

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

Enhanced 911 Fund						
Budget Analysis						
FY 2013-14	Actuals		Annual Budget	% of Budget Expended	Forecast	Better/(Worse) than Budget
	March	Fiscal YTD				
Receipts:						
Enhanced 911 Surcharge Collection	951,485	6,800,473	9,050,000	75.1%	9,050,000	
Interest Income	207	1,866	2,000	93.3%	3,500	1,500
<i>Receipts</i>	951,692	6,802,339	9,052,000	75.1%	9,053,500	1,500
Disbursements:						
Conference Travel	(300)	(13,478)	(157,332)	8.6%	(150,904)	6,428
Non-Recurring Expenses	(4,185)	(88,314)	(2,066,254)	4.3%	(2,066,254)	
Recurring Expenses:						
Administration	(165,715)	(708,139)	(1,240,904)	57.1%	(1,197,407)	43,497
Maintenance	(99,753)	(1,374,922)	(3,278,600)	41.9%	(3,149,979)	128,621
Telecommunications	(214,860)	(1,224,735)	(1,928,666)	63.5%	(1,914,350)	14,316
Other			(7,600)	0.0%	(7,600)	-
<i>Disbursements</i>	(484,814)	(3,409,587)	(8,679,356)	39.3%	(8,486,494)	192,862
<i>Net Receipts/(Disbursements)</i>	466,879	3,392,752	372,644		567,006	194,362
Cash Flow Analysis						
<i>Net Receipts/(Disbursements)</i>	\$ 466,879	\$ 3,392,752				
Encumbrance Paydowns:				Encumb. Bal.		
FY 2011 (Kauai)		(133,218)		490,307		
FY 2012 (HFD/EDS/HPD)		(287,474)		751,432		
FY 2013		(405,266)		-		
Net Encumbrance Adds/(Paydown)	-	(825,958)				
Net Cash Inflow/(Outflow)	466,879	2,566,794				
Bank Balance Analysis:						
ADD: July 1, 2013 Beginning Balance		9,347,748				
Net Bank Balance		11,914,542				
Outstanding Ecumb/Accruals		(1,241,739)				
Unencumbered Cash Balance		\$ 10,672,803				

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

Month of March 2014				Hawaii PSAP	Maui PSAP	Oahu PSAP	ADMIN	TOTAL
RECEIPTS								
Total 6000 VoIP Surcharge Collection				-	-	-	126,147	126,147
Total 6100 Wireless Surcharge				-	-	-	825,338	825,338
6500 Interest Inc				-	-	-	207	207
Total RECEIPTS				-	-	-	951,692	951,692
DISBURSEMENTS:								
6200 CONFERENCES								
6225 VIPER CUTOver				-	300	-	-	300
Total 6200 CONFERENCES				-	300	-	-	300
6300 Non-RECURRING								
6303 Computers								
6303.06 GeoComm				-	-	4,185	-	4,185
Total 6303 Computers				-	-	4,185	-	4,185
Total 6300 Non-RECURRING				-	-	4,185	-	4,185
6400 RECURRING EXPENSES								
6401 ADMINISTRATION								
6401.01 Exec Dir. Services				-	-	-	28,438	28,438
6401.06 Bank Charge				-	-	-	107	107
6401.08 Board Member Travel				-	-	-	3,783	3,783
6401.09 DB&F Assessments								
6401.0101 DB&F Admin. Assess				-	-	-	19,802	19,802
6401.0102 DB&F Rev Assessment				-	-	-	113,585	113,585
Total 6401.09 DB&F Assessments				-	-	-	133,387	133,387
Total 6401 ADMINISTRATION				-	-	-	165,715	165,715
6402 MAINTENANCE								
6402.07 0011 9-1-1MSAG Maint.				25,637	28,971	45,145	-	99,753
Total 6402 MAINTENANCE				25,637	28,971	45,145	-	99,753
6403 Other RECURRING								
6403.01 Telcom Charges								
6403.0102 Long Distance				28	28	-	-	57
6403.0103 Mileage				-	-	2,838	-	2,838
6403.0109 Telcom Trunk				25,529	23,208	157,814	-	206,550
6403.0110 Ocean Safety								
6403.0110.1 CML				-	-	3,325	-	3,325
6403.0110.2 Centrex				-	-	788	-	788
6403.0110.3 Mileage				-	-	135	-	135
Total 6403.0110 Ocean Safety				-	-	4,248	-	4,248
6403.0112 HPD CML Viper				-	-	1,167	-	1,167
Total 6403.01 Telcom Charges				25,557	23,236	166,067	-	214,860
Total 6403 Other RECURRING				25,557	23,236	166,067	-	214,860
Total 6400 RECURRING EXPENSES				51,194	52,207	211,212	165,715	480,328
Total DISBURSEMENTS				51,194	52,507	215,397	165,715	484,814

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

**Fiscal Year-to-date 2014 Disbursements Detail
by Account, PSAP & Administration**

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

				Hawaii PSAP			Kauai PSAP			Maui PSAP			Oahu PSAP			ADMIN			TOTAL		
FY-TO-DATE MARCH 2014				9 mos.	Annual Budget	\$ Over/(Under) Budget	9 mos.	Annual Budget	\$ Over/(Under) Budget	9 mos.	Annual Budget	\$ Over/(Under) Budget	9 mos.	Annual Budget	\$ Over/(Under) Budget	9 mos.	Annual Budget	\$ Over/(Under) Budget	9 mos.	Annual Budget	\$ Over/(Under) Budget
RECEIPTS:																					
Total RECEIPTS:				-			-			-			-			6,802,339	9,052,000	(2,249,661)	6,802,339	9,052,000	(2,249,661)
DISBURSEMENTS:																					
Total 6200 CONFERENCES				5,331	8,600	(3,269)	5,680	12,478	(6,798)	4,522	12,300	(7,778)	(3,872)	42,480	(46,352)	1,817	81,474	(79,657)	13,478	157,332	(143,854)
6300 Non-RECURRING																					
Total 6301 CAD Replac/Upgrade				-	1,500,000	(1,500,000)	-			-			1,625	179,605	(177,980)	-			1,625	1,679,605	(1,677,980)
Total 6303 Computers				3,229	58,229	(55,000)	-	5,100	(5,100)	-	55,000	(55,000)	61,765	185,320	(123,555)	-	-	-	64,995	303,649	(238,655)
Total 6306 Training				-			-			-			21,694	83,000	(61,306)	-			21,694	83,000	(61,306)
Total 6300 Non-RECURRING				3,229	1,558,229	(1,555,000)	-	5,100	(5,100)	-	55,000	(55,000)	85,084	447,925	(362,841)	-	-	-	88,314	2,066,254	(1,977,941)
6400 RECURRING EXPENSES																					
Total 6401 ADMINISTRATION				(0)			-			-			-			708,139	1,240,904	(532,765)	708,139	1,240,904	(532,765)
Total 6402 MAINTENANCE				206,219	549,005	(342,786)	192,746	517,233	(324,487)	230,643	859,845	(629,202)	745,313	1,352,517	(607,204)	-			1,374,922	3,278,600	(1,903,678)
Total 6403 Other RECURRING				204,516	306,828	(102,312)	65,194	212,828	(147,634)	162,704	292,900	(130,196)	792,320	1,123,710	(331,390)	-			1,224,735	1,936,266	(711,531)
Total 6400 RECURRING EXPENSES				410,735	855,833	(445,098)	257,941	730,061	(472,120)	393,348	1,152,745	(759,397)	1,537,633	2,476,227	(938,594)	708,139	1,240,904	(532,765)	3,307,796	6,455,770	(3,147,974)
Total DISBURSEMENTS				419,295	2,422,662	(2,003,367)	263,621	747,639	(484,018)	397,870	1,220,045	(822,175)	1,618,846	2,966,632	(1,347,786)	709,955	1,322,378	(612,423)	3,409,587	8,679,356	(5,269,769)

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

Summary of Encumbrances/Accruals:								
							TOTAL	3/31/2014
FY 2011 Encumbrances:	Oahu	Maui	Kauai	Hawaii	Admin	Total	Paydowns	Balance
CAD Upgrade:			623,524.70			623,524.70	133,218.00	490,306.70
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	90,368.00	695,382.00
Total FY 2012 Encumbrances	1,038,906.46	-	-	-	-	1,038,906.46	287,474.19	751,432.27
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	825,957.75	1,241,738.97

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							-	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
E911 Logo Contest (Budget eliminated)					(4,034.00)		(4,034.00)	12/12/2013
911 Goes to Wash Conference	7,400.00	17,500.00	11,100.00	3,700.00	9,500.00	(49,200.00)	-	12/16/2013
Maui/Molokai Cutover	600.00	600.00		600.00		(1,800.00)	-	12/16/2013
Telecommunications Budget Adjust Jan2014		730.00					730.00	Adj.
EMS Navigator Conference		2,500.00				(2,500.00)		3/13/2014
OIMT 911 Goes to Wash Conference					4,500.00	(4,500.00)		3/13/2014
APCO/NENA Pac Chapt. Exec Board Member-NENA Conf.					3,500.00	(3,500.00)		3/13/2014
APCO/NENA Pacific Chapter Ride the 911 Wave Forum					47,300.00	(47,300.00)		3/13/2014
HPD NENA Conference		7,400.00				(7,400.00)		3/13/2014
							-	
Totals	2,422,662.15	2,966,632.00	1,220,045.00	747,639.00	1,312,353.89	10,024.11	8,679,356.15	

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**Fiscal Year-to-date 2014 Disbursements Detail by
PSAP & Administration**

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

					Hawaii PSAP		
FY-TO-DATE MARCH 2014					9 mos.	Annual Budget	\$ Over / (Under) Budget
DISBURSEMENTS:							
6200 CONFERENCES							
	6201	911 Goes to WashDC			-	7,400	(7,400)
	6204	APCO Conference			-		
	6212	NASNA Conference			-		
	6213	Navigator			-		
	6214	Nena Conference			3,134		3,134
	6225	VIPER CUTOver			2,197	1,200	997
	6226	Ride the 911 Wave Forum			-		
	6200	CONFERENCES - Other			-		
Total 6200 CONFERENCES					5,331	8,600	(3,269)
6300 Non-RECURRING							
	Total 6301 CAD Replac/Upgrade				-	1,500,000	(1,500,000)
	6303 Computers						
	6303.06	GeoComm			-		
	6303.15	NG911 Record Syst.			-	55,000	(55,000)
	6303.16	ViperInstall			-		
	6303.17	Intrado Phone			-		
	6303.18	PWC Tech Cutover Supp			3,229	3,229	-
	6303.19	Repositioning Expense			-		
	Total 6303 Computers				3,229	58,229	(55,000)
	Total 6306 Training				-		
Total 6300 Non-RECURRING					3,229	1,558,229	(1,555,000)
6400 RECURRING EXPENSES							
	6402 MAINTENANCE						
	6402.02	Imagery Lic Agree			-		
	6402.05	Logging Record Maint			-		
	6402.07	0011 9-1-1MSAG Maint.			206,219	480,444	(274,225)
	6402.08	CAD Maintenance			-	64,255	(64,255)
	6402.09	CAD System Maint					
	6402.1003	Honolulu Police Dept			-		
	Total 6402.09 CAD System Maint				-		
	6402.11	GeoComm Maint			-		
	6402.13	Software Maintenance					
	6402.131	Integrgraph DB S/W Maint			-	4,306	(4,306)
	Total 6402.13 Software Maintenance				-	4,306	(4,306)
Total 6402 MAINTENANCE					206,219	549,005	(342,786)
	6403 Other RECURRING						
	6403.01 Telcom Charges						
	6403.0101	Alt. PSAP 9-1-1 Del			-		
	6403.0102	Long Distance			287	480	(193)
	6403.0103	Mileage			-		
	6403.0109	Telcom Trunk			204,229	306,348	(102,119)
	6403.0110	Ocean Safety					
	6403.0110.1	CML			-		
	6403.0110.2	Centrex			-		
	6403.0110.3	Mileage			-		
	Total 6403.0110 Ocean Safety				-		
	6403.0112	HPD CML Viper			-		
	Total 6403.01 Telcom Charges				204,516	306,828	(102,312)
	6403.02 EMS Tower Lease				-		
	Total 6403 Other RECURRING				204,516	306,828	(102,312)
Total 6400 RECURRING EXPENSES					410,735	855,833	(445,098)
Total DISBURSEMENTS					419,295	2,422,662	(2,003,367)

