

STATE OF HAWAII
DEPARTMENT OF ACCOUNTING AND GENERAL SERVICES

Enhanced 911 Board Meeting
Thursday, October 9, 2014
Kalanimoku Bldg., Room 322B
1151 Punchbowl St., Honolulu
10 am to 12:00 noon

Agenda

- I. Call to Order, Public Notice, Quorum**
- II. Public testimony on all agenda items**
- III. Introductions**
- IV. Review and Approval of Last Month's Meeting Minutes**
- V. Committee Updates by Committee Chairs**
 - a. Communications Committee – Steven Schutte
 - i. 2015 Legislative Investigative Committee
 - ii. Others
 - b. Technical Committee – Victor Ramos
 - i. FirstNet Efforts in Hawaii – General Wong
 - ii. Investigative Regulatory Committee update
 - iii. FCC updates
 - iv. Others
 - c. Finance Committee – Kiman Wong
 - i. Review of FY 2015 Cash Flow & Budget Financial report
 - ii. Update on procurement of CPA auditor.
 - iii. Review of C&C of Honolulu (DIT) reimbursement refund of \$120,314.
 - iv. Others
- VI. PSAP Status Updates**

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

VII. Items for Discussion, Consideration and Action

- a. 911 Timeline update
- b. Request Authorized Funding:
 - i. Executive Director, FCC 911 Outage Hearing, Wash.D.C., October 17, 2014 - \$2,000.
- c. E911 Board Member Clayton Tom resignation from the board due to retirement.
- d. Selection of new Board Chair.
- e. Others.

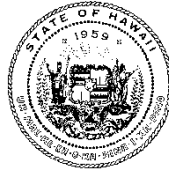
VIII. Announcements

- i. Next meeting date: Thursday, November 13, 2014
- ii. Future meeting dates (10am – 12noon).
 - 1. Thursday, December 11, 2014
 - 2. Thursday, January 15, 2015
 - 3. Thursday, February 12, 2015
 - 4. Thursday, March 12, 2015
 - 5. Thursday, April 9, 2015

- b. Others

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

X. Adjournment



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10 am to 12:00 noon

Meeting Minutes

Board members present: Clayton Tom (Chair), Roy Irei, Victoria Garcia (CIO Designee), Ryan Freitas, Lisa Hiraoka (Consumer Advocate Designee), Dave Kajihiro, Marshall Kanehailua, Victor Ramos, Jeff Riewer, Mark Wong and Steven Schutte.

Board members absent: Mark Begley and Kiman Wong.

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

Observers: Paul Ferreira (HawPD), Eric Butler (Pictometry), Tony Ramirez (Akimeka), Randy Macadangdang (HPD), Sean Naito (HPD), Ben Morgan (HawTel), Bonnie Young (MPD), Eleni Papakiristis (HawTel), Thalia Burns (HPD), Robert Gausepohl (KPD), David Miyasaki (KPD), Travis Ing (HawPD), Jim Howe (Ocean Safety), Clement Chan (DIT), Kenison Tejada (APCO/NENA), Wayne Hirasa (Sandwich Isle), Jayne Nantkes (Independent), Davlynn Racadio (MPD), and Diana Chun (EMS).

I. Call to Order, Public Notice, Quorum

- a. The meeting was called to order at 11:30am.
- b. Quorum was present.

II. Public testimony on all agenda items

- a. The Board Chair asked if anyone wishes to provide public testimony on any agenda item to please come forward; no one came forward.

III. Introductions

- a. Introductions were made of all those in attendance.

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

- a. Deputy Chief Kajihiro motioned to approve the meeting minutes of the October 9, 2014 Board meeting. The motion was seconded and

approved by voice vote by all Board members present without amendments.

V. Committee Updates by Committee Chairs

a. Communications Committee – Steven Schutte

i. 2015 Legislative Investigative Committee

1. The update stands as reported in the Communications Committee meeting.

ii. Others - None

b. Technical Committee – Victor Ramos

i. FirstNet Efforts in Hawaii – General Wong

1. The presentation was cancelled at General Wong's request.

ii. Investigative Regulatory Committee update

1. There was no update at this time.

iii. FCC updates

1. The update stands as reported in the Technical Committee meeting.

iv. Others - Comments by Tony Ramirez stands as reported in the Technical committee meeting.

c. Finance Committee – Kiman Wong

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

1. The update stands as reported in the Finance Committee meeting.

ii. Update on procurement of CPA auditor.

1. The update stands as reported in the Finance Committee meeting.

iii. Review of C&C of Honolulu (DIT) reimbursement refund of \$120,314.

1. The update stands as reported in the Finance Committee meeting.

iv. Others

VI. PSAP Status Updates

- a. Kauai – Mark Begley
 - i. The update stands as reported in the Joint Committee meeting.
- b. Oahu – Dave Kajihiro
 - i. The update stands as reported in the Joint Committee meeting.
- c. Molokai – Victor Ramos
 - i. The update stands as reported in the Joint Committee meeting.
- d. Maui – Clayton Tom – no updates were reported.
- e. Hawaii – Marshall Kanehailua
 - i. The update stands as reported in the Joint Committee meeting.

VII. Items for Discussion, Consideration and Action

- a. 911 Timeline update - None
- b. Request Authorized Funding:
 - i. Executive Director, FCC 911 Outage Hearing, Wash.D.C, October 17, 2014 - \$2,000.
 - 1. Deputy Chief Kajihiro motioned to approve funding for the Executive Director’s trip to attend the FCC 911 Outage Hearing in Wash.D.C. at a cost of \$2,000. The motion was seconded and approved by all Board members present.
- c. E911 Board Member Clayton Tom resignation from the board due to retirement from MPD.
 - i. Board Chair Clayton Tom announced his retirement from the Board to coincide with his retirement from the Maui Police Department effective November 1, 2014 after 32 years of public service and 7 years with the Enhanced 911 Board. He stated that his replacement on the Board will be announced at a later date.
 - 1. The Board expressed their appreciation with a certificate in recognition for his exemplary service to the E911 Board and the public safety community.
- d. Selection of new Board Chair

- i. Mr. Roy Irei nominated Asst. Chief Marshall Kanehailua to serve as Board Chair beginning November 1, 2014. The nomination was approved by voice vote by all the Board members present.

e. Others -

- i. Mr. Roy Irei stated that wireless carriers are required by Maui County to pay for upgrades in the sewer and water systems as part of the permit process for new wireless towers. This requirement hampers the carriers from improving service to Maui County.

- 1. Mr. Irei requested that this issue be placed on the agenda item for next month's Board meeting.

- 2. The Board Chair stated that the Maui Director of Public Works is reviewing this situation for possible waiver.

- ii. Ms. Lisa Hiraoka expressed concern over the Find Me 911 press release entitled: "*Accurate Cell Phone Locations for 9-1-1 Calls in Hawaii Could Save Nearly 50 Lives per Year.*" Ms. Hiraoka recommended a formal response from the Board.

- 1. The Executive Director will be addressing this issue with the FCC during her scheduled trip to Wash.D.C.in October.

VIII. Announcements

- i. Next meeting date: Thursday, November 13, 2014

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

- 1. Thursday, December 11, 2014

- 2. Thursday, January 15, 2015

- 3. Thursday, February 12, 2015

- 4. Thursday, March 12, 2015

- 5. Thursday, April 9, 2015

b. Others

- i. Mr. Roy Irei will be reporting back to the board next month on the progress of RCUH's recruiting efforts for the Executive Director and Assistant Executive Director positions.

- IX. Open Forum: Public comment on issues not on the agenda for consideration for Board agenda at the next meeting.**
 - a. The Board Chair asks if anyone wishes to comment on issues not on the agenda for consideration for the Board at the next meeting; no one responded.
- X. Adjournment**
 - a. The meeting was convened at 11:45 am.

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

Budget Analysis				
FY 2014-15	Actuals		Annual Budget	% of Budget Expended
	September	FY-T-D		
Receipts:				
Enhanced 911 Surcharge Collection	769,845	2,306,374	9,080,000	25.4%
Interest Income	122	359	2,500	14.4%
<i>Receipts</i>	769,967	2,306,733	9,082,500	25.4%
Disbursements:				
Conference Travel	(18,510)	(29,920)	(158,000)	18.9%
Non-Recurring Expenses	4,505	(8,967)	(1,855,356)	0.5%
Recurring Expenses:				
Administration	(29,403)	(92,118)	(1,246,840)	7.4%
Maintenance	(141,542)	(369,752)	(3,533,551)	10.5%
Telecommunications	46,813	(157,226)	(2,097,998)	7.5%
Other		3,770	(7,600)	-49.6%
<i>Disbursements</i>	(138,136)	(654,213)	(8,899,345)	7.4%
<i>Net Receipts/(Disbursements)</i>	631,830	1,652,520	183,155	
Cash Flow Analysis				
<i>Net Receipts/(Disbursements)</i>	\$ 631,830	\$ 1,652,520		
Encumbrance Paydowns:				Encumb. Bal.
FY 2011 (Kauai)				419,000
FY 2012 (HFD/EDS/HPD)				751,432
FY 2014	(127,150)	(747,386)		1,523,519
Accounts Receivable (Offset)		(350)		2,952
Net Encumbrance Adds/(Paydown)	(127,150)	(747,736)		
Net Cash Inflow/(Outflow)	504,680	904,784		
Bank Balance Analysis:				
ADD: July 1, 2014 Beginning Balance		12,504,198		
Net Bank Balance		13,408,982		
Outstanding Ecumb/Accruals		(2,693,951)		
Unencumbered Cash Balance	\$ -	\$ 10,715,031		

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

MONTH OF SEPTEMBER 2014		Hawaii PSAP	Maui PSAP	Oahu PSAP	ADMIN	TOTAL
Total RECEIPTS:			-	-	769,967	769,967
DISBURSEMENTS:						
6200 CONFERENCES						
6204	APCO Conference		6,526	11,989	-	18,515
6214	Nena Conference		-	(5)	-	(5)
Total 6200 CONFERENCES			6,526	11,984	-	18,510
6300 Non-RECURRING						
6303 Computers						
6303.08	Microwave Link Equip		-	(4,505)	-	(4,505)
Total 6303 Computers			-	(4,505)	-	(4,505)
Total 6300 Non-RECURRING			-	(4,505)	-	(4,505)
6400 RECURRING EXPENSES						
6401 ADMINISTRATION						
6401.01	Exec Dir. Services		-	-	28,438	28,438
6401.08	Board Member Travel		-	-	965	965
Total 6401 ADMINISTRATION			-	-	29,403	29,403
6402 MAINTENANCE						
6402.02	Imagery Lic Agree		-	102,171	-	102,171
6402.05	Logging RecordMaint		-	(26,038)	-	(26,038)
6402.07	0011 9-1-1MSAG Maint.		18,795	46,615	-	65,409
Total 6402 MAINTENANCE			18,795	122,748	-	141,542
6403 Other RECURRING						
6403.01 Telcom Charges						
6403.0102	Long Distance		28	-	-	28
6403.0109	Telcom Trunk		23,208	(71,712)	-	(48,504)
6403.0110	Ocean Safety					
6403.0110.1	CML		-	1,663	-	1,663
Total 6403.0110 Ocean Safety			-	1,663	-	1,663
Total 6403.01 Telcom Charges			23,236	(70,050)	-	(46,813)
Total 6403 Other RECURRING			23,236	(70,050)	-	(46,813)
Total 6400 RECURRING EXPENSES			42,031	52,698	29,403	124,131
Total Disbursements			48,557	60,177	29,403	138,136

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

	Hawaii PSAP	Kauai PSAP	Maui PSAP	Oahu PSAP	ADMIN	TOTAL		
FY-TO-DATE SEPT 2014	3 mos	3 mos	3 mos	3 mos	3 mos	3 mos	ANNUAL BUDGET	\$ Over/(Under) Budget
Total Receipts	-	-	-	-	2,306,733	2,306,733	-	2,306,733
DISBURSEMENTS:								
6200 CONFERENCES								
6201 911 Goes to WashDC	(150)	-	-	-	-	(150)	-	(150)
6204 APCO Conference	-	-	6,526	11,989	5,386	23,901	48,786	(24,885)
6213 Navigator	-	-	-	(73)	-	(73)	-	(73)
6214 Nena Conference	-	-	(2)	6,243	-	6,242	-	6,242
6222 TriTech CAD Users	-	-	-	-	-	-	18,000	(18,000)
6200 CONFERENCES - Other	-	-	-	-	-	-	91,214	(91,214)
Total 6200 CONFERENCES	(150)	-	6,525	18,159	5,386	29,920	158,000	(128,080)
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)
6301.05 Kauai Police Dept	-	7,356	-	-	-	7,356	7,356	(0)
Total 6301 CAD Replac/Upgrade	-	7,356	-	6,116	-	13,472	1,507,356	(1,493,884)
6302 CMLs for Altern Dispat	-	-	-	-	-	-	300,000	(300,000)
6303 Computers								
6303.08 Microwave Link Equip	-	-	-	(4,505)	-	(4,505)	-	(4,505)
6303.20 Dispatch Software	-	-	-	-	-	-	5,000	(5,000)
Total 6303 Computers	-	-	-	(4,505)	-	(4,505)	5,000	(9,505)
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	-	7,356	-	1,611	-	8,967	1,855,356	(1,846,389)

