NEIL ABERCROMBIE
GOVERNOR

DEAN H. SEKI
COMPTROLLER

MARIA E. ZIELINSKI
DEPUTY COMPTROLLER

STATE OF HAWAIʻI
DEPARTMENT OF ACCOUNTING AND GENERAL SERVICES

Enhanced 911 Board Meeting
Thursday, December 12, 2013
Kalanimoku Bldg., Room 322B
1151 Punchbowl St., Honolulu
10 am to 12 noon

AGENDA

I.   Call to Order, Public Notice, Quorum

II. Public testimony on all agenda items.

III. Introductions

IV. Executive Session (Rm 426) – pursuant to HRS 92F-5(a)(2), to discuss alternatives regarding hiring staff or contracting for Executive Director services in the future.

V.   Review and Approval of Last Meeting's Minutes

VI. Annual Election of Board Chair and Vice Chair.

VII. Committee Updates by Committee Chairs
   a. Finance Committee – Kiman Wong

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

       i. Others

   b. Technical Committee – Victor Ramos

       i. Investigative Regulatory Committee Update.

       ii. Investigative Committee on NG911 Planning update

       ~~iii.~~ FCC updates

       iv. Blue Ribbon Panel Report on 911 Funding

       v. Others

   c. Communications Committee

       i. 2014 Legislative Investigative Committee update.

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

        ii. Others

VIII. PSAP Status Updates

    a. Kauai – Mark Begley

    b. Oahu – Dave Kajihiro

    c. Molokai – Victor Ramos

    d. Maui – Clayton Tom

    e. Hawaii - Marshall Kanehailua

IX. Items for Discussion, Consideration and Action

    a. Request for approval for the presentation at the NENA 2014 conference by Sonny Bhagowalia of *The Synergy between E9-1-1/Next Generation 9-1-1 and FirstNet*.

    b. Wireless E911 Timeline update.

    c. Others

X. Announcements

    a. **Next Meeting Date**: Thursday, January 16, 2014, Kalanimoku Bldg., Room 322B, 10 am – 12 noon.

        i. **Future meeting dates (10am-12noon)**
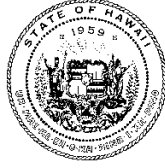
            1. February 13, 2014, Kalanimoku Building, 322B.

            2. March 13, 2014, Kalanimoku Building, 322B.

            3. April 17, 2014, Kalanimoku Building, 322B.

            4. May 15, 2014, Kalanimoku, Building, 322B.

            5. June 19, 2014, Kalanimoku, Building, 322B.

    b. **Others**.

        i. Notice-911 Goes to Wash.DC conference March 23-26, 2014.

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

XII. Adjournment

STATE OF HAWAI'I

DEPARTMENT OF ACCOUNTING AND GENERAL SERVICES

Enhanced 911 Board Meeting

Thursday, December 12, 2013

Kalanimoku Bldg., Room 322B

1151 Punchbowl St., Honolulu

10 am to 12 noon

Meeting Minutes

Board members present: Clayton Tom (Chair), Roy Irei (Vice Chair), Mark Begley, Sonny Bhagowalia, Ryan Freitas, Lisa Hiraoka, Dave Kajihiro, Marshall Kanehailua, Victor Ramos, Kiman Wong, Steven Schutte and Mark Wong.
Board members absent: None.

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

Observers: Thalia Burns (HPD), Diana Chun (EMS), Aaron Correia (HPD), Jim Howe (OS), Gary Lum (HFD), Randal Macadangdang (HPD), Sean Naito (HPD), Davlynn Racadio (MPD), Tony Ramirez (Akimeka), Wayne Sasaki (CIO Office) and Jeffrey Riewer (AT&T).

I.   Call to Order, Public Notice, Quorum

a. The meeting was called to order at 10:05 am.

II.   Public testimony on all agenda items.

a. The Board Chair requested if anyone in attendance who wished to provide testimony on any agenda item to please come forward.   There was no one who came forward.

III.   Introductions

a. Introductions were made of all in attendance.

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IV. **Executive Session (Room 426) – pursuant to HRS 92F-5(a)(2), to discuss alternatives regarding hiring staff or contracting for Executive Director services in the future.**

    a. The Board was sequestered into Executive Session at 10:12 am.

V. **Review and Approval of Last Meeting's Minutes**

    a. Kiman Wong motioned to accept the minutes of December 2013. The motion was seconded by Roy Irei and approved unanimously by voice vote without discussion.

VI. **Annual Election of Board Chair and Vice Chair.**

    a. This matter is deferred until next month.

VII. **Committee Updates by Committee Chairs**

    a. Finance Committee – Kiman Wong

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

            1. Kiman Wong provided the following:

                i. Receipts - $548,136

                ii. Disbursements - $248,735

                iii. Net Cash Receipts - $299,401

                iv. Cash Balance - $10,640,005

                v. Unencumbered Cash - $9,174,016

        ii. Others - none

    b. Technical Committee – Victor Ramos

        i. Investigative Regulatory Committee update.

            1. Nothing to report at this time.

        ii. Investigative Committee on NG911 Planning update.

            1. Nothing to report at this time.

        iii. FCC update and Blue Ribbon Panel Report on 911 Funding.

            1. The Executive Director reported the following:

                i. Tom Wheeler the new FCC Chair is a friend of public safety and incredibly knowledgeable.

                ii. Changes in leadership brings about changes in the various bureaus. Admiral David Simpson will lead the

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Public Safety and Homeland Security Bureau with David Furth as Deputy Chief, and David Turetsky will move to the Chairman's office and be involved with cyber security.

    iii. The Board has established a good relationship with the FCC who has been supportive and has participated in the forums.

    iv. The Executive Director, at the direction the Board was to author a letter to the FCC listing concerns with the Blue Ribbon Report done by the National 911 Program Office. This has been accomplished and the FCC has the letter and concerns.

    v. Sonny Bhagowalia was in Washington DC last week and met with the leadership. He agreed to champion a letter from the Governors' office that supported the Boards direction and concerns. This has been accomplished as well.

    vi. Weather permitting, the Executive Director will meet next week with the Chairman's office and the new Homeland Security Chief.

c. Communications Committee – Steven Schutte

    i. Kainalu Elementary School Presentation and Kihei Substation Opening

        1. Akimeka has added a link to the Boards' website for the Kainalu Elementary School presentation and the Kihei Substation opening. Kainalu Elementary was awarded a newly established green award for their presentation.

VIII. PSAP Status Updates

a. Kauai – Mark Begley

    i. Spoke to Brandon Raines at length and nothing additional to add from what was reported on Tuesday.

b. Oahu – Dave Kajihiro
   i. Motorola CAD/RMS project has problems with the address verification resulting in significant delays. Major Correia is working with Motorola on a resolution. Possible go live early March 2014.
c. Molokai – Victor Ramos
   i. Working with Intrado; targeted go live January 28, 2014.
d. Maui – Clayton Tom
   i. Intrado go live January 22, 2014.
e. Hawaii – Marshall Kanehailua
   i. Working on adding newly updated data imagery from Pictometry from a recent fly over. The installation to begin January 2014.
   ii. Intrado VIPER excellent.

IX. **Items for Discussion, Consideration and Action**
a. Request for approval for the presentation at the NENA 2014 conference by Sonny Bhagowalia of *The Synergy between E9-1-1/Next Generation 9-1-1 and FirstNet.*
   i. Sonny Bhagowalia was to make a presentation at the Joint Committee meeting on Tuesday, however he was unavailable. This matter will be deferred and added to the Technical Committee agenda next month.
b. Wireless E911 Timeline.
   i. The Executive Director asked that PSAPs continue to provide timely updates.
   ii. With the leadership the Board has offered, the implementation of NG911 has occurred in less than a year.
   iii. The implementation to be 100% complete in January 2014.
   iv. Hawaii is a pioneer with the NG911 project and the citizens of Hawaii are much better served.
   v. With the legislative session starting and the introduction of prepaid wireless this will be a good story to communicate.

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X. Announcements

a. Next meeting date: Thursday, January 16, 2014, Kalanimoku Bldg., Room 322B, 10am – 12noon.

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

        1. February 13, 2014, Kalanimoku Bldg, Room 322B

        2. March 13, 2014, Kalanimoku Bldg, Room 322B

        3. April 17, 2014, Kalanimoku Bldg, Room 322B

        4. May 15, 2014, Kalanimoku Bldg, Room 322B

        5. June 19, 2014, Kalanimoku Bldg, Room 322B

b. Others

    i. 911 Goes to Washington DC conference March 23-26, 2014.

        1. This matter to be placed on the January agenda.

        2. Most important conference of the year. 14-16 people attended last year.

        3. Attendees will visit delegates and the new FCC leadership.

        4. PSAP to vet personnel for the Boards' consideration.

        5. Primary PSAPs to submit attendee names to Courtney Tagupa.

    ii. CIO Meeting with FCC and NTIA

        1. Sonny Bhagowalia mentioned the following:

            i. That he delivered the letter to the FCC and met with top officials to include the legal advisor to the Chair and Admiral David Simpson.

            ii. That the letters submitted by the Board and Governor were well received.

            iii. A summary of the comments relating to the letters will be sent electronically to the Board members.

            iv. That he met with the NTIA and that Hawaii has an opportunity to be a pilot in terms of getting E911 into broadband networks and other public safety networks.

    iii. Award and Photo Opportunity with the Governor

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

1. Sonny Bhagowalia indicated that the awards have been signed by the Governor.
2. The awards can either be presented at the January Board meeting or in the ceremony room at the Governors' office.
3. Sonny Bhagowalia will check on the availability of the Governor for a photo opportunity.
4. Suggested date for the award presentation will be January 16th with an alternate date of January 14th.
5. Tony Ramirez asked that he be provided the wording on the award so that it may be posted on the website in recognition of the Boards' achievements toward NG911.

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

XII. Adjournment
   a. The meeting was adjourned at 11:16 am.

HAWAII ENHANCED 911 BOARD
STATEMENT OF CASH FLOWS
For month ending November 30, 2013

FIRST HAWAIIAN BANK ACCOUNT:

General Fund

Budget Analysis				
FY 2014	**Actuals**		**Annual**	**% of Budget**
	NOVEMBER	**Fiscal YTD**	**Budget**	**Expended**
Receipts:				
Enhanced 911 Surcharge Collection	547,854	3,578,136	9,050,000	39.5%
Interest Income	282	839	2,000	42.0%
Receipts	548,136	3,578,975	9,052,000	39.5%
Disbursements:				
Conference Travel	(3,671)	(4,726)	(159,131)	3.0%
Non-Recurring Expenses	(30,220)	(58,168)	(2,066,254)	2.8%
Recurring Expenses:				
Administration	(29,457)	(301,129)	(1,244,938)	24.2%
Maintenance	(54,608)	(820,624)	(3,278,600)	25.0%
Telecommunications	(130,780)	(499,699)	(1,927,936)	25.9%
Other		-	(7,600)	0.0%
Disbursements	(248,735)	(1,684,346)	(8,684,459)	19.4%
Net Receipts/(Disbursements)	299,401	1,894,629	367,541	
Cash Flow Analysis				
Net Receipts/Disbursements)	$ 299,401	1,894,629		
Encumbrance Paydowns:				**Encumb. Bal.**
FY 2011 (Kauai)				623,525
FY 2012 (HFD/EDS/HPD)	(146,002)	(197,106)		841,800
FY 2013		(405,266)		
Total Cash Outflow	(146,002)	(602,372)		
Net Cash Inflow/(Outflow)	153,399	1,292,257		
Bank Balance Analysis:				
ADD: July 1, 2013 Beginning Balance		9,347,748		
Net Bank Balance		10,640,005		
Outstanding Ecumb/Accruals		(1,465,325)		
Unencumbered Cash Balance		9,174,680		

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HAWAII ENHANCED 911 BOARD
STATEMENT OF CASH FLOWS
For month ending November 30, 2013

MONTH OF NOVEMBER 2013	Hawaii PSAP	Maui PSAP	Oahu PSAP	ADMIN	TOTAL
Total RECEIPTS:	-	-	-	548,136	548,136
DISBURSEMENTS:					
6200 CONFERENCES					
6212 NASNA Conference	-	-	-	2,810	2,810
6225 VIPER CUTOver	861	-	-	-	861
Total 6200 CONFERENCES	861	-	-	2,810	3,671
6300 Non-RECURRING					
6303 Computers					
6303.16 ViperInstall	-	-	30,220	-	30,220
Total 6303 Computers	-	-	30,220	-	30,220
Total 6300 Non-RECURRING	-	-	30,220	-	30,220
6400 RECURRING EXPENSES					
6401 ADMINISTRATION					
6401.01 Exec Dir. Services	-	-	-	28,432	28,432
6401.08 Board Member Travel	-	-	-	1,025	1,025
Total 6401 ADMINISTRATION	-	-	-	29,457	29,457
6402 MAINTENANCE					
6402.07 0011 9-1-1MSAG Maint.	25,637	28,971	-	-	54,608
Total 6402 MAINTENANCE	25,637	28,971	-	-	54,608
6403 Other RECURRING					
6403.01 Telcom Charges					
6403.0102 Long Distance	28	27	-	-	56
6403.0103 Mileage	-	-	959	-	959
6403.0109 Telcom Trunk	25,529	23,208	78,907	-	127,643
6403.0110 Ocean Safety					
6403.0110.1 CML	-	-	1,663	-	1,663
6403.0110.2 Centrex	-	-	393	-	393
6403.0110.3 Mileage	-	-	67	-	67
Total 6403.0110 Ocean Safety	-	-	2,123	-	2,123
Total 6403.01 Telcom Charges	25,557	23,235	81,988	-	130,780
Total 6403 Other RECURRING	25,557	23,235	81,988	-	130,780
Total 6400 RECURRING EXPENSES	51,194	52,206	81,988	29,457	214,845
Total DISBURSEMENTS	52,055	52,206	112,208	32,267	248,735

HAWAII ENHANCED 911 BOARD
STATEMENT OF CASH FLOWS
For month ending November 30, 2013

FY-To-Date November 2013	5 mos.	TOTAL ANNUAL Budget	$ Over/(Under) Budget
Total RECEIPTS	3,578,975	4,709,117	(1,130,142)
DISBURSEMENTS:			
6200 CONFERENCES			
6204 APCO Conference	9,051	24,698	(15,647)
6212 NASNA Conference	2,810	2,809	1
6214 Nena Conference	(8,643)	-	(8,643)
6225 VIPER CUTOver	1,508	3,715	(2,208)
6200 CONFERENCES - Other	-	127,909	(127,909)
Total 6200 CONFERENCES	4,726	159,131	(154,405)
6300 Non-RECURRING			
6301 CAD Replac/Upgrade			
6301.01 EMS	-	99,000	(99,000)
6301.02 Hawai'i Police Dept	-	1,500,000	(1,500,000)
6301.03 Honolulu Fire Dept.			
6301.031 Licensing	-	6,105	(6,105)
6301.032 Consulting	1,625	2,500	(875)
6301.03 Honolulu Fire De	-	72,000	(72,000)
Total 6301.03 Honolulu Fire	1,625	80,605	(78,980)
Total 6301 CAD Replac/Upgrade	1,625	1,679,605	(1,677,980)
6303 Computers			
6303.06 GeoComm	26,324	150,000	(123,676)
6303.15 NG911 Record Syst.	-	110,000	(110,000)
6303.16 ViperInstall	30,220	30,320	(100)
6303.17 Intrado Phone	-	5,000	(5,000)
6303.18 PWC Tech cutover S	-	3,229	(3,229)
6303.19 Reposition of Conso	-	5,100	(5,100)
Total 6303 Computers	56,544	303,649	(247,106)
6306 Training			
6306.11 Training (CAD) HPD	-	8,000	(8,000)
6306.12 TriTechCADSystAdm			
6306.121 CAD Tritech HFD	-	20,000	(20,000)
6306.122 CAD TriTech EM	-	7,000	(7,000)
Total 6306.12 TriTechCADSy	-	27,000	(27,000)
6306.13 OT Viper Training	-	48,000	(48,000)
Total 6306 Training	-	83,000	(83,000)
Total 6300 Non-RECURRING	58,168	2,066,254	(2,008,086)

HAWAII ENHANCED 911 BOARD
STATEMENT OF CASH FLOWS
For month ending November 30, 2013

FY-To-Date November 2013	5 mos.	TOTAL ANNUAL Budget	$ Over/(Under) Budget
6400 RECURRING EXPENSES			
6401 ADMINISTRATION			
6401.01 Exec Dir. Services	142,382	341,250	(198,869)
6401.02 ElectronSignatur	-	189	(189)
6401.05 Audit Expense	10,000	11,500	(1,500)
6401.06 Bank Charge	-	108	(108)
6401.08 Board Member Trav	8,087	28,988	(20,901)
6401.09 DB&F Assessments			
6401.0101 DB&F Admin.	15,590	238,000	(222,410)
6401.0102 DB&F Rev Ass	102,191	454,444	(352,253)
6401.0104 FY2013 Asses	24,914	-	24,914
Total 6401.09 DB&F Assessr	142,695	692,444	(549,749)
6401.10 E911 Logo Contest	-	4,034	(4,034)
6401.11 Miscellaneous Expe	(1)	500	(501)
6401.12 NASNA Dues	-	215	(215)
6401.13 Parking Permits	-	210	(210)
6401.15 WSP Cost Recovery			
6401.0101 Sprint/Nextel	(2,033)	-	(2,033)
6401.15 WSP Cost Recov	-	140,000	(140,000)
Total 6401.15 WSP Cost Rec	(2,033)	140,000	(142,033)
6401.17 ADA Compliance	-	500	(500)
6401.18 AG Legal Fees	-	25,000	(25,000)
Total 6401 ADMINISTRATION	301,129	1,244,938	(943,809)
6402 MAINTENANCE			
6402.02 Imagery Lic Agree	217,176	874,698	(657,522)
6402.05 Logging RecordMai	-	60,775	(60,775)
6402.07 0011 9-1-1MSAG Ma	436,473	1,654,959	(1,218,487)
6402.08 CAD Maintenance	-	633,862	(633,862)
6402.09 CAD System Maint			
6402.1003 Honolulu Polic	130,609	-	130,609
Total 6402.09 CAD System M	130,609	-	130,609
6402.11 GeoComm Maint	36,366	50,000	(13,634)
6402.13 Software Maintenance			
6402.131 Integraph DB S/\	-	4,306	(4,306)
Total 6402.13 Software Main	-	4,306	(4,306)
Total 6402 MAINTENANCE	820,624	3,278,600	(2,457,976)
6403 Other RECURRING			
6403.01 Telcom Charges			
6403.0101 Alt. PSAP 9-1-	-	100,950	(100,950)
6403.0102 Long Distance	340	1,440	(1,100)
6403.0103 Mileage	3,797	-	3,797
6403.0109 Telcom Trunk	487,365	1,657,050	(1,169,685)
6403.0110 Ocean Safety			
6403.0110.1 CML	6,651	24,858	(18,207)
6403.0110.2 Centrex	1,276	-	1,276
6403.0110.3 Mileage	270	11,353	(11,083)
Total 6403.0110 Ocean	8,197	36,211	(28,014)
6403.0112 HPD CML Viper	-	132,285	(132,285)
Total 6403.01 Telcom Charge	499,699	1,927,936	(1,428,237)
6403.02 EMS Tower Lease	-	7,600	(7,600)
Total 6403 Other RECURRING	499,699	1,935,536	(1,435,837)
Total 6400 RECURRING EXPENSES	1,621,452	6,459,074	(4,837,622)
Total DISBURSEMENTS	1,684,346	8,684,459	(7,000,113)

HAWAII ENHANCED 911 BOARD
STATEMENT OF CASH FLOWS
For month ending November 30, 2013