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

					Kauai PSAP		
FY-TO-DATE MARCH 2014					9 mos.	Annual Budget	\$ Over / (Under) Budget
DISBURSEMENTS:							
6200 CONFERENCES							
	6201	911	Goes to WashDC		-	3,700	(3,700)
	6204	APCO	Conference		5,223	6,978	(1,755)
	6212	NASNA	Conference		-		
	6213	Navigator			-		
	6214	Nena	Conference		-		
	6225	VIPER	CUTOver		458	1,800	(1,342)
	6226	Ride the 911	Wave Forum		-		
	6200	CONFERENCES	- Other		-		
Total 6200 CONFERENCES					5,680	12,478	(6,798)
6300 Non-RECURRING							
	Total 6301 CAD Replac/Upgrade				-		
	6303 Computers						
	6303.06	GeoComm			-		
	6303.15	NG911	Record Syst.		-		
	6303.16	Viper	Install		-		
	6303.17	Intrado	Phone		-		
	6303.18	PWC Tech	Cutover Supp		-		
	6303.19	Repositioning	Expense		-	5,100	(5,100)
	Total 6303 Computers				-	5,100	(5,100)
	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	Record Maint		-		
	6402.07	0011 9-1-1	MSAG Maint.		192,746	330,423	(137,677)
	6402.08	CAD	Maintenance		-		
	6402.09	CAD	System Maint				
	6402.1003	Honolulu	Police Dept		-		
	Total 6402.09 CAD System Maint				-		
	6402.11	GeoComm	Maint		-		
	6402.13	Software	Maintenance				
	6402.131	Integraph	DB S/W Maint		-		
	Total 6402.13 Software Maintenance				-		
Total 6402 MAINTENANCE					192,746	517,233	(324,487)
	6403 Other RECURRING						
	6403.01 Telcom Charges						
	6403.0101	Alt. PSAP	9-1-1 Del		-	100,950	(100,950)
	6403.0102	Long	Distance		212	480	(268)
	6403.0103	Mileage			-		
	6403.0109	Telcom	Trunk		64,982	111,398	(46,416)
	6403.0110	Ocean	Safety				
	6403.0110.1	CML			-		
	6403.0110.2	Centrex			-		
	6403.0110.3	Mileage			-		
	Total 6403.0110 Ocean Safety				-		
	6403.0112	HPD	CML Viper		-		
	Total 6403.01 Telcom Charges				65,194	212,828	(147,634)
	6403.02	EMS	Tower Lease		-		
Total 6403 Other RECURRING					65,194	212,828	(147,634)
Total 6400 RECURRING EXPENSES					257,941	730,061	(472,120)
Total DISBURSEMENTS					263,621	747,639	(484,018)

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

FY-TO-DATE MARCH 2014					Maui PSAP		
					9 mos.	Annual Budget	\$ Over / (Under) Budget
DISBURSEMENTS:							
6200 CONFERENCES							
6201 911 Goes to WashDC					-	11,100	(11,100)
6204 APCO Conference					-		
6212 NASNA Conference					-		
6213 Navigator					-		
6214 Nena Conference					2,329		2,329
6225 VIPER CUTOver					2,193	1,200	993
6226 Ride the 911 Wave Forum					-		
6200 CONFERENCES - Other					-		
Total 6200 CONFERENCES					4,522	12,300	(7,778)
6300 Non-RECURRING							
Total 6301 CAD Replac/Upgrade					-		
6303 Computers							
6303.06 GeoComm					-		
6303.15 NG911 Record Syst.					-	55,000	(55,000)
6303.16 ViperInstall					-		
6303.17 Intrado Phone					-		
6303.18 PWC Tech Cutover Supp					-		
6303.19 Repositioning Expense					-		
Total 6303 Computers					-	55,000	(55,000)
Total 6306 Training					-		
Total 6300 Non-RECURRING					-	55,000	(55,000)
6400 RECURRING EXPENSES							
6402 MAINTENANCE							
6402.02 Imagery Lic Agree					-	387,888	(387,888)
6402.05 Logging RecordMaint					-		
6402.07 0011 9-1-1MSAG Maint.					230,643	302,350	(71,707)
6402.08 CAD Maintenance					-	169,607	(169,607)
6402.09 CAD System Maint							
6402.1003 Honolulu Police Dept					-		
Total 6402.09 CAD System Maint					-		
6402.11 GeoComm Maint					-		
6402.13 Software Maintenance							
6402.131 Integraph DB S/W Maint					-		
Total 6402.13 Software Maintenance					-		
Total 6402 MAINTENANCE					230,643	859,845	(629,202)
6403 Other RECURRING							
6403.01 Telcom Charges							
6403.0101 Alt. PSAP 9-1-1 Del					-		
6403.0102 Long Distance					249	480	(231)
6403.0103 Mileage					-		
6403.0109 Telcom Trunk					162,455	292,420	(129,965)
6403.0110 Ocean Safety							
6403.0110.1 CML					-		
6403.0110.2 Centrex					-		
6403.0110.3 Mileage					-		
Total 6403.0110 Ocean Safety					-		
6403.0112 HPD CML Viper					-		
Total 6403.01 Telcom Charges					162,704	292,900	(130,196)
6403.02 EMS Tower Lease					-		
Total 6403 Other RECURRING					162,704	292,900	(130,196)
Total 6400 RECURRING EXPENSES					393,348	1,152,745	(759,397)
Total DISBURSEMENTS					397,870	1,220,045	(822,175)

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

FY-TO-DATE MARCH 2014				Oahu PSAP		
				9 mos.	Annual Budget	\$ Over / (Under) Budget
DISBURSEMENTS:						
6200 CONFERENCES						
6201 911 Goes to WashDC				-	17,500	(17,500)
6204 APCO Conference				6,544	13,880	(7,336)
6212 NASNA Conference				-		
6213 Navigator				-	2,500	(2,500)
6214 Nena Conference				(10,605)	7,400	(18,005)
6225 VIPER CUTOver				189	1,200	(1,011)
6226 Ride the 911 Wave Forum				-		
6200 CONFERENCES - Other				-		
Total 6200 CONFERENCES				(3,872)	42,480	(46,352)
6300 Non-RECURRING						
Total 6301 CAD Replac/Upgrade				1,625	179,605	(177,980)
6303 Computers						
6303.06 GeoComm				30,509	150,000	(119,491)
6303.15 NG911 Record Syst.				-		
6303.16 ViperInstall				30,220	30,320	(100)
6303.17 Intrado Phone				1,037	5,000	(3,963)
6303.18 PWC Tech Cutover Supp				-		
6303.19 Repositioning Expense				-		
Total 6303 Computers				61,765	185,320	(123,555)
6306 Training						
6306.11 Training (CAD) HPD				-	8,000	(8,000)
6306.12 TriTechCADSystAdm						
6306.121 CAD Tritech HFD				-	20,000	(20,000)
6306.122 CAD TriTech EMS				-	7,000	(7,000)
Total 6306.12 TriTechCADSystAdm				-	27,000	(27,000)
6306.13 OT Viper Training				21,694	48,000	(26,306)
Total 6306 Training				21,694	83,000	(61,306)
Total 6300 Non-RECURRING				85,084	447,925	(362,841)
6400 RECURRING EXPENSES						
6402 MAINTENANCE						
6402.02 Imagery Lic Agree				217,176	300,000	(82,824)
6402.05 Logging RecordMaint				-	60,775	(60,775)
6402.07 0011 9-1-1MSAG Maint.				361,161	541,742	(180,581)
6402.08 CAD Maintenance				-	-	-
6402.09 CAD System Maint						
6402.1003 Honolulu Police Dept				130,609	400,000	(269,391)
Total 6402.09 CAD System Maint				130,609	400,000	(269,391)
6402.11 GeoComm Maint				36,366	50,000	(13,634)
6402.13 Software Maintenance						
6402.131 Integrgraph DB S/W Maint				-		
Total 6402.13 Software Maintenance				-		
Total 6402 MAINTENANCE				745,313	1,352,517	(607,204)
6403 Other RECURRING						
6403.01 Telcom Charges						
6403.0101 Alt. PSAP 9-1-1 Del				-		
6403.0102 Long Distance				-		
6403.0103 Mileage				8,540	11,400	(2,860)
6403.0109 Telcom Trunk				710,161	946,884	(236,723)
6403.0110 Ocean Safety						
6403.0110.1 CML				13,301	20,000	(6,699)
6403.0110.2 Centrex				3,248	4,730	(1,482)
6403.0110.3 Mileage				608	811	(203)
Total 6403.0110 Ocean Safety				17,157	25,541	(8,384)
6403.0112 HPD CML Viper				56,462	132,285	(75,823)
Total 6403.01 Telcom Charges				792,320	1,116,110	(323,790)
6403.02 EMS Tower Lease				-	7,600	(7,600)
Total 6403 Other RECURRING				792,320	1,123,710	(331,390)
Total 6400 RECURRING EXPENSES				1,537,633	2,476,227	(938,594)
Total DISBURSEMENTS				1,618,846	2,966,632	(1,347,786)

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

				ADMIN		
FY-TO-DATE MARCH 2014				9 mos.	Annual Budget	\$ Over / (Under) Budget
DISBURSEMENTS:						
6200 CONFERENCES						
	6201	911 Goes to WashDC		-	14,000	(14,000)
	6204	APCO Conference		2,507	3,840	(1,333)
	6212	NASNA Conference		2,810	2,810	-
	6213	Navigator		-		
	6214	Nena Conference		(3,500)	3,500	(7,000)
	6225	VIPER CUTOver		-		
	6226	Ride the 911 Wave Forum		-	47,300	(47,300)
	6200	CONFERENCES - Other		-	10,024	(10,024)
Total 6200 CONFERENCES				1,817	81,474	(79,657)
6400 RECURRING EXPENSES						
6401 ADMINISTRATION						
	6401.01	Exec Dir. Services		256,144	341,250	(85,107)
	6401.02	ElectronSignatur		-	189	(189)
	6401.05	Audit Expense		10,000	11,500	(1,500)
	6401.06	Bank Charge		107	108	(1)
	6401.08	Board Member Travel		22,283	28,988	(6,705)
	6401.09	DB&F Assessments				
	6401.0101	DB&F Admin. Assess		55,628	238,000	(182,372)
	6401.0102	DB&F Rev Assessme		302,769	454,444	(151,675)
	6401.0104	FY2013 Assess		24,914		24,914
Total 6401.09 DB&F Assessments				383,311	692,444	(309,133)
	6401.11	Miscellaneous Expense		(7)	500	(507)
	6401.12	NASNA Dues		-	215	(215)
	6401.13	Parking Permits		-	210	(210)
	6401.15	WSP Cost Recovery				
	6401.0101	Sprint/Nextel		36,301		36,301
	6401.15	WSP Cost Recovery - Ot		-	140,000	(140,000)
Total 6401.15 WSP Cost Recovery				36,301	140,000	(103,699)
	6401.17	ADA Compliance		-	500	(500)
	6401.18	AG Legal Fees		-	25,000	(25,000)
Total 6401 ADMINISTRATION				708,139	1,240,904	(532,765)
Total 6400 RECURRING EXPENSES				708,139	1,240,904	(532,765)
Total DISBURSEMENTS				709,955	1,322,378	(612,423)

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

The Enhanced 911 Board's Budget Analysis and Cash Flow for the period from March 1, 2014 through March 31, 2014 has been approved by the following individuals.