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

	Hawaii PSAP	Kauai PSAP	Maui PSAP	Oahu PSAP	ADMIN	TOTAL		
FY-TO-DATE SEPT 2014	3 mos	3 mos	3 mos	3 mos	3 mos	3 mos	ANNUAL BUDGET	\$ Over/(Under) Budget
6400 RECURRING EXPENSES								
6401 ADMINISTRATION								
6401.01 Exec Dir. Services	-	-	-	-	85,313	85,313	350,625	(265,313)
6401.02 ElectronSignatur	-	-	-	-	-	-	200	(200)
6401.05 Audit Expense	-	-	-	-	-	-	12,500	(12,500)
6401.06 Bank Charge	-	-	-	-	-	-	100	(100)
6401.08 Board Member Travel	-	-	-	-	3,852	3,852	35,000	(31,148)
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	-	-	-	-	400	400	200	200
6401.15 WSP Cost Recovery								
6401.0101 Sprint/Nextel	-	-	-	-	2,522	2,522	-	2,522
6401.15 WSP Cost Recovery - Other	-	-	-	-	-	-	70,000	(70,000)
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	-	-	-	-	92,118	92,118	1,246,840	(1,154,722)
6402 MAINTENANCE								
6402.02 Imagery Lic Agree	-	-	-	102,171	-	102,171	1,116,896	(1,014,725)
6402.05 Logging RecordMaint	-	-	-	(26,038)	-	(26,038)	60,775	(86,813)
6402.07 0011 9-1-1MSAG Maint.	0	-	37,589	93,229	-	130,818	1,312,521	(1,181,703)
6402.08 CAD Maintenance	-	-	-	162,801	-	162,801	1,038,752	(875,951)
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	-	37,589	332,163	-	369,752	3,533,551	(3,163,799)
6403 Other RECURRING								
6403.01 Telcom Charges								
6403.0101 Alt. PSAP 9-1-1 Del	-	-	-	-	-	-	232,132	(232,132)
6403.0102 Long Distance	57	57	112	-	-	226	2,160	(1,934)
6403.0103 Mileage	-	-	-	946	-	946	11,353	(10,407)
6403.0109 Telcom Trunk	25,529	(9,295)	46,416	86,101	-	148,750	1,643,237	(1,494,487)
6403.0110 Ocean Safety								
6403.0110.1 CML	-	-	-	4,988	-	4,988	-	4,988
6403.0110.2 Centrex	-	-	-	1,184	-	1,184	-	1,184
6403.0110.3 Mileage	-	-	-	202	-	202	-	202
6403.0110 Ocean Safety - Other	-	-	-	(2,124)	-	(2,124)	-	(2,124)
Total 6403.0110 Ocean Safety	-	-	-	4,249	-	4,249	-	4,249
6403.0112 HPD CML Viper-Kapolei	-	-	-	2,221	-	2,221	140,916	(138,695)
6403.0113 HPDCMLViper-Alapai	-	-	-	834	-	834	-	834
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	25,585	(9,238)	46,528	94,352	-	157,226	2,097,998	(1,940,772)
6403.02 EMS Tower Lease	-	-	-	(3,770)	-	(3,770)	7,600	(11,370)
Total 6403 Other RECURRING	25,585	(9,238)	46,528	90,582	-	153,456	2,105,598	(1,952,142)
Total 6400 RECURRING EXPENSES	25,585	(9,238)	84,117	422,744	92,118	615,326	6,885,989	(6,270,663)
Total DISBURSEMENTS	25,435	(1,883)	90,642	442,514	97,504	654,213	8,899,345	(8,245,132)

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

Summary of Encumbrances/Accruals:										
							July 2014	August 2014	Sep 2014	
<i>FY 2011 Encumbrances:</i>	Oahu	Maui	Kauai	Hawaii	Admin	Total	Paydown	Paydown	Paydown	Balance
CAD Upgrade:			418,999.59			418,999.59				418,999.59
<i>FY 2012 Encumbrances:</i>						-				
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
<i>FY 2014 Accruals</i>										
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		1,481.25		23,518.75
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		(0.00)
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		(0.00)
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	164,714.37	127,150.00	1,523,518.75
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	164,714.37	127,150.00	2,693,950.61

**HAWAII ENHANCED 911 BOARD
STATEMENT OF CASH FLOWS
For month ending September 30, 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
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					5,386.11	(5,386.11)	-	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)		2,000.00				(2,000.00)	-	8/14/2014
HFD - TRICON Conference (1)		6,000.00				(6,000.00)	-	8/14/2014
KPD: Intrado interface				7,356.00			7,356.00	8/14/2014
Executive Director Extension (6 months)					9,375.00		9,375.00	9/11/2014
Administration Budget Adjustment from original Plan					(27,300.00)		(27,300.00)	9/15/2014
Totals	2,510,950.00	2,899,018.00	1,058,138.00	1,087,799.00	1,252,226.11	91,213.89	8,899,345.00	

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

FY-TO-DATE SEPT 2014	Hawaii PSAP		
	3 mos	ANNUAL BUDGET	\$ Over/(Under) Budget
DISBURSEMENTS:			
6200 CONFERENCES			
6201 911 Goes to WashDC	(150)	-	(150)
6204 APCO Conference	-	7,400	(7,400)
6213 Navigator	-	-	-
6214 Nena Conference	-	-	-
6222 TriTech CAD Users	-	-	-
6200 CONFERENCES - Other	-	-	-
Total 6200 CONFERENCES	(150)	7,400	(7,550)
6300 Non-RECURRING			
6301 CAD Replac/Upgrade			
6301.01 EMS	-	-	-
6301.02 Hawai'i Police Dept	-	1,500,000	(1,500,000)
6301.04 Honolulu Police	-	-	-
6301.05 Kauai Police Dept	-	-	-
Total 6301 CAD Replac/Upgrade	-	1,500,000	(1,500,000)
6302 CMLs for Altern Dispat	-	-	-
6303 Computers			
6303.08 Microwave Link Equip	-	-	-
6303.20 Dispatch Software	-	5,000	(5,000)
Total 6303 Computers	-	5,000	(5,000)
6306 Training			
6306.11 Training (CAD) HPD	-	-	-
6306.12 TriTechCADSystAdm	-	-	-
6306.122 CAD TriTech EMS	-	-	-
Total 6306.12 TriTechCADSystAdm	-	-	-
6306.14 NG Text to 911 Refresh	-	6,000	(6,000)
Total 6306 Training	-	6,000	(6,000)
Total 6300 Non-RECURRING	-	1,511,000	(1,511,000)
6400 RECURRING EXPENSES			
6402 MAINTENANCE			
6402.02 Imagery Lic Agree	-	300,000	(300,000)
6402.05 Logging RecordMaint	-	-	-
6402.07 0011 9-1-1MSAG Maint.	0	307,647	(307,647)
6402.08 CAD Maintenance	-	68,752	(68,752)
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	681,006	(681,006)
6403 Other RECURRING			
6403.01 Telcom Charges			
6403.0101 Alt. PSAP 9-1-1 Del	-	-	-
6403.0102 Long Distance	57	1,200	(1,143)
6403.0103 Mileage	-	-	-
6403.0109 Telcom Trunk	25,529	306,344	(280,815)
6403.0110 Ocean Safety			
6403.0110.1 CML	-	-	-
6403.0110.2 Centrex	-	-	-
6403.0110.3 Mileage	-	-	-
6403.0110 Ocean Safety - Other	-	-	-
Total 6403.0110 Ocean Safety	-	-	-
6403.0112 HPD CML Viper-Kapolei	-	-	-
6403.0113 HPDCMLViper-Alapai	-	-	-
6403.0114 SD Viper (OSL) (3)	-	-	-
6403.0115 Text-to-911 Service	-	4,000	(4,000)
6403.0116 Alt PSAP Call Route	-	-	-
Total 6403.01 Telcom Charges	25,585	311,544	(285,959)
6403.02 EMS Tower Lease	-	-	-
Total 6403 Other RECURRING	25,585	311,544	(285,959)
Total 6400 RECURRING EXPENSES	25,585	992,550	(966,965)
Total DISBURSEMENTS	25,435	2,510,950	(2,485,515)

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

FY-TO-DATE SEPT 2014	Kauai PSAP		
	3 mos	ANNUAL BUDGET	\$ Over/(Under) Budget
DISBURSEMENTS:			
6200 CONFERENCES			
6201 911 Goes to WashDC	-	-	-
6204 APCO Conference	-	11,100	(11,100)
6213 Navigator	-	-	-
6214 Nena Conference	-	-	-
6222 TriTech CAD Users	-	6,000	(6,000)
6200 CONFERENCES - Other	-	-	-
Total 6200 CONFERENCES	-	17,100	(17,100)
6300 Non-RECURRING			
6301 CAD Replac/Upgrade			
6301.01 EMS	-	-	-
6301.02 Hawai'i Police Dept	-	-	-
6301.04 Honolulu Police	-	-	-
6301.05 Kauai Police Dept	7,356	7,356	(0)
Total 6301 CAD Replac/Upgrade	7,356	7,356	(0)
6302 CMLs for Altern Dispat	-	300,000	(300,000)
6303 Computers			
6303.08 Microwave Link Equip	-	-	-
6303.20 Dispatch Software	-	-	-
Total 6303 Computers	-	-	-
6306 Training			
6306.11 Training (CAD) HPD	-	-	-
6306.12 TriTechCADSystAdm			
6306.122 CAD TriTech EMS	-	-	-
Total 6306.12 TriTechCADSystAdm	-	-	-
6306.14 NG Text to 911 Refresh	-	-	-
Total 6306 Training	-	-	-
Total 6300 Non-RECURRING	7,356	307,356	(300,000)
6400 RECURRING EXPENSES			
6402 MAINTENANCE			
6402.02 Imagery Lic Agree	-	194,633	(194,633)
6402.05 Logging RecordMaint	-	-	-
6402.07 0011 9-1-1MSAG Maint.	-	220,000	(220,000)
6402.08 CAD Maintenance	-	-	-
6402.13 Software Maintenance			
6402.131 Integraph DB S/W Maint	-	-	-
Total 6402.13 Software Maintenance	-	-	-
Total 6402 MAINTENANCE	-	414,633	(414,633)
6403 Other RECURRING			
6403.01 Telcom Charges			
6403.0101 Alt. PSAP 9-1-1 Del	-	232,132	(232,132)
6403.0102 Long Distance	57	480	(423)
6403.0103 Mileage	-	-	-
6403.0109 Telcom Trunk	(9,295)	111,398	(120,693)
6403.0110 Ocean Safety			
6403.0110.1 CML	-	-	-
6403.0110.2 Centrex	-	-	-
6403.0110.3 Mileage	-	-	-
6403.0110 Ocean Safety - Other	-	-	-
Total 6403.0110 Ocean Safety	-	-	-
6403.0112 HPD CML Viper-Kapolei	-	-	-
6403.0113 HPDCMLViper-Alapai	-	-	-
6403.0114 SD Viper (OSL) (3)	-	-	-
6403.0115 Text-to-911 Service	-	4,100	(4,100)
6403.0116 Alt PSAP Call Route	-	600	(600)
Total 6403.01 Telcom Charges	(9,238)	348,710	(357,948)
6403.02 EMS Tower Lease	-	-	-
Total 6403 Other RECURRING	(9,238)	348,710	(357,948)
Total 6400 RECURRING EXPENSES	(9,238)	763,343	(772,581)
Total DISBURSEMENTS	(1,883)	1,087,799	(1,089,682)