FY 2014 STRATEGIC BUDGET PLAN CHANGES	HAWAII PSAP	OAHU PSAP	MAUI PSAP	KAUAI PSAP	ADMIN	CONFERENCE	TOTAL	Board Approval Date
BOARD APPROVED ORIGINAL FY2014 STP	2,410,833.00	2,879,497.00	1,207,745.00	730,061.00	1,253,469.00	157,332.00	8,638,937.00	6/6/2013
Viper Installation Cutover		600.00	600.00	600.00		(1,800.00)	-	6/6/2013
APCO Conference (Aug 2013)		4,830.00			2,415.00	(7,245.00)		5/14/2013
APCO Conference (Aug 2013)		1,250.00			425.00	(1,675.00)		6/6/2013
APCO Conference (Aug 2013)					1,000.00	(1,000.00)	-	6/6/2013
APCO Conference (Aug 2013)		5,300.00				(5,300.00)		6/6/2013
HFD/EDS CAD Upgrade-CAD Licensing		6,105.00					6,105.00	7/11/2013
HFD/EDS CAD Upgrade-CAD Consulting		2,500.00					2,500.00	7/11/2013
APCO Conference (Aug 2013)		2,500.00		6,978.00		(9,478.00)	-	7/11/2013
Intrado Viper System-HFD (TBD)		30,320.00					30,320.00	8/15/2013
Viper Installation Cutover				115.20		(115.20)	-	8/15/2013
Executive Director 2nd Opt Year					(8,531.00)		(8,531.00)	9/12/2013
NASNA Conference (Nov2013)					2,809.89	(2,809.89)	-	9/12/2013
Intrado Phone for Command Console		5,000.00					5,000.00	10/10/2013
Oahu PSAP Cutover Observance-Oct.22-23,2013	600.00		600.00	600.00			1,800.00	11/14/2013
Hawaii PSAP PWC technical support during Cutover	3,229.15						3,229.15	11/14/2013
Kauai PSAP Repositioning of Furniture				5,100.00			5,100.00	11/14/2013
							-	
							-	
Totals	2,414,662.15	2,937,902.00	1,208,945.00	743,454.20	1,251,587.89	127,908.91	8,684,460.15	

HAWAII ENHANCED 911 BOARD
STATEMENT OF CASH FLOWS
For month ending November 30, 2013

Summary of Encumbrances/Accruals:							TOTAL	11/30/2013
FY 2011 Encumbrances:	Oahu	Maui	Kauai	Hawaii	Admin	Total	Paydowns	Balance
CAD Upgrade:			623,524.70			623,524.70		623,524.70
FY 2012 Encumbrances:						-		
CAD Upgrades:								
EMS/FIRE	253,156.46					253,156.46	197,106.19	56,050.27
HPD	785,750.00					785,750.00		785,750.00
Total FY 2012 Encumbrances	1,038,906.46	-	-	-	-	1,038,906.46	197,106.19	841,800.27
FY 2013 Accruals								
DB&F Rev. Assessment					38,407.23	38,407.23	38,407.23	-
DB&F Admin. Assessment					65,482.45	65,482.45	65,482.45	-
NENA Conference	24,500.00	7,000.00		3,500.00	3,500.00	38,500.00	38,500.00	-
WSP Recovery-Sprint					72,911.00	72,911.00	72,911.00	-
MSAG & GIS		38,758.07	27,158.91	37,636.89		103,553.87	103,553.87	-
Ocean Safety-Telecom	1,662.66					1,662.66	1,662.66	-
HawTelcom CML Positions		23,207.88	9,283.15	51,057.32		83,548.35	83,548.35	-
Board & Committee Travel					1,200.00	1,200.00	1,200.00	-
Total FY 2013 Accruals	26,162.66	68,965.95	36,442.06	92,194.21	181,500.68	405,265.56	405,265.56	-
Total Encumbrances/Accruals	1,065,069.12	68,965.95	659,966.76	92,194.21	181,500.68	2,067,696.72	602,371.75	1,465,324.97

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HAWAII ENHANCED 911 BOARD
STATEMENT OF CASH FLOWS
For month ending November 30, 2013

FY-To-Date November 2013	Hawaii PSAP 5 mos.	ANNUAL Budget	$ Over/(Under) Budget
Total RECEIPTS	-	-	-
DISBURSEMENTS:			
6200 CONFERENCES			
6204 APCO Conference	-	-	-
6212 NASNA Conference	-	-	-
6214 Nena Conference	3,134	-	3,134
6225 VIPER CUTOver	861	600	261
6200 CONFERENCES - Other	-	-	-
Total 6200 CONFERENCES	3,995	600	3,395
6300 Non-RECURRING			
6301 CAD Replac/Upgrade			
6301.01 EMS	-	-	-
6301.02 Hawai'i Police Dept	-	1,500,000	(1,500,000)
6301.03 Honolulu Fire Dept.			
6301.031 Licensing	-	-	-
6301.032 Consulting	-	-	-
6301.03 Honolulu Fire De	-	-	-
Total 6301.03 Honolulu Fire	-	-	-
Total 6301 CAD Replac/Upgrade	-	1,500,000	(1,500,000)
6303 Computers			
6303.06 GeoComm	-	-	-
6303.15 NG911 Record Syst.	-	55,000	(55,000)
6303.16 ViperInstall	-	-	-
6303.17 Intrado Phone	-	-	-
6303.18 PWC Tech cutover S	-	3,229	(3,229)
6303.19 Reposition of Conso	-	-	-
Total 6303 Computers	-	58,229	(58,229)
6306 Training			
6306.11 Training (CAD) HPD	-	-	-
6306.12 TriTechCADSystAdm			
6306.121 CAD Tritech HFD	-	-	-
6306.122 CAD TriTech EM	-	-	-
Total 6306.12 TriTechCADSy	-	-	-
6306.13 OT Viper Training	-	-	-
Total 6306 Training	-	-	-
Total 6300 Non-RECURRING	-	1,558,229	(1,558,229)
6400 RECURRING EXPENSES			
6402 MAINTENANCE			
6402.02 Imagery Lic Agree	-	-	-
6402.05 Logging RecordMai	-	-	-
6402.07 0011 9-1-1MSAG Mai	103,670	480,444	(376,774)
6402.08 CAD Maintenance	-	64,255	(64,255)
6402.09 CAD System Maint			
6402.1003 Honolulu Polic	-	-	-
Total 6402.09 CAD System M	-	-	-
6402.11 GeoComm Maint	-	-	-
6402.13 Software Maintenance			
6402.131 Integraph DB S/V	-	4,306	(4,306)
Total 6402.13 Software Main	-	4,306	(4,306)
Total 6402 MAINTENANCE	103,670	549,005	(445,335)
6403 Other RECURRING			
6403.01 Telcom Charges			
6403.0101 Alt. PSAP 9-1-	-	-	-
6403.0102 Long Distance	175	480	(305)
6403.0103 Mileage	-	-	-
6403.0109 Telcom Trunk	102,115	306,348	(204,233)
6403.0110 Ocean Safety			
6403.0110.1 CML	-	-	-
6403.0110.2 Centrex	-	-	-
6403.0110.3 Mileage	-	-	-
Total 6403.0110 Ocean	-	-	-
6403.0112 HPD CML Viper	-	-	-
Total 6403.01 Telcom Charge	102,290	306,828	(204,538)
6403.02 EMS Tower Lease	-	-	-
Total 6403 Other RECURRING	102,290	306,828	(204,538)
Total 6400 RECURRING EXPENSES	205,960	855,833	(649,873)
Total DISBURSEMENTS	209,954	2,414,662	(2,204,708)

HAWAII ENHANCED 911 BOARD
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For month ending November 30, 2013

FY-To-Date November 2013	5 mos.	Kauai PSAP ANNUAL Budget	$ Over/(Under) Budget
Total RECEIPTS	-	-	-
DISBURSEMENTS:			
6200 CONFERENCES			
6204 APCO Conference	-	6,978	(6,978)
6212 NASNA Conference	-	-	-
6214 Nena Conference	-	-	-
6225 VIPER CUTOver	458	1,315	(857)
6200 CONFERENCES - Other	-	-	-
Total 6200 CONFERENCES	458	8,293	(7,835)
6300 Non-RECURRING			
6301 CAD Replac/Upgrade			
6301.01 EMS	-	-	-
6301.02 Hawai'i Police Dept	-	-	-
6301.03 Honolulu Fire Dept.			
6301.031 Licensing	-	-	-
6301.032 Consulting	-	-	-
6301.03 Honolulu Fire De	-	-	-
Total 6301.03 Honolulu Fire	-	-	-
Total 6301 CAD Replac/Upgrade	-	-	-
6303 Computers			
6303.06 GeoComm	-	-	-
6303.15 NG911 Record Syst.	-	-	-
6303.16 ViperInstall	-	-	-
6303.17 Intrado Phone	-	-	-
6303.18 PWC Tech cutover S	-	-	-
6303.19 Reposition of Conso	-	5,100	(5,100)
Total 6303 Computers	-	5,100	(5,100)
6306 Training			
6306.11 Training (CAD) HPD	-	-	-
6306.12 TriTechCADSystAdm			
6306.121 CAD Tritech HFD	-	-	-
6306.122 CAD TriTech EM	-	-	-
Total 6306.12 TriTechCADSy	-	-	-
6306.13 OT Viper Training	-	-	-
Total 6306 Training	-	-	-
Total 6300 Non-RECURRING	-	5,100	(5,100)
6400 RECURRING EXPENSES			
6402 MAINTENANCE			
6402.02 Imagery Lic Agree	-	186,810	(186,810)
6402.05 Logging RecordMai	-	-	-
6402.07 0011 9-1-1MSAG Mai	82,606	330,423	(247,817)
6402.08 CAD Maintenance	-	-	-
6402.09 CAD System Maint			
6402.1003 Honolulu Polic	-	-	-
Total 6402.09 CAD System M	-	-	-
6402.11 GeoComm Maint	-	-	-
6402.13 Software Maintenance			
6402.131 Integraph DB S/	-	-	-
Total 6402.13 Software Main	-	-	-
Total 6402 MAINTENANCE	82,606	517,233	(434,627)
6403 Other RECURRING			
6403.01 Telcom Charges			
6403.0101 Alt. PSAP 9-1-	-	100,950	(100,950)
6403.0102 Long Distance	57	480	(423)
6403.0103 Mileage	-	-	-
6403.0109 Telcom Trunk	-	111,398	(111,398)
6403.0110 Ocean Safety			
6403.0110.1 CML	-	-	-
6403.0110.2 Centrex	-	-	-
6403.0110.3 Mileage	-	-	-
Total 6403.0110 Ocean	-	-	-
6403.0112 HPD CML Viper	-	-	-
Total 6403.01 Telcom Charge	57	212,828	(212,771)
6403.02 EMS Tower Lease	-	-	-
Total 6403 Other RECURRING	57	212,828	(212,771)
Total 6400 RECURRING EXPENSES	82,662	730,061	(647,399)
Total DISBURSEMENTS	83,120	743,454	(660,334)

HAWAII ENHANCED 911 BOARD
STATEMENT OF CASH FLOWS
For month ending November 30, 2013

			Maui PSAP	
FY-To-Date November 2013		**5 mos.**	**ANNUAL Budget**	**$ Over/(Under) Budget**
Total RECEIPTS		-	-	-
DISBURSEMENTS:				
6200 CONFERENCES				
6204 APCO Conference		-	-	-
6212 NASNA Conference		-	-	-
6214 Nena Conference		2,329	-	2,329
6225 VIPER CUTOver		-	1,200	(1,200)
6200 CONFERENCES - Other		-	-	-
Total 6200 CONFERENCES		2,329	1,200	1,129
6300 Non-RECURRING				
6301 CAD Replac/Upgrade				
6301.01 EMS		-	-	-
6301.02 Hawai'i Police Dept		-	-	-
6301.03 Honolulu Fire Dept.				
6301.031 Licensing		-	-	-
6301.032 Consulting		-	-	-
6301.03 Honolulu Fire De		-	-	-
Total 6301.03 Honolulu Fire		-	-	-
Total 6301 CAD Replac/Upgrade		-	-	-
6303 Computers				
6303.06 GeoComm		-	-	-
6303.15 NG911 Record Syst.		-	55,000	(55,000)
6303.16 ViperInstall		-	-	-
6303.17 Intrado Phone		-	-	-
6303.18 PWC Tech cutover S		-	-	-
6303.19 Reposition of Conso		-	-	-
Total 6303 Computers		-	55,000	(55,000)
6306 Training				
6306.11 Training (CAD) HPD		-	-	-
6306.12 TriTechCADSystAdm				
6306.121 CAD Tritech HF		-	-	-
6306.122 CAD TriTech EM		-	-	-
Total 6306.12 TriTechCADSy		-	-	-
6306.13 OT Viper Training		-	-	-
Total 6306 Training		-	-	-
Total 6300 Non-RECURRING		-	55,000	(55,000)
6400 RECURRING EXPENSES				
6402 MAINTENANCE				
6402.02 Imagery Lic Agree		-	387,888	(387,888)
6402.05 Logging RecordMai		-	-	-
6402.07 0011 9-1-1MSAG Mai		114,761	302,350	(187,589)
6402.08 CAD Maintenance		-	169,607	(169,607)
6402.09 CAD System Maint				
6402.1003 Honolulu Polic		-	-	-
Total 6402.09 CAD System M		-	-	-
6402.11 GeoComm Maint		-	-	-
6402.13 Software Maintenance				
6402.131 Integraph DB S/		-	-	-
Total 6402.13 Software Main		-	-	-
Total 6402 MAINTENANCE		114,761	859,845	(745,084)
6403 Other RECURRING				
6403.01 Telcom Charges				
6403.0101 Alt. PSAP 9-1-		-	-	-
6403.0102 Long Distance		108	480	(372)
6403.0103 Mileage		-	-	-
6403.0109 Telcom Trunk		69,624	292,420	(222,796)
6403.0110 Ocean Safety				
6403.0110.1 CML		-	-	-
6403.0110.2 Centrex		-	-	-
6403.0110.3 Mileage		-	-	-
Total 6403.0110 Ocean		-	-	-
6403.0112 HPD CML Viper		-	-	-
Total 6403.01 Telcom Charge		69,732	292,900	(223,168)
6403.02 EMS Tower Lease		-	-	-
Total 6403 Other RECURRING		69,732	292,900	(223,168)
Total 6400 RECURRING EXPENSES		184,493	1,152,745	(968,252)
Total DISBURSEMENTS		186,821	1,208,945	(1,022,124)

HAWAII ENHANCED 911 BOARD
STATEMENT OF CASH FLOWS
For month ending November 30, 2013

FY-To-Date November 2013	Oahu PSAP 5 mos.	ANNUAL Budget	$ Over/(Under) Budget
Total RECEIPTS	-	-	-
DISBURSEMENTS:			
6200 CONFERENCES			
6204 APCO Conference	6,544	13,880	(7,336)
6212 NASNA Conference	-	-	-
6214 Nena Conference	(10,605)	-	(10,605)
6225 VIPER CUTOver	189	600	(411)
6200 CONFERENCES - Other	-	-	-
Total 6200 CONFERENCES	(3,872)	14,480	(18,352)
6300 Non-RECURRING			
6301 CAD Replac/Upgrade			
6301.01 EMS	-	99,000	(99,000)
6301.02 Hawai'i Police Dept	-	-	-
6301.03 Honolulu Fire Dept.			
6301.031 Licensing	-	6,105	(6,105)
6301.032 Consulting	1,625	2,500	(875)
6301.03 Honolulu Fire De	-	72,000	(72,000)
Total 6301.03 Honolulu Fire	1,625	80,605	(78,980)
Total 6301 CAD Replac/Upgrade	1,625	179,605	(177,980)
6303 Computers			
6303.06 GeoComm	26,324	150,000	(123,676)
6303.15 NG911 Record Syst.	-	-	-
6303.16 ViperInstall	30,220	30,320	(100)
6303.17 Intrado Phone	-	5,000	(5,000)
6303.18 PWC Tech cutover S	-	-	-
6303.19 Reposition of Conso	-	-	-
Total 6303 Computers	56,544	185,320	(128,776)
6306 Training			
6306.11 Training (CAD) HPD	-	8,000	(8,000)
6306.12 TriTechCADSystAdm			
6306.121 CAD Tritech HFD	-	20,000	(20,000)
6306.122 CAD TriTech EM	-	7,000	(7,000)
Total 6306.12 TriTechCADSy	-	27,000	(27,000)
6306.13 OT Viper Training	-	48,000	(48,000)
Total 6306 Training	-	83,000	(83,000)
Total 6300 Non-RECURRING	58,168	447,925	(389,757)
6400 RECURRING EXPENSES			
6402 MAINTENANCE			
6402.02 Imagery Lic Agree	217,176	300,000	(82,824)
6402.05 Logging RecordMai	-	60,775	(60,775)
6402.07 0011 9-1-1MSAG Mai	135,436	541,742	(406,306)
6402.08 CAD Maintenance	-	400,000	(400,000)
6402.09 CAD System Maint			
6402.1003 Honolulu Polic	130,609	-	130,609
Total 6402.09 CAD System M	130,609	-	130,609
6402.11 GeoComm Maint	36,366	50,000	(13,634)
6402.13 Software Maintenance			
6402.131 Integraph DB S/	-	-	-
Total 6402.13 Software Main	-	-	-
Total 6402 MAINTENANCE	519,587	1,352,517	(832,930)
6403 Other RECURRING			
6403.01 Telcom Charges			
6403.0101 Alt. PSAP 9-1-	-	-	-
6403.0102 Long Distance	-	-	-
6403.0103 Mileage	3,797	-	3,797
6403.0109 Telcom Trunk	315,627	946,884	(631,257)
6403.0110 Ocean Safety			
6403.0110.1 CML	6,651	24,858	(18,207)
6403.0110.2 Centrex	1,276	-	1,276
6403.0110.3 Mileage	270	11,353	(11,083)
Total 6403.0110 Ocean	8,197	36,211	(28,014)
6403.0112 HPD CML Viper	-	132,285	(132,285)
Total 6403.01 Telcom Charge	327,621	1,115,380	(787,759)
6403.02 EMS Tower Lease	-	7,600	(7,600)
Total 6403 Other RECURRING	327,621	1,122,980	(795,359)
Total 6400 RECURRING EXPENSES	847,208	2,475,497	(1,628,289)
Total DISBURSEMENTS	901,505	2,937,902	(2,036,397)

HAWAII ENHANCED 911 BOARD
STATEMENT OF CASH FLOWS
For month ending November 30, 2013

FY-To-Date November 2013	5 mos.	ANNUAL Budget	$ Over/(Under) Budget
Total RECEIPTS	3,578,975	4,709,117	(1,130,142)
DISBURSEMENTS:			
6200 CONFERENCES			
6204 APCO Conference	2,507	3,840	(1,333)
6212 NASNA Conference	2,810	2,809	1
6214 Nena Conference	(3,500)	-	(3,500)
6225 VIPER CUTOver	-	-	-
6200 CONFERENCES - Other	-	127,909	(127,909)
Total 6200 CONFERENCES	1,817	134,558	(132,741)
6400 RECURRING EXPENSES			
6401 ADMINISTRATION			
6401.01 Exec Dir. Services	142,382	341,250	(198,869)
6401.02 ElectronSignatur	-	189	(189)
6401.05 Audit Expense	10,000	11,500	(1,500)
6401.06 Bank Charge	-	108	(108)
6401.08 Board Member Trav	8,087	28,988	(20,901)
6401.09 DB&F Assessments			
6401.0101 DB&F Admin.	15,590	238,000	(222,410)
6401.0102 DB&F Rev Ass	102,191	454,444	(352,253)
6401.0104 FY2013 Asses:	24,914	-	24,914
Total 6401.09 DB&F Assessr	142,695	692,444	(549,749)
6401.10 E911 Logo Contest	-	4,034	(4,034)
6401.11 Miscellaneous Expe	(1)	500	(501)
6401.12 NASNA Dues	-	215	(215)
6401.13 Parking Permits	-	210	(210)
6401.15 WSP Cost Recovery			
6401.0101 Sprint/Nextel	(2,033)	-	(2,033)
6401.15 WSP Cost Recov	-	140,000	(140,000)
Total 6401.15 WSP Cost Rec	(2,033)	140,000	(142,033)
6401.17 ADA Compliance	-	500	(500)
6401.18 AG Legal Fees	-	25,000	(25,000)
Total 6401 ADMINISTRATION	301,129	1,244,938	(943,809)
Total 6400 RECURRING EXPENSES	301,129	1,244,938	(943,809)
Total DISBURSEMENTS	302,945	1,379,496	(1,076,550)