Kiman Wong, E911 Finance Committee Chair, E911 Board

Thera Bradshaw, Executive Director, E911 Board

Oahu Civilian 9-1-1 Status Report

March 1, 2014 – March 31, 2014

Table of Contents

1	PSAP Operations.....	3
1.1	9-1-1 Call Volume – March 2014	3
1.2	9-1-1 Call Volume – Calendar Year 2014	3
1.3	9-1-1 Call Volume by Agency – March 2014	4
1.4	9-1-1 Call Volume by Agency – Calendar Year 2014	4
1.5	PSAP Operation Notes	5
1.6	Wireless Test – March 2014	5
2	MSAG.....	6
2.1	Current Month – March 2014	6
2.2	MSAG Year-to-Date (YTD) Summary – 2014.....	7
2.3	MSAG Communities Project	8
2.3.1	MSAG Community and Street Segment Sweep – Phase II Status.....	8
2.3.2	MSAG Community and Street Segment Sweep – Phase II Status (continued)	9
2.3.3	MSAG Community and Street Segment Sweep – Phase V	9
3	Geographic Information System (GIS) – March 2014	10
3.1	Mapping Layers Updated (Part I).....	10
3.2	Mapping Layers Updated (Part II).....	11
3.3	Mapping Layers Updated (Part III).....	12
3.4	Mapping Layers Updated (Part VI).....	13
3.5	Mapping Layers Updated (Part V).....	14
3.6	Mapping Layers Updated (Part VI).....	15
3.7	Mapping Layers Updated (Part VII)	16
3.8	Geographic Information System (GIS) Narrative	17
3.8.1	Police Beats Corrections	17
3.8.2	Ocean Safety Requirements	18
3.8.3	Intrado PowerMap Upload	19
3.8.4	TriTech CAD System Upgrade.....	19
3.8.5	TriTech CAD System Upgrade (Part II).....	20
3.8.6	SPAWAR Meeting on Addressing for MCBH.....	20
3.8.7	Street Utility Check.....	21

Oahu Civilian E9-1-1 Status Report

March 1, 2014 – March 31, 2014

1 PSAP Operations

1.1 9-1-1 Call Volume – March 2014

(Source: Intrado Viper)

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

9-1-1 Primary PSAP Call Volume																	
Honolulu City & County PSAPs		Wireline		Wireless				VOIP		Calls With No ALI		Admin Calls		Abandoned Calls		Other Calls	
2014	Total 9-1-1 Calls Processed	No. of Wireline Calls	% of Total Calls	No. of Wireless Calls	% of Total Calls	% of Wireless WPH1 Calls	% of Wireless WPH2 Calls	No. of VoIP Calls	% of Wireless WPH2 Calls	No. of Calls with No ALI	% of Total Calls	No. of Admin Calls	% of Total Calls	No. of 9-1-1 Calls Abandoned by Caller	% of Total Calls	No. of Other Calls	% of Total Calls
March	82,191	18,633	22.67%	58,684	71.40%	51.74%	19.66%	2,342	2.85%	2,531	3.08%	1,719	2.09%	12,740	15.50%	334	0.41%

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

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

9-1-1 Primary PSAP Call Volume																	
Honolulu City & County PSAPs		Wireline Calls		Wireless Calls				VOIP Calls		Calls with No ALI		Admin Calls		Abandoned Calls		Other Calls	
2014	Total 9-1-1 Calls Processed	No. of Wireline Calls	% of Total Calls	No. of Wireless Calls	% of Total Calls	% of Wireless WPH1 Calls	% of Wireless WPH2 Calls	No. of VoIP Calls	% of Wireless WPH2 Calls	No. of Calls with No ALI	% of Total Calls	No. of Admin Calls	% of Total Calls	No. of 9-1-1 Calls Abandoned by Caller	% of Total Calls	No. of Total Call Received	% of Total Calls
January	81,098	19,764	24.37%	57,369	70.74%	50.56%	20.18%	178	0.22%	3,787	4.67%	1,946	2.40%	12,235	15.09%	486	0.60%
February	75,497	18,557	24.58%	53,565	70.95%	50.60%	20.35%	174	0.23%	3,201	4.24%	1,830	2.42%	10,227	13.55%	436	0.58%
March	82,191	18,633	22.67%	58,684	71.40%	51.74%	19.66%	2,342	2.85%	2,531	3.08%	1,719	2.09%	12,740	15.50%	334	0.41%
April																	
May																	
June																	
July																	
August																	
September																	
October																	
November																	
December																	
YTD	238,786	56,954	23.87%	169,618	71.03%	50.97%	20.06%	2,694	1.10%	9,519	4.00%	5,495	2.30%	35,202	14.71%	1,256	0.53%
MON AVG	79,595.33	18,985		56,539				898		3,173		1,832		11,734		418.67	

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

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

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

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

9-1-1 Call Volume by Agency										
2014	HPD						HFD			
	No. of Total Calls Received	% of Total Calls	Number of Emergency Calls	Number of Non Emergency Calls	Number of Admin Calls	Number of Dropped Calls	No. of Total Calls Received	% of Total Calls	Number of Admin Calls	Number of Dropped Calls
March	71,563	87.07%	19,959	38,383	751	12,470	2069	2.52%	147	24

9-1-1 Call Volume by Agency (Continued)								
2014	EMS				OS			
	Number of Total Calls Received	% of Total Calls	Number of Admin Calls	Number of Dropped Calls	Number of Total Calls Received	% of Total Calls	Number of Admin Calls	Number of Dropped Calls
March	8,153	9.92%	750	95	72	0.09%	71	6

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

9-1-1 Call Volume by Agency																		
2014	HPD						HFD				EMS				OS			
	Number of Total Calls Received	% of Total Calls	No. of Emergency Calls	No. of Non Emergency Calls	No. of Admin Calls	No. of Dropped Calls	No. of Total Calls Received	% of Total Calls	No. of Admin Calls	No. of Dropped Calls	No. of Total Calls Received	% of Total Calls	No. of Admin Calls	No. of Dropped Calls	No. of Total Calls Received	% of Total Calls	No. of Admin Calls	No. of Dropped Calls
January	70,176	86.53%	18,601	38,600	921	12,054	2,270	2.80%	88	61	8,108	10.00%	888	111	58	0.07%	49	9
February	65,130	86.27%	17,565	36,503	915	10,147	2,228	2.95%	233	0	7,662	10.15%	642	78	41	0.05%	40	2
March	71,563	87.07%	19,959	38,383	751	12,470	2,069	2.52%	147	24	8,153	9.92%	750	95	72	0.09%	71	6
April																		
May																		
June																		
July																		
August																		
September																		
October																		
November																		
December																		
YTD	206,869	86.62%	56,125	113,486	2,587	34,671	6,567	2.76%	468	85	23,923	10.02%	2,280	284	171	0.07%	160	17
MON AVG	68,956		18,708	37,829	862	11,557	2,189		156	28.33	7,974		760	94.67	57		53	6

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

Oahu Civilian E9-1-1 Status Report

March 1, 2014 – March 31, 2014

1.5 PSAP Operation Notes

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

1.6 Wireless Test – March 2014

Date	WSP	Sites Tested	Sectors Tested	Tested By:	Test Pass/Fail
03/14/14	AT&T	1	4	Oahu PSAP	Pass
03/24/14	AT&T	2	9	Oahu PSAP	Pass
03/24/14	AT&T	2	15	Oahu PSAP	Fail
03/26/14	AT&T	1	20	Oahu PSAP	(Sectors) 16 Pass/4 Fail
03/31/14	AT&T	4	30	Oahu PSAP	Pass
Note: All previously failed Cell Tower tests were corrected and passed on the 3/31/14 test date.					

There were four (4) scheduled Wireless Test for Honolulu in March 2014

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

2 MSAG

2.1 Current Month – March 2014

2014		9-1-1NET REQUESTS									In Referred Status as of Report Month End (c)		In Suspended Status as of Report Month End (d)	
		MSAG TRANSACTIONS							ALI TRANSACTIONS					
PSAP	TOTAL	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected	County Address Change Request (TN CR) Submitted (a)	ALI Discrepancy (ALI-DR) Submitted (b)	TN CR	ALI-DR	# of Transactions	TNs Affected
OAHU CIVILIAN	500	499	396	13	19	5	66	27,257	0	1	6	0	0	0

During the month of March 2014, 500 MSAG transactions were processed. Four hundred ninety-nine (499) 9-1-1Net requests were processed relating to the MSAG database, with 27,257 customer ANI/ALI (telephone/address) records updated as a direct result of Akimeka's address research and GIS validation process. One ALI-DR transaction was processed in 9-1-1Net for updates and corrections to the ALI database. Streets and address ranges were validated against the GIS to ensure synchronization and an MSAG valid address was provided to the Telco.

There are 6 TN CRs in Referred status as of March 31, 2014.

There is six (6) TN CR records in Referred status as of March 31, 2014. Referred records are awaiting approval from Hawaiian Telcom, Inc. Akimeka continues to monitor and track the progress of the Referred records. Once a telephone number is submitted to Intrado for correction, it must be verified against HT records and/or approved by the customer. Intrado's internal process requires calling each telephone customer individually for approval to update an address in the 9-1-1 database.

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

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

Oahu Civilian E9-1-1 Status Report

March 1, 2014 –March 31, 2014

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

OAHU CIVILIAN		9-1-1NET REQUESTS									In Referred Status as of Report Month End (c)		In Suspended Status as of Report Month End (d)	
		MSAG TRANSACTIONS							ALI TRANSACTIONS					
2014	TOTAL	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected (*)	County Address Change Request (TN CR) Processed (a)	ALI Discrepancy (ALI-DR) Processed (b)	TN CR	ALI- DR	# of Transactions	TNs Affected
December														
November														
October														
September														
August														
July														
June														
May														
April														
March	500	499	396	13	19	5	66	27,257	0	1	6	0	0	0
February	405	287	274	0	0	3	10	33,576	115	3	6	0	0	0
January	470	434	363	14	1	3	53	23,748	29	7	1	0	0	0
TOTAL YTD	1,375	1,220	1,033	27	20	11	129	84,581	144	11				
AVG PER MO	458	407	344	9	7	4	43	28,194	48	4				

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

March 1, 2014 –March 31, 2014

2.3 MSAG Communities Project

2.3.1 MSAG Community and Street Segment Sweep – Phase II Status

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

Below is the latest status of the Phase II work effort as of **March 31, 2014**:

OMIL Existing Community Name	New Approved Community Name	MSAG Records	MSAG Transactions Required	Status	Notes/Comments
Bellows Airforce Station	BELLOWS	65	65	COMPLETED -- 03/31/13	
Kaneohe MCAS	MCBH	356	356	COMPLETED -- 06/19/13	
Helemano Military Res	HELEMANO	33	33	COMPLETED -- 06/24/13	
Naval Comm Sat Wahiawa	NCTAMS PAC	3	3	COMPLETED -- 07/01/13	
NCTAMS	NCTAMS PAC	12	12	COMPLETED -- 07/09/13	
Naval Comm Stat Wahiawa	NCTAMS PAC	38	38	COMPLETED -- 07/16/13	
Camp Stover	SCHOFIELD	9	9	COMPLETED -- 07/16/13	
East Range	SCHOFIELD	3	3	COMPLETED -- 07/16/13	
Schofield Barracks	SCHOFIELD	2	2	COMPLETED -- 07/16/13	
Hicham AFB	HICKAM	2	2	COMPLETED -- 07/17/13	
Manana Naval Quarters	MANANA	37	37	COMPLETED -- 07/17/13	
TAMC	TRIPLER	9	9	COMPLETED -- 07/19/13	
Fort Kam	HICKAM	27	27	COMPLETED -- 07/31/13	
Fort Derussy	FT DERUSSY	6	6	COMPLETED -- 07/31/13	
Hospital Point	PEARL HBR	2	2	COMPLETED -- 08/12/13	
Naval Magazine Lualualei	PEARL HBR	2	2	COMPLETED -- 08/12/13	
Hale Alii	PEARL HBR	3	3	COMPLETED -- 08/12/13	
Pearl Harbor	PEARL HBR	86	86	COMPLETED -- 08/12/13	Nine (9) records did not receive the new community name. Eight (8) records due to overlapping with existing records (0 TNs) and one (1) record Akimeka does not have the authorization to change.
Ford Island	FORD ISL	147	147	COMPLETED -- 09/03/13	
Regional Dispatch Center	PEARL HBR	3	3	COMPLETED -- 10/03/13	
Schofield Bks	SCHOFIELD	661	661	COMPLETED -- 1/30/14	One record did not receive the new community name due to the overlapping with existing records (2 TNs).
Tripler AMC	TRIPLER	116	116	COMPLETED -- 2/18/14	
Wheeler AFB	SCHOFIELD	11	11	COMPLETED -- 2/20/14	
Hickam Air Force Base	HICKAM	3	3	COMPLETED -- 2/24/14	

Oahu Civilian E9-1-1 Status Report

March 1, 2014 –March 31, 2014

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

A total of 1636 MSAG transactions have been completed thus far – **66% Complete**. An estimated 831 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 **March 31, 2014**:

2.3.3 MSAG Community and Street Segment Sweep – Phase V

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

In the month of March 2014, Waikiki MSAG Community was completed. Phase V is tracking according to the planned schedule with no major issues to date.