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

FY-TO-DATE SEPT 2014	Maui PSAP		
	3 mos	ANNUAL BUDGET	\$ Over/(Under) Budget
DISBURSEMENTS:			
6200 CONFERENCES			
6201 911 Goes to WashDC	-	-	-
6204 APCO Conference	6,526	7,400	(874)
6213 Navigator	-	-	-
6214 Nena Conference	(2)	-	(2)
6222 TriTech CAD Users	-	-	-
6200 CONFERENCES - Other	-	-	-
Total 6200 CONFERENCES	6,525	7,400	(875)
6300 Non-RECURRING			
6301 CAD Replac/Upgrade			
6301.01 EMS	-	-	-
6301.02 Hawai'i Police Dept	-	-	-
6301.04 Honolulu Police	-	-	-
6301.05 Kauai Police Dept	-	-	-
Total 6301 CAD Replac/Upgrade	-	-	-
6302 CMLs for Altern Dispat	-	-	-
6303 Computers			
6303.08 Microwave Link Equip	-	-	-
6303.20 Dispatch Software	-	-	-
Total 6303 Computers	-	-	-
6306 Training			
6306.11 Training (CAD) HPD	-	-	-
6306.12 TriTechCADSystAdm			
6306.122 CAD TriTech EMS	-	-	-
Total 6306.12 TriTechCADSystAdm	-	-	-
6306.14 NG Text to 911 Refresh	-	-	-
Total 6306 Training	-	-	-
Total 6300 Non-RECURRING	-	-	-
6400 RECURRING EXPENSES			
6402 MAINTENANCE			
6402.02 Imagery Lic Agree	-	372,263	(372,263)
6402.05 Logging RecordMaint	-	-	-
6402.07 0011 9-1-1MSAG Maint.	37,589	225,500	(187,911)
6402.08 CAD Maintenance	-	170,000	(170,000)
6402.13 Software Maintenance			
6402.131 Integrgraph DB S/W Maint	-	-	-
Total 6402.13 Software Maintenance	-	-	-
Total 6402 MAINTENANCE	37,589	767,763	(730,174)
6403 Other RECURRING			
6403.01 Telecom Charges			
6403.0101 Alt. PSAP 9-1-1 Del	-	-	-
6403.0102 Long Distance	112	480	(368)
6403.0103 Mileage	-	-	-
6403.0109 Telecom Trunk	46,416	278,495	(232,079)
6403.0110 Ocean Safety			
6403.0110.1 CML	-	-	-
6403.0110.2 Centrex	-	-	-
6403.0110.3 Mileage	-	-	-
6403.0110 Ocean Safety - Other	-	-	-
Total 6403.0110 Ocean Safety	-	-	-
6403.0112 HPD CML Viper-Kapolei	-	-	-
6403.0113 HPDCMLViper-Alapai	-	-	-
6403.0114 SD Viper (OSL) (3)	-	-	-
6403.0115 Text-to-911 Service	-	4,000	(4,000)
6403.0116 Alt PSAP Call Route	-	-	-
Total 6403.01 Telecom Charges	46,528	282,975	(236,447)
6403.02 EMS Tower Lease	-	-	-
Total 6403 Other RECURRING	46,528	282,975	(236,447)
Total 6400 RECURRING EXPENSES	84,117	1,050,738	(966,621)
Total DISBURSEMENTS	90,642	1,058,138	(967,496)

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

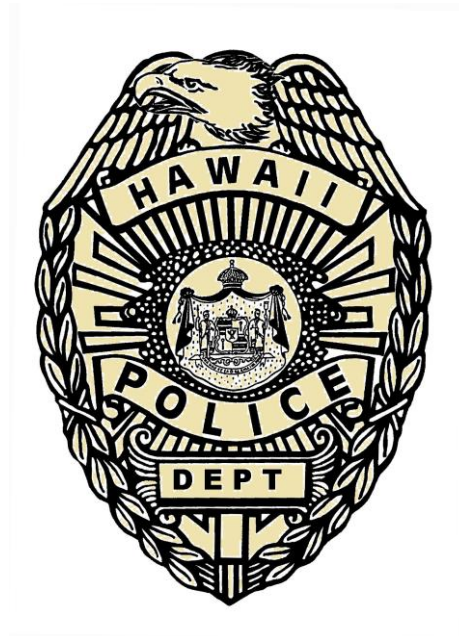
FY-TO-DATE SEPT 2014	Oahu PSAP		
	3 mos	ANNUAL BUDGET	\$ Over/(Under) Budget
DISBURSEMENTS:			
6200 CONFERENCES			
6201 911 Goes to WashDC	-	-	-
6204 APCO Conference	11,989	17,500	(5,511)
6213 Navigator	(73)	-	(73)
6214 Nena Conference	6,243	-	6,243
6222 TriTech CAD Users	-	12,000	(12,000)
6200 CONFERENCES - Other	-	-	-
Total 6200 CONFERENCES	18,159	29,500	(11,341)
6300 Non-RECURRING			
6301 CAD Replac/Upgrade			
6301.01 EMS	6,949	-	6,949
6301.02 Hawai'i Police Dept	-	-	-
6301.04 Honolulu Police	(833)	-	(833)
6301.05 Kauai Police Dept	-	-	-
Total 6301 CAD Replac/Upgrade	6,116	-	6,116
6302 CMLs for Altern Dispat	-	-	-
6303 Computers			
6303.08 Microwave Link Equip	(4,505)	-	(4,505)
6303.20 Dispatch Software	-	-	-
Total 6303 Computers	(4,505)	-	(4,505)
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	-	16,000	(16,000)
Total 6306 Training	-	37,000	(37,000)
Total 6300 Non-RECURRING	1,611	37,000	(35,389)
6400 RECURRING EXPENSES			
6402 MAINTENANCE			
6402.02 Imagery Lic Agree	102,171	250,000	(147,829)
6402.05 Logging RecordMaint	(26,038)	60,775	(86,813)
6402.07 0011 9-1-1MSAG Maint.	93,229	559,374	(466,145)
6402.08 CAD Maintenance	162,801	800,000	(637,199)
6402.13 Software Maintenance			
6402.131 Integraph DB S/W Maint	-	-	-
Total 6402.13 Software Maintenance	-	-	-
Total 6402 MAINTENANCE	332,163	1,670,149	(1,337,986)
6403 Other RECURRING			
6403.01 Telcom Charges			
6403.0101 Alt. PSAP 9-1-1 Del	-	-	-
6403.0102 Long Distance	-	-	-
6403.0103 Mileage	946	11,353	(10,407)
6403.0109 Telcom Trunk	86,101	947,000	(860,899)
6403.0110 Ocean Safety			
6403.0110.1 CML	4,988	-	4,988
6403.0110.2 Centrex	1,184	-	1,184
6403.0110.3 Mileage	202	-	202
6403.0110 Ocean Safety - Other	(2,124)	-	(2,124)
Total 6403.0110 Ocean Safety	4,249	-	4,249
6403.0112 HPD CML Viper-Kapolei	2,221	140,916	(138,695)
6403.0113 HPDCMLViper-Alapai	834	-	834
6403.0114 SD Viper (OSL) (3)	-	43,500	(43,500)
6403.0115 Text-to-911 Service	-	12,000	(12,000)
6403.0116 Alt PSAP Call Route	-	-	-
Total 6403.01 Telcom Charges	94,352	1,154,769	(1,060,417)
6403.02 EMS Tower Lease	(3,770)	7,600	(11,370)
Total 6403 Other RECURRING	90,582	1,162,369	(1,071,787)
Total 6400 RECURRING EXPENSES	422,744	2,832,518	(2,409,774)
Total DISBURSEMENTS	442,514	2,899,018	(2,456,504)

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

		ADMIN		
FY-TO-DATE SEPT 2014		3 mos	ANNUAL BUDGET	\$ Over/(Under) Budget
DISBURSEMENTS:				
6200 CONFERENCES				
6201	911 Goes to WashDC	-	-	-
6204	APCO Conference	5,386	5,386	-
6213	Navigator	-	-	-
6214	Nena Conference	-	-	-
6222	TriTech CAD Users	-	-	-
6200	CONFERENCES - Other	-	91,214	(91,214)
Total 6200 CONFERENCES		5,386	96,600	(91,214)
6401 ADMINISTRATION				
6401.01	Exec Dir. Services	85,313	350,625	(265,313)
6401.02	ElectronSignatur	-	200	(200)
6401.05	Audit Expense	-	12,500	(12,500)
6401.06	Bank Charge	-	100	(100)
6401.08	Board Member Travel	3,852	35,000	(31,148)
6401.09 DB&F Assessments				
6401.0101	DB&F Admin. Assess	31	175,000	(174,969)
6401.0102	DB&F Rev Assessment	-	452,500	(452,500)
Total 6401.09 DB&F Assessments		31	627,500	(627,469)
6401.12	NASNA Dues	-	215	(215)
6401.13	Parking Permits	400	200	200
6401.15 WSP Cost Recovery				
6401.0101	Sprint/Nextel	2,522	-	2,522
6401.15	WSP Cost Recovery - Other	-	70,000	(70,000)
Total 6401.15 WSP Cost Recovery		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		92,118	1,246,840	(1,154,722)
Total 6400 RECURRING EXPENSES		92,118	1,246,840	(1,154,722)
Total DISBURSEMENTS		97,504	1,343,440	(1,245,936)

Hawaii County E9-1-1 Status Report

September 1, 2014 – September 30, 2014



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Hawaii County E9-1-1 Status Report

September 1, 2014 - September 30, 2014

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Hawaii County E9-1-1 Status Report

September 1, 2014 - September 30, 2014

1. PSAP OPERATIONS

9-1-1 CALL VOLUME HAWAII COUNTY PSAPS – SEPTEMBER 2014

(Source: Intrado Viper)

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

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 Abandoned	% of Total Calls	No. of Other Calls	% of Total Calls
SEPT	20,128	3,975	19.75%	13,947	69.29%	51.70%	48.30%	553	2.75%	7	0.03%	0	0.00%	1,646	8.18%	0	0.00%

9-1-1 CALL VOLUME – 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 Abandoned	% of Total Calls	No. of Other Calls	% of Total Calls
JAN	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%
FEB	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%
MAR	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%
APR	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%
AUG	22,244	4,572	20.55%	15,207	68.36%	49.74%	50.26%	637	2.86%	12	0.05%	0	0.00%	1,816	8.16%	0	0.00%
SEPT	20,128	3,975	19.75%	13,947	69.29%	51.70%	48.30%	553	2.75%	7	0.03%	0	0.00%	1,646	8.18%	0	0.00%
OCT																	
NOV																	
DEC																	
YTD	178,599	40,723		118,180				4,677		116		0		14,896		7	
MON AVG	19,844	4,525	22.88%	13,131	66.13%	50.27%	49.73%	520	2.59%	12.89	0.06%	0	0.00%	1,655	8.32%	1	0.00%

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.

Hawaii County E9-1-1 Status Report

September 1, 2014 - September 30, 2014

9-1-1 CALL VOLUME BY AGENCY – SEPTEMBER 2014

2014	9-1-1 Call Volume by Agency									
	Hawaii Police Department					Hawaii Fire Department				
	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
September	16,251	80.74%	0	1,621	0	2,231	11.08%	0	25	0

9-1-1 CALL VOLUME BY AGENCY – CALENDAR YEAR 2014

2014	9-1-1 Call Volume by Agency									
	Hawaii Police Department					Hawaii Fire Department				
	Number of Total Calls Received	Number of Admin Calls	Number of Abandoned Calls	Number of Other Calls	% of Total Calls	Number of Total Calls Received	Number of Admin Calls	Number of Dropped Calls	Number of Other Calls	% of Total Calls
January	16,012	0	1,891		78.04%	2,583	0	31		12.59%
February	13,955	0	1,163		80.78%	2,149	0	8		12.44%
March	15,526	0	1,845		78.68%	2,261	0	100		11.46%
April	15,296	0	1,667	5	79.60%	2,219	0	27	2	11.55%
May	15,829	0	1,462	0	81.07%	2,211	0	22	0	11.32%
June	15,326	0	1,512	0	80.63%	2,148	0	21	0	11.30%
July	16,977	0	1,669	0	81.00%	2,298	0	16	0	10.96%
August	17,852	0	1,793	0	81.00%	2,576	0	23	0	11.58%
September	16,251	0	1,621	0	80.74%	2,231	0	25	0	11.08%
October										
November										
December										
YTD	143,024	0	14,623	5		20,676	0	273	2	
MON AVG	15,892	0	1,625	1	80.17%	2,297	0	30	0	11.59%

PSAP OPERATION NOTES:

- 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.
- Abandoned Calls are included in the Wireline and Wireless counts respectively.

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WIRELESS PSAP TESTING – SEPTEMBER 2014

Date	WSP	Sites Tested	Sectors Tested	Tested By:	Test Pass/Fail
09/25/14	AT&T	2	6	Hawaii PSAP	Pass*

NOTES:

***There were 5 Towers and 21 Sectors scheduled for testing on 9/25/14. Only 1 Tower scheduled with 3 sectors, and 1 unscheduled Tower with 3 sectors were successfully tested. Rescheduling in progress.**

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2. MSAG

CURRENT MONTH – SEPTEMBER 2014

2014		9-1-1 NET REQUESTS										In Referred Status as of Report Month End (d)			In Suspended Status as of Report Month End (e)	
		MSAG TRANSACTIONS							ALI TRANSACTIONS			TN CR	ALI-DR	VoIP-DR	# of Transactions	TNs Affected
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)					
HAWAII COUNTY	554	120	37	14	42	11	16	1,877	421	8	5	869	2	1	0	0

MSAG CURRENT MONTH NOTES:

A total of 554 MSAG transactions were processed in 9-1-1 Net during the month of September 2014. 120 requests were processed relating to the MSAG database, with 1,877 customer ANI/ALI (telephone/address) records updated as a direct result. 421 Telephone Number Change Requests (TN CR) transactions were processed with MSAG valid addresses, as a result of the ESN 299 clean-up effort. There were eight (8) ALI Discrepancy Requests (ALI DR) processed in 9-1-1 Net, and five (5) VoIP Discrepancy Requests (VoIP DR) submitted to Time Warner Cable for correction, as the result of a 911 calls from both residences and businesses. 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 869 TN CRs in Referred Status as of September 30, 2014, which are a direct result of the ESN 299 clean-up and are awaiting approval from Hawaiian Telcom, Inc. Akimeka continues to monitor and track the progress of the Referred records. Once a telephone number is submitted to Intrado for correction, it must be verified against HT records and/or approved by the customer. Intrado's internal process requires calling each telephone customer individually for approval to update an address in the 9-1-1 database.