Oahu Civilian E9-1-1 Status Report
November 1, 2013 – November 30, 2013

- ## PSAP Operations

9-1-1 Call Volume – November 2013
(<u>Source:</u>   Intrado Viper effective October 23, 2013, 6:23 a.m. HST)

PSAP	Total	Wireline	%	Wireless	%
OAHU CIVILIAN (*)	77,784	22,666	29.4%	54,429	70.6%

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

9-1-1 Call Volume – Calendar Year 2013

<u>Source:</u> **Plant/CML Call Volumes Provided by Hawaiian Telcom, Inc. through October 22, 2013, 10:00 p.m. HST**

<u>Source:</u> **Intrado Viper effective October 23, 2013, 6:23 a.m. HST**

<u>Note:</u> **There were no call volume statistics between October 22, 2013, 10:00 p.m. HST and October 23, 2013, 6:23 a.m. HST while the PSAPs were on the 9-1-1 back-up system and during the Intrado Viper conversion.**

OAHU CIVILIAN		TOTAL PSAP 9-1-1 CALL VOLUME							
		Wireline		Wireless		Admin/911*		Abandoned	
2013	Total	# of Calls	%to Total Wireline & Wireless	# of Calls	%to Total Wireline & Wireless	# of Calls	%to Total Calls	# of Calls	%Abandoned to Total
December									
November	77,784	22,666	29.4%	54,429	70.6%	689	0.9%	11,113	14.3%
October (3)	24,340	6,946	28.8%	17,171	71.2%	223	0.9%	3,993	16.4%
October (2)	57,129	16,887	29.6%	40,240	70.4%	2	0.0%	4,076	7.1%
September	81,643	23,547	28.8%	58,086	71.2%	10	0.0%	5,996	7.3%
August	84,313	24,525	29.1%	59,778	70.9%	10	0.0%	5,978	7.1%
July	82,126	24,169	29.4%	57,953	70.6%	4	0.0%	6,109	7.4%
June (1)	78,280	22,713	29.0%	55,559	71.0%	8	0.0%	5,877	7.5%
May	88,083	24,533	27.9%	63,544	72.1%	6	0.0%	6,362	7.2%
April	82,580	23,276	28.2%	59,300	71.8%	4	0.0%	6,531	7.9%
March	83,530	24,031	28.8%	59,488	71.2%	11	0.0%	6,663	8.0%
February	77,226	21,968	28.4%	55,255	71.6%	3	0.0%	5,998	7.8%
January	82,205	24,638	30.0%	57,557	70.0%	10	0.0%	6,603	8.0%
TOTAL YTD	**899,239**	**259,899**	**28.9%**	**638,360**	**71.1%**	**980**	**0.1%**	**75,299**	**8.4%**
AVG PER MO	**81,749**	**23,627**		**58,033**		**89**		**6,845**	

  <u>Note:</u> Plant/CML Total Calls include Administrative calls that are not direct 9-1-1 calls.
  <u>Note:</u> Intrado Viper MIS feature reports 9-1-1 calls received on the Administrative lines.

Oahu Civilian E9-1-1 Status Report
November 1, 2013 – November 30, 2013

- **PSAP Operations** (continued)

9-1-1 Call Volume – Calendar Year 2013 (continued)

(1)   There were no statistics from midnight to 9:30 a.m. HST on June 3, 2013 as reported by Hawaiian Telcom due to corruption in the file.

(2)   There are no statistics following the transfer of the 9-1-1 traffic to the Hawaiian Telcom, Inc. 9-1-1 back-up system on October 22, 2013 at approximately 10:00 p.m. (HST).

(3)   The Intrado Viper system began collecting call statistics on October 23, 2013 at approximately 6:23 a.m. HST.

| OAHU CIVILIAN | | TRANSFERRED TO CALL TAKERS (HPDCT) | | | | | | | | | |
| | | Wireline | | | Wireless | | | Admin/911* | | Abandoned | |
2013	Total	# of Calls	%to Total Wireline & Wireless	%of Total Wireline	# of Calls	%to Total Wireline & Wireless	%of Total Wireless	# of Calls	%to Total Calls	# of Calls	%Abandoned to Total
December											
November	36,588	9,410	26.0%	41.5%	26,732	74.0%	49.1%	446	1.2%	N/A	N/A
October (6)	11,250	2,913	26.5%	41.9%	8,091	73.5%	47.1%	246	2.2%	N/A	N/A
October (5)	28,544	7,474	26.3%	44.3%	20,957	73.7%	52.1%	113	0.4%	703	2.5%
September	40,597	10,701	26.4%	45.4%	29,824	73.6%	51.3%	72	0.2%	1,355	3.3%
August (4)	37,794	9,974	26.5%	40.7%	27,687	73.5%	46.3%	133	0.4%	1,207	3.2%
July (4)	8,797	2,343	26.8%	9.7%	6,415	73.2%	11.1%	39	0.4%	298	3.4%
June (3)	39,073	10,087	25.9%	44.4%	28,857	74.1%	51.9%	129	0.3%	1,038	2.7%
May	45,673	11,234	24.7%	45.8%	34,306	75.3%	54.0%	133	0.3%	1,663	3.6%
April (2)	32,275	8,371	26.0%	36.0%	23,825	74.0%	40.2%	79	0.2%	1,173	3.6%
March (1)	30,899	8,101	26.3%	33.7%	22,713	73.7%	38.2%	85	0.3%	1,021	3.3%
February	37,587	9,829	26.2%	44.7%	27,632	73.8%	50.0%	126	0.3%	1,282	3.4%
January	40,357	11,013	27.4%	44.7%	29,171	72.6%	50.7%	173	0.4%	1,001	2.5%
TOTAL YTD	389,434	101,450	26.2%	39.0%	286,210	73.8%	44.8%	1,774	0.5%	10,741	2.8%
AVG PER MO	35,403	9,223			26,019			161		976	

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

Note: Intrado Viper MIS feature reports 9-1-1 calls received on the Administrative lines.

Note: HPDCT does not receive Abandoned call statistics via the Intrado Viper system.

(1)   There were no statistics captured between March 24, 2013 (5:30 a.m. HST) and March 31, 2013 (11:59 p.m. HST) while Dispatch was at the alternate site in Kapolei.

(2)   There were no statistics captured between April 1, 2013 (12:00 a.m. HST) and April 7, 2013 (5:30 a.m. HST) while Dispatch was at the alternate site in Kapolei.

(3)   There were no statistics from midnight to 9:30 a.m. HST on June 3, 2013 as reported by Hawaiian Telcom due to corruption in the file.

There were no statistics captured on June 11, 2013 from 5:30 a.m. to 9:30 p.m. HST while Dispatch was at the alternate site in Kapolei.

(4)   There were no statistics captured between July 7, 2013 (1:30 p.m. HST) and August 3, 2013 (9:30 p.m. HST) while Dispatch was at the alternate site in Kapolei.

(5)   There are no statistics following the transfer of the 9-1-1 traffic to the Hawaiian Telcom, Inc. 9-1-1 back-up system on October 22, 2013 at approximately 10:00 p.m. (HST).

(6)   The Intrado Viper system began collecting call statistics on October 23, 2013 at approximately 6:23 a.m. HST.

Oahu Civilian E9-1-1 Status Report
November 1, 2013 – November 30, 2013

- ## PSAP Operations (continued)

9-1-1 Call Volume – Calendar Year 2013 (continued)

OAHU CIVILIAN		TRANSFERRED TO URGENT RESPONSE (HPDURS)								Abandoned	
		Wireline			Wireless			Admin/911*			
2013	Total	# of Calls	%to Total Wireline & Wireless	%of Total Wireline	# of Calls	%to Total Wireline & Wireless	%of Total Wireless	# of Calls	%to Total Calls	# of Calls	%Abandoned to Total
December											
November	19,419	4,970	27.3%	21.9%	13,250	72.7%	24.3%	1,199	6.2%	11,113	57.2%
October (3)	5,949	1,441	25.6%	20.7%	4,184	74.4%	24.4%	324	5.4%	3,993	67.1%
October (2)	12,354	4,013	32.7%	23.8%	8,253	67.3%	20.5%	88	0.7%	432	3.5%
September	17,772	5,458	30.9%	23.2%	12,193	69.1%	21.0%	121	0.7%	704	4.0%
August	18,628	5,997	32.4%	24.5%	12,526	67.6%	21.0%	105	0.6%	1,096	5.9%
July	20,050	6,824	34.1%	28.2%	13,193	65.9%	22.8%	33	0.2%	4,112	20.5%
June (1)	15,788	5,254	33.5%	23.1%	10,429	66.5%	18.8%	105	0.7%	1,038	6.6%
May	17,891	5,565	31.3%	22.7%	12,209	68.7%	19.2%	117	0.7%	627	3.5%
April	18,191	5,179	28.7%	22.3%	12,897	71.3%	21.7%	115	0.6%	683	3.8%
March	17,427	5,488	31.7%	22.8%	11,823	68.3%	19.9%	116	0.7%	678	3.9%
February	15,225	5,016	33.3%	22.8%	10,066	66.7%	18.2%	143	0.9%	544	3.6%
January	16,177	5,502	34.3%	22.3%	10,520	65.7%	18.3%	155	1.0%	652	4.0%
TOTAL YTD	194,871	60,707	31.6%	23.4%	131,543	68.4%	20.6%	2,621	1.3%	25,672	13.2%
AVG PER MO	17,716	5,519			11,958			238		2,334	

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

Note: Intrado Viper MIS feature reports 9-1-1 calls received on the Administrative lines.

(1) There were no statistics from midnight to 9:30 a.m. HST on June 3, 2013 as reported by Hawaiian Telcom due to corruption in the file.

(2) There are no statistics following the transfer of the 9-1-1 traffic to the Hawaiian Telcom, Inc. 9-1-1 back-up system on October 22, 2013 at approximately 10:00 p.m. (HST).

(3) The Intrado Viper system began collecting call statistics on October 23, 2013 at approximately 6:23 a.m. HST.

- ## PSAP Operations (continued)

9-1-1 Call Volume – Calendar Year 2013 (continued)

OAHU CIVILIAN		TRANSFERRED TO FIRE (HFD)									
		Wireline			Wireless			Admin/911*		Abandoned	
2013	Total	# of Calls	%to Total Wireline & Wireless	% of Total Wireline	# of Calls	%to Total Wireline & Wireless	%of Total Wireless	# of Calls	%to Total Calls	# of Calls	%Abandoned to Total
December											
November	2,096	661	33.7%	2.9%	1,299	66.3%	2.4%	136	6.5%	51	2.4%
October (3)	779	239	33.0%	3.4%	485	67.0%	2.8%	55	7.1%	30	3.9%
October (2)	1,473	526	37.0%	3.1%	896	63.0%	2.2%	51	3.5%	35	2.4%
September	2,758	831	31.3%	3.5%	1,824	68.7%	3.1%	103	3.7%	91	3.3%
August	3,344	1,071	34.1%	4.4%	2,068	65.9%	3.5%	205	6.1%	287	8.6%
July	5,105	1,919	40.8%	7.9%	2,779	59.2%	4.8%	407	8.0%	1,201	23.5%
June (1)	4,467	1,655	39.6%	7.3%	2,523	60.4%	4.5%	289	6.5%	1,088	24.4%
May	4,790	1,828	41.4%	7.5%	2,592	58.6%	4.1%	370	7.7%	1,124	23.5%
April	4,539	1,853	43.5%	8.0%	2,403	56.5%	4.1%	283	6.2%	1,301	28.7%
March	5,025	2,008	42.8%	8.4%	2,679	57.2%	4.5%	338	6.7%	1,345	26.8%
February	4,752	1,910	44.4%	8.7%	2,392	55.6%	4.3%	450	9.5%	1,298	27.3%
January	5,749	2,390	45.2%	9.7%	2,893	54.8%	5.0%	466	8.1%	1,499	26.1%
TOTAL YTD	44,877	16,891	40.5%	6.5%	24,833	59.5%	3.9%	3,153	7.0%	9,350	20.8%
AVG PER MO	4,080	1,536			2,258			287		850	

Note: Plant/CML Total Calls include Administrative calls that are not direct 9-1-1 calls.
Note: Intrado Viper MIS feature reports 9-1-1 calls received on the Administrative lines.

(1) There were no statistics from midnight to 9:30 a.m. HST on June 3, 2013 as reported by Hawaiian Telcom due to corruption in the file.

(2) There are no statistics following the transfer of the 9-1-1 traffic to the Hawaiian Telcom, Inc. 9-1-1 back-up system on October 22, 2013 at approximately 10:00 p.m. (HST).

(3) The Intrado Viper system began collecting call statistics on October 23, 2013 at approximately 6:23 a.m. HST.

- **PSAP Operations** (continued)

9-1-1 Call Volume – Calendar Year 2013 (continued)

OAHU CIVILIAN		TRANSFERRED TO EMS						Admin/911*		Abandoned	
		Wireline			Wireless						
2013	Total	# of Calls	%to Total Wireline & Wireless	% of Total Wireline	# of Calls	%to Total Wireline & Wireless	%of Total Wireless	# of Calls	%to Total Calls	# of Calls	%Abandoned to Total
December											
November	6,896	2,735	40.4%	12.1%	4,033	59.6%	7.4%	128	1.9%	91	1.3%
October (3)	2,021	780	39.8%	11.2%	1,179	60.2%	6.9%	62	3.1%	36	1.8%
October (2)	5,029	1,939	39.2%	11.5%	3,008	60.8%	7.5%	82	1.6%	70	1.4%
September	7,251	2,835	39.8%	12.0%	4,287	60.2%	7.4%	129	1.8%	138	1.9%
August	7,309	2,857	40.3%	11.6%	4,238	59.7%	7.1%	214	2.9%	123	1.7%
July	6,854	2,788	41.8%	11.5%	3,887	58.2%	6.7%	179	2.6%	110	1.6%
June (1)	6,651	2,665	41.2%	11.7%	3,806	58.8%	6.9%	180	2.7%	92	1.4%
May	7,550	2,960	40.2%	12.1%	4,401	59.8%	6.9%	189	2.5%	154	2.0%
April	7,288	2,939	41.3%	12.6%	4,169	58.7%	7.0%	180	2.5%	114	1.6%
March	7,670	3,124	41.8%	13.0%	4,348	58.2%	7.3%	198	2.6%	119	1.6%
February	6,965	2,909	42.8%	13.2%	3,890	57.2%	7.0%	166	2.4%	119	1.7%
January	8,006	3,217	41.6%	13.1%	4,512	58.4%	7.8%	277	3.5%	183	2.3%
TOTAL YTD	**79,490**	**31,748**	**41.0%**	**12.2%**	**45,758**	**59.0%**	**79.5%**	**1,984**	**2.5%**	**1,349**	**1.7%**
AVG PER MO	**7,949**	**3,175**			**4,576**			**198**		**135**	

Note: _Plant/CML Total Calls include Administrative calls that are not direct 9-1-1 calls._

Note: _Intrado Viper MIS feature reports 9-1-1 calls received on the Administrative lines._

(1) There were no statistics from midnight to 9:30 a.m. HST on June 3, 2013 as reported by Hawaiian Telcom due to corruption in the file.

(2) There are no statistics following the transfer of the 9-1-1 traffic to the Hawaiian Telcom, Inc. 9-1-1 back-up system on October 22, 2013 at approximately 10:00 p.m. (HST).

(3) The Intrado Viper system began collecting call statistics on October 23, 2013 at approximately 6:23 a.m. HST.

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- ## PSAP Operations (continued)

9-1-1 Call Volume – Calendar Year 2013 (continued)

OAHU CIVILIAN		MISCELLANEOUS CALLS (Total includes, but not limited to, calls transferred to Poison Control, Crisis Center, RDC, or Neighbor Islands, and non-transferred calls such as wrong number or test calls)					
2013	**TOTAL YTD**	January	February	March	April	May	June
	101,671	3,061	4,333	15,074	13,256	3,094	4,038
	AVG PER MO	July	August	September	October	November	December
	9,243	39,504	9,494	4,979	3,622	1,216	

Note: Miscellaneous Call Volumes may be higher since no call volume statistics were captured for HPDCT and Drop queues from March 24 – 31, 2013 while Dispatch was at the alternate site in Kapolei. The other call queues are complete since Kapolei has the ability to transfer calls via CML to these queues.

Note: Miscellaneous Call Volumes may be higher since no call volume statistics were captured for HPDCT and Drop queues from April 1 - 7, 2013 while Dispatch was at the alternate site in Kapolei. The other call queues are complete since Kapolei has the ability to transfer calls via CML to these queues.

Note: Miscellaneous Call Volumes may be higher since no call volume statistics were captured on June 3, 2013 from midnight to 9:30 a.m. HST as reported by Hawaiian Telcom due to corruption in the file.

Note: Miscellaneous Call Volumes may be higher since no call volume statistics were captured for HPDCT and Drop queues on June 11, 2013 while Dispatch was at the alternate site in Kapolei. The other call queues are complete since Kapolei has the ability to transfer calls via CML to these queues.

Note: Miscellaneous Call Volumes may be higher since no call volume statistics were captured for HPDCT and Drop queues from July 7, 2013 through August 3, 2013 while Dispatch was at the alternate site in Kapolei. The other call queues are complete since Kapolei has the ability to transfer calls via CML to these queues.

Note: There are no statistics following the transfer of the 9-1-1 traffic to the Hawaiian Telcom, Inc. 9-1-1 back-up system on October 22, 2013 at approximately 10:00 p.m. (HST).

Note: The Intrado Viper system began collecting call statistics on October 23, 2013 at approximately 6:23 a.m. HST.

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- ## PSAP Operations (continued)

Intrado Viper 9-1-1 Call Volume Statistics

The Oahu PSAPs received training on the Intrado Viper Management Information System (MIS) in November 2013 and are able to access and retrieve Call Volume Statistics at the PSAP level. During the month of December 2013, all PSAPs in the State of Hawai'i will collaborate and agree upon a standardized method to report PSAP Call Volume beginning in 2014.

Wireless Test – November 2013

Date	WSP	Sites Tested	Sectors Tested	Tested By	Test Pass/Fail
11/01/13	AT&T Mobility	2	4	Oahu PSAP	Pass
11/14/13	AT&T Mobility	3	6	Oahu PSAP	Pass
11/27/13	AT&T Mobility	1	2	Oahu PSAP	Pass

- ## MSAG

Current Month – November 2013

2013		9-1-1NET REQUESTS									In Referred Status as of Report Month End (c)		In Suspended Status as of Report Month End (d)	
		MSAG TRANSACTIONS							ALI TRANSACTIONS					
PSAP	TOTAL	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected	County Address Change Request (TN CR) Submitted (a)	ALI Discrepancy (ALI-DR) Submitted (b)	TN CR	ALI-DR	# of Transactions	TNs Affected
OAHU CIVILIAN	352	350	280	1	0	2	67	59,589	0	2	1	0	0	0

During the month of November 2013, 352 9-1-1Net requests were submitted relating to the MSAG database, with 59,589 customer ANI/ALI records updated as a direct result. Two (2) ALI-DR transactions were submitted to 9-1-1Net for updates and corrections. See attached spreadsheet for a detailed description of changes and additions.