Oahu Civilian E9-1-1 Status Report

March 1, 2014 –March 31, 2014

3 Geographic Information System (GIS) – March 2014

3.1 Mapping Layers Updated (Part I)

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

OAHU CIVILIAN			
Type of Layer	Akimeka GIS Server	Date Uploaded to ftp Site	Other/Remarks
	Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)			
Address Points	03/31/14		Spatially corrected 280 address points in Kaneohe. Identified six (6) alias addresses.
			Deleted record ID 106989 46-432 Kuneki St in Kaneohe; duplicate address.
			Reviewed new development Ewa Village Area H Phase III Hoonani. Georeferenced building plan and added sixty-two (62) new address points in Ewa Beach per DPP.
	03/28/14		Spatially corrected 176 address points in Kaneohe
			Added seventy-nine (79) new address points in Iroquois.
			Deleted record ID 98993 87-102D Kulaaupuni St, record ID 309550 87-102C Kulaaupuni St, and record ID 99758 87-102G2 Kulaaupuni St; incorrect addresses. Created three (3) new address points with new IDs in Maili per HFD discrepancy.
			Created two (2) new address points in Maili per HFD discrepancy.
	03/26/14		Spatially corrected eighty (80) address points in Kaneohe. Identified one (1) alias address and added forty-seven (47) routing IDs.
			Added two (2) new address points in Kaneohe.
			Added one (1) new address point in Airport.
	03/18/14		Added four hundred four (404) new address points in Iroquois.
	03/17/14		Added one (1) new address point; Spatially corrected three hundred six (306) address points in Kaneohe. Identified thirteen (13) alias addresses, added two (2) routing IDs, and identified addresses that require site visits.
	03/11/14 - 03/14/14		Added forty-five (45) new address points;Spatially corrected forty-three (43) address points; Identified seven (7) alias addresses, added four (4) routing IDs, added one (1) suite number, and identified addresses that require site visits; Deleted record ID 70926 315 Uluniu St, duplicate address; Deleted record ID 183785 40 Aulike St, incorrect address. Created one (1) new address point with correct address in Kailua.
	03/11/14		
	03/10/14		Spatially corrected 253 address points in Kaneohe. Identified five (5) alias addresses, corrected one (1) TMK, and identified addresses that require site visits.
			Added one (1) new address point in Kaneohe.
	03/06/14		Completed populating the AddressPoints CensusTract field.
	03/04/14		Added seventy-eight (78) new address points in Iroquois.
	03/03/14		Spatially corrected 263 address points in Kaneohe. Identified three (3) aliases.
			Added the CensusTract field to the AddressPoints feature class and modified Alias1, Alias2, Alias3, Alias4, Alias5, and Website field lengths. Began populating the AddressPoints CensusTractfield.

Oahu Civilian E9-1-1 Status Report

March 1, 2014 –March 31, 2014

3.2 Mapping Layers Updated (Part II)

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

OAHU CIVILIAN			
Type of Layer	Akimeka GIS Server	Date Uploaded to ftp Site	Other/Remarks
	Date Created/ Edits Performed		
Common Place Name			
Emergency Callboxes			
Fire Beats			
Fire Districts			
Fire Response Areas	03/05/14		Corrected STA 12, 35, 40, 43 boundaries
Fire Stations			
Major Roads			
MSAG Address Points (aka Pseudo Address Points)			
MSAG Communities (aka Towns)	03/27/14		Corrected Airport/Hickam boundary
	03/17/14		Corrected Waipahu/Kunia Boundary
	03/10/14		Corrected Ewa Beach/Waipahu boundary
	03/03/14		Corrected Kapolei/Kalaheo boundary
Medic Beats			
Medic Response Areas	03/05/14		Corrected MED10\16 boundary
Medic Stations			
Milepost Markers			
Net_Junctions	03/24/14		Populated with latest MSAG Community and Police Beat updates
	03/10/14		Populated with the latest MSAG Community and Police Beat updates

Oahu Civilian E9-1-1 Status Report

March 1, 2014 –March 31, 2014

3.3 Mapping Layers Updated (Part III)

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

OAHU CIVILIAN			
Type of Layer	Akimeka GIS Server	Date Uploaded to ftp Site	Other/Remarks
	Date Created/ Edits Performed		
Common Places			
	03/28/14		Spatially corrected Verizon Mokapu, Verizon Kailua, and Hongwanji Kailua in Kailua.
	03/27/14		Spatially corrected locations in Kailua: Gardenia Manor, Hokulani in Kailua, Koolau Vista, Poinciana Manor, Windward Cove Condo, Windward Harbor, Windward Passage, Kailuan Condo, Macys Kailua, Windward Sch for Adu, Kalaheo HS, Kawainui Gateway Pk, Windward Unity Church, Kailua Mission Sch, Seventh Day Adventis, Zippys Kailua, Onewa Market, Shell Kailua, Lanikai ES, Lanikai Boat Ramp, Kailua Boat Ramp, Mid Pacific Country, Bluestone Apts.
Common Places			Populated new MSAG Community of Kahala
			Spatially corrected Keoneula ES in Kailua
	03/25/14		Spatially corrected locations in Kailua: Kailua Christian Aca, Territorial Kailua, Chevron Kailua, Windward Prep Sch, Sunshine Sch, St Anthony Sch, CPB Kailua, McDonalds Kailua, Lani Huli Elderly Ho, Kailua ES, Library Kailua, RS Kailua, HPD Kailua
	03/20/14		Updated Scandi Condo to Makee Ailana in Waikiki
	03/18/14		Populated new MSAG Community of Kapahulu
	03/11/14		Populated Kaimuki for MSAG Community and Street Segment Sweep - Phase 5 project
	03/06/14		Added 7Eleven Kalihi in Kalihi
Police Beats	03/17/14		Finished correcting Police Beat 867 according to the HPD written policies and procedures
	03/04/14		Continued correcting Police Beats 867, 879, and 872 according to the HPD written policies and procedures
	03/03/14		Corrected Police Beat 865 and began on 867 according to the HPD written policies and procedures
Police Districts			
Police Response Areas			
Police Stations			
Schools			
Street Centerlines	03/31/14		Added streets in new development; Ewa Village Area H Phase III Hoonani. Ewaloa St, Kilipue St
			Split Renton Rd for new streets in Ewa Beach
			Deleted bad segment of Cane Haul Rd; Split, spatially corrected, and added new segment of Wahinepee St; Added new street: Cackle Fresh Rd; Added new street: Cackle Fresh Rd in Laie.
	03/31/14		Corrected elevation values on H1E FWY and H2N Exit to correct routing issue at HFD
	03/27/14		Corrected gaps in Waialae on Ihloa Loop, Kalaniana'ole Hwy, Kalaniiki St, Kamole St, Kihi St, Kumakani Loop, Laukahi St, Makaikoa St, Malia St, Nuna St, Poola St, Waialae Ave
			Corrected flip errors and added ranges for Saratoga Pl in Kalaeloa
			Spatially corrected Kaelepulu Dr in Kailua
			Populated new MSAG Community of Kahala

Oahu Civilian E9-1-1 Status Report

March 1, 2014 –March 31, 2014

3.4 Mapping Layers Updated (Part VI)

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

OAHU CIVILIAN			
Type of Layer	Akimeka GIS Server	Date Uploaded to ftp Site	Other/Remarks
	Date Created/ Edits Performed		
Street Centerlines	03/26/14		Spatially corrected Elliott St, corrected ranges, added new segment of Elliott St in Airport for the identification of an elevator alarm address.
	03/25/14		Deleted bad segment of Salt Lake Blvd in Aiea
	03/24/14		Corrected ranges on Yamada Ln in Nuuanu
			Corrected ranges on Trosseau St in Kapahulu
	03/21/14		Corrected gaps in Kahala on Hunakai St, Kahala Ave, Koloa St, Pahoa Ave, Paikau St, Palekaua St, Poka St, Puu Panini Ave, Ulili St, Waikiki St
			Deleted bad segment of Kaimuki Pl in Kahala
	03/20/14		Corrected gaps in Kapahulu on Kapiolani Blvd, Leialoha Ave, Olokele Ave
			Corrected 13 directional errors (flip). Flipped segments of H1W Fwy and corrected elevation values for 17 segments
			Corrected gaps in Aina Haina on Lawelawe St, Leighton St, Mahimahi St, Maono Loop, Mona St, Opihi St, Puili Pl, Puuikena Dr, Ulua St
			Corrected gaps in Kahala on Huanui St
	03/19/14		Corrected street name from Apakee St to Kaukamana Rd in Maili
			Began correcting all street ranges on Kaukamana Rd in Maili to include all addresses and farmland properties
	03/18/14		Populated new MSAG Community of Kapahulu
			Corrected gaps in Kaimuki on Palolo Ave, Wilhelmina Rise
	03/17/14		Spatially corrected Kunia Rd, Kupuohi St, Kunia Onto H1W, H1E Exit 5 in Kunia and Ewa Beach
			Corrected gaps in Honolulu on Waimanu St, Ward Ave, Young St
			Corrected gaps in McCully on Nakookoo St, Waiola St
			Corrected gaps in Aina Haina on Hawaii Loa St, Kalaniana'ole Hwy, Kualana Pl, Kirkwood St, Kuliouou Rd
	03/14/14		Added new street segments on Waaula Ln, Kaukaalii St, Kukaniloko St, Puna Way, Ia Way, Kilu Ct, Oli Ct, Lei Ct, Heenalua Ct
			Split Paalaa Uka Pupukea Rd and Malohi Rd for new development streets
	03/13/14		Corrected gaps in McCully on Hauoli St, Kahuna Ln, Kuilei St
	03/11/14		Populated Kaimuki for MSAG Community and Street Segment Sweep - Phase 5 project
			Corrected gaps in Honolulu on Luawai St, and Pahoa St
	03/06/14		Corrected gaps in Honolulu on Pohukaina St
	03/05/14		Corrected gaps in Honolulu on Kawaiahao St, Kona St, Pensacola St, Punahou St, Rycroft St, S Beretania St
	03/04/14		Aligned H1E Fwy, H1W Fwy, H1E Exit 3, H1E Exit 5, H1W Exit 3, Kualakai Onto H1E, Kualakai Onto H1W, Kualakai Pkwy, Kunia Onto H1W and Palehua Rd along Police Beat 867 corrections
Trails			

Oahu Civilian E9-1-1 Status Report

March 1, 2014 –March 31, 2014

3.5 Mapping Layers Updated (Part V)

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

OAHU CIVILIAN			
Type of Layer	Akimeka GIS Server	Date Uploaded to ftp Site	Other/Remarks
	Date Created/Edits Performed		
WSP Cell Sectors	03/21/14		Per T-Mobile CRS
	03/12/14		Per VZW CRS
	03/11/14		Per AT&T CRS
	03/10/14		Per VZW CRS
	03/07/14		Per T-Mobile CRS
WSP Cell Towers	03/21/14		Per T-Mobile CRS
	03/12/14		Per VZW CRS
	03/11/14		Per AT&T CRS
	03/10/14		Per VZW CRS
	03/07/14		Per T-Mobile CRS; updated Tower 1029
OTHER SUPPORTING 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)			
Churches			
Gas Stations			
Food & Beverage			
Hospitals			
Lodging			
Medical Facilities			
Ocean Rescue Boundaries	03/27/14		Completed prep for the three mile Mobile Vehicle OceanResponseArea boundaries for Ocean Safety review.
	03/26/14		Prepped the three mile Mobile Vehicle OceanResponseArea boundaries for Ocean Safety review.
	03/25/14		Incorporated three (3) new Lifeguard Tower, ATV, and Mobile Vehicle boundaries for OceanResponseAreas per each newly added item in LifeguardTowers per Ocean Safety.
			Completed the three mile Mobile Vehicle boundaries for OceanResponseAreas per Ocean Safety.
	03/24/14		Completed prep for the 400yd Lifeguard Tower and half mile ATV OceanResponseArea boundaries for Ocean Safety review.
			Continued working on the three mile Mobile Vehicle boundaries per Ocean Safety.
	03/21/14		Completed work on the half mile ATV boundaries for OceanResponseAreas per Ocean Safety.
			Began work on the three mile Mobile Vehicle boundaries for OceanResponseAreas per Ocean Safety.
	03/20/14		Completed work on the 400yd lifeguard tower boundaries for OceanResponseAreas per Ocean Safety.
			Began working on the half mile ATV boundaries for OceanResponseAreas per Ocean Safety.
	03/19/14		Began work on the 400yd lifeguard tower boundaries for OceanResponseAreas per Ocean Safety.
	03/06/14		Began creating OceanResponseAreas per Ocean Safety.