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

There are three (3) ALI-DRs in Referred Status as of September 30, 2014

The ALI DRs were the result of 9-1-1 calls from businesses in Hilo and Kailua Kona. Hawaii County Fire submitted a request to Akimeka to update the customer information and provided an MSAG valid address. Akimeka submitted the ALI DR to Intrado and the transaction is awaiting approval from the telco.

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

The VoIP DR was the result of a 911 call made from a residence displaying the incorrect name and address of the caller. The discrepancy was submitted to Time Warner Cable (TWCBL). Time Warner will notify Akimeka when the caller's information is updated.

There are no records in Suspended Status as of September 30, 2014.

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MSAG YEAR-TO-DATE (YTD) SUMMARY – 2014

HAWAII COUNTY		9-1-1 NET REQUESTS										In Referred Status as of Report Month End (d)			In Suspended Status as of Report Month End (e)	
		MSAG TRANSACTIONS							ALI TRANSACTIONS			TN CR	ALI-DR	VoIP DR	# of Transactions	TNs Affected
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)					
DEC																
NOV																
OCT																
SEPT	554	120	37	14	42	11	16	1,877	421	8	5	869	2	1	0	0
AUG	506	66	6	16	32	12	0	501	433	5	2	891	3	0	0	0
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
APR	401	142	71	4	48	11	8	777	252	4	3	544	1	0	0	0
MAR	338	312	201	0	103	6	2	2,344	17	9		486	4		1	1
FEB	171	64	12	28	16	7	1	1,571	96	11		383	2		0	0
JAN	313	141	22	39	61	15	4	64	164	8		670	1		0	0
TOTAL YTD	3,230	1,045	396	110	380	114	45	8,027	2,110	60	15					
AVG PER MO	359	116	44	12	42	13	5	892	234	7	3					

NOTES:

Revised categories and report format changes effective May 2012 with new Intrado TNCR function.

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

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3. GEOGRAPHIC INFORMATION SYSTEM (GIS) – SEPTEMBER 2014

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.

HAWAII			
Type of Layer	Akimeka GIS Server	Date Loaded Into PSAP GIS Server	Other/Remarks
	Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)			
CALLER LOCATION			
Address Points		09/23/14	
	9/22/2014		Completed monthly update on address points.
	9/22/2014		Changed street name to 64 address points from Hawaii Belt Rd to Mamalahoa Hwy in Captain Cook.
	9/22/2014		Added five (5) new address points in Captain Cook.
	9/22/2014		Added one (1) new address point (550759 Hawi Rd) in Hawi.
	9/22/2014		Added five (5) new address points in Hilo.
	9/22/2014		Added two (2) new address points (770492 Kalamauka St and 744833 Mamalahoa Hwy) in Holualoa.
	9/22/2014		Added one (1) new address point (281796 Old Mamalahoa Hwy) in Hononu.
	9/22/2014		Added 70 new address points in Kailua Kona.
	9/22/2014		Added one (1) new address point (640645 Kiiaina Alanui) in Kamuela.
	9/22/2014		Added two (2) new address points (540519 and 540594 Kapaau Rd) in Kapaau.
	9/22/2014		Added ten (10) new address points in Keaau.
	9/22/2014		Added seven (7) new address points in Kurtistown.
	9/22/2014		Added seven (7) new address points in Mountain View.
	9/22/2014		Added two (2) new address points (945806 Aouli Pl and 946306 Mark Twain St) in Naalehu.
	9/22/2014		Added twelve (12) new address points in Ocean View.
	9/22/2014		Added one (1) new address point (421017 Hawaii Belt Rd) in Paauilo.
	9/22/2014		Added 24 new address points in Pahoa.
	9/22/2014		Added six (6) new address points in Volcano.
	9/19/2014		Corrected Street Name to 379 Address Points from Hawaii Belt Rd to Mamalahoa Hwy in Kealakekua
	9/19/2014		Corrected street name to one (1) address point (229 Makana Nui Ln) in Hilo.
9/19/2014		Changed street name to 60 address points from Hawaii Belt Rd to Mamalahoa Hwy in Honaunau.	
9/18/2014		Changed street name to 667 address points from Hawaii Belt Rd to Mamalahoa Hwy in Captain Cook.	

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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.

HAWAII				
Type of Layer	Akimeka GIS Server	Date Loaded Into PSAP GIS Server	Other/Remarks	
	Date Created/ Edits Performed			
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)				
CALLER LOCATION				
Address Points	9/17/2014		Corrected Location Name for 443480 Kalaniai Rd (Kalopa Park) in Paauilo.	
	9/16/2014		Spatially corrected one (1) address point (1 Emer Callbox06) in Pahoa.	
	9/15/2014		Corrected routing id to four (4) address points (0, 145363, 145395 and 145461 Kalapana Kapoho Beach Rd) in Pahoa.	
	9/15/2014		Spatially corrected one (1) address point (1 Emer Callbox07) in Pahoa.	
	9/15/2014		Spatially corrected one (1) address point (1 Emer Callbox01) in HVNP.	
		09/09/14		
	9/9/2014		Spatially corrected 28 address points in Pahoa.	
	9/5/2014		Changed street name and number to one (1) address (474788 Old Mamalahoa Hwy) in Honokaa.	
	9/5/2014		Changed street name and number to one (1) address (922754 Island Blvd) in Ocean View.	
	9/4/2014		Spatially corrected four (4) address points (553472 Akoni Pule Hwy, 553474 Akoni Pule Hwy, 553476 Akoni Pule Hwy and 553478 Akoni Pule Hwy) in Hawi.	
9/3/2014		Added two (2) new addresses (94 Awapuhi St and 540 Wainaku St) in Hilo.		
Emergency Callboxes		09/23/14		
	9/16/2014		Spatially corrected one (1) emergency callbox (Emergency Callbox06) in Pahoa.	
	9/15/2014		Spatially corrected two (2) emergency callboxes (Emergency Callbox01 and Emergency Callbox07).	
Fire Stations				
Medic Stations				
Milepost Markers				

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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.

HAWAII			
Type of Layer	Akimeka GIS Server	Date Loaded Into PSAP GIS Server	Other/Remarks
	Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)			
CALLER LOCATION			
Points of Interest (POI)		09/23/14	
	9/17/2014		Corrected address to Kalopa Park in Paauilo.
	9/16/2014		Spatially corrected one (1) point of interest (Emergency Callbox06) in Pahoa.
	9/15/2014		Spatially corrected one (1) point of interest (Emergency Callbox07) in Pahoa.
	9/15/2014		Spatially corrected one point of interest (Emergency Callbox01) in HVNP.
		09/09/14	
Police Stations			
Schools			
Tsunami Evacuation Zones			
Tsunami Roadblocks			
WSP Cell Towers	9/29/2014		Per VZW CRS
	9/25/2014		Per ATT CRS
	9/24/2014		Per VZW CRS
		09/23/14	
	9/23/2014		Per MOBI CRS
	9/16/2014		Per ATT CRS
		09/09/14	
	9/8/2014		Per ATT CRS
DISPATCH AND RESPONSE			
ESZ/ESN			

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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.

HAWAII			
Type of Layer	Akimeka GIS Server	Date Loaded Into PSAP GIS Server	Other/Remarks
	Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)			
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			
Police Districts			
Police Response Areas			
WSP Cell Sectors	9/29/2014		Per VZW CRS
	9/25/2014		Per ATT CRS
	9/24/2014		Per VZW CRS
		09/23/14	
	9/23/2014		Per MOBI CRS
	9/16/2014		Per ATT CRS
		09/09/14	
	9/8/2014		Per ATT CRS

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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.

HAWAII			
Type of Layer	Akimeka GIS Server	Date Loaded Into PSAP GIS Server	Other/Remarks
	Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)			
RESPONSE ROUTING			
Street Centerlines		09/23/14	
	9/23/2014		Added one (1) segment of Kehau Rd and split one (1) segment of Railroad Ave in Pahoia.
	9/22/2014		Changed street name to three (3) street centerlines from Hawaii Belt Rd to Mamalahoa Hwy in Captain Cook.
	9/22/2014		Completed monthly update on street centerlines.
	9/19/2014		Added Kohai Pl and split Old Government Main Rd in Captain Cook.
	9/19/2014		Corrected street name and range to two (2) street segments of Makana Nui Ln in Hilo.
	9/19/2014		Corrected range to one (1) street segment of Aukai Pl in Kailua Kona.
	9/19/2014		Corrected range to one (1) street segment of Paipo Kane Rd in Kapaau.
	9/18/2014		Changed street name to 16 street segments from Hawaii Belt Rd to Mamalahoa Hwy in Kealahou.
	9/17/2014		Corrected range to three (3) street segments of Kealahou Pkwy in Kailua Kona.
	9/17/2014		Corrected range to twelve (12) street centerlines in HVNP.
	9/16/2014		Corrected range to 13 street segments in HVNP.
	9/15/2014		Spatially corrected one (1) street segment of Mauna Loa Rd in HVNP.
	9/15/2014		Corrected speed limit to one (1) street segment of Pohoiki Rd in Pahoia.
	9/15/2014		Added one (1) street segment and split one (1) street segment of Kalapana Kapoho Beach Rd in Pahoia.
	9/15/2014		Spatially corrected four (4) street segments of Kalapana Kapoho Beach Rd in Pahoia.
	9/12/2014		Changed street name to 23 street segments from Hawaii Belt Rd to Mamalahoa Hwy in Captain Cook.
	9/12/2014		Changed street name to five (5) street segments from Hawaii Belt Rd to Mamalahoa Hwy in Honaunau.
	9/12/2014		Changed street name to 15 street segments from Hawaii Belt Rd to Mamalahoa Hwy in Kealahou.
	9/10/2014		Changed street name to five (5) street segments from Hawaii Belt Rd to Mamalahoa Hwy in Captain Cook.

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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.

HAWAII			
Type of Layer	Akimeka GIS Server	Date Loaded Into PSAP GIS Server	Other/Remarks
	Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)			
RESPONSE ROUTING			
Street Centerlines		09/09/14	
	9/8/2014		Changed street name to one (1) street segment from Hawaii Belt Rd to Mamalahoa Hwy in Captain Cook.
	9/5/2014		Spatially corrected one (1) segment of Chain of Craters Rd in Pahoa.
	9/4/2014		Spatially corrected 26 street segments in Hawi.
	9/4/2014		Added one (1) segment of Akoni Pule Hwy and split one (1) segment of Akoni Pule Hwy in Hawi.
	9/3/2014		Changed street name to 19 street segments of Hawaii Belt Rd to Mamalahoa Hwy in Captain Cook.
	9/3/2014		Spatially corrected one (1) segment of Awapuhi St in Hilo.
	9/3/2014		Corrected range to one (1) segment of Awapuhi St in Hilo.
	9/2/2014		Spatially corrected 28 streets in Hawi.
9/2/2014		Split five (5) street segments in Hawi.	
VISUAL REFERENCE			
Coastline			
Major Roads			
Parcels			
Trails			
SPECIAL REQUESTS			
Correctional Facilities			

NOTE:

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

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GEOGRAPHIC INFORMATION SYSTEM (GIS) NARRATIVES

GIS KEY ACTIVITIES/UPDATES

GIS Key activities include the events such as GIS deliverables, meetings, agreements, etc.

- 9/23/2014 Performed Powermap Update which included: Address Points, Street Centerlines, WSP Cell Sectors, WSP Cell Towers, Points of Interest, Emergency Callboxes, September 2014 Lava Flow and Alternate Routes Lower Puna.
- 9/9/2014 Performed Powermap Update which included: Address Points, Street Centerlines, WSP Cell Sectors, WSP Cell Towers and Points of Interest.

ADDRESS POINTS AND STREET CENTERLINES UPDATE COMPARISON

On a routine basis, upon receipt of Hawai'i County Planning Department's Address Points and Street Centerlines layer updates, Akimeka compares and incorporates any of the County's additions, changes, and deletions into the Akimeka Address Points and Street Centerlines layers. In the month of June 2014, Akimeka added a process to identify changes to the Street Segment Names which has been included in the chart below.