There is one (1) TN CR in Referred status as of November 30, 2013.

There are no records in Suspended status as of November 30, 2013.

Oahu Civilian E9-1-1 Status Report
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- ## MSAG (continued)

Year-to-Date (YTD) Summary – 2013

OAHU CIVILIAN		9-1-1NET REQUESTS									In Referred Status as of Report Month End (c)		In Suspended Status as of Report Month End (d)	
		MSAG TRANSACTIONS							ALI TRANSACTIONS					
2013	TOTAL	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected (*)	County Address Change Request (TN CR) Submitted (a)	ALI Discrepancy (ALI-DR) Submitted (b)	TN CR	ALI-DR	# of Transactions	TNs Affected
December														
November	352	350	280	1	0	2	67	59,589	0	2	1	0	0	0
October	625	614	579	11	3	2	19	27,719	10	1	1	0	0	0
September	355	349	334	0	1	2	12	10,720	3	3	4	1	0	0
August	431	429	422	0	0	5	2	19,758	1	1	4	1	0	0
July	324	296	277	5	6	3	5	4,306	27	1	4	1	0	0
June	664	295	284	2	7	2	0	11,378	366	3	11	0	0	0
May	497	335	292	4	4	8	27	4,253	162	0	361	0	0	0
April	489	390	288	6	82	3	11	4,115	99	0	1	0	0	0
March	424	326	277	7	11	9	22	4,917	98	0	60	0	0	0
February	234	209	160	5	24	8	12	6,471	25	0	9	0	0	0
January	170	140	95	14	14	6	11	9,173	29	1	0	0	0	0
TOTAL YTD	4,565	3,733	3,288	55	152	50	188	162,399	820	12				
AVG PER MO	415	339	299	5	14	5	17	14,764	75	1				

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

Definitions:		
	(a)	Represents address corrections on a specific TN or group of TNs. These "invalid" TNs usually have an associated ESN x99 attached to them which indicates the need for validation.
	(b)	Represents an address discrepancy discovered during a live 9-1-1 call. These record corrections are treated with a higher priority and should be processed within 48 hours as a general guideline.
	(c)	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.
	(d)	Represents correction requests that have been "paused" due to TN fallouts, range overlaps, or not having a valid address point. Intrado requires additional information from Akimeka/PSAP before the Telco approves the change.

Oahu Civilian E9-1-1 Status Report
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- ## MSAG (continued)

MSAG Communities Project

MSAG Community and Street Segment Sweep – Phase II Status

Based on a verbal agreement between the Honolulu Police Department, as the Primary Civilian PSAP, and Akimeka, it was agreed that the Military MSAG should be updated to reflect the standardized and approved MSAG Community Names approved jointly by the Military and Oahu Civilian PSAPs to ensure interoperability. It was also agreed that this work effort will be completed by Akimeka on an **"as we can get to it"** basis.

Below is the latest status of the Phase II work effort as of **November 30, 2013**:

OMIL Existing Community Name	New Approved Community Name	MSAG Transactions Required	Status	Notes/Comments
Bellows Airforce Station	BELLOWS	65	COMPLETED -- 03/31/13	
Kaneohe MCAS	MCBH	356	COMPLETED -- 06/19/13	
Helemano Military Res	HELEMANO	33	COMPLETED -- 06/24/13	
Naval Comm Sat Wahiawa	NCTAMS PAC	3	COMPLETED -- 07/01/13	
NCTAMS	NCTAMS PAC	12	COMPLETED -- 07/09/13	
Naval Comm Stat Wahiawa	NCTAMS PAC	38	COMPLETED -- 07/16/13	
Camp Stover	SCHOFIELD	9	COMPLETED -- 07/16/13	
East Range	SCHOFIELD	3	COMPLETED -- 07/16/13	
Schofield Barracks	SCHOFIELD	2	COMPLETED -- 07/16/13	
Hicham AFB	HICKAM	2	COMPLETED -- 07/17/13	
Manana Naval Quarters	MANANA	37	COMPLETED -- 07/17/13	
TAMC	TRIPLER	9	COMPLETED -- 07/19/13	
Fort Kam	HICKAM	27	COMPLETED -- 07/31/13	
Fort Derussy	FT DERUSSY	6	COMPLETED -- 07/31/13	
Hospital Point	PEARL HBR	2	COMPLETED -- 08/12/13	
Naval Magazine Lualualei	PEARL HBR	2	COMPLETED -- 08/12/13	
Hale Alii	PEARL HBR	3	COMPLETED -- 08/12/13	

Oahu Civilian E9-1-1 Status Report
November 1, 2013 – November 30, 2013

- ## MSAG (continued)

MSAG Communities Project (continued)

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

OMIL Existing Community Name	New Approved Community Name	MSAG Transactions Required	Status	Notes/Comments
Pearl Harbor	PEARL HBR	86	COMPLETED -- 08/12/13	Nine (9) records did not receive the new community name. Eight (8) records were due to overlapping with existing records (0 TNs) and one (1) record Akimeka does not have the authorization to change.
Ford Island	FORD ISL	147	COMPLETED -- 09/03/13	
Regional Dispatch Center	PEARL HBR	3	COMPLETED -- 10/03/13	
Schofield Bks	SCHOFIELD	661	IN PROGRESS	129 Records were processed in the month of November. 76% of the records have been updated.

Schofield Bks is still in progress.

A total of 974 MSAG transactions have been completed thus far – **39.5% Complete**. An estimated 1,493 MSAG transactions remain to be submitted and processed.

Status of the Phase II effort will continue to be tracked until all 9-1-1Net MSAG transactions required have been completed.

MSAG Community and Street Segment Sweep – Phase V

A meeting was held with the Oahu Civilian PSAPs and Akimeka on August 7, 2013, to review the Phase V project scope, schedule and timeline. Approval was received to proceed with Phase V and Phase VI after the completion of Phase V.

Below is the latest status of the Phase V work effort as of **November 30, 2013**:

MSAG COMMUNITY (In Order of Effort)	MSAG COMMUNITY AND STREET SEGMENT SWEEP -- PHASE V					GIS UPDATES	
	TARGET START DATE	TARGET COMPLETION DATE	AKIMEKA COMPLETION DATE	ACTUAL COMPLETION DATE	NOTES/COMMENTS	DATE GIS DELIVERED TO HPD	DATE GIS LOADED TO CAD BY HPD
Pearl HBR	08/01/13	08/14/13	08/12/13	09/03/13	Data was not loaded due to discrepancies with the Common Places	08/23/13	
Ford ISL	08/15/13	09/03/13	08/19/13	09/03/13		08/23/13	
Makalapa	09/04/13	09/06/13	09/06/13	09/06/13		09/06/13	09/11/13
Aliamanu	09/09/13	09/13/13	09/18/13	09/19/13		09/20/13	09/23/13
Salt Lake	09/16/13	09/23/13	09/23/13	09/23/13		09/20/13	09/23/13
Kalihi	09/24/13	10/21/13	11/08/13	IN PROGRESS	Pending the processing of eight (8) MSAG transactions	10/18/13	10/29/13

Oahu Civilian E9-1-1 Status Report
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- ## MSAG (continued)

MSAG Communities Project (continued)

MSAG Community and Street Segment Sweep – Phase V (continued)

MSAG COMMUNITY (In Order of Effort)	MSAG COMMUNITY AND STREET SEGMENT SWEEP -- PHASE V					GIS UPDATES	
	TARGET START DATE	TARGET COMPLETION DATE	AKIMEKA COMPLETION DATE	ACTUAL COMPLETION DATE	NOTES/COMMENTS	DATE GIS DELIVERED TO HPD	DATE GIS LOADED TO CAD BY HPD
Nuuanu	10/22/13	11/06/13	11/12/13	11/12/13	In the 11/01/13 data, a discrepancy was identified with Beat recommendations within the CAD, therefore a new set of data was sent on 11/07/13 to resolve this.	11/01/13; 11/07/13	11/12/13
Downtown	11/07/13	11/18/13	11/21/13	IN PROGRESS	Pending the processing of eight (8) MSAG transactions	11/15/13	11/25/13
Kakaako	11/19/13	11/26/13	11/27/13	IN PROGRESS	Pending the processing of eleven (11) MSAG transactions	11/29/13	
Ala Moana	11/27/13	12/04/13	IN PROGRESS				
Honolulu	12/05/13	12/16/13					
Punchbowl	12/17/13	12/26/13					
Makiki	12/27/14	01/07/14					
Manoa	01/08/14	01/23/14					
McCully	01/24/14	02/04/14					
Ft DeRussy	02/05/14	02/06/14					
Waikiki	02/07/14	02/20/14					
Kaimuki	02/21/14	03/10/14					
Kapahulu	03/11/14	03/18/14					
Kahala	03/19/14	03/27/14					
Waialae	03/28/14	04/08/14					
Aina Haina	04/09/14	04/18/14					
Hawaii Kai	04/21/14	05/09/14					

In the month of November 2013, the Nuuanu MSAG Community was completed. Akimeka completed the Kalihi, Downtown, and Kakaako MSAG Communities however, there are MSAG transactions that are pending processing by Intrado.

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

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- ## Geographic Information System (GIS)

Mapping Layers Updated – November 2013

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

Type of Layer	Akimeka GIS Server Date Created/ Edits Performed	Date Uploaded to ftp Site	Other/Remarks
OAHU CIVILIAN			
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS **(Listed Alphabetically)**			
Address Points	11/25/13 -- 11/26/13		Spatially corrected 389 address points in Kaneohe. Added three (3) alias addresses.
	11/25/13		Corrected record ID 316490 address from Waipio Point Acc to Waipio Point Acc Rd in Mililani
	11/21/13 -- 11/29/13		Spatially corrected thirty-five (35) address points in Waimanalo. Added one (1) routing ID to record ID 62792, TMK to record ID 316397, three (3) alias addresses and identified addresses that require site visits. Completed spatial correction of Waimanalo.
	11/21/13		Deleted record ID 179868 41-756 Ahiki St, record ID 67416 41-689 Ahiki St, and record ID 87984 41-592 Poalima St in Waimanalo; duplicate addresses.
	11/20/13 -- 11/27/13		Added 364 new address points in Hale Moku. Completed Hale Moku.
	11/20/13		Added 144 new address points in Hokulani and identified address points located in incorrect MSAG Communities. Completed Hokulani.
	11/18/13 -- 11/26/13		Spatially corrected 716 address points in Kailua. Added nine (9) alias addresses, added two (2) apartment letters, identified one (1) alias, corrected one (1) address, corrected one (1) TMK, and identified addresses that require site visits.
	11/18/13 -- 11/20/13		Deleted record ID 73035 44-096 Ikeanani Dr and record ID 81701 1489 Ulupii St in Kailua; duplicate addresses.
	11/14/13		Deleted record ID 85650 770 Auloa Rd; duplicate address.
	11/13/13		Deleted record ID 69321 917 Maunawili Cir; duplicate address point.
	11/07/13		Added 254 new addresses points in Moanalua T.
	11/06/13		Added 100 new addresses points in Moanalua.
	11/05/13		Deleted record ID 73645 710 Old Mokapu Rd, record ID 73646 714 Old Mokapu Rd, record ID 73644 718 Old Mokapu Rd, and record ID 73620 720 Old Mokapu Rd; duplicate address points.

Oahu Civilian E9-1-1 Status Report
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- ## Geographic Information System (GIS) (continued)

Mapping Layers Updated – November 2013 (continued)

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

Type of Layer	Akimeka GIS Server Date Created/ Edits Performed	Date Uploaded to ftp Site	Other/Remarks
OAHU CIVILIAN			
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)			
Address Points (continued)	11/04/13 -- 11/15/13		Spatially corrected 1,466 address points in Kailua. Added twenty (20) alias addresses, corrected one (1) TMK, identified one (1) alias, corrected one (1) address, and identified addresses that require site visits.
	11/01/13		Spatially corrected twenty-six (26) address points in Waimanalo. Added two (2) alias addresses, corrected one (1) TMK, and identified missing addresses that require site visits.
Common Place Name		**11/29/13**	Delivered updated Common Places to HPD
		11/15/13	Delivered updated Common Places to HPD
		11/01/13	Delivered updated Common Places to HPD
Fire Beats			
Fire Districts			
Fire Response Areas			
Fire Stations			
MSAG Communities (aka Towns)			
Medic Beats			
Medic Response Areas			
Net_Junctions		**11/19/13**	Delivered Aloha geodatabase with updated Net Junctions to HPD
	11/18/13		Populated Net Junctions with the latest MSAG Community and Police Beat updates
		11/08/13	Delivered updated Net Junctions to HPD for new upload process
	11/08/13		Populated with latest MSAG Communities and Police Beat updates.
		11/05/13	Delivered Net Junctions to HPD
	11/05/13		Populated with latest MSAG Community updates

Oahu Civilian E9-1-1 Status Report
November 1, 2013 – November 30, 2013

- ## Geographic Information System (GIS) (continued)

Mapping Layers Updated – November 2013 (continued)

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

Type of Layer	Akimeka GIS Server Date Created/ Edits Performed	Date Loaded Into PSAP GIS Server	Other/Remarks
OAHU CIVILIAN			
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS **(Listed Alphabetically)**			
Points of Interest	11/29/13		Added Ke Kula O Samuel in Kaneohe
			Populated with new MSAG Community of Ala Moana
	11/25/13		Populated with updated MSAG Community of Kakaako
	11/19/13		Populated MSAG Community information for Downtown
	11/15/13		Added Dennys Kapolei and Law Tow Kalihi
			Corrected name of Waikiki Hana Htl to Waikiki Stay Htl and added old name to alias
			Corrected name of Makaha Drive In to Lahilahi Drive In and added old name to alias
	11/14/13		Added Walgreens Nuuanu
	11/05/13		Updated to include the new MSAG Community of Nuuanu
Police Beats	11/06/13 -- 11/13/13		Corrected boundaries for Beats 255 and 254 according to the written descriptions. Continued to edit Beat 250.
Police Districts			
Police Response Areas			
Police Stations			
Street Centerlines		**11/29/13**	Delivered Street Centerlines data to HPD, HFD, and EMS
	11/29/13		Corrected overshoot at Kam Hwy, Higgins Rd, Santos Dumont intersection in Mililani
			Corrected overlapping vertices on Kam Hwy in Kaneohe
			Populated with new MSAG Community of Ala Moana
	11/25/13		Populated with updated MSAG Community of Kakaako
			Corrected routing issue on H1W FWY in Aiea identified by an HFD dispatcher. Flipped segment and adjusted elevation values at overpass.

Oahu Civilian E9-1-1 Status Report
November 1, 2013 – November 30, 2013

- ## Geographic Information System (GIS) (continued)

Mapping Layers Updated – November 2013 (continued)

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

Type of Layer	Akimeka GIS Server Date Created/ Edits Performed	Date Loaded Into PSAP GIS Server	Other/Remarks
OAHU CIVILIAN			
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)			
Street Centerlines (continued)	11/21/13		Corrected gaps in Aiea on Piki St, Pohue St, Poko Rd, Ponokiwila St, Puaalii Pl, Puaalii St, and Ulune St
	11/20/13		Corrected gaps in Aiea on Lania Pl, Manako St, Moanalua Loop, Naulu Pl, Ohekani Loop, Olena St, Oliwa St, Palaialii Pl, Pali Momi St,and Piikea St
	11/19/13		Populated MSAG Community information for Downtown
	11/18/13		Flipped Ieie Pl street direction in Aiea and switched segment ranges to match with address points
		11/15/13	Delivered Street Centerlines data to HPD, HFD, and EMS
	11/15/13		Added streets in new developments: Ae St, Maweke St and Maunakapu St in Kapolei
			Split Manawai St and Wakea St for new street addition in Kapolei
			Split Palehua Rd
	11/12/13		Corrected gaps in Aiea on Lehia St and Malualua St
			Spatially corrected Kam Hwy and Meheula Pkwy in Mililani
	11/08/13		Corrected gaps in Aiea on Kahapili St, Kanuku St, Kaonohi St, Kukila St, Kupukupu St, Laakea St, Laulima St, and Uila St
	11/07/13		Corrected gaps in Aiea on Hulumanu St, Ilee St, and Ipuala Loop
	11/06/13		Corrected gaps in Aiea on Honomanu St, and Huakanu St
			Corrected elevation values on Puowaina Dr and Tantalus Dr to fix a routing issue with the overpassing street

Oahu Civilian E9-1-1 Status Report
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- ## Geographic Information System (GIS) (continued)

Mapping Layers Updated – November 2013 (continued)

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

Type of Layer	Akimeka GIS Server Date Created/ Edits Performed	Date Loaded Into PSAP GIS Server	Other/Remarks
OAHU CIVILIAN			
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS **(Listed Alphabetically)**			
Street Centerlines (continued)	11/05/13		Updated to include new MSAG Community of Nuuanu
			Connected Waikupanaha St/Mahailua St intersection
			Corrected gaps in Waipio on Meahale St and Pumaia Pl
			Corrected gaps in Aiea on Hapaki St, Hoala St, and Hoapono Pl
			Spatially corrected Puliki Pl
	11/04/13		Corrected gaps in Waipahu on Loaa St, and Pupukahi St
		11/01/13	Delivered Street Centerlines data to HPD, HFD, and EMS
	11/01/13		Corrected gaps in Pearl City on Hoomoana St, Hoomoe St, Hoopai St, Laauhuahua Pl, Makamua St, and Nanakai St
			Corrected gaps in Salt Lake on Kahikolu Pl, and Salt Lake Blvd
			Corrected gaps in Waipahu on Kahualii St, Kaiewa St, and Kuahui St
			Flipped odd/even ranges to correct geocoding discrepancy with address points on Hoopai St
			Flipped street direction for Kaiewa St in Waipahu and re-addressed ranges to accurately reference address point locations
Trails			
WSP Cell Sectors		**11/26/13**	
	11/22/13		Per T-Mobile CRS
		11/18/13	
		11/12/13	
		11/04/13	
WSP Cell Towers		**11/16/13**	
	11/22/13		Per T-Mobile CRS
		11/18/13	
		11/12/13	
		11/04/13	

Oahu Civilian E9-1-1 Status Report
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- ## Geographic Information System (GIS) (continued)

Mapping Layers Updated – November 2013 (continued)

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

Type of Layer	Akimeka GIS Server — Date Created/ Edits Performed	Date Uploaded to ftp Site	Other/Remarks
OAHU CIVILIAN			
OTHER SUPPORTING 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)			
Ocean Safety (Includes Lifeguard Stands)			
- Dive Locations	11/29/13		Converted two (2) KMZ files per Ocean Safety into DiveLocation and SurfBreak shapefiles respectively.
- Surf Breaks	11/29/13		Converted two (2) KMZ files per Ocean Safety into DiveLocation and SurfBreak shapefiles respectively.
	11/22/13		Spatially corrected eighteen (18) SurfBreak locations per Ocean Safety. Reviewed and corrected comments that were inconsistent.
	11/19/13		Added twenty-four (24) new locations to SurfBreaks per Ocean Safety. Removed special characters from four (4) names.
SPECIAL REQUESTS			
Tow Boundaries			

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- ## Geographic Information System (GIS) (continued)

Police Beats Corrections

Background

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

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

Status To Date

Based on HPD PMT's confirmation, Akimeka continued to make corrections to the Police Beats during the month of November 2013. Akimeka completed an additional two (2) Police Beats (255 and 254) boundary corrections which almost completed District 2 (Central Oahu).