Oahu Civilian E9-1-1 Status Report

March 1, 2014 –March 31, 2014

3.6 Mapping Layers Updated (Part VI)

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

OAHU CIVILIAN			
Type of Layer	Akimeka GIS Server	Date Uploaded to ftp Site	Other/Remarks
	Date Created/ Edits Performed		
Ocean Safety (Includes Lifeguard Stands)	03/26/14		Corrected OceanDistricts district 3 and district 4 per Ocean Safety.
	03/25/14		Added three (3) new lifeguard towers, one (1) response station, and included location descriptions for LifeguardTowers per Ocean Safety.
	03/20/14		Re-added Bellows Beach to LifeguardTowers per Ocean Safety.
	03/19/14		Removed restricted waterways from OceanDistrict boundaries per Ocean Safety.
	03/17/14		Deleted eight (8) LifeguardTowers per Ocean Safety: T1 Fort Derrusy Waikiki, T2 Fort Derrusy Waikiki, Bellows Beach, Bellow Beach Tower 1, Bellow Beach Tower 2, Barbers Pt Military, KBMCB North Beach: North Tower, and KBMCB Pyramid Rock Beach Pyr.
	03/13/14		Corrected all OceanDistricts districts per Ocean Safety.
			Emailed OceanDistricts KMZ file to Ocean Safety.
			Spatially corrected forty-four (44) lifeguard towers per Ocean Safety.
	03/12/14		Completed Ocean Districts metadata.
			Created OceanDistricts feature class per Ocean Safety.
			Corrected Ocean District 3 per Ocean Safety.
			Converted OceanDistricts into a KMZ file for Ocean Safety review.
			Spatially corrected one (1) lifeguard tower per Ocean Safety.
	03/07/14		Corrected Ocean District 2 and Ocean District 3 per Ocean Safety.
	03/06/14		Created maps of OceanDistricts and OceanResponseAreas for Ocean Safety review
	03/05/14		Corrected two (2) SurfBreak names per Ocean Safety
			Began creating maps of OceanDistricts and OceanResponseAreas for Ocean Safety review.
	03/03/14		Spatially corrected one (1) SurfBreak and corrected two (2) SurfBreak names per Ocean Safety.
- Dive Locations			
- Surf Breaks			
Parcels			
Parks (Includes National Parks)			
Parks Polygon			
Post Offices			
Subdivisions			

Oahu Civilian E9-1-1 Status Report

March 1, 2014 –March 31, 2014

3.7 Mapping Layers Updated (Part VII)

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

OAHU CIVILIAN			
Type of Layer	Akimeka GIS Server	Date Uploaded to ftp Site	Other/Remarks
	Date Created/ Edits Performed		
DISASTER/HOMELAND SECURITY LAYERS (Listed Alphabetically)			
Airports			
Bridges			
Coastline			
Coastal Names			
Critical Infrastructure			
Emergency Shelters			
Government Buildings			
Helipads			
Hydrology Layers			
- Dams			
- Ponds			
- Streams (Includes Rivers)			
	03/13/14		Corrected gaps in Aina Haina on Hao St, and Hind Uka Dr
- Waterfalls			
Tsunami Evacuation Zones			
Tsunami Roadblocks			
United States National Grid			
Volcano Hazard Zones			
Wharfs			
SPECIAL REQUESTS			
Tow Boundaries			

Oahu Civilian E9-1-1 Status Report

March 1, 2014 –March 31, 2014

3.8 Geographic Information System (GIS) Narrative

3.8.1 Police Beats Corrections

Background

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

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

Status To Date

Based on HPD PMT's confirmation, Akimeka continued to make corrections to the Police Beats during the month of March 2014. Akimeka completed an additional two (2) Police Beats (865, and 867) boundary corrections.

Upload Process

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

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

Oahu Civilian E9-1-1 Status Report

March 1, 2014 –March 31, 2014

3.8.2 Ocean Safety Requirements

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

1. On March 4, 2014, Akimeka and Ocean Safety held a conference call to establish an Ocean Response Areas process.
 - a. Ocean Safety agreed to provide Akimeka with a Lifeguard Tower polygon KMZ file along with written descriptions of the Ocean Districts and Ocean Response Areas.
 - b. Ocean Safety approved for Akimeka to designate the majority of Pearl Harbor into Ocean District 4 due to TriTech CAD limitations on overlapping polygons.
 - c. Akimeka agreed to provide Ocean Safety with KMZ files based off of Ocean District and Ocean Response Area descriptions once reviewed and finalized.
2. On March 7, 2014, Ocean Safety, Honolulu Fire Department (HFD), Emergency Medical Services (EMS), Honolulu Police Department (HPD), and Akimeka held a meeting to discuss Ocean Safety's naming convention for the TriTech CAD.
 - a. Ocean Safety agreed to internally re-discuss the naming convention for the Lifeguard Towers and will host a follow-up meeting to establish a system.
 - b. Ocean Safety agreed to provide Akimeka with a list of associated telephone numbers with matching addresses for Akimeka to verify or update against the MSAG.
 - c. Ocean Safety agreed to provide Akimeka with the complete list of Beach Right of Ways, also known as Emergency Route Locations (ERLs).
3. From March 12 – 27, 2014, Akimeka and Ocean Safety worked hand in hand to complete the Ocean Response Areas.
 - a. Akimeka corrected all Lifeguard Tower locations and added new Lifeguard Tower locations as provided by Ocean Safety.
 - b. Akimeka removed all Federal Lifeguard Tower coordinates and restricted waterways as requested by Ocean Safety.
 - c. Akimeka began and completed the Ocean Response Areas, which encompassed the 400 yard boundaries from each Lifeguard Tower, the half mile boundaries from each All Terrain Vehicle (ATV), and the three mile boundaries from each Mobile Vehicle.
 - d. Akimeka scheduled a working meeting for April 2, 2014 with Ocean Safety and HPD to review the Ocean Response Areas.

During the month of April 2014, Akimeka and Ocean Safety will finalize the Ocean Districts and Ocean Response Area boundaries for the TriTech CAD implementation.

Oahu Civilian E9-1-1 Status Report

March 1, 2014 –March 31, 2014

3.8.3 Intrado PowerMap Upload

Since the establishment of the GIS Data deliverable process between Akimeka and Intrado in January 2014, the data uploads have been successfully carried out.

In January and February 2014, an issue within PowerMap had been identified with the display of Phase 1 wireless 911 calls. The issue identified is that the map is not displaying the Phase 1 polygons, but is zooming to the area when the 911 call occurs. Akimeka assisted Intrado on a couple occasions with the configuration settings; however no true identification of the cause of the discrepancy has been identified.

GIS UPDATES FOR POWERMAP 4.1		
DATE GIS DELIVERED TO INTRADO	DATE GIS LOADED TO POWERMAP BY INTRADO	NOTES/COMMENTS
01/03/14		Data not loaded due to issue with indexing
01/10/14	01/13/14	
01/24/14	01/27/14	
02/07/14		
02/21/14		
03/07/14		
03/12/14		

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

3.8.4 TriTech CAD System Upgrade

During the month of January 2014, Akimeka, HFD and EMS had begun coordination to prepare Address Points for the new TriTech CAD system for Address Validation. Since Address Points have not been used in the CAD system, but in the past had been used as visual only, there are needed configurations in both the GIS and the CAD in order to work properly. HFD, EMS, and Akimeka will continue to work together to ensure the proper information is being utilized.

1. Agreement was made to use a small batch of Address Points for the initial configuration and testing, as to not overwhelm the system and will be more effective for testing.
 - a. It was agreed to use a small area in both the Waikiki area and Waimanalo area. Waikiki is being used to test a more urban area and Waimanalo more rural. In addition, Waimanalo has been through a street and address sweep process and Waikiki has not been through the correction process, so it should be a good means to test for a variety of potential discrepancies.
 - b. The first small dataset of Address Points was included in the February 7, 2014 GIS data deliverable.

Oahu Civilian E9-1-1 Status Report

March 1, 2014 –March 31, 2014

3.8.5 TriTech CAD System Upgrade (Part II)

1. Subsequent to the delivery of the small batch of Address Points on February 7, 2014, some potential issues were identified.
 - a. Apartment numbers are included in the GIS data.
 - a. Depending on how the TriTech CAD system gets configured, the information for apartment numbers and/or building numbers should not be included in the full address for address validation.
 - b. Akimeka identified previously that the ANI/ALI information for the State of Hawaii does not include apartment information in the full address used in the address validation process. That information however, does come across in driving instructions which is a comment field used to provide additional information for address locations and is not an identifier used in validations of the call.
 - c. With that said, Akimeka preferred to hold on discussing the address point configuration until a meeting with all of the PSAPs can be set up. It is important for all public safety agencies to discuss these items collectively as a group so decisions can be made together.
 - b. On March 13, 2014, a meeting was held to discuss the apartment field in the GIS and the validation source with the ANI/ALI fields. HPD and Akimeka agreed that the apartment field would best be used as a visual display in the mapping and CAD systems as a label. Considering the apartment information is not available in the designated field in the ANI/ALI it is best to use the full address without apartment and/or building numbers for address validations.

3.8.6 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

March 1, 2014 –March 31, 2014

3.8.7 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 February 25, 2014 and March 24, 2014. Below are the results of the comparison.

	First Report 06/01/12	02/25/14	03/24/14	Improvement/ Comments
Total Number of GIS Records	26,602	26,988	27,010	Added twenty-two (22) records
	Errors Identified			
Zero Errors	5,112	891	889	Further reduced errors by .2% (2 errors)
Low > High Errors	3	0	1	Increased by 1 error
Mixed Parity Errors	1	0	0	No Change
Changed Parity Errors	105	0	0	No Change
Address Gap Errors	2,629	586	328	Further reduced errors by 44% (258 errors)
Address Overlap Errors	423	0	1	Increased by 1 error
Flipped Link Errors	1,030	591	574	Further reduced errors by 2.9% (17 errors)
Total Errors	9,303	2,068	1,793	Further reduced errors by 13.3% (275 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.

Maui County 9-1-1 Status Report

March 1, 2014 – March 31, 2014

Table of Contents

1	PSAP Operations	4
1.1	9-1-1 Call Volume (Maui) – March 2014	4
1.2	9-1-1 Call Volume (Maui) – Calendar Year 2014	4
1.2.1	Call Volume Maui County PSAP Notes:	4
1.3	9-1-1 Call Volume (Molokai) – Calendar Year 2014	5
1.4	9-1-1 Call Volume (Molokai) – Calendar Year 2014	5
1.4.1	Call Volume Molokai County PSAP Notes:	5
1.5	9-1-1 Call Volume (Combined Maui & Molokai) – March 2014	6
1.6	9-1-1 Call Volume (Combined Maui & Molokai) – Calendar Year 2014	6
1.7	Wireless Test – March 2014	7
2	MSAG	7
2.1	Current Month – March 2014	7
2.1.1	MSAG Current Month Notes:	7
2.2	Year-to-Date (YTD) –2014	8
3	GIS Mapping Layers – March 2014	9
3.1	Updated/Loaded Into GIS (Part I)	9
3.2	Updated/Loaded Into GIS (Part II)	10
3.3	Updated/Loaded Into GIS (Part III)	11
3.4	Updated/Loaded Into GIS (Part IV)	12
3.5	Updated/Loaded Into GIS (Part V)	13
3.6	Updated/Loaded Into GIS (Part VI)	14
3.7	Updated/Loaded Into GIS (Part VII)	15
3.8	CAD/Mapping System GIS Upload Process	16
3.8.1	Current Month GIS Activities – March 2014	16
4	Geographic Information System (GIS)	16
4.1	Next Generation 911 (NG9-1-1) GIS Requirements	16
4.1.1	GIS Data Corrections	17
5	Service Requests Transactions	17
5.1	Open Service Requests – March 2014	17
5.2	Year-to-Date (YTD) Summary (Maui) – 2014	17
5.3	Year-to-Date (YTD) Summary (Molokai)– 2014	18
6	E9-1-1 Database Synchronization	19
6.1	Audit Summary Results – 2014	19
6.2	Audit Summary Notes:	20
6.3	MSAG Audit Summary Results – December 1, 2013 vs March 1, 2014	20
6.4	MSAG Audit Summary Results Notes –	21
6.5	Invalid MSAG Streets and Address Ranges – ESN x99 Records	22
6.6	Automatic Location Identification (ALI) Discrepancy Reports	22