The Address Points and Street Centerlines layer comparative analysis was completed on the updates received from the Hawai'i County Planning Department on **September 22, 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	156	
# of Addresses Removed	0	
# of Street Segment Range Changes		3
# of Street Segment Name Changes		1
# of Address Street Name Changes	1	
# of Address Street Number Changes	0	

NOTE:

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

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

NG9-1-1 GIS Data Corrections			
GIS Layer Name	Type of Correction	Number of Records Corrected/Modified/Added/Removed	Comments/Details
Street Centerlines	New Streets	4 Added	Streets were in Pahoia, Captain Cook and Hawi
Street Centerlines	Street Name	89 Corrected	Majority were in Captain Cook and Kealahou
Street Centerlines	Range/Parity	33 Corrected	Majority were in HVNP
Street Centerlines	Spatial Correction	61 Corrected	To increase spatial accuracy, majority were in Hawi
Street Centerlines	Splits	9 Corrected	To eliminate segments from crossing boundaries and where existing streets were intersected by new streets
Street Centerlines	Speed Limit	1 Corrected	Street was in Pahoia
Address Points	New Address Points	158 Added	Throughout County in 16 communities
Address Points	Spatial Correction	35 Corrected	Corrected location of Address Point, recalculated x/y, majority were in Pahoia
Address Points	Street Name	1173 Corrected	Majority were in Captain Cook and Kealahou
Address Points	Street Number	2 Corrected	Addresses were in Honokaa and Ocean View

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NG9-1-1 GIS Data Corrections (continued)			
Address Points	Routing ID	4 Corrected	To ensure proper routing to address, addresses were in Pahoia
Address Points	Location Name	1 Corrected	Address was in Paauilo
Points of Interest	Address	1 Corrected	Point of Interest was in Paauilo
Points of Interest	Spatial Correction	3 Corrected	Corrected location of Point of Interest, recalculated x/y, Points of Interest were in Pahoia and HVNP
Emergency Callboxes	Spatial Correction	3 Corrected	Corrected location of Emergency Callboxes, recalculated x/y,

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 Hwy Renaming Project and identified a correction process which involves renaming certain segments of Hawaii Belt Rd to Mamalahoa Hwy.
 - a. This project was aimed to correct 556 TNs in Kealahou and 345 TNs in Captain Cook for a total of 901 TNs.
 - b. On August 20, 2014, Akimeka received approval to proceed with the project.
 - c. During September 2014, Akimeka completed the Mamalahoa Hwy Renaming Project. The updates were made in the GIS and MSAG Databases where necessary.
 - 1) In the MSAG Communities of Captain Cook, Kealahou and Honaunau, a total of 82 Street Centerline segments and 1170 Address Points were changed from Hawaii Belt Rd to Mamalahoa Hwy.
 - 2) The updated Street Centerlines and Address Points were uploaded into PowerMap and made available to the dispatchers on September 23rd 2014.

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LAVA FLOW AND ALTERNATE ROUTES

During the month of September 2014, Akimeka created two (2) new layers detailing the lava flow nearing Pahoia, in an effort to provide the 911 centers on Hawaii a valuable resource in identifying current and proposed lava flows.

1. In light of the potential consequences to public safety from the current lava flow heading toward Pahoia, Akimeka created two new layers to support the PSAP, “September 2014 Lava Flow” and “Alternate Routes Lower Puna” to be utilized by the PSAPs.
 - a. Akimeka created the layer “September 2014 Lava Flow”, which details the current progress of the lava flow as well as the flow forecast up to October 3rd 2014.
 - b. Akimeka also created the layer “Alternate Routes Lower Puna”, which displays the alternate routes in Lower Puna in the event Hwy 130 becomes obstructed by the lava flow.
 - c. The two new layers were uploaded into PowerMap on September 23rd 2014 and are available to the dispatchers.
 - d. Akimeka will continue to monitor the activity of the lava flow and will update the September 2014 Lava Flow layer as necessary. Akimeka will also monitor the status of the Chain of Craters Road and will add it to the Alternate Routes Lower Puna layer if and when it is rebuilt and available as an alternate route.
 - e. Due to the vital importance involved in staying apprised of the lava flow progress heading toward Pahoia and the Pacific Ocean, Akimeka will upload the September 2014 Lava Flow and Alternate Routes Lower Puna layers into PowerMap more frequently than the regularly scheduled PowerMap uploads if necessary.

EMERGENCY CALLBOXES

During the month of September 2014, in an effort to standardize the entire State of Hawaii’s Emergency Callboxes and to elevate the level of accuracy, Akimeka re-addressed the Emergency Callboxes to fall within the more applicable street ranges.

1. During September 2014, Akimeka re-addressed all Emergency Callboxes on Hawaii so they would fall within valid GIS and MSAG ranges.
 - a. During this process, Emergency Callboxes were reverse geocoded based off of Street Centerline ranges.
 - b. The updated Emergency Callboxes, as well as the corresponding Address Points and Points of Interest, will be uploaded into PowerMap and will be available to the dispatchers on October 14th 2014.

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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.

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 and August 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.

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4. SERVICE REQUESTS TRANSACTIONS

OPEN SERVICE REQUESTS – SEPTEMBER 2014

#	Date	Ticket #	Description	Category	Urgency	Comments
1	08/19/14	716	Updated Address	MSAG	Normal	Submitted to Intrado for Correction. RN TN in Referred status as of 9/26/2014. RN
2	08/19/14	717	Updated Address	MSAG	Normal	Submitted to Intrado for Correction. RN TN in Referred status as of 9/26/2014. RN
3	09/16/14	724	Updated Address	MSAG	Normal	Submitted information to TWCBL on 9/11/2014. RN TN is Referred to TWCBL as of 9/26/2014. RN

Note* There are three (3) opened service requests pending for September 2014

SERVICE REQUEST YEAR-TO-DATE (YTD) SUMMARY – 2014

HAWAII				SERVICE REQUEST CATEGORIES							
2014	TOTAL		Open*	911 Map		MSAG		Request Training		Suggestions	
	Created	Closed		Created	Closed	Created	Closed	Created	Closed	Created	Closed
December											
November											
October											
September	13	13	3	0	0	13	13	0	0	0	0
August	9	6	3	0	0	9	6	0	0	0	0
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	88	87	3	0	0	88	87	0	0	0	0

NOTE:

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

Hawaii County E9-1-1 Status Report

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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)

Next scheduled Database Synchronization report on November 2014

AUDIT SUMMARY RESULTS – 2014

AUDIT SUMMARY RESULTS – 2014 (PART II)

AUDIT SUMMARY RESULTS – APRIL 1, 2014 MSAG VS. JULY 1, 2014 MSAG AUDIT SUMMARY RESULTS –

JULY 1, 2014 MSAG VS. APRIL 1, 2014 (PART II)

INVALID MSAG STREETS AND ADDRESS RANGES – ESN X99 RECORDS

AUTOMATIC LOCATION IDENTIFICATION (ALI) DISCREPANCY REPORT

Kauai County E9-1-1 Status Report

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AKIMEKA | HIGH PRIORITY. HIGH IMPACT.

Kauai County E9-1-1 Status Report

September 1, 2014 - September 30, 2014

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1. PSAP OPERATIONS

9-1-1 CALL VOLUME – SEPTEMBER 2014

(Source: Intrado Viper)

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

9-1-1 Call Volume																	
KAUAI 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 Abandoned	% of Total Calls	Other	% of Total Calls
Sept	6015	793	13.18%	4051	67.35%	53.20%	46.80%	155	2.58%	42	0.70%	0	0.00%	974	16.19%	0	0.00%

9-1-1 CALL VOLUME – CALENDAR YEAR 2014

9-1-1 Call Volume																	
KAUAI PSAP		Wireline		Wireless				VOIP		Calls with No ALI		Admin Calls		Abandoned 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	% of Total Calls	Other	% of Total Calls
JAN	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%
FEB	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%
MAR	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%
APR	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%
AUG	5,236	747	14.27%	3,545	67.70%	53.12%	46.88%	135	2.58%	60	1.15%	0	0.00%	749	14.30%	0	0.00%
SEPT	6,015	793	13.18%	4,051	67.35%	53.20%	46.80%	155	2.58%	42	0.70%	0	0.00%	974	16.19%	0	0.00%
OCT																	
NOV																	
DEC																	
YTD	45,629	7,479	16.39%	29,854				879		356		0		7061		0	
MON AVG	5,070	831	16.58%	3,317	65.34%	53.17%	46.83%	98	1.88%	40	0.78%	0	0.00%	785	15.42%	0	0.00%

CALL VOLUME KAUAI COUNTY PSAP NOTES:

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

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PSAP OPERATION NOTES:

- **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.
- **Abandoned Calls** are included in the **Wireline** and **Wireless** counts respectively.

WIRELESS PSAP TESTING – SEPTEMBER 2014

Date	WSP	Sites Tested	Sectors Tested	Tested By:	Test Pass/Fail
09/11/14	Sprint	1	1	Kauai PSAP	Pass

NOTES:

- **There was one (1) scheduled Wireless 911 test in September which was successfully performed by the PSAP.**

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2. MSAG

CURRENT MONTH – SEPTEMBER 2014

2014		9-1-1 NET REQUESTS										In Referred Status as of Report Month End (d)			In Suspended Status as of Report Month End (e)	
		MSAG TRANSACTIONS							ALI TRANSACTIONS			TN CR	ALI-DR	VoIP DR	# of Transactions	TNs Affected
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)					
KAUAI COUNTY	131	22	2	1	15	3	1	160	105	2	2	149	0	0	0	0

MSAG CURRENT MONTH NOTES:

A total of 131 MSAG transactions were processed during the month of September 2014. Twenty-two (22) 9-1-1Net requests were processed relating to the MSAG database, with 160 customer ANI/ALI (telephone/address) records updated as a direct result of Akimeka’s address research and GIS validation process. 105 Telephone Number Change Requests (TN CR) were processed in 9-1-1Net for updates and corrections to the ALI database. The TN CRs were submitted as a result of the ESN 499 clean-up effort. Streets and address ranges were validated against the GIS to ensure synchronization and an MSAG address was provided to the Telco. TN CRs must be validated against HT records and approved by the end user Hawaiian Telcom customer before updating the ALI record.

There are 149 TN CRs in Referred status as of September 30, 2014.

149 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 September 30, 2014.

There are no Suspended Records as of September 30, 2014

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

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MSAG YEAR-TO-DATE (YTD) SUMMARY – 2014

KAUAI COUNTY		9-1-1 NET 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
DEC																
NOV																
OCT																
SEPT	131	22	2	1	15	3	1	160	105	2	2	149	0	0	0	0
AUG	138	11	3	0	3	5	0	131	127	0	0	225	0	0	0	0
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
APR	86	10	5	0	1	1	3	203	75	0	1	263	0	0	1	1
MAR	124	11	2	1	5	3	0	82	113	0		217	0		0	0
FEB	38	9	7	2	0	0	0	443	27	2		155	0		0	0
JAN	46	15	3	2	5	2	3	42	31	0		139	0		0	0
TOTAL YTD	735	140	39	11	49	33	8	1,364	587	5	3					
AVG PER MO	82	16	4	1	5	4	1	152	65	1	1					

NOTES:

- Revised categories and report format changes effective May 2012 with new Intrado TNCR function.

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

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3. GEOGRAPHIC INFORMATION SYSTEM (GIS) – SEPTEMBER 2014

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.

KAUAI			
Type of Layer	Akimeka GIS Server	Date Loaded Into PSAP GIS Server	Other/Remarks
	Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)			
Address Points	9/26/2014		Added 1957 Kahili Quarry Rd in Kilauea.
		09/25/14	
	9/25/2014		Added 9837 Kii Rd in Waimea.
	9/17/2014		Added one (1) new address point at 4959 Kuawa Rd in Kilauea.
		09/11/14	
	9/10/2014		Corrected Full Address attribute to three (3) address points (5280 Ka Haku Rd, 5300 Ka Haku Rd and 5301 Ka Haku Rd) in Princeville
	9/10/2014		Spatially corrected two (2) address points (5451 Ka Haku Rd and 5454 Ka Haku Rd) in Princeville.
	9/10/2014		Added 40 new address points in Princeville.
	9/8/2014		Spatially corrected three (3) address points (4919 Pepelani Loop, 4970 Pepelani Loop and 3838 Wyllie Rd) in Princeville.
	9/8/2014		Added 59 new address points in Princeville.
	9/3/2014		Spatially corrected two (2) address points (4875 Kapaka St B and 4875 Kapaka St C) in Princeville.
9/3/2014		Added 31 new address points in Princeville.	
DISPATCH AND RESPONSE			
ESZ/ESN			
Emergency Callboxes		09/25/14	
	9/12/2014		Spatially corrected one (1) emergency callbox (550S10-5) in Kokee.
		09/11/14	
	9/10/2014		Corrected MSAG Community attribute to two (2) emergency callboxes.

Kauai County E9-1-1 Status Report

September 1, 2014 - September 30, 2014

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.

KAUAI			
Type of Layer	Akimeka GIS Server	Date Loaded Into PSAP GIS Server	Other/Remarks
	Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)			
<i>DISPATCH AND RESPONSE</i>			
Fire Beats			
Fire Districts			
Fire Response Areas			
Fire Stations			
Incident Response Area			
Major Roads			
MSAG Communities (aka Towns)			
Medic Districts			
Medic Response Areas			
Medic Stations			
Milepost Markers			

Kauai County E9-1-1 Status Report

September 1, 2014 - September 30, 2014

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.

KAUAI			
Type of Layer	Akimeka GIS Server	Date Loaded Into PSAP GIS Server	Other/Remarks
	Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)			
DISPATCH AND RESPONSE			
Points of Interest		09/25/14	
	9/12/2014		Spatially corrected one (1) point of interest (emergency callbox 550S10-5) in Kokee.
		09/11/14	
Police Beats			
Police Districts			
Police Response Areas			
Police Stations			
Schools			
Street Centerlines	9/26/2014		Corrected range to Kahili Quarry Rd in Kilauea.
		09/25/14	
	9/25/2014		Corrected range to one (1) street segment of Kuhio Hwy in Kapaa.
	9/17/2014		Corrected range to one (1) street (Kuawa Rd) in Kilauea.
		09/11/14	
	9/11/2014		Corrected range to one (1) segment of Waimea Canyon Dr in Waimea.
Trails	9/11/2014		Corrected range to 16 segments and split one (1) segment of Kokee Rd in Kokee.
WSP Cell Sectors		09/25/14	
		09/11/14	
WSP Cell Towers (Points)		09/25/14	
		09/11/14	

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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.