Upload Process

Akimeka will work with HPD PMT to establish an upload process associated with the Police Beats corrections. Currently, it was agreed that the Police Beats layer will not be uploaded to the current Motorola CAD system and will only be uploaded to the new Motorola PremierOne CAD system. Although the Police Beats layer (with the corrections) will not be uploaded to the current CAD system, the Street Centerlines are impacted by these boundary updates. As such, Akimeka will work with HPD PMT to ensure the recommendations remain as is.

During the month of November 2013, it was identified that there were some inaccurate CAD system recommendations which were produced as a result of the Police Beats correction process. After further research by Akimeka, it was discovered that the issue involved the CAD system geoprocessing of the new Street Centerlines GIS data during the upload process, As the new Street Centerlines GIS data was being uploaded, it was being processed against the Police Beats layer within the CAD system without the corrections.

In order to resolve the situation, Akimeka assisted with creating a new upload process which mirrors a step similar to the updates with the MSAG Communities. The new process was run and the issue was resolved. In addition, the new upload process for the PremierOne CAD, also resolved other discrepancies with recommendations which were previously identified. It was agreed that this new process will be implemented and used going forward. Subsequent to this process improvement, there have been no issues and the Police Beat corrections project continues to move forward.

- ## Geographic Information System (GIS) (continued)

Motorola PremierOne CAD Upload

On November 27, 2013, HPD PMT and Akimeka worked together to process the latest GIS data for the Motorola PremierOne CAD system in preparation for Motorola's on-site visits during the first week in December 2013.

HPD PMT was able to successfully process all of the GIS data up to the creation of the network dataset, used for routing of vehicles based on information in the Street Centerlines layer. It was identified that the cause of this was potentially related to a recent computer change and upgrade of ArcGIS, where Motorola may have moved files. HPD PMT and Akimeka attempted to troubleshoot the problem with the creation of the network dataset, referencing the most recent Motorola PremierOne GIS Setup for CAD and Mobile document to determine where items may not have aligned. It was discovered that most of the script match with the document with the exception of the parsed street name fields and the value type for F_ZLEV and T_ZLEV (From and To Elevations), which according to the document should be a different value type than what was specified in the Motorola build documents.

> PremierOne GIS Setup for CAD and Mobile, User Guide for Version 3.3
>
> "In the data brought over from MGU or ATM, these fields were typically called F_ZLEV and T_ZLEV respectively. Unfortunately, these fields were frequently defined in MGU using the "double" data type. This caused the PremierOne Create PremierOne Network Dataset to fail, as these fields had to be an "integer" data type."

Prior to the migration of ArcGIS to a more recent version, Motorola PremierOne data uploads by HPD PMT was successful. While Motorola is on-site during the beginning of December 2013, this issue should be resolved.

An additional concern shared with Motorola and will be discussed during the December 2013 meetings, deals with the use of the correct spatial reference when the importing of GIS data takes place. In May 2012, when the data was being configured for the new CAD system, it was identified that WGS 84 is used in the CAD, therefore Akimeka began preparing the data in that coordinate system. However it was requested by Motorola that the data be delivered in the State Plane coordinate system. A response from Motorola on May 31, 2012 was that "NAD 83 HARN State Plane Zone 3 will work with the PremierOne tools". Akimeka shared a concern at that time that if the system uses the spatial reference of WGS 84, there should not be any other spatial reference in the source data used for the upload to eliminate potential incorrect shifting of the data.

There are two methods used during the upload of GIS data for the PremierOne CAD system. The first method deals with using the PremierOne import tools to pull the data into the proper dataset, all set up in WGS 84. A potential issue is that unless a geographic transformation is specified within the tool, the data is not placed in the designated spatial reference properly, causing a misalignment of data. The concern with this is also, that if a geographic transformation is specified, is it the right one? With the introduction of ArcGIS 10, which was recently installed at HPD, there are new transformations which affect this. The second method of importing the source GIS data is a direct import (not using the Motorola tools). When doing this, there are certainly no geographic transformations that take place. The data is given the proper coordinate system but no longer accurate since there was no transformation applied.

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- ## Geographic Information System (GIS) (continued)

Ocean Safety Requirements

Subsequent to Akimeka's meetings with Ocean Safety, Akimeka continued to work on Ocean Safety's layers in order to assist with Ocean Safety's dispatch and response operations. In addition to all of Akimeka's priorities and deliverables, Akimeka completed all items identified during the meetings. Since September 2013, Akimeka has worked with Ocean Safety in a continued effort to make any additions or corrections to the Ocean Safety layers in order to move the project along.

1. On November 20, 2013, Akimeka followed up with Ocean Safety about the completion of the latest Surf Breaks and Dive Locations coordinates and pending coordination about the Ocean Safety Response Areas.

    a. Akimeka received a phone call from Jim Howe and Buck Giles from Ocean Safety to discuss corrections needed for existing Surf Breaks, utilizing Ocean Safety's KMZ files to cross reference and correct the coordinates. Akimeka also requested additional information for Ocean Safety Response Areas.

    b. Ocean Safety agreed to review each of their sectors one-by-one and provide them to Akimeka as they complete the description of each response area via turn-by-turn directions, street boundaries, or hand drawn maps

    c. Subsequent to the discussion, Akimeka corrected the locations of existing Surf Breaks, previously added from the list Ocean Safety provided Akimeka with.

2. On November 26, 2013, as previously agreed to, Ocean Safety provided Akimeka with two KMZ files, one for Surf Breaks and one for Dive Locations. A third batch of Surf Break coordinates that were not previously submitted along with additional corrections needed for existing Surf Breaks were included.

    a. Upon receiving the additional information from Ocean Safety, Akimeka converted the KMZ files in order to perform the needed additions and corrections.

During the month of December 2013, Akimeka plans to add the third batch of coordinates to the Surf Breaks layer and perform corrections to the existing Surf Breaks and Dive Locations based off of the KMZ files provided.   The projected completion date is by the end of December 2013.   Pending additional information from Ocean Safety, Akimeka also plans to begin the creation of Ocean Safety's Response Areas in December 2013.

SPAWAR Meeting on Addressing for MCBH

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

Oahu Civilian E9-1-1 Status Report
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- ## Geographic Information System (GIS) (continued)

Street Utility Check

This is an ongoing project to correct the errors identified. A comparison of the raw CAD generated report from the Street Check Utility was performed between the Street Centerline GIS data delivered on September 20, 2013 and October 21, 2013. Below are the results of the comparison.

	10/21/13	11/29/13	Improvement/ Comments
Total Number of GIS Records	**26,964**	**26,968**	**Added four (4) records**
Errors Identified			
Zero Errors	1,652	1,382	Further reduced errors by 16.3% (270 errors)
Low > High Errors	0	0	No Change
Mixed Parity Errors	0	0	No Change
Changed Parity Errors	0	0	No Change
Address Gap Errors	1,426	1,067	Further reduced errors by 25.2% (359 errors)
Address Overlap Errors	0	0	No Change
Flipped Link Errors	619	611	Further reduced errors by 1.3% (8 errors)
Total Errors	**3,697**	**3,060**	**Further reduced errors by 17.2% (637 errors)**

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

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

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- ## PSAP Operations

9-1-1 Call Volume – November 2013

PSAP	Total	Wireline	%	Wireless	%
MAUI (*)	7,772	2,346	30.2%	5,425	69.8%
MOLOKAI	247	128	51.8%	119	48.2%
MAUI COUNTY	8,019	2,474	30.9%	5,544	69.1%

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

9-1-1 Call Volume – Calendar Year 2013

MAUI PSAP		TOTAL PSAP 9-1-1 CALL VOLUME							
		Wireline		Wireless		Admin		Abandoned	
2013	Total	# of Calls	%to Total Wireline & Wireless	# of Calls	%to Total Wireline & Wireless	# of Calls	%to Total Calls	# of Calls	%Abandoned of Total
December									
November	7,772	2,346	30.2%	5,425	69.8%	1	0.0%	1,110	14.3%
October	8,367	2,510	30.0%	5,855	70.0%	2	0.0%	1,121	13.4%
September	7,786	2,458	31.6%	5,328	68.4%	0	0.0%	1,127	14.5%
August	8,058	2,615	32.5%	5,443	67.5%	0	0.0%	1,227	15.2%
July	8,502	2,795	32.9%	5,707	67.1%	0	0.0%	1,284	15.1%
June	8,282	2,623	31.7%	5,649	68.3%	10	0.1%	1,199	14.5%
May	8,828	2,809	31.8%	6,017	68.2%	2	0.0%	1,374	15.6%
April	8,030	2,402	29.9%	5,628	70.1%	0	0.0%	1,298	16.2%
March	8,484	2,668	31.4%	5,816	68.6%	0	0.0%	1,374	16.2%
February (1)	6,797	2,093	30.8%	4,703	69.2%	1	0.0%	1,146	16.9%
January	8,459	2,690	31.8%	5,768	68.2%	1	0.0%	1,240	14.7%
TOTAL YTD	89,365	28,009	31.3%	61,339	68.7%	17	0.0%	13,500	15.1%
AVG PER MO	8,124	2,546		5,576		2		1,227	

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

(1) No statistics for February 4 – 7, 2013 due to relocation to alternate site at Civil Defense.

- ## PSAP Operations (continued)

9-1-1 Call Volume – Calendar Year 2013 (continued)

MOLOKAI PSAP		TOTAL PSAP 9-1-1 CALL VOLUME							
		Wireline		Wireless		Admin		Abandoned	
2013	Total	# of Calls	%to Total Wireline & Wireless	# of Calls	%to Total Wireline & Wireless	# of Calls	%to Total Calls	# of Calls	%Abandoned of Total
December									
November	247	128	51.8%	119	48.2%	0	0.0%	29	11.7%
October	289	152	52.6%	137	47.4%	0	0.0%	36	12.5%
September	238	148	62.2%	90	37.8%	0	0.0%	36	15.1%
August	266	157	59.0%	109	41.0%	0	0.0%	32	12.0%
July	247	143	57.9%	104	42.1%	0	0.0%	46	18.6%
June	243	146	60.1%	97	39.9%	0	0.0%	39	16.0%
May	328	177	54.0%	151	46.0%	0	0.0%	44	13.4%
April	254	150	59.1%	104	40.9%	0	0.0%	42	16.5%
March	339	189	55.8%	150	44.2%	0	0.0%	58	17.1%
February	213	140	65.7%	73	34.3%	0	0.0%	24	11.3%
January	262	147	56.1%	115	43.9%	0	0.0%	39	14.9%
TOTAL YTD	2,926	1,677	57.3%	1,249	42.7%	0	0.0%	425	14.5%
AVG PER MO	266	152		114		0		39	

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

Notes:

(1) Total call volumes include Administrative calls. (Administrative calls = Calls made between 911 positions but are not 911 calls.)

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

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

Wireless Test – November 2013

Date	WSP	Island	Sites Tested	Sectors Tested	Tested By	Test Pass/Fail
NONE						

- ## PSAP Operations (continued)

Current Month PSAP Operations Activities – November 2013

11/04/13	Akimeka met with Pictometry, Mr. Dave Peck, at the Maui PSAP to restore connectivity from the Pictometry server to the PowerMap positions. It was discovered that the Pictometry license files were missing from each workstation which caused the functionality of the Pictometry tools to be disabled. After the license files were reinstalled at each PowerMap position, connectivity was restored to PowerMap and Pictometry and operational to the Maui PSAP.
11/07/13	A Holiday " No Cell Tower/Sector Testing" period was scheduled between the PSAP and Wireless Service Providers (WSPs) for November 24, 2013 through November 30, 2013.

- ## MSAG

Current Month – November 2013

2013		9-1-1NET REQUESTS										In Referred Status as of Report Month End (c)		In Suspended Status as of Report Month End (d)	
		MSAG TRANSACTIONS							ALI TRANSACTIONS						
PSAP	TOTAL	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected	County Address Change Request (TN CR) Submitted (a)	ALI Discrepancy (ALI-DR) Submitted (b)	TN CR	ALI-DR	# of Transactions	TNs Affected
MAUI COUNTY	39	37	18	6	0	9	4	745	1	1	116	0	0	0

Revised categories and report format changes effective May 2012.

During the month of November 2013, thirty-seven (37) 9-1-1Net requests were submitted relating to the Maui County MSAG database, with 745 customer ANI/ALI records updated as a direct result. One (1) TN CR and one (1) ALI-DR transactions were submitted to 9-1-1Net for updates and corrections.

There are 116 TN CRs in Referred status as of November 30, 2013.

The TN CRs in "Referred" status are a direct result of the ESN x99 cleanup effort and are awaiting approval from Hawaiian Telcom, Inc. (HTI) and/or the customer in order to update the ALI records. No explanation has been provided as to why these TN CRs have not been corrected for 9-1-1 purposes.

There are no records in Suspended status as of September 30, 2013.

- ## MSAG (continued)

Year-to-Date (YTD) – 2013

| MAUI COUNTY | | 9-1-1NET REQUESTS | | | | | | | | | In Referred Status as of Report Month End (c) | | In Suspended Status as of Report Month End (d) | |
| | | MSAG TRANSACTIONS | | | | | | | ALI TRANSACTIONS | | | | | |
2013	TOTAL	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected (*)	County Address Change Request (TN CR) Submitted (a)	ALI Discrepancy (ALI-DR) Submitted (b)	TN CR	ALI-DR	# of Transactions	TNs Affected
December														
November	39	37	18	6	0	9	4	745	1	1	116	0	0	0
October	55	47	28	5	1	6	7	371	7	1	115	0	1	1
September	167	18	4	2	4	8	0	5	148	1	223	0	0	0
August (1)	109	14	1	0	4	9	0	8	95	0	108	1	0	0
July	32	13	1	0	5	5	2	19	13	6	42	1	0	0
June	44	26	10	4	5	6	1	209	15	3	27	0	0	0
May	172	48	16	2	23	4	3	250	123	1	35	12	0	0
April	72	52	19	0	27	5	1	295	18	2	27	12	0	0
March	120	35	6	1	14	14	0	33	79	6	28	11	0	0
February	44	39	9	1	17	12	0	44	5	0	29	11	1	1
January	63	61	11	0	43	6	1	405	2	0	52	18	0	0
TOTAL YTD	917	390	123	21	143	84	19	2,384	506	21				
AVG PER MO	83	35	11	2	13	8	2	217	46	2				

(*) Applies to Change Request Category Only

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

(1) The Intrado 9-1-1Net was not available on August 20, 2013 from 12:00 p.m. – 12:30 p.m. (HST)

Definitions:	(a)	Represents address corrections on a specific TN or group of TNs. These "invalid" TNs usually have an associated ESN x99 attached to them which indicates the need for validation.
	(b)	Represents an address discrepancy discovered during a live 9-1-1 call. These record corrections are treated with a higher priority and should be processed within 48 hours as a general guideline.
	(c)	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.
	(d)	Represents correction requests that have been "paused" due to TN fallouts, range overlaps, or not having a valid address point. Intrado requires additional information from Akimeka/PSAP before the Telco approves the change.

Maui County E9-1-1 Status Report
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- ## Mapping Layers Updated/Loaded Into GIS – November 2013

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

	MAUI			
Type of Layer	**Island**	**Akimeka GIS Server** **Date Created/ Edits Performed**	**Date Loaded Into PSAP GIS Server**	**Other/Remarks**
	CRITICAL 9-1-1 PUBLIC SAFETY LAYERS **(Listed Alphabetically)**			
	CALLER LOCATION			
Address Points	Maui/Molokai		**11/27/13**	
	Maui	11/27/13		Spatially corrected seventy (70) address points and added two (2) address points in Wailuku
		11/26/13		Added two (2) common name places per Maui Dispatch
		11/25/13		Spatially corrected 128 address points in Lahaina, four (4) in Wailuku and one (1) in Kihei. Also added Neighborhood information for 127 address points in Lahaina.
		11/22/13		Added one (1) address received from DSA
		11/21/13		Spatially corrected fourteen (14) address points in Wailuku
		11/20/13		Added six (6) addresses received from DSA. Corrected street name from Olua St to Olina St for two (2) addresses received from incorrect information provided by DSA the day prior.
	Molokai	11/20/13		Added one (1) address received from DSA
	Maui	11/19/13		Added three (3) addresses received from DSA. Filled in the ID for six (6) addresses.
	Molokai			Added two (2) addresses received from DSA
	Maui	11/15/13		Added two (2) addresses received from DSA
	Maui/Molokai		**11/13/13**	
	Molokai	11/13/13		Added one (1) address received from DSA
	Maui	11/8/13		Spatially corrected twenty-two (22) address points in Wailuku
		11/7/13		Spatially corrected sixty-seven (67) addresses in Wailuku. Added one (1) address received from DSA
		11/06/13		Spatially corrected 135 address points, added one (1) address received from DSA and corrected one (1) address.
	Maui	11/04/13		Added four (4) addresses received from DSA
	Molokai			Added one (1) address received from DSA

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

Maui County E9-1-1 Status Report
November 1, 2013 – November 30, 2013

- ## Mapping Layers Updated/Loaded Into GIS – November 2013
  (continued)

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

MAUI				
Type of Layer	**Island**	**Akimeka GIS Server** **Date Created/ Edits Performed**	**Date Loaded Into PSAP GIS Server**	**Other/Remarks**
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS **(Listed Alphabetically)**				
CALLER LOCATION				
Emergency Callboxes				
Fire Stations				
Medic Stations				
Milepost Markers				
Points of Interest	Maui/Molokai		**11/27/13**	
	Maui	11/25/13		Added two (2) subdivisions, Opukea at Lahaina and Hoonanea at Lahaina as requested by Maui Dispatch
		11/19/13		Added The Parkways subdivision, added the address for Pomaikai Elementary, and filled in the Neighborhood field for all subdivisions
Police Stations				
Schools				
Tsunami Evacuation Zones				
Tsunami Roadblocks	**N/A for Maui County**			
WSP Cell Towers (Points)	Maui/Molokai		**11/27/13**	
	Maui/Molokai		**11/13/13**	
	Maui	11/01/13		Per Verizon CRS
DISPATCH AND RESPONSE				
ESZ/ESN				
Fire Beats				
Fire Districts				
Fire Response Areas				
MSAG Communities (aka Towns)				

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

Maui County E9-1-1 Status Report
November 1, 2013 – November 30, 2013

- **Mapping Layers Updated/Loaded Into GIS – November 2013**
  (continued)

Type of Layer	Island	Akimeka GIS Server / Date Created/ Edits Performed	Date Loaded Into PSAP GIS Server	Other/Remarks
MAUI				
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)				
DISPATCH AND RESPONSE				
Medic Beats				
Medic Response Areas				
Ocean Rescue Boundaries				
Police Beats				
Police Districts				
Police Response Areas				
WSP Cell Sectors (Polygon)	Maui/Molokai		**11/27/13**	
	Maui/Molokai		**11/13/13**	
	Maui	11/01/13		Per Verizon CRS
RESPONSE ROUTING				
Street Centerlines	Maui/Molokai		**11/27/13**	
	Maui	11/27/13		Completed the following work in Wailuku. Spatially corrected eighteen (18) street centerline segments, corrected the parity and parity codes for sixteen (16) street centerline segments, shortened the range for Kulaiwi Dr and flipped one (1) street centerline segment. Akimeka's MSAG Coordinator was notified of the change to Kulaiwi Dr.
		11/26/13		Corrected the topology for three (3) street centerline segments
		11/22/13		Corrected Street Owner for six (6) street centerline segments, spatially corrected eighty-one (81) street centerline segments in Wailuku. Extended the range for Muliwai Dr, Wailuku and Kaahumanu Ave, Wailuku. Akimeka's MSAG Coordinator was notified of these changes.
		11/19/13		Created three (3) new segments for N Kihei Rd, Maalaea and created one (1) new segment and modified one (1) street centerline segment for N Kihei Rd, Kihei. Modified two (2) street centerline segments for Mokulele Hwy, Kihei and one (1) for Mokulele Hwy, Kahului to fit a corresponding address point. Added three (3) new street centerline segments for Pakau Pl and Olua St in Kahului per new addresses received from DSA. Split one (1) street centerline of Maui Lani Pkwy, Kahului in order to add new street centerlines; assigned ID for twenty-five (25) street centerline segments. The MSAG Coordinator was notified of all range modifications and street centerline additions.