Maui County E9-1-1 Status Report

March 1, 2014 – March 31, 2014

1 PSAP Operations

1.1 9-1-1 Call Volume (Maui) – March 2014

Source: Intrado Viper

9-1-1 Call Volume																	
Maui PSAP		Wireline		Wireless				VOIP		Calls With No ALI		Admin Calls		Abandoned/Dropped Calls		Other Calls	
2014	Total 9-1-1 Calls Processed	No. of Wireline Calls	% of Total Calls	No. of Wireless Calls	% of Total Calls	% of Wireless WPH1 Calls	% of Wireless WPH2 Calls	No. of VoIP Calls	% of Wireless WPH2 Calls	No. of Calls with No ALI	% of Total Calls	No. of Admin Calls	% of Total Calls	No. of 9-1-1 Calls Abandoned by Caller	% of Total Calls	No. of 9-1-1 Calls Abandoned by Caller	% of Total Calls
March	12056	2443	20.26%	7378	61.20%	70.05%	29.95%	333	2.76%	357	2.96%	0	0.00%	1545	12.82%	0	0.00%

1.2 9-1-1 Call Volume (Maui) – Calendar Year 2014

Source: Intrado Viper

9-1-1 Call Volume																	
Maui PSAP		Wireline		Wireless				VOIP		Calls with No ALI		Admin Calls		Abandoned Calls		Other Calls	
2014	Total 9-1-1 Calls Processed	No. of Wireline Calls	% of Total Calls	No. of Wireless Calls	% of Total Calls	% of Wireless WPH1 Calls	% of Wireless WPH2 Calls	No. of VoIP Calls	% of Wireless WPH2 Calls	No. of Calls with No ALI	% of Total Calls	No. of Admin Calls	% of Total Calls	No. of 9-1-1 Calls Abandoned by Caller	% of Total Calls	Other	% of Total Calls
January	816	114	13.97%	244	29.90%	63.52%	36.48%	0	0.00%	20	2.45%	0	0.00%	438	53.68%	0	0.00%
February	9,876	2,169	21.96%	6,385	64.65%	68.21%	31.79%	40	0.41%	361	3.66%	0	0.00%	921	9.33%	0	0.00%
March	12,056	2,443	20.26%	7,378	61.20%	70.05%	29.95%	333	2.76%	357	2.96%	0	0.00%	1,545	12.82%	0	0.00%
April																	
May																	
June																	
July																	
August																	
September																	
October																	
November																	
December																	
YTD	22,748	4,726	18.73%	14,007	61.57%	67.26%	32.74%	373	1.64%	738	3.24%	0	0.00%	2,904.00	12.77%	0	0.00%
MON AVG	7,582.67	1,575.33		4,669				124.33		246		0		968		0	

1.2.1 Call Volume Maui County PSAP Notes:

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

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

1.3 9-1-1 Call Volume (Molokai) – Calendar Year 2014

Source: Intrado Viper

9-1-1 Call Volume																	
Molokai PSAP		Wireline		Wireless				VOIP		Calls With No ALI		Admin Calls		Abandoned/Dropped Calls		Other Calls	
2014	Total 9-1-1 Calls Processed	No. of Wireline Calls	% of Total Calls	No. of Wireless Calls	% of Total Calls	% of Wireless WPH1 Calls	% of Wireless WPH2 Calls	No. of VoIP Calls	% of Wireless WPH2 Calls	No. of Calls with No ALI	% of Total Calls	No. of Admin Calls	% of Total Calls	No. of 9-1-1 Calls Abandoned by Caller	% of Total Calls	No. of 9-1-1 Calls Abandoned by Caller	% of Total Calls
March	287	115	40.07%	165	57.49%	70.91%	29.09%	0	0.00%	7	2.44%	0	0.00%	0	0.00%	0	0.00%

1.4 9-1-1 Call Volume (Molokai) – Calendar Year 2014

9-1-1 Call Volume																	
Molokai PSAP		Wireline		Wireless				VOIP		Calls with No ALI		Admin Calls		Abandoned Calls		Other Calls	
2014	Total 9-1-1 Calls Processed	No. of Wireline Calls	% of Total Calls	No. of Wireless Calls	% of Total Calls	% of Wireless WPH1 Calls	% of Wireless WPH2 Calls	No. of VoIP Calls	% of Wireless WPH2 Calls	No. of Calls with No ALI	% of Total Calls	No. of Admin Calls	% of Total Calls	No. of 9-1-1 Calls Abandoned by Caller	% of Total Calls	Other	% of Total Calls
January	187	67	35.83%	98	52.41%	55.10%	44.90%	0	0.00%	7	3.74%	0	0.00%	15	8.02%	0	0.00%
February	182	37	20.33%	131	71.98%	55.73%	44.27%	3	1.65%	11	6.04%	0	0.00%	30	16.48%	0	0.00%
March	287	115	40.07%	165	57.49%	70.91%	29.09%	0	0.00%	7	2.44%	0	0.00%	0	0.00%	0	0.00%
April																	
May																	
June																	
July																	
August																	
September																	
October																	
November																	
December																	
YTD	656	219	24.96%	394	60.06%	60.58%	39.42%	3	0.46%	25	3.81%	0	0.00%	45	6.86%	0	0.00%
MON AVG	218.67	73.00		131.33				1		8.33		0		15		0	

1.4.1 Call Volume Molokai County PSAP Notes:

- (1) Total call volumes include Administrative calls. (Administrative calls = Calls made between 9-1-1 positions but are not 9-1-1 calls.)
- (2) "Abandoned" calls represent the number of incoming 9-1-1 calls for which the caller had hung up before a call-taker answered.
- (3) "Abandoned" calls are included in the "Wireline" and "Wireless" counts respectively. The standard Intrado Viper reports provide a break-out of "Abandoned" calls between "Wireline" and "Wireless" calls.

1.5 9-1-1 Call Volume (Combined Maui & Molokai) – March 2014

9-1-1 Call Volume																	
Maui County		Wireline Calls		Wireless Calls				VOIP Calls		Calls With No ALI		Admin Calls		Abandoned / Dropped Calls		Other Calls	
2014	Total 9-1-1 Calls Processed	No. of Wireline Calls	% of Total Calls	No. of Wireless Calls	% of Total Calls	% of Wireless WPH1 Calls	% of Wireless WPH2 Calls	No. of VoIP Calls	% of VoIP Calls	No. of Calls with No ALI	% of Total Calls	No. of Admin Calls	% of Total Calls	No. of 9-1-1 Abandoned Calls	% of Total Calls	Other Calls	% of Total Calls
March	12343	2558	20.72%	7543	61.11%	70.06%	29.94%	333	2.70%	364	2.95%	0	0.00%	1545	12.52%	0	0.00%

1.6 9-1-1 Call Volume (Combined Maui & Molokai) – Calendar Year 2014

9-1-1 Call Volume																	
Maui County		Wireline		Wireless				VOIP		Calls with No ALI		Admin Calls		Abandoned Calls		Other Calls	
2014	Total 9-1-1 Calls Processed	No. of Wireline Calls	% of Total Calls	No. of Wireless Calls	% of Total Calls	% of Wireless WPH1 Calls	% of Wireless WPH2 Calls	No. of VoIP Calls	% of VoIP Calls	No. of Calls with No ALI	% of Total Calls	No. of Admin Calls	% of Total Calls	No. of 9-1-1 Calls Abandoned by Caller	% of Total Calls	Other	% of Total Calls
January	6,578	1,890	28.73%	4,207	63.96%	0.00%	0.00%	0.00	0.00	27.00	0.41%	1.00	0.00	1,260.00	19.15%		
February	10,058	2,206	21.93%	6,516	64.78%	67.96%	32.04%	43.00	0.00	372.00	3.70%	0.00	0.00	921.00	9.16%	0.00	0.00
March	12,343	2,558	20.26%	7,378	61.20%	70.06%	29.94%	333.00	0.03	364.00	2.95%	0.00	0.00	1,545.00	12.52%	0.00	0.00
April																	
May																	
June																	
July																	
August																	
September																	
October																	
November																	
December																	
YTD	28,979	6,654	0.00%	18,101	62.46%	138.02%	61.98%	376.00	1.30%	763.00	2.35%	1.00	0.00%	3,726.00	12.86%	0.00	0.00
MON AVG	9,659.67	2,218.00		6,033.67				125.33		254.33		0.33		1,242.00		0.00	

Note: The January Total Calls include both the Viper System and CML/Plant volumes combined.
CML/Plant VOIP calls were included into the Wireline totals.

1.7 Wireless Test – March 2014

Date	WSP	Sites Tested	Sectors Tested	Tested By:	Test Pass/Fail
03/20/14	Sprint	1	1	Molokai PSAP	Pass
03/22/14	Sprint	1	1	Maui PSAP	Pass
03/23/14	Sprint	1	1	Maui PSAP	Pass

There were 2 scheduled Wireless tests for the Maui PSAP and 1 scheduled test for the Molokai PSAP in March 2014.

2 MSAG

2.1 Current Month – March 2014

2014		9-1-1NET REQUESTS									In Referred Status as of Report Month End (c)		In Suspended Status as of Report Month End (d)	
		MSAG TRANSACTIONS							ALI TRANSACTIONS					
PSAP	TOTAL	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected	County Address Change Request (TN CR) Submitted (a)	ALI Discrepancy (ALI-DR) Submitted (b)	TN CR	ALI-DR	# of Transactions	TNs Affected
MAUI COUNTY	123	95	63	5	12	13	2	951	26	2	195	0	0	0

2.1.1 MSAG Current Month Notes:

During the month of March 2014, 123 MSAG transactions were processed. Ninety-five (95) 9-1-1Net requests were processed relating to the Maui County MSAG database, with 951 customer ANI/ALI (telephone/address) records updated as a direct result of Akimeka's address research and GIS validation process. Twenty-six (26) Telephone Number Change Requests (TN CR) transactions and two (2) ALI-DR transactions were processed in 9-1-1Net for updates and corrections relating to the ESN 359/399 clean-up effort. Streets and address ranges were validated against the GIS to ensure synchronization and an MSAG valid address was provided to the Telco. TN CRs must be validated against HT records and approved by the end user HawaiianTelcom customer before updating the ALI record.

There are 195 TN CRs in Referred status as of March 31, 2014.

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

During the month of March 2014, a process for VoIP discrepancies was introduced to the PSAP concerning the reporting and processing of customer name and address discrepancies. The process for correcting VoIP discrepancies will be similar to the ALI DR process utilized with Hawaiian Telcom; however with VoIP calls, Time

Warner will be the coordinating agency. Akimeka will track and reflect the process of these Discrepancy Requests (VoIP DRs) in the Monthly Status Report, effective April of 2014

There is One (1) VoIP DR in Referred Status as of March 31, 2014

One (1) VoIP DR was submitted to Time Warner Network Operations Center for correction. Maui County Police Department received a 911 call from a VoIP phone that displayed an incorrect address, and submitted the information to Akimeka for correction. Akimeka forwarded the information to Time Warner for the Network Operations Center to verify and update. Time Warner will contact Akimeka when the number has been properly updated.

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

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

2.2 Year-to-Date (YTD) –2014

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					
2014	TOTAL	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected (*)	County Address Change Request (TN CR) Processed (a)	ALI Discrepancy (ALI-DR) Processed (b)	TN CR	ALI-DR	# of Transactions	TNs Affected
December														
November														
October														
September														
August														
July														
June														
May														
April														
March	123	95	63	5	12	13	2	951	26	2	195	0	0	0
February	136	48	34	4	5	0	5	959	87	1	176	0	0	0
January	83	65	44	2	13	6	0	743	16	2	147	0	0	0
TOTAL YTD	342	208	141	11	30	19	7	2,653	129	5				
AVG PER MO	114	69	47	4	10	6	2	884	43	2				

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.