KAUAI			
Type of Layer	Akimeka GIS Server	Date Loaded Into PSAP GIS Server	Other/Remarks
	Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)			
<i>DISPATCH AND RESPONSE</i>			
OTHER SUPPORTING 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)			
Churches			
Gas Stations			
Food & Beverage			
Hospitals			
Lodging			
Medical Facilities			
Parcels			
Parks			
Parks Polygon			
Post Offices			
Subdivisions			

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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.

KAUAI			
Type of Layer	Akimeka GIS Server	Date Loaded Into PSAP GIS Server	Other/Remarks
	Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)			
DISASTER/HOMELAND SECURITY LAYERS (Listed Alphabetically)			
Airports			
Bridges	9/30/2014		Added four (4) bridges (Akulikuli Bridge, Anini Bridge 2, Kiaki Bridge and Nawiliwili Bridge).
	9/30/2014		Spatially corrected and added weight to two (2) bridges (Olohena 1 and Wailana Stream 4).
	9/29/2014		Added six (6) new bridges.
	9/26/2014		Added nine (9) new bridges.
		09/25/14	
	9/25/2014		Added three (3) bridges (Hanapepe Bridge, Kainahola Bridge and Kamalu Bridge).
Coastline			
Coastal Names			
Communications			
Emergency Shelters			
Emergency Operation Centers (EOC)			
Government Buildings			
Harbors			
Helipads			
Hydrants			
Hydrology Layers			

Kauai County E9-1-1 Status Report

September 1, 2014 - September 30, 2014

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.

KAUAI			
Type of Layer	Akimeka GIS Server	Date Loaded Into PSAP GIS Server	Other/Remarks
	Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)			
DISASTER/HOMELAND SECURITY LAYERS (Listed Alphabetically)			
Dams			
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			
SPECIAL REQUESTS			
KCC Building Outline			
KCC Callboxes			

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.

Kauai County E9-1-1 Status Report

September 1, 2014 - September 30, 2014

GEOGRAPHIC INFORMATION SYSTEM (GIS) NARRATIVE

GIS KEY ACTIVITIES/UPDATES

GIS Key activities include the events such as GIS deliverables, meetings, agreements, etc.

- | | |
|-----------|--|
| 9/25/2014 | Performed Powermap Update which included: Address Points, Street Centerlines, WSP Cell Sectors, WSP Cell Towers, Points of Interest and Emergency Callboxes. |
| 9/25/2014 | Delivered Address Points, Street Centerlines, Geofile for Street Centerlines, Points of Interest, Geofile for Points of Interest, WSP Cell Sectors, WSP Cell Towers and Emergency Callboxes for GeoComm. |
| 9/11/2014 | Performed Powermap Update which included: Address Points, Street Centerlines, WSP Cell Sectors, WSP Cell Towers, Points of Interest, Medic Stations and Emergency Callboxes. |
| 9/11/2014 | Delivered Address Points, Street Centerlines, Geofile for Street Centerlines, Points of Interest, Geofile for Points of Interest, WSP Cell Sectors, WSP Cell Towers, Medic Stations and Emergency Callboxes for GeoComm. |

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 in July detailing the boundary of the new Police Beat and provided to the Kauai Police Department for their review and approval.
 - c. In August 2014, the maps previously provided to the Kauai Police Department were reviewed. It was decided that based on the complexity of the CAD configurations for a new beat implementation, the Kauai Police Department will assess the level of effort needed for finalizing the change. Also, after review by the Kauai Police Department, it was determined that there are minor boundary updates that will take place in September. Akimeka will continue to monitor the progress of the boundary updates made by the Kauai Police Department and will update the GIS accordingly.
 - d. Subsequent to approval, the Police Beats layer will be uploaded into PowerMap and will be available to the dispatchers, potentially in September.
 - e. As of September 30th, 2014, Akimeka is still waiting for the approved Standard Operational Procedures (SOPs) to proceed with the data upload process.

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EMERGENCY CALLBOXES:

During the month of September 2014, in an effort to standardize the entire State of Hawaii's Emergency Callboxes and to elevate the level of accuracy, Akimeka re-addressed the Emergency Callboxes to fall within the more applicable street ranges.

1. During September 2014, Akimeka re-addressed all 45 Emergency Callboxes on Kauai so they would fall within valid GIS and MSAG ranges.
 - a. During this process, Emergency Callboxes were reverse geocoded based off of Street Centerline ranges.
 - b. The updated Emergency Callboxes, as well as the corresponding Address Points and Points of Interest, will be uploaded into PowerMap and delivered to the FTP site for use in GeoComm on October 16th 2014.

BRIDGES:

During the month of September 2014, per special request of the Kauai Fire Department, Akimeka began updating the Bridges layer with weight limits to be used in their MDTs Map.

1. During September 2014, Akimeka began updating the weight limits to the Bridges layer based on County and State information provided by the Kauai Fire Department.
 - a. During this process, bridges were added to the layer to make the layer as comprehensive as possible and to support KFD's operations. Weight Limits are being added to the attributes as well as Fire Beats, Fire Response Areas, Height Limitations and Date Updated.
 - b. The updates to the Bridges layer will be completed during the first half of October 2014 and will be uploaded into PowerMap and be delivered to the FTP site for use in GeoComm on October 16th 2014.

Kauai County E9-1-1 Status Report

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4. SERVICE REQUESTS TRANSACTIONS

OPEN SERVICE REQUESTS – SEPTEMBER 2014

#	Date	Ticket #	Description	Category	Urgency	Comments
			NONE			

NOTE:

- There are no open requests for September 2014

SERVICE REQUEST YEAR-TO-DATE (YTD) SUMMARY – 2014

2014	KAUAI			SERVICE REQUEST CATEGORIES							
	TOTAL		Open*	911 Map		MSAG		Request Training		Suggestions	
	Created	Closed		Created	Closed	Created	Closed	Created	Closed	Created	Closed
December											
November											
October											
September	4	4	0	0	0	4	4	0	0	0	0
August	0	0	0	0	0	0	0	0	0	0	0
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	9	9	0	0	0	9	9	0	0	0	0

NOTE:

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

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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)

Next scheduled Database Synchronization report on October 2014

AUDIT SUMMARY RESULTS – 2014

AUDIT SUMMARY RESULTS – 2014 (PART II)

AUDIT SUMMARY RESULTS – APRIL 1, 2014 MSAG VS. JULY 1, 2014 MSAG
AUDIT SUMMARY RESULTS –

JULY 1, 2014 MSAG VS. APRIL 1, 2014 (PART II)

INVALID MSAG STREETS AND ADDRESS RANGES – ESN X99 RECORDS

AUTOMATIC LOCATION IDENTIFICATION (ALI) DISCREPANCY REPORT

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AKIMEKA | HIGH PRIORITY. HIGH IMPACT.

Maui County E9-1-1 Status Report

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1. PSAP OPERATIONS

9-1-1 CALL VOLUME MAUI PSAP – SEPTEMBER 2014

(Source: Intrado Viper)

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

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 Abandoned	% of Total Calls	Other Calls	% of Total Calls
SEPT	12,809	2,175	16.98%	8,258	64.47%	65.12%	34.88%	279	2.18%	475	3.71%	0	0.00%	1,622	12.66%	0	0.00%

9-1-1 CALL VOLUME MAUI PSAP – CALENDAR YEAR 2014

9-1-1 Call Volume																	
MAUI PSAP		Wireline		Wireless				VOIP		Calls with No ALI		Admin Calls		Abandoned Calls		Other Calls	
2014	Total 9-1-1 Calls Processed	No. of Wireline Calls	% of Total Calls	No. of Wireless Calls	% of Total Calls	% of Wireless WPH1 Calls	% of Wireless WPH2 Calls	No. of VoIP Calls	% of Total Calls	No. of Calls with No ALI	% of Total Calls	No. of Admin Calls	% of Total Calls	No. of 9-1-1 Abandoned	% of Total Calls	Other Calls	% of Total Calls
JAN	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%
FEB	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%
MAR	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%
APR	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%
AUG	13,627	2,370	17.39%	8,661	63.56%	67.91%	32.09%	324	2.38%	472	3.46%	0	0.00%	1,800	13.21%	0	0.00%
SEPT	12,809	2,175	16.98%	8,258	64.47%	65.12%	34.88%	279	2.18%	475	3.71%	0	0.00%	1,622	12.66%	0	0.00%
OCT																	
NOV																	
DEC																	
YTD	98,256	18,270		62,474				1781		3,286		0		12,445		0	
MON AVG	10,917	2,030	18.22%	6,942	60.09%	67.01%	32.99%	198	1.57%	365	3.26%	0	0.00%	1,383	16.85%	0	0.00%

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CALL VOLUME MAUI COUNTY PSAP NOTES:

The high number of Calls with No ALI for the Maui PSAPs are currently being researched through a trouble ticket created on September 8, 2014 by Intrado and Hawaiian Telcom. The Viper System is not recognizing non 808 area code numbers such as 800, 877, and 888, and is defaulting these calls to an N/A (No Record Found) call type. These area codes are used primarily by Mainland Alarm Company's which also includes services such as On Star and Lifeline.

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.

9-1-1 CALL VOLUME MOLOKAI PSAP – SEPTEMBER 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 Abandoned	% of Total Calls	Other Calls	% of Total Calls
SEPT	430	117	27.21%	200	46.51%	58.50%	41.50%	1	0.23%	53	12.33%	0	0.00%	59	13.72%	0	0.00%

9-1-1 CALL VOLUME MOLOKAI PSAP – 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 Abandoned	% of Total Calls	Other Calls	% of Total Calls
JAN	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%
FEB	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%
MAR	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%
APR	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%
AUG	387	133	34.37%	193	49.87%	55.96%	44.04%	0	0.00%	18	4.65%	0	0.00%	43	11.11%	0	0.00%
SEPT	430	117	27.21%	200	46.51%	58.50%	41.50%	1	0.23%	53	12.33%	0	0.00%	59	13.72%	0	0.00%
OCT																	
NOV																	
DEC																	
YTD	3,120	997		1578				8		161		0		376		0	
MON AVG	347	111	31.66%	175	52.02%	57.68%	42.32%	0.89	0.31%	18	5.00%	0	0.00%	41.778	11.00%	0	0.00%

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9-1-1 CALL VOLUME (COMBINED MAUI & MOLOKAI PSAPS) – SEPTEMBER 2014

9-1-1 Call Volume																	
MAUI COUNTY PSAPs		Wireline		Wireless				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	% of Total Calls	Other Calls	% of Total Calls
SEPT	13,239	2,292	17.31%	8,458	63.89%	64.97%	35.03%	280	2.11%	528	3.99%	0	0.00%	1,681	12.70%	0	0.00%

9-1-1 CALL VOLUME (COMBINED MAUI & MOLOKAI PSAPS) – CALENDAR YEAR 2014

9-1-1 Call Volume																	
MAUI 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 Abandoned	% of Total Calls	Other Calls	% of Total Calls
JAN	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%
FEB	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%
MAR	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%
APR	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%
AUG	14,014	2,503	17.86%	8,854	63.18%	67.65%	32.35%	324	2.31%	490	3.50%	0	0.00%	1,843	13.15%	0	0.00%
SEPT	13,239	2,292	17.31%	8,458	63.89%	64.97%	35.03%	280	2.11%	528	3.99%	0	0.00%	1,681	12.70%	0	0.00%
OCT																	
NOV																	
DEC																	
YTD	106,951	20,976		67,752				1789		3447		1		13,628		0	
MON AVG	11,883	2,331	20.15%	7,528	63.57%	59.76%	29.13%	199	1.53%	383	3.08%	0.11	0.00%	1,514	13.01%	0	0.00%

PSAP OPERATION NOTES:

- 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.
- 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.
- Abandoned Calls are included in the Wireline and Wireless counts respectively.

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WIRELESS PSAP TESTING – SEPTEMBER 2014

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

NOTES:

There were no scheduled Wireless 911 Testing in September for the Maui and Molokai PSAPs.

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2. MSAG

CURRENT MONTH – SEPTEMBER 2014

2014		9-1-1 NET REQUESTS										In Referred Status as of Report Month End (d)			In Suspended Status as of Report Month End (e)	
		MSAG TRANSACTIONS							ALI TRANSACTIONS			TN CR	ALI DR	VoIP DR	# of Transactions	TNs Affected
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)					
MAUI COUNTY	143	31	6	1	15	7	2	265	111	1	0	285	0	0	0	0

MSAG CURRENT MONTH NOTES:

A total of 143 MSAG transactions were processed during the month of September 2014. Thirty-one (31) 9-1-1 Net requests were processed relating to the Maui County MSAG database, with 265 customer ANI/ALI (telephone/address) records updated as a direct result of Akimeka's address research and GIS validation process. 111 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 285 TN CRs in Referred status as of September 30, 2014.