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

- **Mapping Layers Updated/Loaded Into GIS – November 2013**
  (continued)

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

Type of Layer	Island	Akimeka GIS Server Date Created/ Edits Performed	Date Loaded Into PSAP GIS Server	Other/Remarks
	MAUI			
		CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)		
		RESPONSE ROUTING		
Street Centerlines (continued)	Maui	11/15/13		Added five (5) and modified two (2) street centerline segments for Honoapiilani Hwy, Kapalua; added two (2) and modified two (2) street centerline segments for Honoapiilani Hwy, Lahaina; added three (3) street centerline segments for Honoapiilani Hwy, Kaanapali; added one (1) street centerline segment for Honoapiilani Hwy, Napili; added three (3) and modified three (3) street centerline segments for Piilani Hwy, Kihei; added three (3) street centerline segments for Piilani Hwy, Wailea. Akimeka's MSAG Coordinator was notified of the changes to Piilani Hwy, Kihei and Piilani Hwy, Wailea.
		11/14/13		Added nine (9) street centerline segments for Honoapiilani Hwy, Kaanapali and Honoapiilani Hwy, Napili.
	Maui/Molokai		11/13/13	
	Maui	11/13/13		Corrected street range parity and parity codes for three (3) street centerlines in Wailuku. Extended the range for Mokupapa Rd, Haiku to reflect the MSAG. Extended the range for Waiale Rd, Waikapu. Corrected the street class and speed limit for two (2) street centerline segments in Wailuku. Akimeka's MSAG Coordinator was notified of the change to Waiale Rd.
		11/12/13		Corrected street range parity and parity codes for one (1) street centerline in Wailuku. Modified the range for two (2) street centerline segments in Wailuku and Laulea Pl, Spreckelsville. Range changes did not affect the MSAG.
		11/08/13		Spatially corrected eighteen (18) street centerline segments and modified fourteen (14) street centerline ranges.
		11/07/13		Spatially corrected twenty-five (25) street centerline segments and modified eight (8) street centerline ranges which included Kou Pl, Wailuku and Wili Pa Loop, Wailuku that affects the MSAG. Akimeka's MSAG Coordinator was notified of these changes.
		11/06/13		The following work was completed in Wailuku: Spatially corrected fifty-four (54) street centerline segments, modified twenty-two (22) street centerline ranges, which included one (1) range being shortened for Kinipopo St, added two (2) street centerline segments, and corrected the ESN for two (2) street centerline segments. The range was extended for Laakea Pl, Haiku, Kaupalena Pl, Kapalua, and Ohia Dr, Lanai. Akimeka's MSAG Coordinator was notified of these changes.

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

Maui County E9-1-1 Status Report
November 1, 2013 – November 30, 2013

- ## Mapping Layers Updated/Loaded Into GIS – November 2013
  ### (continued)

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

Type of Layer	Island	Akimeka GIS Server / Date Created/ Edits Performed	Date Loaded Into PSAP GIS Server	Other/Remarks
MAUI				
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)				
RESPONSE ROUTING				
Street Centerlines (continued)	Molokai	11/06/13		The range for Maunaloa Hwy, Hoolehua was extended; The range gap for Puupeelua Ave, Hoolehua was closed. Akimeka's MSAG Coordinator was notified of these changes.
	Maui	11/04/13		Extended the range for Kehalani Village Dr, Wailuku and Ua Pl, Wailuku to fit address points
		11/01/13		Corrected the range for Kanai Pl, Wailuku. Akimeka's MSAG Coordinator was notified of this change.
VISUAL REFERENCE				
Coastline				
Major Roads				
Parcels				
Trails				
SPECIAL REQUESTS				
Gate Codes				
HCS Monsanto Fields				
Tow Boundaries				

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

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.

Current Month GIS Activities – November 2013

11/26/13 -- 11/27/13   Akimeka prepared and pushed the following layers to the Intergraph CAD Map: Address Points, Common Name Lookup Table, Street Centerlines, MSAG Communities, Points of Interest, and Subdivisions.

Maui County E9-1-1 Status Report
November 1, 2013 – November 30, 2013

- ## Service Requests Transactions

Open Service Requests – November 2013 (October 30, 2013 – November 27, 2013)

MAUI PSAP						
#	Date	Ticket #	Description	Category	Urgency	Comments
			NONE			

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

MOLOKAI PSAP						
#	Date	Ticket #	Description	Category	Urgency	Comments
			NONE			

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

Year-to-Date (YTD) Summary – 2013

MAUI PSAP				SERVICE REQUEST CATEGORIES							
2013	TOTAL			911 Map		MSAG		Request Training		Suggestions	
	Created	Closed	Open	Created	Closed	Created	Closed	Created	Closed	Created	Closed
December											
November	1	3	0	0	1	1	2	0	0	0	0
October	2	1	2	0	0	2	1	0	0	0	0
September	2	3	1	1	2	1	1	0	0	0	0
August	2	4	2	2	3	0	1	0	0	0	0
July	12	10	4	7	4	5	6	0	0	0	0
June	4	3	2	2	2	2	1	0	0	0	0
May	2	1	1	1	1	1	0	0	0	0	0
April	4	4	0	2	2	2	2	0	0	0	0
March	7	7	0	3	3	4	4	0	0	0	0
February	3	3	0	3	3	0	0	0	0	0	0
January	0	1	0	0	1	0	0	0	0	0	0
2012 Carryover	1	0	1	1	0	0	0	0	0	0	0
TOTAL	40	40	0	22	22	18	18	0	0	0	0

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

Maui County E9-1-1 Status Report
November 1, 2013 – November 30, 2013

- ## Service Requests Transactions (continued)

MOLOKAI PSAP				SERVICE REQUEST CATEGORIES							
2013	**TOTAL**			**911 Map**		**MSAG**		**Request Training**		**Suggestions**	
	Created	**Closed**	**Open**	**Created**	**Closed**	**Created**	**Closed**	**Created**	**Closed**	**Created**	**Closed**
December											
November	0	0	0	0	0	0	0	0	0	0	0
October	0	0	0	0	0	0	0	0	0	0	0
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	0	0	0	0	0	0	0	0	0	0	0
January	0	0	0	0	0	0	0	0	0	0	0
2012 Carryover	0	0	0	0	0	0	0	0	0	0	0
TOTAL	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**

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

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

Hawai'i County E9-1-1 Status Report
November 1, 2013 – November 30, 2013

- ## PSAP Operations

Intrado Viper 9-1-1 Call Volume – Calendar Year 2013

Source: Intrado Viper effective August 28, 2013, 8:00 a.m. HST

Note: There were no call volume statistics between August 28, 2013, 2:29 a.m. HST, and August 28, 2013, 8:00 a.m. HST, while the PSAPs were on the 9-1-1 back-up system and during the Intrado Viper conversion.

HAWAI'I POLICE		TOTAL PSAP 9-1-1 CALL VOLUME									Abandoned	
		Wireline/VoIP		Wireless								
				Total Wireless		Phase II		Phase I				
2013	Total	# of Calls	% to Total Wireline & Wireless	# of Calls	% to Total Wireline & Wireless	# of Calls	% to Total Wireless	# of Calls	% to Total Wireless		# of Calls	% Abandoned to Total
December												
November	11,031	3,356	30.4%	7,675	69.6%	4,152	54.1%	3,523	45.9%		1,443	13.1%
October	11,910	3,452	29.0%	8,458	71.0%	4,648	55.0%	3,810	45.0%		1,537	12.9%
September (2)	14,765	4,162	28.2%	10,603	71.8%	5,153	48.6%	5,450	51.4%		1,645	11.1%
August (1)	1,411	517	36.6%	894	63.4%	564	63.1%	330	36.9%		0	0.0%
TOTAL YTD	**39,117**	**11,487**	**29.4%**	**27,630**	**70.6%**	**14,517**	**52.5%**	**13,113**	**47.5%**		**4,625**	**12.3%**
AVG PER MO (excludes August)	**12,569**	**3,657**		**8,912**		**4,651**		**4,261**			**1,542**	

(1) Call statistics data collection began at 8:00 a.m. HST on August 28, 2013 following the Intrado Viper conversion. The reported calls included test calls made after the cutover.

(2) On September 17, 2013, the PSAP did not receive 9-1-1 calls via the Intrado Viper Power9-1-1 system for approximately three hours.

- ## PSAP Operations (continued)

Intrado Viper 9-1-1 Call Volume – Calendar Year 2013 (continued)

HAWAI'I FIRE		TOTAL PSAP 9-1-1 CALL VOLUME									Abandoned	
		Wireline/VoIP		Wireless								
				Total Wireless		Phase II		Phase I				
2013	Total	# of Calls	%to Total Wireline & Wireless	# of Calls	%to Total Wireline & Wireless	# of Calls	%to Total Wireless	# of Calls	%to Total Wireless		# of Calls	%Abandoned to Total
December												
November	2,008	830	41.3%	1,178	58.7%	568	48.2%	610	51.8%		21	1.0%
October	2,043	832	40.7%	1,211	59.3%	642	53.0%	569	47.0%		18	0.9%
September (1)	1,902	792	41.6%	1,110	58.4%	561	50.5%	549	49.5%		20	1.1%
August	305										7	2.3%
TOTAL YTD	**6,258**	**2,454**	**41.2%**	**3,499**	**58.8%**	**1,771**	**50.6%**	**1,728**	**49.4%**		**66**	**1.1%**
AVG PER MO (excludes August)	**1,984**	**818**		**1,166**		**590**		**576**			**20**	

(1) On September 17, 2013, the PSAP did not receive 9-1-1 calls via the Intrado Viper Power9-1-1 system for approximately three hours.

Intrado Viper 9-1-1 Call Volume Statistics

During the month of December 2013, all PSAPs in the State of Hawai'i will collaborate and agree upon a standardized method to report PSAP Call Volumes beginning in 2014.

- ## PSAP Operations (continued)

Solacom 9-1-1 Call Volume – January 1, 2013 – August 28, 2013 (2:29 a.m. HST)

Please note that since the Solacom cutover in February 2012, no Admin and Abandoned Call statistics have been reported and provided by Hawaiian Telcom, Inc.

HAWAII		TOTAL PSAP 9-1-1 CALL VOLUME									
		Wireline/VoIP		Wireless		Unknown		Admin		Abandoned	
2013	Total	# of Calls	%to Total Wireline & Wireless	# of Calls	%to Total Wireline & Wireless	# of Calls	%to Total Calls	# of Calls	%to Total Calls	# of Calls	%Abandoned to Total
December											
November											
October											
September											
August	10,331	3,248	31.6%	7,036	68.4%	47	0.5%	N/A	N/A	N/A	N/A
July	12,110	3,609	29.9%	8,475	70.1%	26	0.2%	N/A	N/A	N/A	N/A
June	11,324	3,485	30.9%	7,795	69.1%	44	0.4%	N/A	N/A	N/A	N/A
May	11,511	3,554	31.0%	7,895	69.0%	62	0.5%	N/A	N/A	N/A	N/A
April	11,245	3,488	31.1%	7,717	68.9%	40	0.4%	N/A	N/A	N/A	N/A
March	11,586	3,649	31.6%	7,909	68.4%	28	0.2%	N/A	N/A	N/A	N/A
February	10,248	3,274	32.0%	6,944	68.0%	30	0.3%	N/A	N/A	N/A	N/A
January	11,436	3,803	33.4%	7,596	66.6%	37	0.3%	N/A	N/A	N/A	N/A
TOTAL YTD	**89,791**	**28,110**	**31.4%**	**61,367**	**68.6%**	**314**	**0.3%**	**N/A**	**N/A**	**N/A**	**N/A**
AVG PER MO (excludes August)	**11,351**	**3,552**		**7,762**		**38**		**N/A**		**N/A**	

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

HAWAII		TRANSFERRED TO FIRE											
		Wireline/VoIP			Wireless			Unknown		Admin		Abandoned	
2013	Total	# of Calls	%to Total Wireline & Wireless	%of Total Wireline	# of Calls	%to Total Wireline & Wireless	%of Total Wireless	# of Calls	%to Total Calls	# of Calls	%to Total Calls	# of Calls	%Abandoned to Total
December													
November													
October													
September													
August	1,826	764	42.4%	23.5%	1,038	57.6%	14.8%	24	1.3%	N/A	N/A	N/A	N/A
July	2,340	931	40.4%	25.8%	1,374	59.6%	16.2%	35	1.5%	N/A	N/A	N/A	N/A
June	2,004	804	40.6%	23.1%	1,178	59.4%	15.1%	22	1.1%	N/A	N/A	N/A	N/A
May	2,221	924	42.0%	26.0%	1,276	58.0%	16.2%	21	0.9%	N/A	N/A	N/A	N/A
April	2,205	934	42.9%	26.8%	1,244	57.1%	16.1%	27	1.2%	N/A	N/A	N/A	N/A
March	2,255	954	42.9%	26.1%	1,268	57.1%	16.0%	33	1.5%	N/A	N/A	N/A	N/A
February	2,135	947	44.8%	28.9%	1,167	55.2%	16.8%	21	1.0%	N/A	N/A	N/A	N/A
January	2,425	1,057	44.1%	27.8%	1,339	55.9%	17.6%	29	1.2%	N/A	N/A	N/A	N/A
TOTAL YTD	**17,411**	**7,315**	**42.5%**	**26.0%**	**9,884**	**57.5%**	**16.1%**	**212**	**1.2%**	**N/A**	**N/A**	**N/A**	**N/A**
AVG PER MO (excludes August)	**2,226**	**936**			**1,264**			**27**		**N/A**		**N/A**	

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

Notes:

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

(2)   "Abandoned" calls are included in the "Wireline" and "Wireless" counts respectively. The standard CML reports do not provide a break-out of "Abandoned" calls between "Wireline" and "Wireless" calls.

(3)   Total call volumes include Administrative calls. (Administrative calls = Calls made between 911 positions but are not 911 calls.)

Hawai'i County E9-1-1 Status Report
November 1, 2013 – November 30, 2013

- ## PSAP Operations (continued)

Wireless Test – November 2013

Date	WSP	Sites Tested	Sectors Tested	Tested By	Test Pass/Fail
NONE					

Current Month PSAP Operations Activities – November 2013

11/07/13   A Holiday "No Cell Tower/Sector Testing" period was scheduled between the PSAP and Wireless Service Providers (WSPs for November 24, 2013 through November 30, 2013.

11/08/13   At the request of the Hawa'ii County Police, a copy of the Police Beats GIS shapefile was sent by Akimeka to Hawai'i County's Department of Information Technology GIS Analyst.

- ## MSAG

Current Month – November 2013

2013		9-1-1NET REQUESTS									In Referred Status as of Report Month End (c)		In Suspended Status as of Report Month End (d)	
		MSAG TRANSACTIONS							ALI TRANSACTIONS					
PSAP	TOTAL	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected	County Address Change Request (TN CR) Submitted (a)	ALI Discrepancy (ALI-DR) Submitted (b)	TN CR	ALI-DR	# of Transactions	TNs Affected
HAWAII	301	59	26	3	10	18	2	221	239	3	741	1	0	0

Revised categories and report format changes effective May 2012.

During the month of November 2013, fifty-nine (59) 9-1-1Net requests were submitted relating to the MSAG database, with 221 customer ANI/ALI records updated as a direct result.

239 TN CRs and three (3) ALI-DR transactions were also submitted to 9-1-1Net for updates and corrections. Two (2) out of the 239 TN CRs submitted had a valid MSAG address however, requires additional information from Hawaiian Telcom, Inc. (HTI) to verify the location of the address that HTI may have on file.   The remaining TN CRs were submitted with a valid MSAG address and no further information is required.

The TN CRs were submitted as a result of the ESN x99 clean-up effort. Streets and address ranges were validated against the GIS to ensure synchronization. These addresses were in existence in the GIS and it was determined that no additional GIS work was required.

See attached spreadsheet for a detailed description of changes and additions.

- **MSAG** (continued)

Current Month – November 2013 (continued)

There are 741 TN CRs and one (1) ALI-DR in Referred status as of November 30, 2013.

- The ALI DR in "Referred" status was submitted on November 21, 2013. The ALI-DR was initiated as a result of a 9-1-1 call from a residence in Kealakekua. Hawaii County Fire submitted a request to Akimeka to update the customer street name from Mamalahoa Hwy to Hawaii Belt Rd Akimeka submitted the ALI-DR to Intrado and the transaction is awaiting approval from the telco.

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

- 118 of the TN CRs in "Referred" status are the remainder of the TNs submitted to Intrado in October 2012 as a result of the Puako Beach Road address changes per the Hawai'i County Planning Department. These TN CRs deal primarily with house numbers. See Service Request #225.

  Numerous follow-ups have been made by Akimeka inquiring as to why these TN CRs remain in "Referred" status. No explanation has been provided as to why these house numbers are not being updated for 9-1-1 purposes.

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

- The remaining 623 "Referred" records are a direct result of the ESN x99 clean-up effort and are awaiting approval from Hawaiian Telcom, Inc (HTI). 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 HTI 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.

  No explanation has been provided as to why these TN CRs have not been corrected for 9-1-1 purposes.

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

There are no records in Suspended status as of November 30, 2013.

Hawai'i County E9-1-1 Status Report
November 1, 2013 – November 30, 2013

- ## MSAG (continued)

Year-to-Date (YTD) Summary – 2013

HAWAII COUNTY		9-1-1NET REQUESTS										In Referred Status as of Report Month End (c)		In Suspended Status as of Report Month End (d)	
		MSAG TRANSACTIONS							ALI TRANSACTIONS						
2013	TOTAL	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected (*)	County Address Change Request (TN CR) Submitted (a)	ALI Discrepancy (ALI-DR) Submitted (b)	TN CR	ALI-DR	# of Transactions	TNs Affected
December														
November	301	59	26	3	10	18	2	221	239	3	741	1	0	0
October	324	54	3	2	35	13	1	4	269	1	591	0	0	0
September	171	87	13	0	68	3	3	159	81	3	479	1	0	0
August	208	36	14	3	15	4	0	54	168	4	474	2	1	1
July	72	36	9	4	14	8	1	40	34	2	399	1	0	0
June	325	237	9	1	214	13	0	35	87	1	438	0	0	0
May	241	178	31	3	127	13	4	383	62	1	408	9	7	7
April	576	85	14	3	64	4	0	159	482	9	206	9	0	0
March	153	91	6	1	79	5	0	82	59	3	190	9	0	0
February	147	77	28	3	30	16	0	185	66	4	195	9	0	0
January	267	247	148	15	57	22	5	2,878	16	4	330	42	0	0
TOTAL YTD	2,785	1,187	301	38	713	119	16	4,200	1,563	35				
AVG PER MO	253	108	27	3	65	11	1	382	142	3				

(*) Applies to Change Request Category Only

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

Definitions:	(a)	Represents address corrections on a specific TN or group of TNs. These "invalid" TNs usually have an associated ESN x99 attached to them which indicates the need for validation.
	(b)	Represents an address discrepancy discovered during a live 9-1-1 call. These record corrections are treated with a higher priority and should be processed within 48 hours as a general guideline.
	(c)	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.
	(d)	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.