3 GIS Mapping Layers – March 2014

3.1 Updated/Loaded Into GIS (Part I)

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

MAUI COUNTY				
Type of Layer	Island	Akimeka GIS Server	Date Loaded Into PSAP GIS Server	Other/Remarks
		Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)				
Address Points	Maui/Lanai	03/24/14		Spatially corrected one (1) address point in Hana, two (2) in Kula, one (1) in Paia and four (4) in Wailuku. Corrected three (3) addresses in Wailuku and one (1) in Kula. Added seven (7) new addresses received from DSA.
	Maui/Lanai	03/20/14		Spatially corrected three (3) address points in Kula and one (1) in Paia. Corrected the ESN for two (2) address points. Added two (2) addresses in Kaanapali.
	Molokai	03/19/14		Spatially corrected two (2) address points in Hoolehua and added one (1) address received from DSA.
	Maui/Lanai	03/18/14		Spatially corrected nine (9) address points in Haiku, eighty (80) on Lanai, one (1) in Kula and three (3) in Wailuku. Corrected two (2) addresses in Haiku and one (1) address on Lanai. Added four (4) addresses from the DSA Address layer and added one (1) new address received from DSA.
	Maui/Lanai	03/17/14		Spatially corrected three (3) address points in Kula and added forty-nine (49) addresses received from DSA
	Maui/Lanai	03/14/14		Spatially corrected three (3) address points in Kula and added forty-nine (49) addresses received from DSA
	Molokai	03/14/14		Added one (1) address received from DSA
			03/13/14	
	Maui/Lanai	03/03/14 - 03/05/14		Address Point Validation; Spatially corrected 131 address points; Added the following new addresses received from DSA: Haiku one (1), Hana two (2), Lahaina one (1), Spreckelsville one (1) and Wailuku one (1). Made the following spatial corrections: Haiku three (3), Hana one (1), Lanai five (6), Spreckelsville one (1) and Wailuku one (1). Corrected four (4) addresses on Lanai.

3.2 Updated/Loaded Into GIS (Part II)

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

MAUI COUNTY				
Type of Layer	Island	Akimeka GIS Server	Date Loaded Into PSAP GIS Server	Other/Remarks
		Date Created/ Edits Performed		
Emergency Callboxes				
Fire Beats				
Fire Districts				
Fire Response Areas				
Fire Stations				
Major Roads				
MSAG Address Points (aka Pseudo Address)				
MSAG Communities (aka Towns)				
Medic Beats				
Medic Districts				
Medic Response				
Medic Stations				
Milepost Markers				
Points of Interest				
Police Beats				
Police Districts				
Police Response Areas				
Police Stations				

3.3 Updated/Loaded Into GIS (Part III)

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

MAUI COUNTY				
Type of Layer	Island	Akimeka GIS Server	Date Loaded Into PSAP GIS Server	Other/Remarks
		Date Created/ Edits Performed		
WSP Cell Sectors	Maui/Lanai	03/28/14		Per T-Mobile CRS
			03/13/14	
	Maui/Lanai	03/11/14		Per T-Mobile CRS
	Maui/Lanai	03/11/14		Per VZW CRS
Schools				
Street Centerlines	Maui/Lanai	03/25/14		Modified one (1) street centerline range segment, spatially corrected one (1) segment and partial correction to two (2) segment in Haiku. Modified two (2) range segments and partial correction to one (1) segment in Maalaea. Modified fourteen (14) range segments in Pukalani.
	Maui/Lanai	03/24/14		Modified one (1) street centerline range segment in Kula, spatially corrected one (1) segment, partial correction to one (1) segment and corrected the street name of one section of road from S High St to Honoapiilani Hwy in Wailuku.
	Molokai	03/24/14		Modified one (1) street centerline range segment in Hoolehua
	Maui/Lanai	03/20/14		Modified one (1) street centerline range segment in Kaanapali and seven (7) in Kula.
	Maui/Lanai	03/19/14		Modified one (1) range segment in Haiku, three (3) range segments in Kaanapali, five (5) in Kihei, four (4) in Lahaina, four (4) in Napili and one (1) in Wailea.
	Molokai	03/19/14		Spatially corrected one (1) segment and partial correction to three (3) segments in Hoolehua. Modified one (1) range in Maunaloa.
	Maui/Lanai	03/18/14		Changed the parity and parity codes for nineteen (19) street centerline segments, modified two (2) range segments, spatially corrected one (1) segment and partial correction to one (1) segment in Lanai.
	Maui/Lanai	03/17/14		Partial spatial correction on two (2) street centerline segments and modified six (6) range segments on Lanai.

3.4 Updated/Loaded Into GIS (Part IV)

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

MAUI COUNTY				
Type of Layer	Island	Akimeka GIS Server	Date Loaded Into PSAP GIS Server	Other/Remarks
		Date Created/ Edits Performed		
Street Centerlines	Molokai	03/17/14		Assigned a range to twenty (20) range segments, spatially corrected thirteen (13) segments and partial correction to three (3) segments in Kaunakakai.
	Maui/Lanai	03/14/14		Modified range for Piilani Hwy, Kula to include new addresses.
			03/13/14	
	Maui/Lanai	03/07/14		Spatially corrected thirty-four (34) street centerline segments, partial spatial correction on seventeen (17) segments and modified thirty (30) range segments on Lanai.
	Maui/Lanai	03/06/14		Spatially corrected nine (9) street centerline segments, partial spatial correction on three (3) segments and modified ten (10) range segments on Lanai. Spatially corrected one (1) segment in Haiku. Modified one (1) range segment in Lahaina, one (1) in Kula, one (1) in Pukalani, and one (1) in Wailea.
	Maui/Lanai	03/05/14		Spatially corrected eighty-five (85) street centerline segments, partial spatial correction on thirty-three (33) segments and modified nine (9) range segments on Lanai.
Trails				
WSP Cell Towers	Maui/Lanai	03/28/14		Per T-Mobile CRS
			03/13/14	
	Maui/Lanai	03/11/14		Per T-Mobile CRS
	Maui/Lanai	03/11/14		Per VZW CRS
OTHER SUPPORTING 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)				
Buildings				
Churches				
Gas Stations				
Food & Beverage				

3.5 Updated/Loaded Into GIS (Part V)

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

MAUI COUNTY				
Type of Layer	Island	Akimeka GIS Server	Date Loaded Into PSAP GIS Server	Other/Remarks
		Date Created/ Edits Performed		
Hospitals				
Lodging				
Medical Facilities				
Parcels				
Parks (Includes National Parks)				
Park Polygon				
Post Offices				
Subdivisions				
DISASTER/HOMELAND SECURITY LAYERS (Listed Alphabetically)				
Airports				
Bridges				
Coastline				
Coastal Names				

3.6 Updated/Loaded Into GIS (Part VI)

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

MAUI COUNTY				
Type of Layer	Island	Akimeka GIS Server	Date Loaded Into PSAP GIS Server	Other/Remarks
		Date Created/ Edits Performed		
Emergency Operation Centers (EOC)				
Emergency Shelters				
Government Buildings				
Harbors				
Helipads				
Hydrology Layers				
- Dams				
- Ponds				
- Streams (Includes Rivers)				
- Waterfalls				
Ocean Rescue Boundaries				
Ocean Safety (Includes Lifeguard Stands)				
Tsunami Evacuation				

3.7 Updated/Loaded Into GIS (Part VII)

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

MAUI COUNTY				
Type of Layer	Island	Akimeka GIS Server	Date Loaded Into PSAP GIS Server	Other/Remarks
		Date Created/ Edits Performed		
Tsunami Heights				
United States National Grid (50K)				
United States National Grid (500K)				
Waste Water Plants				
SPECIAL REQUESTS				
Gate Codes				
HCS Monsanto Fields				
Tow Jurisdictions				

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

3.8 CAD/Mapping System GIS Upload Process

3.8.1 Current Month GIS Activities – March 2014

- 03/26/14 Akimeka updated one (1) PowerMap position on Maui with the following data:
Address Points, Street Centerlines, WSP Cell Sectors and WSP Cell Towers.
- 03/27/14 Akimeka updated five (5) PowerMap positions on Maui with the following data:
Address Points, Street Centerlines, WSP Cell Sectors and WSP Cell Towers.
- 03/27/14 Akimeka's PowerMap upload was not conducted for Molokai due to connection issues. Akimeka continues to troubleshoot the issue.
- 03/28/14 Akimeka updated two (2) PowerMap positions on Maui with the following data:
Address Points, Street Centerlines, WSP Cell Sectors and WSP Cell Towers.

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

4 Geographic Information System (GIS)

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

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

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

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

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

4.1.1 GIS Data Corrections

NG9-1-1 GIS Data Corrections			
GIS Layer Name	Type of Correction	Number of Records Corrected/Modified/Added/Removed	Comments/Details
Address Points	Added	72	Addresses received from DSA and from the DSA Address layer
Address Points	Corrections	13	
Address Points	Spatially Corrected	288	Corrected location of address point, recalculated x/y
Street Centerlines	Range Segments Corrected	128	Ranges modified according to address point locations
Street Centerlines	Street Name Correction	1	
Street Centerlines	Parity	19	
Street Centerlines	Spatially Corrected/Partial Spatial Correction	145/66	

5 Service Requests Transactions

5.1 Open Service Requests – March 2014

MAUI PSAP						
#	Date	Ticket #	Description	Category	Urgency	Comments
1	03/10/14	666	Updated Address	MSAG	Normal	VoIP Phone. Submitted to Time Warner Network Operations Center for correction.

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

MOLOKAI PSAP						
#	Date	Ticket #	Description	Category	Urgency	Comments
			NONE			

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

5.2 Year-to-Date (YTD) Summary (Maui) – 2014

MAUI PSAP				SERVICE REQUEST CATEGORIES							
2014	TOTAL			911 Map		MSAG		Request Training		Suggestions	
	Created	Closed	Open	Created	Closed	Created	Closed	Created	Closed	Created	Closed
December											
November											
October											
September											
August											
July											
June											
May											
April											
March	3	2	1	0	0	3	2	0	0	0	0
February	0	1	0	0	1	0	0	0	0	0	0
January	2	2	1	1	0	1	1	0	0	0	0
2013 Carryover	1		0	0	0	1	1	0	0	0	0
TOTAL	6	5	2	1	1	5	4	0	0	0	0

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

5.3 Year-to-Date (YTD) Summary (Molokai)– 2014

MOLOKAI PSAP				SERVICE REQUEST CATEGORIES							
2014	TOTAL			911 Map		MSAG		Request Training		Suggestions	
	Created	Closed	Open	Created	Closed	Created	Closed	Created	Closed	Created	Closed
December											
November											
October											
September											
August											
July											
June											
May											
April											
March	0	0	0	0	0	0	0	0	0	0	0
February	1	1	0	0	0	1	1	0	0	0	0
January	0	0	0	0	0	0	0	0	0	0	0
2013 Carryover	0	0	0	0	0	0	0	0	0	0	0
TOTAL	1	1	0	0	0	1	1	0	0	0	0

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

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

6 E9-1-1 Database Synchronization

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

As part of Akimeka's value added services, Akimeka conducted the next quarterly database synchronization audit for Maui County in March 2014.

The database synchronization effort included comparing Maui County's 9-1-1 MSAG against its GIS Street Centerline data. A total number of 2,689 9-1-1 MSAG (ESN 300 – 357) records were reviewed in the audit and analyzed. Results of the database synchronization audit completed on March 1, 2013 for Maui County are reported below.

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

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

6.1 Audit Summary Results – 2014

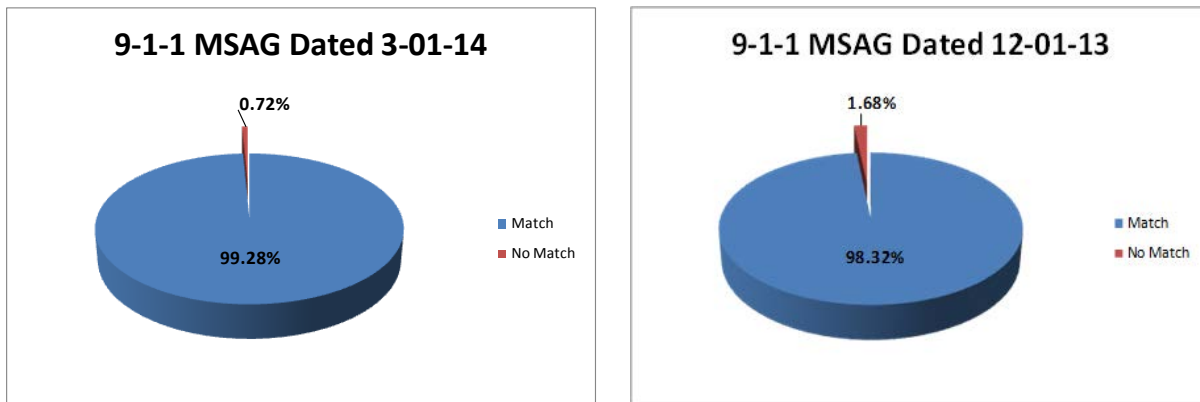
9-1-1 MSAG TO GIS STREET CENTERLINE AUDIT COMPARISON RESULTS	Notes	As of June 14, 2013		As of September 11, 2013		As of December 09, 2013		As of March 1, 2014	
		9-1-1 MSAG Dated 06-01-13		9-1-1 MSAG Dated 9-01-13		9-1-1 MSAG Dated 12-01-13		9-1-1 MSAG Dated 03-01-14	
		# of Records	%	# of Records	%	# of Records	%	# of Records	%
Total 9-1-1 MSAG Records Reviewed		2,671		2,675		2,684		2,689	
Less: 9-1-1 MSAG Exception Records	(1)	60	2.2%	60	2.2%	60	2.24%	61	2.3%
Net 9-1-1 MSAG Records Eligible for Comparison		2,611		2,615		2,624		2,628	
Total 9-1-1 MSAG Records Match (9-1-1 MSAG -- GIS Match -- No Corrections Required)		2,609	99.9%	2,611	99.8%	2,580	98.32%	2,609	99.3%
9-1-1 MSAG -- GIS No Match - Minor Correction Required	(2)	2	0.1%	2	0.1%	37	1.41%	48	1.8%
9-1-1 MSAG Record With No GIS Record	(3)	0	0.0%	2	0.1%	7	0.27%	11	0.4%
Total 9-1-1 MSAG Records No Match		2	0.1%	4	0.2%	44	1.68%	59	2.2%

6.2 Audit Summary Notes:

Notes:

- (1) An MSAG Record that will not have a corresponding GIS Street Centerline Record but is required for the routing of E9-1-1 calls (i.e., Emergency Call Box, Foreign Exchange Records, Wireless Shell Records, etc.). No further action is required.
- (2) An MSAG Record that requires minor MSAG attention in 9-1-1Net to correct MSAG Records (i.e., Reassignment of an MSAG Community, modification of the Site Address Range, assignment of an ESN, performing a combine or insert of an existing MSAG Record, etc.).
- (3) An MSAG Record that does not have a corresponding GIS Record and will require additional research and validation. The GIS Section will assist with this effort.