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

There are no VoIP DR records in Referred status as of September 30, 2014.

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

There are no records in Suspended status as of September 30, 2014.

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

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MSAG YEAR-TO-DATE (YTD) SUMMARY – 2014

MAUI COUNTY		9-1-1 NET REQUESTS										In Referred Status as of Report Month End (d)			In Suspended Status as of Report Month End (e)	
		MSAG TRANSACTIONS							ALI TRANSACTIONS			TN CR	ALI-DR	VoIP DR	# of Transactions	TNs Affected
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)					
DEC																
NOV																
OCT																
SEPT	143	31	6	1	15	7	2	265	111	1	0	285	0	0	0	0
AUG	132	38	9	8	14	5	2	122	94	0	0	188	0	0	0	0
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
APR	159	31	17	2	1	10	1	775	128	0	0	209	0	0	0	0
MAR	123	95	63	5	12	13	2	951	26	2		195	0		0	0
FEB	136	48	34	4	5	0	5	959	87	1		176	0		0	0
JAN	83	65	44	2	13	6	0	743	16	2		147	0		0	0
TOTAL YTD	1,314	460	241	26	114	62	17	5,819	848	6	0					
AVG PER MO	146	51	27	3	13	7	2	647	94	1	0					

NOTES:

Revised categories and report format changes effective May 2012 with new Intrado TNCR function.

Added Referred Status results to MSAG chart effective with 2013; back dated to January 2013.

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

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3. GEOGRAPHIC INFORMATION SYSTEM (GIS) – SEPTEMBER 2014

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.

MAUI COUNTY					
Type of Layer	Island	Akimeka GIS Server	Date Loaded Into PSAP GIS Server	Other/Remarks	
		Date Created/ Edits Performed			
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)					
Address Points	Maui/Lanai	9/29/2014		Added five (5) addresses received from DSA	
	Maui/Lanai	9/29/2014		Spatially corrected three (3) address points in Pukalani	
	Molokai	9/26/2014		Added one (1) address received from DSA	
	Molokai	9/26/2014		Spatially corrected two (2) address points in Pukoo	
	Maui/Lanai	9/25/2014		Added forty-five (45) addresses received from DSA	
	Maui/Lanai	9/25/2014		Added one (1) address from MSAG	
	Molokai	9/25/2014		Added one (1) address received from DSA	
				09/24/14	
	Maui/Lanai	9/24/2014		Added one (1) address received from DSA	
	Maui/Lanai	9/24/2014		Spatially corrected one (1) address point in Pukalani	
	Molokai	9/24/2014		Spatially corrected two (2) address points in Kaunakakai	
	Molokai	9/24/2014		Added common name, Molokai Wines N Spirit in Kaunakakai	
	Maui/Lanai	9/23/2014		Added eight (8) addresses received from DSA and changed one (1) address received from DSA. Added one (1) MSAG address.	
	Maui/Lanai	9/22/2014		Added one (1) address received from DSA. Added one (1) address from KivaNet.	
	Maui/Lanai	9/22/2014		Spatially corrected one (1) address point in Haiku and one (1) in Pukalani.	
	Maui/Lanai	9/22/2014		Corrected address for one (1) address in Haiku.	
			09/10/14		
Maui/Lanai	9/9/2014		Added five (5) addresses received from DSA		
Maui/Lanai	9/9/2014		Added four (4) addresses in Kaunakakai and one (1) in Kualapuu		
DISPATCH AND RESPONSE					
ESZ/ESN	Maui/Lanai	9/22/2014		ESN 318, 319, 322	
Emergency Callboxes					

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September 1, 2014 - September 30, 2014

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.

MAUI COUNTY				
Type of Layer	Island	Akimeka GIS Server	Date Loaded Into PSAP GIS Server	Other/Remarks
		Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)				
<i>DISPATCH AND RESPONSE</i>				
Fire Beats	Maui/Lanai	9/22/2014	09/24/14	Engine 1, 10 & 2
	Maui/Lanai	9/12/2014		Made topology corrections
			09/10/14	
Fire Districts	Maui/Lanai	9/15/2014		Modified to match corrected Fire Beats
Fire Response Areas	Maui/Lanai	9/22/2014		RA 200, 201, 501 & 1000
	Maui/Lanai	9/15/2014		Modified to match corrected Fire Beats
Fire Stations				
Major Roads				
MSAG Address Points (aka Pseudo)				
MSAG Communities (aka Towns)	Maui/Lanai	9/9/2014		Corrected topology error between Wailuku and Waikapu
Medic Beats	Maui/Lanai	9/12/2014	09/24/14	Modified boundaries that intersect with Street Centerlines
			09/10/14	
	Maui/Lanai	9/10/2014		Modified boundary's for Medic 1, 2, 3 & 5.
Medic Districts				
Medic Response Areas				
Medic Stations				
Milepost Markers				

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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.

MAUI COUNTY				
Type of Layer	Island	Akimeka GIS Server	Date Loaded Into PSAP GIS Server	Other/Remarks
		Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)				
<i>DISPATCH AND RESPONSE</i>				
Points of Interest				
Police Beats			09/24/14	
	Maui/Lanai	9/15/2014		Corrected topology
	Maui/Lanai	9/12/2014		Made topology corrections
			09/10/14	
	Molokai	9/9/2014		Finished modifying boundary between Beat 5-10 and 5-20 along Kalae Hwy
	Maui/Lanai	9/8/2014		Modified boundary between Between 2-10 & 2-20 along Keomuku Hwy
	Maui/Lanai	9/8/2014		Modified boundary between Beat 5-10 & 5-20 along Maunaloa Hwy and Kalae Hwy
	Maui/Lanai	9/5/2014		Modified boundary between Beat 2-10 & 2-20 along Keomuku Hwy
	Maui/Lanai	9/4/2014		Modified boundary between Between 2-10 & 2-20 along Lanai Ave and Kaunalapau Hwy
	Maui/Lanai	9/3/2014		Modified Beat 1-10, 1-33, 3-10, 3-11, 4-40 and 4-50.
Maui/Lanai	9/2/2014		Modified boundary between Beat 1-31 & 1-34 along Kaupakalua Rd	
Police Districts				
	Maui/Lanai	9/15/2014		Modified to match corrected Police Beats
Police Response Areas	Maui/Lanai	9/30/2014		Modified Police RA's 26, 29, 30, 31, 32 & 57 with spatially corrected Street Centerlines
	Maui/Lanai	9/19/2014		Modified according to corrected Police Beats
	Maui/Lanai	9/18/2014		Modified according to corrected Police Beats
	Maui/Lanai	9/17/2014		Modified according to corrected Police Beats
	Maui/Lanai	9/16/2014		Modified according to corrected Police Beats
	Maui/Lanai	9/15/2014		Corrected Topology

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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.

MAUI COUNTY				
Type of Layer	Island	Akimeka GIS Server	Date Loaded Into PSAP GIS Server	Other/Remarks
		Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)				
<i>DISPATCH AND RESPONSE</i>				
Police Stations				
WSP Cell Sectors			09/24/14	
	Maui/Lanai	9/22/2014		Per ATT CRS
	Maui/Lanai	9/18/2014		Per VZW CRS
			09/10/14	
Schools				
Street Centerlines	Maui/Lanai	9/30/2014		Spatially corrected thirteen (13) street centerline segments and partial spatial correction of six (6) segments in Kula
	Maui/Lanai	9/29/2014		Modified four (4) street centerline range segments of Haleakala Hwy, Kahului according to corresponding addresses
	Maui/Lanai	9/25/2014		Modified five (5) street centerline range segments according to newly assigned addresses
				09/24/14
	Molokai	9/24/2014		Spatially corrected twenty-two (22) street centerline segments and partial spatial correction of four (4) segments in Kaunakakai
	Maui/Lanai	9/23/2014		Modified the range of one (1) street centerline segment in Haiku according to a newly assigned address
	Maui/Lanai	9/22/2014		Split Kahikili Hwy, Waihee at Fire Boundary
	Maui/Lanai	9/19/2014		Spatially corrected five (5) street centerline segments in Kahului and one (1) in Paia. Partial spatial correction of three (3) segments in Kahului, one (1) in Paia and one (1) in Makawao.
	Maui/Lanai	9/17/2014		Spatially corrected nineteen (19) street centerline segments in Waikapu, one (1) in Wailuku and fifty-three (53) in Kahului. Partial spatial correction of one (1) segment in Waikapu and twenty-one (21) in Kahului.
Maui/Lanai	9/16/2014		Spatially corrected seven (7) street centerline segments in Wailuku	

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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.

MAUI COUNTY				
Type of Layer	Island	Akimeka GIS Server	Date Loaded Into PSAP GIS Server	Other/Remarks
		Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)				
DISPATCH AND RESPONSE				
Street Centerlines			09/10/14	
	Maui/Lanai	9/10/2014		Spatially corrected one (1) street centerline segment and partial spatial correction on eleven (11) segments, and split one (1) segment at a Medic Boundary in Kahului. Partial spatial correction on two (2) segments in Paia and split two (2) segments at a Medic Boundary in Waihee.
	Molokai	9/9/2014		Spatially corrected the last street centerline segment of Kalae Hwy
	Maui/Lanai	9/8/2014		Spatially corrected two (2) street centerline segments and partial spatial correction of two (2) segments in Lanai
	Molokai	9/8/2014		Spatially corrected four (4) street centerline segments and partial spatial correction of three (3) segments in Kaunakakai. Spatially corrected fourteen (14) street centerline segments and partial spatial correction of two (2) segments in Kualapuu.
	Maui/Lanai	9/5/2014		Spatially corrected two (2) street centerline segments and partial spatial correction of one (1) segment in Lanai
	Maui/Lanai	9/4/2014		Spatially corrected thirty-one (31) street centerline segments and partial spatial correction of two (2) segments in Lanai
	Maui/Lanai	9/3/2014		Spatially corrected five (5) street centerline segments and partial spatial correction on three (3) segments in Hana. Spatially corrected twenty (20) street centerline segments, partial spatial correction on eleven (11) segments and split one (1) segment at the Police Boundary in Kihei. Partial spatial correction on three (3) segments in Kula and one (1) in Makawao. Split one (1) segment at the Police Boundary in Napili. Spatially corrected two (2) segments in Wailuku.
	Maui/Lanai	9/2/2014		Spatially corrected sixteen (16) street centerline segments and partial spatial correction of four (4) segments in Haiku
Trails				

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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.

MAUI COUNTY				
Type of Layer	Island	Akimeka GIS Server	Date Loaded Into PSAP GIS Server	Other/Remarks
		Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)				
<i>DISPATCH AND RESPONSE</i>				
WSP Cell Towers			09/24/14	
	Maui/Lanai	9/22/2014		Per ATT CRS
	Maui/Lanai	9/18/2014		Per VZW CRS
			09/10/14	
OTHER SUPPORTING 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)				
Buildings				
Churches				
Gas Stations				
Food & Beverage				
Hospitals				
Lodging				
Medical Facilities				

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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.

MAUI COUNTY				
Type of Layer	Island	Akimeka GIS Server	Date Loaded Into PSAP GIS Server	Other/Remarks
		Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)				
<i>DISPATCH AND RESPONSE</i>				
OTHER SUPPORTING 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)				
Parcels				
Parks (Includes National Parks)				
Park Polygon				
Post Offices				
Subdivisions				
DISASTER/HOMELAND SECURITY LAYERS (Listed Alphabetically)				
Airports				
Bridges				
Coastline				

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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.

MAUI COUNTY				
Type of Layer	Island	Akimeka GIS Server	Date Loaded Into PSAP GIS Server	Other/Remarks
		Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)				
DISASTER/HOMELAND SECURITY LAYERS (Listed Alphabetically)				
Coastal Names				
Emergency Operation Centers (EOC)				
Emergency Shelters				
Government Buildings				
Harbors				
Helipads				
Hydrology Layers				
Dams				
Ponds				
Streams (Includes Rivers)				
Waterfalls				

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MAPPING LAYERS UPDATED (PART IX)

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

MAUI COUNTY				
Type of Layer	Island	Akimeka GIS Server	Date Loaded Into PSAP GIS Server	Other/Remarks
		Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)				
DISASTER/HOMELAND SECURITY LAYERS (Listed Alphabetically)				
Ocean Rescue Boundaries				
Ocean Safety (Includes Lifeguard Stands)				
Tsunami Evacuation Zones				
Tsunami Heights				
United States National Grid				
United States National Grid				
Waste Water				
SPECIAL REQUESTS				
Gate Codes				
HCS Monsanto Fields				
Tow Jurisdictions				

NOTE:

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

Maui County E9-1-1 Status Report

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

GEOGRAPHIC INFORMATION SYSTEM (GIS) NARRATIVES

GIS KEY ACTIVITIES/UPDATES

- GIS Key activities include the events such as GIS deliverables, meetings, agreements, etc.