Hawaiʻi County E9-1-1 Status Report
November 1, 2013 – November 30, 2013

- ## Mapping Layers Updated/Loaded Into GIS – November 2013

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

HAWAII			
Type of Layer	**Akimeka GIS Server** **Date Created/ Edits Performed**	**Date Loaded Into PSAP GIS Server**	**Other/Remarks**
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS **(Listed Alphabetically)**			
CALLER LOCATION			
Address Points	11/29/13		Edited two address points and added one address point on Honomainoa Rd in Papaaloa.
		11/27/13	
	11/13/13 -- 11/14/13		Completed Hawaii County Compare. 102 addresses were added; one (1) address was removed; eleven (11) address street names were changed and three (3) address street numbers were changed.
		11/12/13	
Emergency Callboxes			
Fire Stations			
Medic Stations			
Milepost Markers			
Points of Interest (POI)			
Police Stations			
Schools			
Tsunami Evacuation Zones			
Tsunami Roadblocks			
WSP Cell Towers		11/27/13	
		11/12/13	

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

Hawai'i County E9-1-1 Status Report
November 1, 2013 – November 30, 2013

- ## Mapping Layers Updated/Loaded Into GIS – November 2013 (continued)

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

Type of Layer	Akimeka GIS Server Date Created/ Edits Performed	Date Loaded Into PSAP GIS Server	Other/Remarks
HAWAII			
DISPATCH AND RESPONSE			
ESZ/ESN	11/20/2013		Edited ESN boundaries 205 and 208 in Kamuela and Honokaa.
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		**11/27/13** **11/12/13**	
RESPONSE ROUTING			
Street Centerlines	11/29/13		Extended street segment for Honomainoa Rd in Papaaloa.
		11/27/13	
	11/26/13		Corrected address ranges to two (2) street segments of Hospital Rd in Kapaau and two (2) street segments of Tobacco Rd in Captain Cook.

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

Hawai'i County E9-1-1 Status Report
November 1, 2013 – November 30, 2013

- ## Mapping Layers Updated/Loaded Into GIS – November 2013 (continued)

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

HAWAII			
Type of Layer	**Akimeka GIS Server** **Date Created/ Edits Performed**	**Date Loaded Into PSAP GIS Server**	**Other/Remarks**
RESPONSE ROUTING			
Street Centerlines (continued)	11/20/13		Assigned street name 'Omeo Rd' and extended three (3) of its segments and extended two (2) segments to unnamed street in Captain Cook.
			Edited left/right ESN boundary information for Waokele St in Kamuela and Honokaa.
	11/19/13		Added Lukiana Pl and split Ohia St in Honokaa. Added Nani Koa Pl and split Koholalele in Paauilo.
	11/13/14 -- 11/14/13		Completed Hawaii County Compare. Four (4) new street segments were added; thirteen (13) street segment ranges were changed; and five (5) street segment names were changed.
		11/12/13	

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

Note:	Street Centerlines, Address Points and Parcels layers are provided by Hawaii County.
	Effective May 2, 2012, Akimeka spatially moved the Parcels layer to align with the Street Centerlines and Pictometry. 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.
	For the Street Centerlines and Address Points layer, effective November 25, 2009, Akimeka will compare and incorporate the County's changes into Akimeka's Street Centerlines and Address Points layers respectively.

Hawaiʻi County E9-1-1 Status Report
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- ## Mapping Layers Updated/Loaded Into GIS – November 2013 (continued)

Address Points and Street Centerlines Update Comparison

On a routine basis, upon receipt of Hawaiʻi County Planning Department's Address Points and Street Centerlines layer updates, Akimeka compares and incorporates any of the County's additions, changes, and deletions into the Akimeka Address Points and Street Centerlines layers. In the month of May 2012, Akimeka added a process to identify changes to the Street Segment Names which has been included in the chart below.

The Address Points and Street Centerlines layer comparative analysis was completed on the updates received from the Hawaiʻi County Planning Department on**November 14, 2013**. Results are as follows:

HAWAII COUNTY	Address Points Layer	Street Centerlines Layer
# of New Street Segments Added		4
# of Street Segments Removed		0
# of New Addresses Added	102	
# of Addresses Removed	1	
# of Street Segment Range Changes		13
# of Street Segment Name Changes		5
# of Address Street Name Changes	11	
# of Address Street Number Changes	3	

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.

Hawaiʻi County E9-1-1 Status Report
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- ## Service Requests Transactions

Open Service Requests – November 2013 (October 30, 2013 – November 27, 2013)

#	Date	Ticket #	Description	Category	Urgency	Comments
1	06/03/10	225	Verify addresses on Puako Beach Road	MSAG - ANI/ALI Discrepancy	Normal	Customer records were researched and update requests were sent to Sprint via Intrado and Hawaiian Telcom, Inc. (HTI). Verification of Puako Beach Road addressing information in the GIS database along with the MSAG record information will be compared. MSAG and GIS clean-up process began on October 1, 2012. Field work was conducted in October 2012 to correct the address number discrepancies on Puako Beach Road. Akimeka submitted TN CRs to HTI via Intrado in 9-1-1Net and the County of Hawaiʻi Planning department mailed out re-addressing forms to all homeowners, providing the updated 6-digit address numbers. Akimeka sent an email follow-up to Intrado on September 11, 2013 requesting a status update. A follow-up email was sent to Intrado on November 20, 2013 requesting a status update. The 118 TNs remain in "Referred" status as of November 26, 2013. The status of these pending TN CRs will be tracked until all TNs are updated to their correct locations.
2	11/21/13	621	Incorrect Address: TN= (808) 322-2921	MSAG - ANI/ALI Discrepancy	Normal	TN informationhas been submitted to 9-1-1Net.

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

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November 1, 2013 – November 30, 2013

- ## Service Requests Transactions (continued)

Year-to-Date (YTD) Summary – 2013

	HAWAII			SERVICE REQUEST CATEGORIES							
2013	**TOTAL**			**911 Map**		**MSAG**		**Request Training**		**Suggestions**	
	Created	**Closed**	**Open**	**Created**	**Closed**	**Created**	**Closed**	**Created**	**Closed**	**Created**	**Closed**
December											
November	2	1	2	0	0	2	1	0	0	0	0
October	1	2	1	0	0	1	2	0	0	0	0
September	3	3	2	0	0	3	3	0	0	0	0
August	4	4	2	0	0	4	4	0	0	0	0
July	2	2	2	0	0	2	2	0	0	0	0
June	1	2	2	0	0	1	2	0	0	0	0
May	2	2	3	1	1	1	1	0	0	0	0
April	9	10	3	0	0	9	10	0	0	0	0
March	4	4	4	0	0	4	4	0	0	0	0
February	4	3	4	0	0	4	3	0	0	0	0
January	6	4	3	0	0	6	4	0	0	0	0
2012 Carryover	1	0	1	0	0	1	0	0	0	0	0
TOTAL	**39**	**37**	**2**	**1**	**1**	**38**	**36**	**0**	**0**	**0**	**0**

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

	Category	Description
Definitions:	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

- ## 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 Hawai'i County in November 2013.

The database synchronization effort included comparing Hawai'i County's 9-1-1 MSAG against its GIS Street Centerline data. A total number of **4,426** 9-1-1 MSAG records were reviewed in the audit and analyzed. Results of the database synchronization audit completed on November 29, 2013 for Hawai'i County are reported below.

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

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

Audit Summary Results – 2013

9-1-1 MSAG TO GIS STREET CENTERLINE AUDIT COMPARISON RESULTS	Notes	As of February 6, 2013 9-1-1 MSAG Dated 02-01-13		As of May 17, 2013 9-1-1 MSAG Dated 05-01-13		As of August 19, 2013 9-1-1 MSAG Dated 08-01-13		As of November 29, 2013 9-1-1 MSAG Dated 11-01-13	
		# of Records	%	# of Records	%	# of Records	%	# of Records	%
Total 9-1-1 MSAG Records Reviewed		4,413		4,412		4,422		4,426	
Less: 9-1-1 MSAG Exception Records	(1)	6	0.1%	6	0.1%	6	0.1%	6	0.1%
Net 9-1-1 MSAG Records Eligible for Comparison		4,407		4,406		4,416		4,420	
Total 9-1-1 MSAG Records Match (9-1-1 MSAG -- GIS Match -- No Corrections Required)		4,292	97.4%	4,334	98.4%	4,381	99.2%	4,375	99.0%
9-1-1 MSAG -- GIS No Match Minor Correction Required	(2)	88	2.0%	59	1.3%	30	0.7%	40	0.9%
9-1-1 MSAG Record With No GIS Record	(3)	27	0.6%	13	0.3%	5	0.1%	5	0.1%
Total 9-1-1 MSAG Records No Match		115	2.6%	72	1.6%	35	0.8%	45	1.0%

Objective: NENA Recommended Match Rate = 98%

Hawai'i County E9-1-1 Status Report
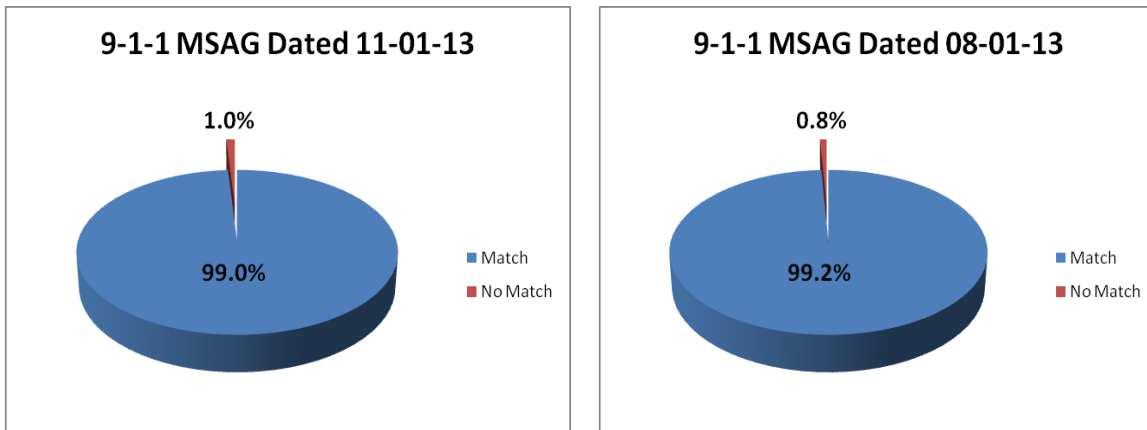## November 1, 2013 – November 30, 2013

- ## E9-1-1 Database Synchronization (continued)
  ### (Reference: NENA 71-501, Version 1.1 – NENA Information Document for Synchronizing Geographic Information System databases with MSAG & ALI)

Audit Summary Results – 2013 (continued)

Notes:

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

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

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

Audit Summary Results – November 1, 2013 vs. August 1, 2013 MSAG

9-1-1 MSAG Dated 11-01-13

1.0%

99.0%

■ Match
■ No Match

9-1-1 MSAG Dated 08-01-13

0.8%

99.2%

■ Match
■ No Match

Hawai`i County's level of accuracy or 9-1-1 Match percentage was
99.0% as of November 1, 2013 as compared to 99.2% as of August 1, 2013

❖   There continues to be a tremendous work effort to synchronize the MSAG and GIS data. Akimeka continues to work closely with County Planning to address problem areas. Hawai`i County has worked very hard to assign addresses and name and range street centerlines which have helped facilitate Akimeka's synchronization efforts.

❖   "MSAG - GIS Minor Corrections" increased from 30 to 40 from August 2013 to November 2013 respectively. Recent GIS validation processes including range changes, removing exceptions from 0-0 ranges, adding new records, and editing existing records resulted in an increase of MSAG records that need to be validated against the GIS to ensure synchronization.

- ## E9-1-1 Database Synchronization (continued)
  ## (Reference: NENA 71-501, Version 1.1 – NENA Information Document for Synchronizing Geographic Information System databases with MSAG & ALI)

Audit Summary Results – November 1, 2013 vs. August 1, 2013 MSAG (continued)

- ❖ "MSAG Record With No GIS Record" remained the same at five (5) records from August 2013 to November 2013 respectively. Akimeka is investigating these errors and will have these corrected by the February 2014 database synchronization report.

- ❖ Ongoing maintenance is critical to ensure the database synchronized level of address accuracy is maintained each time an MSAG or GIS record is "touched".

Invalid MSAG Streets and Address Ranges – ESN x99 Records

At the request of the County of Hawai'i Chief of Police, Hawaiian Telcom, Inc. (HTI) provided Hawai'i County and Akimeka, as the PSAP's agent, with access and visibility to the ESN x99 MSAG records which are "known" invalid streets and address ranges. Results of the data provided are as follows:

HAWAII	Invalid MSAG Records							
	9-1-1 MSAG Dated 02-01-13		9-1-1 MSAG Dated 05-01-13		9-1-1 MSAG Dated 08-01-13		9-1-1 MSAG Dated 11-01-13	
	# of Records (Baseline Starting Point)	% of Total MSAG Records (Valid and Invalid)	# of Records	% of Total MSAG Records (Valid and Invalid)	# of Records	% of Total MSAG Records (Valid and Invalid)	# of Records	% of Total MSAG Records (Valid and Invalid)
ESN 299	2,150	32.8%	2,007	31.3%	1,658	27.3%	1,541	25.8%

These invalid MSAG records represent **25.8%** of the Total MSAG records for Hawai'i County. The individual ALI records associated with these records are provided below.
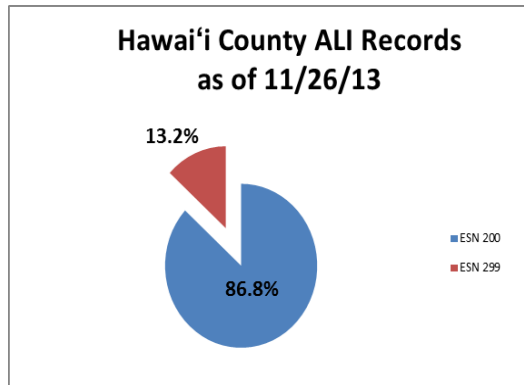
TN CRs are submitted by Akimeka when valid MSAG addresses are identified and validated against the GIS data. Akimeka will continue to investigate and report on these ESN 299 MSAG records as a separate project and add-on to the Database Synchronization quarterly report.

Hawai'i County E9-1-1 Status Report
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- ## E9-1-1 Database Synchronization (continued)
  (Reference: NENA 71-501, Version 1.1 – NENA Information Document for Synchronizing Geographic Information System databases with MSAG & ALI)

Automatic Location Identification (ALI) Discrepancy Reports

As part of Akimeka's ongoing database synchronization efforts, Akimeka reviewed and summarized the ALI discrepancy reports by community for Hawai'i County. As of November 26, 2013, **11,758** ESN 299 records, representing **13.2%** of Hawai'i County's total ALI records, require research and corrective action, if needed. These ALI discrepancy reports may result in a No Record Found (NRF) condition during a 9-1-1 call.

The total number of ALI records increased by 5.2% (84,639 to 89,038) while the number of ESN 299 records decreased from 12,039 to 11,758 (2.3%) from August 2013 to November 2013 respectively. The decrease was due primarily to Akimeka's effort to identify the invalid MSAG records and verify their correct locations against current County GIS data.

Although the ESN 299 is a "valid" MSAG utilized for overflow addressing, the voice portion of the 9-1-1 call will still be routed to the PSAP. However, the address information will present an invalid address/location to the dispatcher or a "No Record Found" condition which may affect the processing of the 9-1-1 response and/or cause confusion or delay during the dispatch of 9-1-1 resources to the caller's location.

The goal, which requires the cooperation among all service providers, is to clean-up all ESN 299 MSAG records to a valid Hawai'i County ESN and valid MSAG address.

- ## PSAP Operations

9-1-1 Call Volume – November 2013

KAUAI PSAP	Total	Wireline	%	Wireless	%
Plant/CML	556	160	28.8%	396	72.2%
Intrado Viper	2,577	705	27.4%	1,872	72.6%
TOTAL	3,133	865	27.6%	2,268	72.4%

There were no call volume statistics between November 5, 2013, 10:30 p.m. (HST) and November 6, 2013, 3:43 a.m. (HST) while the PSAP was on the 9-1-1 back-up system during the Intrado Viper conversion.

Intrado Viper 9-1-1 Call Volume – Effective November 6, 2013 (3:43 a.m. HST)

KAUAI		TOTAL PSAP 9-1-1 CALL VOLUME									Abandoned	
		Wireline/VoIP		Wireless								
				Total Wireless		Phase II		Phase I				
2013	**Total**	# of Calls	%to Total Wireline & Wireless	# of Calls	%to Total Wireline & Wireless	# of Calls	%to Total Wireless	# of Calls	%to Total Wireless		# of Calls	%Abandoned to Total
December												
November	2,577	705	27.4%	1,872	72.6%	1,037	55.4%	835	44.6%		645	25.0%
TOTAL YTD	**2,577**	**705**	**27.4%**	**1,872**	**72.6%**	**1,037**	**55.4%**	**835**	**44.6%**		**645**	**25.0%**

Intrado Viper 9-1-1 Call Volume Statistics

During the month of December 2013, all PSAPs in the State of Hawai'i will collaborate and agree upon a standardized method to report PSAP Call Volumes beginning in 2014.

Kauai County E9-1-1 Status Report
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- ## PSAP Operations (continued)

9-1-1 Call Volume – January 1, 2013 – November 5, 2013 (10:30 p.m. HST)
(Source: Plant/CML Call Volumes Provided by Hawaiian Telcom, Inc.)

KAUAI		TOTAL PSAP 9-1-1 CALL VOLUME						Abandoned	
		Wireline		Wireless		Admin			
2013	Total	# of Calls	% to Total Wireline & Wireless	# of Calls	% to Total Wireline & Wireless	# of Calls	% to Total Calls	# of Calls	% Abandoned to Total
December									
November	556	160	28.8%	396	71.2%	0	0.0%	106	19.1%
October	3,223	934	29.0%	2,289	71.0%	0	0.0%	668	20.7%
September	3,367	931	27.7%	2,435	72.3%	1	0.0%	604	17.9%
August	3,647	1,073	29.4%	2,574	70.6%	0	0.0%	664	18.2%
July	3,566	1,117	31.3%	2,449	68.7%	0	0.0%	616	17.3%
June	3,165	959	30.3%	2,206	69.7%	0	0.0%	664	21.0%
May	3,130	962	30.7%	2,168	69.3%	0	0.0%	622	19.9%
April	3,134	919	29.3%	2,215	70.7%	0	0.0%	664	21.2%
March	3,356	1,091	32.6%	2,257	67.4%	8	0.2%	800	23.8%
February	2,916	926	31.8%	1,990	68.2%	0	0.0%	659	22.6%
January	3,178	1,011	31.9%	2,154	68.1%	13	0.4%	640	20.1%
TOTAL YTD	33,238	10,083	30.4%	23,133	69.6%	22	0.1%	6,707	20.2%
AVG PER MO	3,268	992		2,274		2		660	

Note: *Total Calls include Administrative calls that are not direct 9-1-1 calls.*
Note: *The "Avg Per Mo" excludes the partial month of November 2013.*

Notes:

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

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

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

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- **PSAP Operations** (continued)

Wireless Test – November 2013

Date	WSP	Sites Tested	Sectors Tested	Tested By	Test Pass/Fail
NONE					

Current Month PSAP Operations Activities – November 2013

11/01/13   With the completion of the update to the DMS Geofile Utility tool by Akimeka and GeoComm in October 2013, Kauai County IT/GIS personnel were able to successfully update the live CAD Geofile.

11/07/13   A Holiday "No Cell Tower/Sector Testing" period was scheduled between the PSAP and Wireless Service Providers (WSPs) for November 24, 2013 through November 30, 2013.

- ## PSAP Operations (continued)

Kauai County Conversion to NG9-1-1 Enabled Intrado Viper Platform

On November 5, 2013, the Kauai County PSAP proceeded with the Intrado A(Advanced) 9-1-1 Viper Migration/Implementation Plan. The scope of the plan was to replace the existing Plant/CML system with the Intrado Viper NG9-1-1 enabled system.   This implementation also provided for the installation of the "Power 911" telephone system, and the integration of the Administrative Phone system into the 911 computer monitor screen resulting in the removal of the desktop telephone instrument requirement.

