		07/24/14	
	7/23/2014		Added three (3) new streets (two segments of Malino Nei Pl and one segment of Ike Kai St) and split Ala Kukuiula in Kukuiula.
	7/23/2014		Spatially corrected six (6) streets in Kukuiula.
	7/23/2014		Corrected range to six (6) streets in Kukuiula.
	7/18/2014		Spatially corrected five (5) streets in Wailua.
		07/10/14	
	7/7/2014		Corrected range and spatially corrected one (1) segment of Menehune Rd in Waimea.
	7/3/2014		Flipped four (4) streets (Aopoonui Pl, Malua St, Pilipoli Rd and Ulumanao St) and corrected parity to Pilipoli Rd in Anahola.
Trails		**07/10/14**	
WSP Cell Sectors		**07/24/14**	
		07/10/14	
WSP Cell Towers **(Points)**		**07/24/14**	
		07/10/14	
OTHER SUPPORTING 9-1-1 PUBLIC SAFETY LAYERS **(Listed Alphabetically)**			
Churches			
Gas Stations			
Food & Beverage			
Hospitals		**07/10/14**	

3.4 Updated/Loaded Into GIS (Part IV)

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

KAUAI			
Type of Layer	**Akimeka GIS Server** **Date Created/ Edits Performed**	**Date Loaded Into PSAP GIS Server**	**Other/Remarks**
OTHER SUPPORTING 9-1-1 PUBLIC SAFETY LAYERS **(Listed Alphabetically)**			
Lodging			
Medical Facilities		07/10/14	
Parcels			
Parks			
Parks Polygon	7/28/2014		Corrected boundary to Hono O Na Pali Nar Park.
Post Offices			
Subdivisions			
DISASTER/HOMELAND SECURITY LAYERS **(Listed Alphabetically)**			
Airports			
Bridges			
Coastline	7/28/2014		Corrected boundary to Coastline.
Coastal Names			
Communications			

Kauai County 9-1-1 Status Report
July 1, 2014 – July 31, 2014

3.5 Updated/Loaded Into GIS (Part V)

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

Type of Layer	Akimeka GIS Server	Date Loaded Into PSAP GIS Server	Other/Remarks
	Date Created/ Edits Performed		
DISASTER/HOMELAND SECURITY LAYERS **(Listed Alphabetically)**			
Emergency Shelters			
Emergency Operation Centers (EOC)			
Government Buildings			
Harbors			
Helipads			
Hydrants			
Hydrology Layers			
- Dams		07/10/14	
- Ponds			
- Streams **(Includes Rivers)**			
- Waterfalls			
Ocean Rescue Boundaries			
Ocean Safety **(Includes Lifeguard Stands)**			
Tsunami Evacuation Zones			
Tsunami Heights			
United States National Grid			
Waste Water Plants			

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 Created/ Edits Performed	Date Loaded Into PSAP GIS Server	Other/Remarks
KAUAI			
DISASTER/HOMELAND SECURITY LAYERS (Listed Alphabetically)			
Emergency Shelters			
Emergency Operation Centers (EOC)			
Government Buildings			
Harbors			
Helipads			
Hydrants			
Hydrology Layers			
- Dams		07/10/14	
- Ponds			
- Streams (Includes Rivers)			
- Waterfalls			
Ocean Rescue Boundaries			
Ocean Safety (Includes Lifeguard Stands)			
Tsunami Evacuation Zones			
Tsunami Heights			
United States National Grid			
Waste Water Plants			

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

KAUAI			
Type of Layer	**Akimeka GIS Server** **Date Created/** **Edits Performed**	**Date Loaded Into** **PSAP GIS Server**	**Other/Remarks**
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 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 Key GIS Activities and Updates – July 2014

7/24/2014   Performed Powermap Update which included: Address Points, Street Centerlines, WSP Cell Sectors and WSP Cell Towers.

7/24/2014   Address Points, Street Centerlines, Geofile for Street Centerlines, WSP Cell Sectors and WSP Cell Towers for GeoComm.

7/10/2014   Performed Powermap Update which included: Address Points, Street Centerlines, WSP Cell Sectors, WSP Cell Towers, Trails, Hospitals and Dams.

7/10/2014   Address Points, Street Centerlines, Geofile for Street Centerlines, WSP Cell Sectors, WSP Cell Towers, Trails, Medical Facilities, Hospitals and Dams for GeoComm.

3.8.2 Creation of Police Beat 453

During the month of June 2014, per special request of the Kauai Police Department, Akimeka began creating Police Beat 453.