- 9/24/2014 Uploaded the following for a PowerMap update: Address Points, Medic Beats, Police Beats, Street Centerlines, WSP Cell Sectors, and WSP Cell Towers.
- 9/24/2014 Prepared the following for an Intergraph CAD Map deliverable: Address Points, Medic Beats, Police Beats, Police Response Areas, Street Centerlines, WSP Cell Towers, Common name lookup table, and Maui Cell Coverage csv. Also delivered the .map, .str, .rte, .ply and map database.
- 9/24/2014 Uploaded the following for a PowerMap update: Address Points, Medic Beats, Police Beats, Street Centerlines, WSP Cell Sectors, and WSP Cell Towers.
- 9/11/2014 Delivered the following data for the Intergraph CAD Map: Address Points, Common place name look up table, Fire Beats, Fire Response Areas, Police Beats, Street Centerlines, Cell Coverage.csv, and WSP Cell Towers. Also delivered the .map, .str, .rte, .ply and map database.
- 9/10/2014 Updated PowerMap with Address Points, Fire Beats, Police Beats, Street Centerlines, WSP Cell Sectors, and WSP Cell Towers

EMERGENCY CALLBOXES:

During the month of September 2014, in an effort to standardize the entire State of Hawaii's Emergency Callboxes and to elevate the level of accuracy, Akimeka re-addressed the Emergency Callboxes to fall within the more applicable street ranges.

1. During September 2014, Akimeka re-addressed all Emergency Callboxes on Maui so they would fall within valid GIS and MSAG ranges.
 - a. During this process, Emergency Callboxes were reverse geocoded based off of Street Centerline ranges.
 - b. The updated Emergency Callboxes, as well as the corresponding Address Points and Points of Interest, will be uploaded into PowerMap on October 15th 2014.

Maui County E9-1-1 Status Report

September 1, 2014 - September 30, 2014

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 September 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	Add	75	Addresses assigned by DSA, DSA Address layer, MSAG and field verifications
Address Points	Correction	2	Correction to address, MSAG Community, ESN or Routing ID
Address Points	Spatial Correction	10	Corrected location of address point, recalculated x/y
Street Centerlines	Split	6	Split segment at Police, Fire or Medic Boundary
Street Centerlines	Range Segment Correction	15	Ranges modified according to address point locations
Street Centerlines	Spatial Correct/Partial Spatial Correction	219/82	Corrected using Pictometry

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INTERGRAPH CAD UPGRADE

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

1. In August, MPD IT Personnel reported that the Graphic Location Entry function was not working. Akimeka worked with Intergraph to identify and resolve the issue, however subsequent to this effort, MPD IT reported that this function was not fixed with the August 27, 2014 deliverable. Akimeka worked with Intergraph and the Dispatch Supervisor, Susan Egdamin, to better understand the issue. The sp_ad symbol which affects the Graphic Location Entry function was made visible and appeared when zoomed farther out.
2. During September aesthetic work was done on the Intergraph CAD Map. Overlapping and duplicate labels of Street Centerlines, Highway Shields and Streams were deleted or moved to de-clutter the map. This is work in progress.
3. On September 11, 2014, the following data was prepared and delivered for an Intergraph CAD Map update:
 - a. Address Points, Fire Beats, Fire Response Areas, Police Beats, Street Centerlines, and WSP Cell Towers, and Common name look up table.
 - b. .map, .str, .rte, .ply files, CAD Map Build database and Cell Coverage.csv
4. On September 16, 2014, MPD IT, Tony LaSoya reported that the Graphic Location Entry was working properly. On September 22, 2014, Susan Egdamin confirmed this function was working but the symbols were too cluttered, and required adjustment.
 - a. Subsequently, Akimeka made the minor adjustments to the symbols in an effort to help de-clutter the map display.
5. Akimeka successfully delivered an updated Intergraph CAD map on September 24, 2014 which included:
 - a. Address Points, Medic Beats, Police Beats, Police Districts, Police Response Areas, Street Centerlines, WSP Cell Towers, and Common name look up table.
 - b. The .map, .str, .rte, .ply files, CAD Map Build database and Cell Coverage.csv were also delivered.
 - c. The symbol for the sp_ad which had been adjusted to be less cluttered and be visible when zoomed farther into the CAD map were also provided.

During October 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.

Maui County E9-1-1 Status Report

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4. SERVICE REQUESTS TRANSACTIONS

OPEN SERVICE REQUESTS – SEPTEMBER 2014

MAUI PSAP						
#	Date	Ticket #	Description	Category	Urgency	Comments
			NONE			

NOTE:

There are no Open Service Requests for the Maui PSAP.

MAUI PSAP						
#	Date	Ticket #	Description	Category	Urgency	Comments
			NONE			

NOTE:

There are no Open Service Requests for the Molokai PSAP.

MAUI PSAP 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	1	1	0	0	0	0	0	0	0	0	0
August	0	0	0	0	0	0	0	0	0	0	0
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	8	9	0	2	2	6	6	0	0	0	0

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NOTE:

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

MOLOKAI PSAP 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	0	0	0	0	0	0	0	0	0	0	0
August	0	0	0	0	0	0	0	0	0	0	0
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.
- 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

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

The database synchronization effort included comparing Maui County's 9-1-1 MSAG against its GIS Street Centerline data. A total number of 2,577 9-1-1 MSAG (ESN 300 – 357) records were reviewed in the audit and analyzed. Results of the database synchronization audit completed on September 1, 2014 for Maui County are reported below.

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

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

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AUDIT SUMMARY RESULTS – 2014

9-1-1 MSAG TO GIS STREET CENTERLINE AUDIT COMPARISON RESULTS	Notes	As of March 24, 2014		As of June 1, 2014		As of September 1, 2014	
		9-1-1 MSAG Dated 03-01-14		9-1-1 MSAG Dated 06-01-14		9-1-1 MSAG Dated 9-01-14	
		# of Records	%	# of Records	%	# of Records	%
Total 9-1-1 MSAG Records Reviewed		2,689		2,678		2,653	
Less: 9-1-1 MSAG Exception Records	(1)	61	2.3%	61	2.3%	72	2.7%
Net 9-1-1 MSAG Records Eligible for Comparison		2,628		2,617		2,581	
Total 9-1-1 MSAG Records Match (9-1-1 MSAG -- GIS Match -- No Corrections Required)		2,609	99.3%	2,608	99.7%	2,577	99.8%
9-1-1 MSAG -- GIS No Match - Minor Correction Required	(2)	14	0.5%	8	0.3%	4	0.2%
9-1-1 MSAG Record With No GIS Record	(3)	11	0.4%	10	0.4%	0	0.0%
Total 9-1-1 MSAG Records No Match		25	1.0%	18	0.7%	4	0.2%

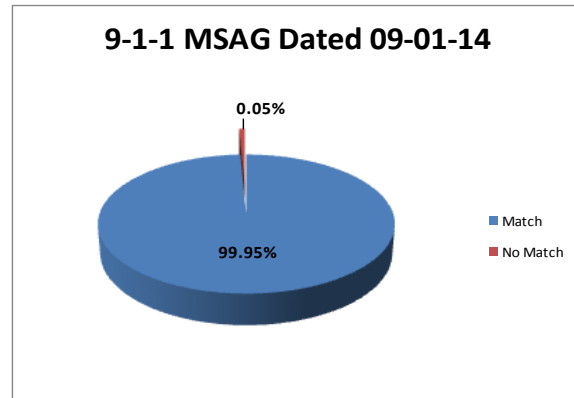
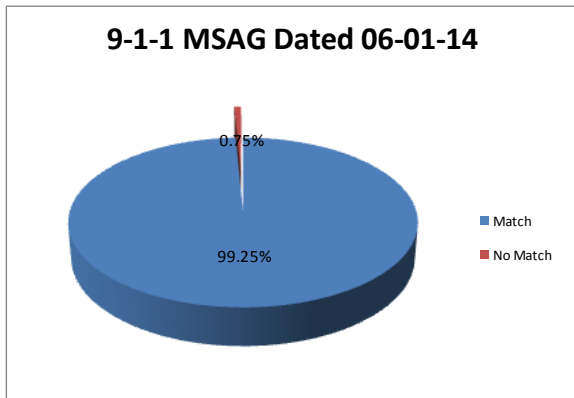
AUDIT SUMMARY NOTES:

- 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.
- 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.).
- 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.

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MSAG AUDIT SUMMARY RESULTS – JUNE 1, 2014 – SEPTEMBER 1, 2014



NOTE:

Maui County's level of accuracy or 9-1-1 Match percentage remained fairly constant

from 99.25% as of June 1, 2014 to 99.95% as of September 1, 2014

NENA Recommended Match Rate = 98%

MSAG AUDIT SUMMARY RESULTS NOTES:

- “MSAG - GIS Minor Corrections” decreased by 50% (8 to 4) from June 2014 to September 2014 respectively. The decrease is primarily the result of edits made to the GIS Street Centerlines layer in order to meet new NG9-1-1 requirements. Low and high address ranges were then adjusted in the MSAG to correspond with the GIS record. Although this is a minor correction, customer telephone numbers (TNs) need to be validated by the service providers prior to adjusting an address range.
- “MSAG Record with No GIS Record” decreased by 100% (1 to 0) from June 2014 to September 2014 respectively. The decrease in records were due primarily to the verification of the MSAG records against multiple GIS databases to determine if the roads are existing within Maui County records.
- “GIS Record with Minor Corrections” decreased by 30% (10 to 7) from June 2014 to September 2014 respectively. Low and high address ranges, street suffix, and MSAG Community will be adjusted in the GIS to correspond with the MSAG record prior to the December 2014 re-analysis.
- “MSAG records that don’t match GIS” decreased by 56% (9 to 4) from June 2014 to September 2014 respectively. The decrease in the number of MSAG Records not matching the GIS database resulted in a combination of corrections to the GIS and MSAG databases have been processed in order to meet NG9-1-1 requirements.
- The non-match condition September also be a result in which MSAG records submitted in 9-1-1Net were not completed prior to the running of the end of month report. The MSAG section will monitor these records to ensure they are processed in 9-1-1Net prior to the September 2014 re-analysis.
- Ongoing maintenance is critical to ensure the database synchronized level of address accuracy is maintained each time an MSAG or GIS record is “last modified”.

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INVALID MSAG STREETS AND ADDRESS RANGES – ESN X99 RECORDS

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

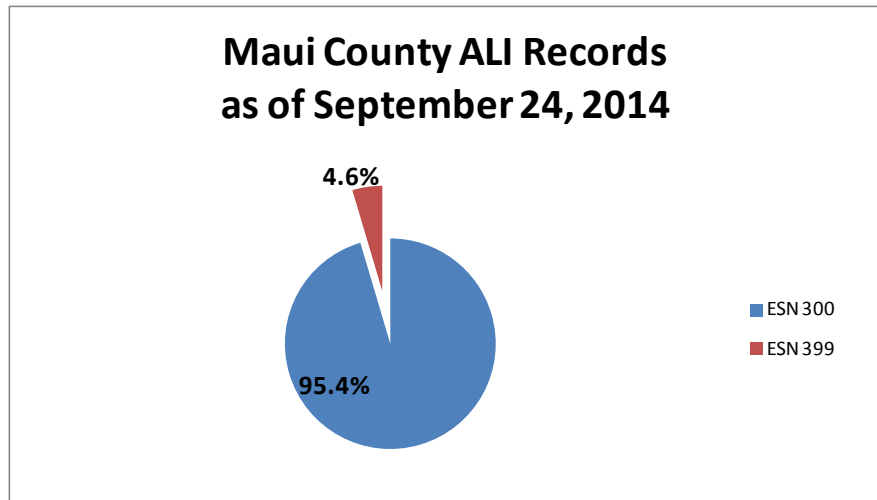
PSAP	ESN	Invalid MSAG Records					
		9-1-1 MSAG Dated 03-01-14		9-1-1 MSAG Dated 06-01-14		9-1-1 MSAG Dated 09-01-14	
		# of Records	% of Total MSAG Records (Valid and Invalid)	# of Records	% of Total MSAG Records (Valid and Invalid)	# of Records	% of Total MSAG Records (Valid and Invalid)
MAUI	399	194	7.3%	184	7.0%	162	6.7%
MOLOKAI	359	68	23.5%	61	22.0%	49	22.0%
TOTAL MAUI COUNTY		262	8.9%	245	8.4%	211	7.9%

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AUTOMATIC LOCATION IDENTIFICATION (ALI) DISCREPANCY REPORT

As part of Akimeka’s ongoing database synchronization efforts, Akimeka reviewed and summarized the ALI discrepancy reports by community for Maui County. As of September 24, 2014, 3,176 ESN 399 (Maui/Lanai) and ESN 359 (Molokai) records, representing 4.6% of Maui County’s total ALI records, require research and corrective action, if needed.



THE TOTAL NUMBER OF ALI RECORDS REMAINS RELATIVELY CONSISTENT.

NOTES:

The number of ESN 359/399 ALI records decreased from 3,418 to 3,176 from June 2014 to September 2014 respectively. The decrease reflects the work that Akimeka has done since the last database synchronization in June 2014. Extensive research has gone into verifying the invalid TNs against current County data. This is an ongoing project, as Akimeka continues to research and correct the ESN 359/399 records.