Personnel involved with the implementation included representatives from all of the respective PSAPs, representatives from other County PSAPs to observe the implementation, and representatives from the associated vendors to ensure data connectivity .

The associated vendors were either on-site or participated via teleconference to ensure CAD, Radio, Map, and Voice Recorder systems were able to migrate successfully and ensure the proper operation post cut-over to the Intrado A(Advanced) Viper system.

On November 5, 2013, at approximately 10:30 p.m. (HST), all 9-1-1 trucks and connectivity were routed to the Hawaiian Telcom, Inc. (HTI) back-up 9-1-1 system (white phones) and tested to ensure it was operational. Intrado and Hawaiian Telecom personnel commenced with installing the Viper call handling equipment on each workstation at the PSAP. Representatives for the CAD, Mapping, Radio, and Voice Recording systems also performed their respective system checks and modifications to ensure their system was operational at each workstation. The workstation position numbers and data stream information were validated and/or adjusted accordingly.

On November 6, 2013, at approximately 3:43 a.m. (HST), the 9-1-1 trunks were removed from the back-up 9-1-1 system and installed onto the Viper switch. Test calls were received to ensure that all systems were operational, which included transferring 9-1-1 calls to other PSAPs. The conversion from the Plant/CML system to the Intrado Viper system was successfully completed.

There were no call volume statistics while the PSAPs were on the back-up 9-1-1 system (from November 5, 2013 at approximately 10:30 p.m. (HST) through November 6, 2013 at approximately 3:43 a.m. (HST)).

To date, there have been no major problems experienced by the PSAPs due to the implementation.

Kauai County E9-1-1 Status Report
November 1, 2013 – November 30, 2013

- ## MSAG

Current Month – November 2013

2013		9-1-1NET REQUESTS									In Referred Status as of Report Month End (c)		In Suspended Status as of Report Month End (d)	
		MSAG TRANSACTIONS							ALI TRANSACTIONS					
PSAP	TOTAL	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected	County Address Change Request (TN CR) Submitted (a)	ALI Discrepancy (ALI-DR) Submitted (b)	TN CR	ALI-DR	# of Transactions	TNs Affected
KAUAI	32	25	9	6	0	8	2	291	7	0	113	0	0	0

Revised categories and report format changes effective May 2012.

During the month of November 2013, twenty-five (25) 9-1-1Net requests were submitted relating to the MSAG database, with 291 customer ANI/ALI records updated as a direct result. Seven (7) TN CR transactions and no ALI-DR transactions were submitted to 9-1-1Net for updates and corrections to the ALI database. The TN CRs were submitted as a result of the ESN x99 clean-up effort. Streets and address ranges were validated against the GIS to ensure synchronization. These addresses were in the GIS and it was determined that no GIS work was required. See attached spreadsheet for a detailed description of changes and additions.

There are 113 TN CRs in Referred status as of November 30, 2013.

- The 113 TN CRs that remain in "Referred" status are a direct result of the ESN x99 clean up and are awaiting approval from the Telco and/or 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 as well as provide additional information in order to identify the MSAG valid address.

There are no ALI-DRs in Referred status as of November 30, 2013.

There are no records in Suspended status as of November 30, 2013.

Kauai County E9-1-1 Status Report
November 1, 2013 – November 30, 2013

- ## MSAG (continued)

Year-to-Date (YTD) Summary – 2013

KAUAI		9-1-1NET REQUESTS									In Referred Status as of Report Month End (c)		In Suspended Status as of Report Month End (d)	
		MSAG TRANSACTIONS							ALI TRANSACTIONS					
2013	TOTAL	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected (*)	County Address Change Request (TN CR) Submitted (a)	ALI Discrepancy (ALI-DR) Submitted (b)	TN CR	ALI-DR	# of Transactions	TNs Affected
December														
November	32	25	9	6	0	8	2	291	7	0	113	0	0	0
October	14	14	8	0	3	2	1	321	0	0	116	0	0	0
September	27	5	1	0	0	4	0	44	22	0	125	1	0	0
August	58	1	1	0	0	0	0	12	57	0	114	1	0	0
July	161	9	2	0	5	2	0	5	150	2	78	1	0	0
June	123	5	1	0	3	1	0	14	118	0	60	0	0	0
May	44	6	1	0	1	4	0	231	38	0	39	5	0	0
April	76	11	1	0	9	0	1	2	65	0	39	5	5	5
March	480	17	2	0	10	5	0	3	461	2	102	6	5	5
February	16	16	2	0	10	4	0	3	0	0	28	6	5	5
January	202	7	1	0	5	1	0	15	195	0	206	11	3	3
TOTAL YTD	**1,233**	**116**	**29**	**6**	**46**	**31**	**4**	**941**	**1,113**	**4**				
AVG PER MO	**112**	**11**	**3**	**1**	**4**	**3**	**0**	**86**	**101**	**0**				

(*) Applies to Change Request Category Only

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

Definitions:	(a)	Represents address corrections on a specific TN or group of TNs. These "invalid" TNs usually have an associated ESN x99 attached to them which indicates the need for validation.
	(b)	Represents an address discrepancy discovered during a live 9-1-1 call. These record corrections are treated with a higher priority and should be processed within 48 hours as a general guideline.
	(c)	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.
	(d)	Represents correction requests that have been "paused" due to TN fallouts, range overlaps, or not having a valid address point. Intrado requires additional information from Akimeka/PSAP before the Telco approves the change.

Kauai County E9-1-1 Status Report
November 1, 2013 – November 30, 2013

- ## Mapping Layers Updated/Loaded Into GIS – November 2013

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

	KAUAI		
Type of Layer	**Akimeka GIS Server** **Date Created/ Edits Performed**	**Date Loaded Into PSAP GIS Server**	**Other/Remarks**
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS **(Listed Alphabetically)**			
Address Points		**11/27/13**	
		11/14/13	
	11/12/13		Added Routing ID to forty-two (42) address points , spatially corrected eight (8) address points, and corrected three (3) addresses in Moloaa.
	11/07/13		Spatially corrected eight (8) addresses in Anahola; sixty (60) in Hanamaulu; nine (9) in Hanapepe.
	11/04/13		Spatially corrected fifteen (15) address points in Kalaheo.
Emergency Callboxes			
Fire Beats			
Fire Districts			
Fire Response Areas			
Fire Stations			
Incident Response Area			
Major Roads			
MSAG Communities (aka Towns)		**11/14/13**	
	11/13/2013		Adjusted the MSAG boundary between Mana and Kekaha so 6900 Kaumualii Hwy would be within the boundary of Kekaha; Adjusted the MSAG boundary between Nawiliwili and Lihue to include 3132 Ninini Point St within the boundary of Lihue.
Medic Beats			
Medic Districts			
Medic Response			
Medic Stations			
Milepost Markers			
Points of Interest			

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

Kauai County E9-1-1 Status Report
November 1, 2013 – November 30, 2013

- ## Mapping Layers Updated/Loaded Into GIS – November 2013
  (continued)

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

Type of Layer	Akimeka GIS Server Date Created/ Edits Performed	Date Loaded Into PSAP GIS Server	Other/Remarks
KAUAI			
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)			
Police Beats			
Police Districts			
Police Response Areas			
Police Stations			
Schools			
Street Centerlines		11/27/13	
		11/14/13	
	11/12/13		Modified two (2) street segments in Moloaa to correctly correspond to address points
	11/07/13		Spatially corrected Manamana Rd, Anahola, Akuli St, Hanamaulu, Kane Rd, Hanapepe, Kona Rd, Hanapepe, Lea Ln, Hanapepe and Luka Pl, Hanapepe. Spatially corrected and adjusted the range on Moi Rd, Hanapepe. Adjusted range on Kuhio Hwy, Anahola.
	11/04/13		Extended the range for McBride New Mill Rd, Numila, Olali St, Port Allen, Maalo Rd, Hanamaulu, Awawa Rd, Hanapepe and Lolo Rd, Kalaheo. The MSAG Coordinator was notified as these changes affect the MSAG.
Trails			
WSP Cell Sectors (Polygon)		11/27/12	
		11/14/13	
WSP Cell Towers (Points)		11/27/13	
		11/14/13	
OTHER SUPPORTING 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)			
Churches			
Gas Stations			
Food & Beverage			
Hospitals			
Lodging			
Medical Facilities			
Parcels			

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

Kauai County E9-1-1 Status Report
November 1, 2013 – November 30, 2013

- ## Mapping Layers Updated/Loaded Into GIS – November 2013
  ### (continued)

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

Type of Layer	Akimeka GIS Server Date Created/ Edits Performed	Date Loaded Into PSAP GIS Server	Other/Remarks
KAUAI			
OTHER SUPPORTING 9-1-1 PUBLIC SAFETY LAYERS **(Listed Alphabetically)**			
Parks			
Parks Polygon			
Post Offices			
Subdivisions			
DISASTER/HOMELAND SECURITY LAYERS **(Listed Alphabetically)**			
Airports			
Bridges			
Coastline			
Coastal Names			
Communications			
Emergency Shelters			
Emergency Operation Centers (EOC)			
Government Buildings			
Harbors			
Helipads			
Hydrants			
Hydrology Layers			
- Dams			
- Ponds			
- Streams (Includes Rivers)			
- Waterfalls			
Ocean Rescue Boundaries			
Ocean Safety (Includes Lifeguard Stands)			

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

- **Mapping Layers Updated/Loaded Into GIS – November 2013**
  (continued)

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

Type of Layer	Akimeka GIS Server Date Created/ Edits Performed	Date Loaded Into PSAP GIS Server	Other/Remarks
KAUAI			
DISASTER/HOMELAND SECURITY LAYERS (Listed Alphabetically)			
Tsunami Evacuation Zones			
Tsunami Heights			
United States National Grid (50K)			
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.

- ## Mapping Layers Updated/Loaded Into GIS – November 2013
  (continued)

CAD GIS Upload Process

Background

Akimeka made all of the necessary corrections to their data and re-submitted the Geofiles to TriTech on November 6, 2012. Charles Leonard reported that he encountered issues while importing the updated Geofiles. Charles will submit these issues to the TriTech product management team and cross functional team for review.

Updated data was not loaded onto the Kauai County GeoComm computer due to an issue with the GeoSync Server. Kauai County IT is working with GeoComm to fix the problem. Updates to the GeoComm map will be suspended until further notice.

Per Kauai County IT, Garrett Johnson, GeoComm (Dennis Mendoza) is continuing to isolate the problem that prevents a map update to process. The address locator configuration that Geocomm built could possibly be causing the error which is being investigated. Kauai County IT also recently rebuilt a geodatabase from scratch believing that it may be a solution to no avail. Kauai County IT plans to gather all of the associated trouble tickets and summarize the overall picture as to what is going on with GeoComm and will disseminate accordingly.

Current Status – November 2013

With the completion of the update to the DMS Geofile Utility tool by Akimeka and GeoComm in October 2013, Kauai County IT/GIS personnel were able to successfully update the live CAD Geofile.

This issue will be closed and removed from the December 2013 Monthly Status Report (MSR).

Kauai County E9-1-1 Status Report
November 1, 2013 – November 30, 2013

- ## Service Requests Transactions

Open Service Requests – November 2013 (October 30, 2013 – November 27, 2013)

#	Date	Ticket #	Description	Category	Urgency	Comments
			NONE			

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

Year-to-Date (YTD) Summary – 2013

KAUAI				SERVICE REQUEST CATEGORIES							
2013	TOTAL			911 Map		MSAG		Request Training		Suggestions	
	Created	Closed	Open	Created	Closed	Created	Closed	Created	Closed	Created	Closed
December											
November	0	0	0	0	0	0	0	0	0	0	0
October	0	0	0	0	0	0	0	0	0	0	0
September	0	0	0	0	0	0	0	0	0	0	0
August	0	1	0	0	0	0	1	0	0	0	0
July	1	0	1	0	0	1	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	1	1	0	0	0	1	1	0	0	0	0
February	0	0	0	0	0	0	0	0	0	0	0
January	0	1	0	0	0	0	1	0	0	0	0
2012 Carryover	1	0	1	0	0	1	0	0	0	0	0
TOTAL	3	3	0	0	0	3	3	0	0	0	0

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

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

Kauai County E9-1-1 Status Report
November 1, 2013 – November 30, 2013

- ## E9-1-1 Database Synchronization
  ### (Reference: NENA 71-501, Version 1.1 – NENA Information Document for Synchronizing Geographic Information System databases with MSAG & ALI)

As part of Akimeka's value added services, Akimeka conducted a special re-run of the quarterly database synchronization audit for Kauai County in November 2013.

The database synchronization effort included comparing Kauai County's 9-1-1 MSAG against its GIS Street Centerline data. A total number of **1,255** 9-1-1 MSAG records were reviewed in the audit and analyzed. Results of the database synchronization audit completed on November 1, 2013 for Kauai County are reported below.

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

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

Audit Summary Results – 2013

9-1-1 MSAG TO GIS STREET CENTERLINE AUDIT COMPARISON RESULTS	Notes	As of January 15, 2013 9-1-1 MSAG Dated 01-01-13		As of April 18, 2013 9-1-1 MSAG Dated 04-01-13		As of July 8, 2013 9-1-1 MSAG Dated 07-01-13		As of November 1, 2013 9-1-1 MSAG Dated 11-01-13	
		# of Records	%	# of Records	%	# of Records	%	# of Records	%
Total 9-1-1 MSAG Records Reviewed		1,246		1,249		1,253		1,255	
Less: 9-1-1 MSAG Exception Records	(1)	56	4.5%	56	4.5%	56	4.5%	56	4.5%
Net 9-1-1 MSAG Records Eligible for Comparison		1,190		1,193		1,197		1,199	
Total 9-1-1 MSAG Records Match (9-1-1 MSAG -- GIS Match -- No Corrections Required)		1,190	100.0%	1,193	100.0%	1,197	100.0%	1,191	99.3%
9-1-1 MSAG -- GIS No Match - Minor Correction Required	(2)	0	0.0%	0	0.0%	0	0.0%	8	0.7%
9-1-1 MSAG Record With No GIS Record	(3)	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Total 9-1-1 MSAG Records No Match		0	0.0%	0	0.0%	0	0.0%	8	0.7%

Objective: NENA Recommended Match Rate = 98%

The two-way (MSAG – GIS) database synchronization audit completed for Kauai County resulted in a 99.3% 9-1-1 Match percentage

Kauai County E9-1-1 Status Report
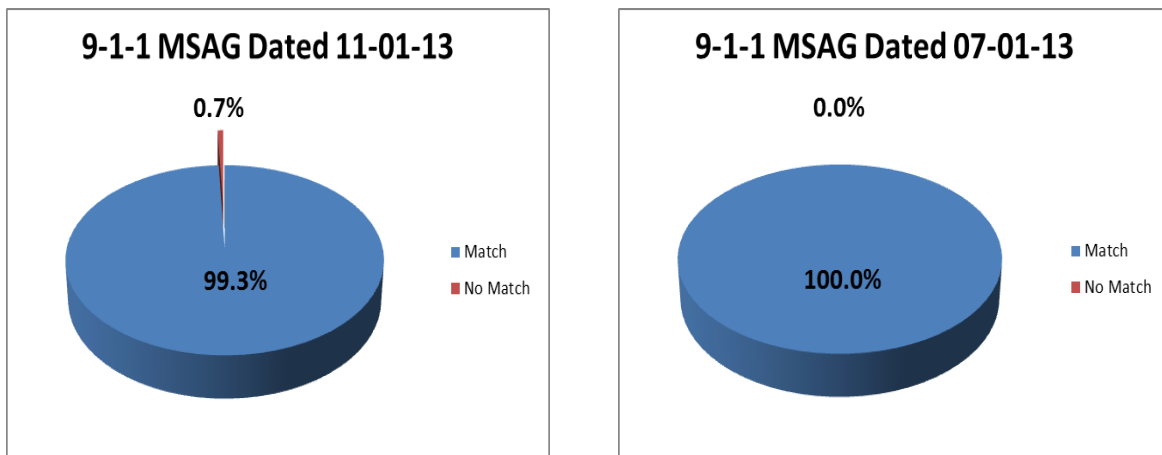## November 1, 2013 – November 30, 2013

- ## E9-1-1 Database Synchronization (continued)
  ### (Reference: NENA 71-501, Version 1.1 – NENA Information Document for Synchronizing Geographic Information System databases with MSAG & ALI)

Audit Summary Results – 2013 (continued)

Notes:

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

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

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

Audit Summary Results – November 1, 2013 MSAG vs. July 1, 2013 MSAG

9-1-1 MSAG Dated 11-01-13

0.7%

99.3%

Match
No Match

9-1-1 MSAG Dated 07-01-13

0.0%

100.0%

Match
No Match

**Kauai County's level of accuracy or 9-1-1 Match percentage
as of November 2013 was 99.3%.**

*The NENA recommended minimum match rate of 98% has been met
consistently in 2012 and continues in 2013.*

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

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

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

- ## E9-1-1 Database Synchronization (continued)
  (Reference: NENA 71-501, Version 1.1 – NENA Information Document for Synchronizing Geographic Information System databases with MSAG & ALI)

Audit Summary Results – November 1, 2013 MSAG vs. July 1, 2013 MSAG (continued)

❖ There are no MSAG records with missing GIS records.

❖ Eight (8) minor MSAG corrections were identified. Low and high address ranges will be researched and adjusted to ensure that the MSAG and GIS databases are aligned.

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

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

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

Invalid MSAG Streets and Address Ranges – ESN x99 Records

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

Results of the data provided are as follows:

KAUAI	Invalid MSAG Records							
	9-1-1 MSAG Dated 02-01-13		9-1-1 MSAG Dated 04-01-13		9-1-1 MSAG Dated 07-01-13		9-1-1 MSAG Dated 11-01-13	
	# of Records (Baseline Starting Point)	% of Total MSAG Records (Valid and Invalid)	# of Records	% of Total MSAG Records (Valid and Invalid)	# of Records	% of Total MSAG Records (Valid and Invalid)	# of Records	% of Total MSAG Records (Valid and Invalid)
ESN 499	146	10.5%	139	10.0%	128	9.3%	119	8.7%

These invalid MSAG records represent **8.7%** of the Total MSAG records for Kauai County as of the November 1, 2013 MSAG as compared to 9.3% as of the July 1, 2013 MSAG. The individual ALI records associated with these records are provided below.

The decrease in the number of invalid MSAG records is a result of Akimeka's research and validation of telephone numbers (TNs) assigned an invalid MSAG address. In order for a TN to be corrected, Akimeka submits the update to the Service Provider via Intrado for approval.

Kauai County E9-1-1 Status Report
November 1, 2013 – November 30, 2013

- ## E9-1-1 Database Synchronization (continued)
  (Reference: NENA 71-501, Version 1.1 – NENA Information Document for Synchronizing Geographic Information System databases with MSAG & ALI)

Invalid MSAG Streets and Address Ranges – ESN x99 Records (continued)

ESN 499 is a "valid" MSAG record; however, simultaneously it represents a "known" invalid MSAG address. ESN 499 is utilized to provide a path for 9-1-1 calls to allow the voice portion of the 9-1-1 call to still be routed to the PSAP with the understanding that the address information presented was an invalid address/location and that a "No Record Found" condition may affect the processing of the 9-1-1 response and/or cause confusion or delay during the dispatch of 9-1-1 resources to the caller's location.

The goal, which requires the cooperation among all service providers, is to clean-up all ESN 499 MSAG records to a valid Kauai County ESN and valid MSAG address.

Automatic Location Identification (ALI) Record Status

Automatic Location Identification (ALI) record results as of October 17, 2013 was provided and included in the October 2013 Monthly Status Report.