1. Throughout July 2014, Akimeka completed the draft boundary for Police Beat 453 based on the boundary descriptions provided by the Kauai Police Department.

   a. During this process, the boundaries for Police Beats 450, 456 and 556 were modified to accommodate for the new Police Beat 453.

   b. Two (2) maps were created by Akimeka detailing the boundary of the new Police Beat and provided to the Kauai Police Department for their review and approval.

      i. Once the Police Beat has been approved for use by the Kauai Police Department, Akimeka will initiate the correction process to all accompanying layers, if necessary.

      ii. Research is currently being conducted to see if the ESZ/ESN GIS Layer requires modification in order to accommodate the changes to the Police Beat Layer. If it is determined that it does require corrective action, the process will also include corrections to the Street Centerlines, Address Points and the MSAG database including all affected TNs to ensure proper routing of emergency services.

   c. Subsequent to approval, the Police Beats layer will be uploaded into PowerMap and will be available to the dispatchers, potentially in August.

4   Service Requests Transactions

4.1   Open Service Requests – July 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._
>
> _There are no open service requests for July 2014._

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	1	1	0	0	0	1	1	0	0	0	0
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	**5**	**5**	**0**	**0**	**0**	**5**	**5**	**0**	**0**	**0**	**0**

> **_Note:_** _Open Service Requests reflect what is in pending status at the end of the report month._

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

Kauai County 9-1-1 Status Report
July 1, 2014 – July 31, 2014

5 E9-1-1 Database Synchronization

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

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

The database synchronization effort included comparing Kauai County's 9-1-1 MSAG against its GIS Street Centerline data. A total number of **1,268** 9-1-1 MSAG records were reviewed in the audit and analyzed. Results of the database synchronization audit completed on July 1, 2014 for Kauai County are reported below.

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

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

5.1 Audit Summary Results – 2014

9-1-1 MSAG TO GIS STREET CENTERLINE AUDIT COMPARISON RESULTS	Notes	As of January 7, 2014		As of April 1, 2014		As of July 1, 2014	
		9-1-1 MSAG Dated 01-01-14		9-1-1 MSAG Dated 04-01-14		9-1-1 MSAG Dated 07-01-14	
		# of Records	%	# of Records	%	# of Records	%
Total 9-1-1 MSAG Records Reviewed		1,266		1,264		1,268	
Less: 9-1-1 MSAG Exception Records	(1)	56	4.4%	56	4.4%	60	4.7%
Net 9-1-1 MSAG Records Eligible for Comparison		1,210		1,208		1,208	
Total 9-1-1 MSAG Records Match (9-1-1 MSAG -- GIS Match -- No Corrections Required)		1,204	99.5%	1,205	99.8%	1,202	99.5%
9-1-1 MSAG -- GIS No Match - Minor Correction Required	(2)	6	0.5%	3	0.2%	5	0.4%
9-1-1 MSAG Record With No GIS Record	(3)	0	0.0%	0	0.0%	1	0.1%
Total 9-1-1 MSAG Records No Match		6	0.5%	3	0.2%	6	0.5%

Objective: NENA Recommended Match Rate = 98%

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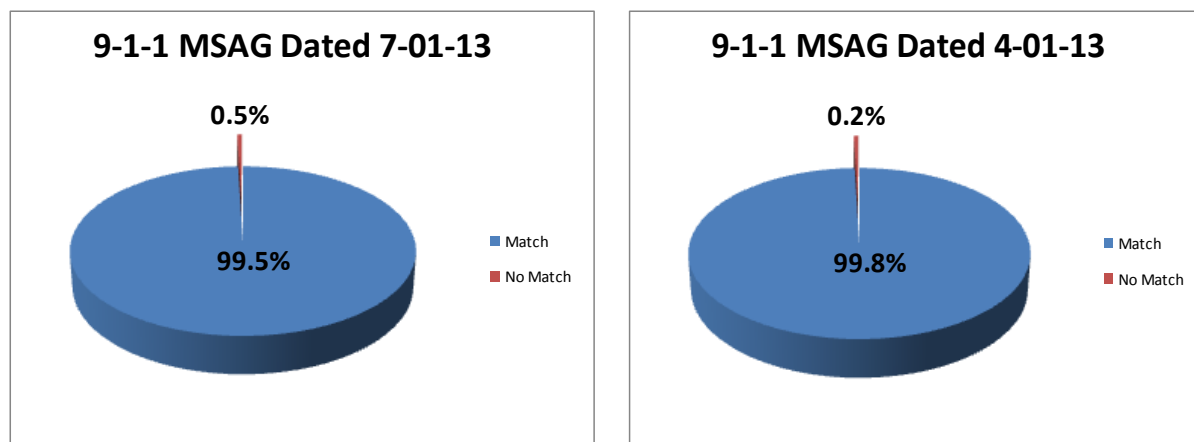***for Kauai County resulted in a 99.5% 9-1-1 Match percentage***

5.2 Audit Summary Results – (Part II)

Notes:

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

(2)   An MSAG Record that requires minor MSAG attention in 9-1-1Net to correct MSAG Records (i.e., Reassignment of an MSAG Community, modification of the Site Address Range, assignment of an ESN, performing a combine or insert of an existing MSAG Record, etc.).

(3)   An MSAG Record that does not have a corresponding GIS Record and will require additional research and validation. The GIS Section will assist with this effort.

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

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

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

❖   Akimeka continues to work with Kauai County GIS and Planning departments to validate streets and communities.

❖   In achieving and exceeding the NENA minimum match rate of 98% for data accuracy, Kauai County is ready for Next Generation 9-1-1 (NG9-1-1) from a database perspective.

❖   A constant effort to keep the databases synchronized and maintained are required to ensure the level of accuracy of the E9-1-1 databases each time an MSAG or GIS record is "last modified".

❖   There is three (3) MSAG record that don't match the GIS. This is a result in which MSAG records submitted in 9-1-1 Net were not completed prior to the to the end of the month. These records have been corrected and will be reflected in the October 2014 re-analysis.

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

- ❖ There is one (1) MSAG record with missing GIS record. The missing record was due to MSAG correction request not being completed prior to the end of month. This record has been completed and will be reflected in the October 2014 re-analysis.

- ❖ Five (5) minor MSAG corrections were identified. MSAG records have been combined, split, and high/low ranges have been changed, to match the Street Centerlines, and will be reflected in the October 2014 re-analysis.

- ❖ Accurate location and GIS information will ensure proper dispatching and response in a timely manner for all Public Safety agencies.

- ❖ All the hard work to maintain and synchronize the E9-1-1 databases is validated when a life and/or property is saved.

- ❖ Coordinating the clean-up of the ALI discrepancy records associated with an assigned ESN of 499 with the respective Service Providers is needed to ensure all records are MSAG valid.

5.4.1 Invalid MSAG Streets and Address Ranges – ESN x99 Records

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

Results of the data provided are as follows:

KAUAI	Invalid MSAG Records					
	9-1-1 MSAG Dated 1-01-14		9-1-1 MSAG Dated 04-01-14		9-1-1 MSAG Dated 07-01-14	
	# of Records	% of Total MSAG Records (Valid and Invalid)	# of Records	% of Total MSAG Records (Valid and Invalid)	# of Records	% of Total MSAG Records (Valid and Invalid)
ESN 499	112	8.1%	103	7.5%	85	6.3%

These invalid MSAG records represent **6.3%** of the Total MSAG records for Kauai County as of the July 1, 2014 MSAG as compared to **7.5%** as of the April 1, 2014 MSAG. The individual ALI records associated with these records are provided below.
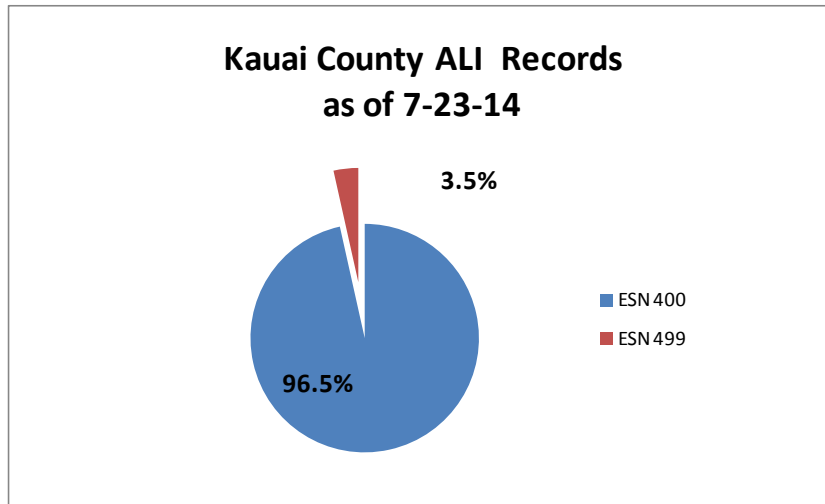
The decrease in the number of invalid MSAG records is a result of Akimeka's research and validation of telephone numbers (TNs) assigned an invalid MSAG address. In order for a TN to be corrected, Akimeka submits the update to the Service Provider via Intrado for approval.

Kauai County 9-1-1 Status Report
July 1, 2014 – July 31, 2014

5.5 Automatic Location Identification (ALI) Discrepancy Report

As part of Akimeka's ongoing database synchronization efforts, Akimeka reviewed and summarized the ALI discrepancies by community in 9-1-1Net for Kauai County. As of July 23, 2014, there are **890** ESN 499 ALI records, representing **3.5%** of Kauai County's Total ALI records. The number of ESN 499 ALI records was further reduced by **17.2%** (1,075 to 890) from April 30, 2014 to July 23, 2014 respectively.

**Kauai County ALI Records
as of 7-23-14**

3.5%

96.5%

- ESN 400
- ESN 499

The total number of ALI records remains relatively consistent.

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

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