6.3 MSAG Audit Summary Results – December 1, 2013 vs March 1, 2014



Maui County's level of accuracy or 9-1-1 Match percentage remained fairly constant from 98.32% as of December 1, 2013 to 99.28% as of March 1, 2014

6.4 MSAG Audit Summary Results Notes –

- ❖ “MSAG - GIS Minor Corrections” decreased by 71% (48 to 14) from December 2013 to March 2014 respectively. The decrease is primarily the result of edits made to the GIS Street Centerlines layer in order to meet new NG9-1-1 requirements. Low and high address ranges were then adjusted in the MSAG to correspond with the GIS record. Although this is a minor correction, customer telephone numbers (TNs) need to be validated by the service providers prior to adjusting an address range.
- ❖ “MSAG Record With No GIS Record” decreased by 55% (11 to 5) from December 2013 to March 2014 respectively. The decrease in records were due primarily to the verification of the MSAG records against multiple GIS databases to determine if the roads are existing within Maui County records.
- ❖ “GIS Record With Minor Corrections” decreased by 76% (42 to 10) from December 2013 to March 2014 respectively. Low and high address ranges, street suffix, and MSAG Community were adjusted in the GIS to correspond with the MSAG record.
- ❖ “MSAG records that don’t match GIS” decreased by 68% (59 to 19) from December 2013 to March 2014 respectively. The decrease in the number of MSAG Records not matching the GIS database resulted in a combination of corrections to the GIS and MSAG databases have been processed in order to meet NG9-1-1 requirements.

The non-match condition may also be a result in which MSAG records submitted in 9-1-1Net were not completed prior to the running of the MapSAG comparison. The MSAG section will monitor these records to ensure they are processed in 9-1-1Net prior to the April 2014 re-analysis.

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

6.5 Invalid MSAG Streets and Address Ranges – ESN x99 Records

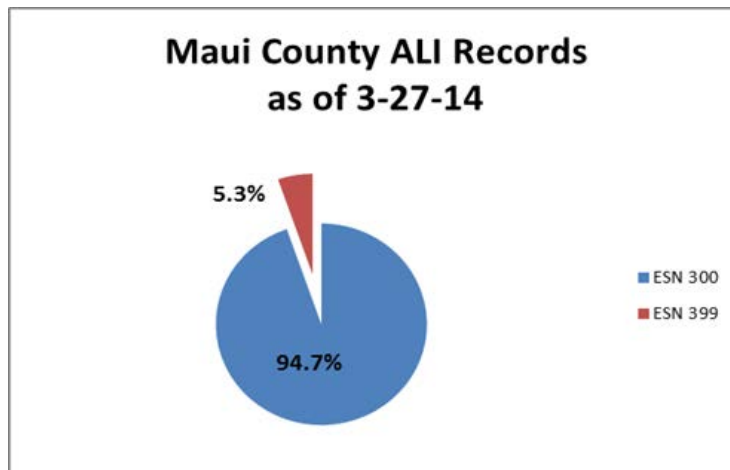
Hawaiian Telcom, Inc. (HTI) provides Maui County and Akimeka, as the PSAP's agent, with access and visibility to the ESN 359/399 MSAG records which are "known" invalid streets and address ranges. Results of the data provided are as follows:

PSAP	ESN	Invalid MSAG Records							
		9-1-1 MSAG Dated 03-01-14							
		# 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)	# of Records	% of Total MSAG Records (Valid and Invalid)
MAUI	399	194	7.3%		0.0%		0.0%		0.0%
MOLOKAI	359	68	23.5%		0.0%		0.0%		0.0%
TOTAL MAUI COUNTY		262	8.9%	0	0.0%	0	0.0%	0	0.0%

Note: The number of 359/399 MSAG records for Maui/Lanai and Molokai were inadvertently reported in reverse. The chart above has been corrected accordingly for the 9-1-1 MSAG Dated 03-01-14.

6.6 Automatic Location Identification (ALI) Discrepancy Reports

As part of Akimeka's ongoing database synchronization efforts, Akimeka reviewed and summarized the ALI discrepancy reports by community for Maui County. As of March 27, 2014, 3,615 ESN 399 (Maui/Lanai) and ESN 359 (Molokai) records, representing 5.3% of Maui County's total ALI records, require research and corrective action, if needed.



The total number of ALI records remains relatively consistent.

The number of ESN 359/399 ALI records decreased from 3,980 to 3,615 from December 2013 to March 2014 respectively. The decrease reflects the work that Akimeka has done since the last database synchronization in December 2013. Extensive research has gone into verifying the invalid TNs against current County data. This is an ongoing project, as Akimeka continues to research and correct the ESN 359/399 records.

Hawaii County 9-1-1 Status Report

March 1, 2014 – March 31, 2014

Table of Contents

1	PSAP Operations	3
1.1	9-1-1 Call Volume Hawaii County PSAPs – March 2014.....	3
1.2	911 Call Volume Hawaii County PSAPs – Calendar Year 2014.....	3
1.2.1	Call Volume Hawaii County PSAP Notes:.....	3
1.3	9-1-1 Call Volume by Agency – March 2014.....	4
1.4	9-1-1 Call Volume by Agency – Calendar Year 2014	4
1.4.1	Call Volume by Agency Notes:.....	4
1.5	Wireless Test – March 2014.....	5
1.5.1	Wireless Test Notes:	5
2	MSAG.....	5
2.1	Current Month – March 2014	5
2.1.1	MSAG Current Month Notes:	5
2.1.2	MSAG Current Month Notes (Part II):	6
2.2	Year-to-Date (YTD) Summary – 2014.....	6
3	GIS Mapping Layers – March 2014	7
3.1	Updated/Loaded Into GIS (Part I)	7
3.2	Updated/Loaded Into GIS (Part II)	8
3.3	Updated/Loaded Into GIS (Part III)	9
3.4	Updated/Loaded Into GIS (Part IV)	10
3.5	CAD/Mapping System GIS Upload Process	11
3.5.1	Current Month GIS Activities – March 2014	11
4	Mapping Layers Updated/Loaded Into GIS – March 2014	11
4.1.1	Address Points and Street Centerlines Update Comparison	11
5	Geographic Information System (GIS).....	12
5.1	Next Generation 911 (NG9-1-1) GIS Requirements	12
5.2	Addition of Fire District 21, Fire Response Area 51 and ESN 239	13
6	Service Requests Transactions	13
6.1	Open Service Requests – March 2014	13
6.2	Year-to-Date (YTD) Summary – 2014.....	14

Hawai'i County 9-1-1 Status Report

March 1, 2014 – March 31, 2014

1 PSAP Operations

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

Source: Intrado Viper

9-1-1 Call Volume																
HAWAII POLICE PSAPs		Wireline		Wireless				VOIP		Calls With No ALI		Admin Calls	Abandoned/ Dropped Calls		Other Calls	
2014	Total 9-1-1 Calls Processed	No. of Wireline Calls	% of Total Calls	No. of Wireless Calls	% of Total Calls	% of Wireless WPH1 Calls	% of Wireless WPH2 Calls	No. of VoIP Calls	% of Wireless WPH2 Calls	No. of Calls with No ALI	% of Total Calls	% of Total Calls	No. of 9-1-1 Calls Abandoned by Caller	% of Total Calls	No. of 9-1-1 Calls Abandoned by Caller	% of Total Calls
March	19,732.00	4,443.00	22.52%	12,678	64.25%	51.64%	48.36%	646.00	3.27%	20	0.00	0.00%	1,945	9.86%	0.00	0.00

1.2 911 Call Volume Hawaii County PSAPs – Calendar Year 2014

9-1-1 Call Volume																
Hawaii County PSAPs		Wireline		Wireless				VOIP		Calls with No ALI		Admin Calls	Abandoned Calls		Other Calls	
2014	Total 9-1-1 Calls Processed	No. of Wireline Calls	% of Total Calls	No. of Wireless Calls	% of Total Calls	% of Wireless WPH1 Calls	% of Wireless WPH2 Calls	No. of VoIP Calls	% of Wireless WPH2 Calls	No. of Calls with No ALI	% of Total Calls	% of Total Calls	No. of 9-1-1 Calls Abandoned by Caller	% of Total Calls	Other Calls	% of Total Calls
January	20,517	5,680	27.68%	12,884	62.80%	48.15%	51.85%	9	0.04%	22	0.11%	0.00%	1,922	9.37%	0	0.00%
February	17,275	4,716	27.30%	11,352	65.71%	46.41%	53.59%	22	0.13%	14	0.08%	0.00%	1,171	6.78%	0	0.00%
March	19,732	4,443	22.52%	12,678	64.25%	51.64%	48.36%	646	3.27%	20	0.10%	0.00%	1,945	9.86%	0	0.00%
April																
May																
June																
July																
August																
September																
October																
November																
December																
YTD	57,524	14,839	25.83%	36,914	64.25%	48.73%	51.27%	677.00	1.15%	56	0.10%	0	5,038	8.67%	0	0.00%
MON AVG	19,175	4,946		12,305				225.67		18.67			1,679.33		0	

1.2.1 Call Volume Hawaii County PSAP Notes:

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

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

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

Source: Intrado Viper

9-1-1 Call Volume by Agency										
	HPD					HFD				
	Number of Total Calls Received	% of Total Calls	Number of Admin Calls	Number of Abandoned/Dropped Calls	Number of Other Calls	Number of Total Calls Received	% of Total Calls	Number of Admin Calls	Number of Abandoned/Dropped Calls	Number of Other Calls
2014										
March	15,526	78.68%	0	1,845	0	2,261	11.46%	0	100	0

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

9-1-1 Call Volume by Agency									
2014	HPD				HFD				% of Total Calls
	Number of Total Calls Received	Number of Admin Calls	Number of Abandoned Calls	% of Total Calls	Number of Total Calls Received	Number of Admin Calls	Number of Dropped Calls		
January	16,012	0	1,891	78.04%	2583	0	31		12.59%
February	13,955	0	1,163	80.78%	2149	0	8		12.44%
March	15,526	0	1,845	78.68%	2,261.00	0	100		11.46%
April									
May									
June									
July									
August									
September									
October									
November									
December									
YTD	45,493.00	0.00	4,899.00	79.17%	6,993.00	0.00	139.00		12.16%
MON AVG	15,164.33	0.00	1,633.00		2,331.00	0.00	46.33		

1.4.1 Call Volume by Agency Notes:

- (1) Total call volumes include Administrative calls. (Administrative calls = Calls made between 9-1-1 positions but are not 9-1-1 calls.)
- (2) "Abandoned" calls represent the number of incoming 9-1-1 calls for which the caller had hung up before a call-taker answered.
- (3) "Abandoned" calls are included in the "Wireline" and "Wireless" counts respectively. The standard Intrado Viper reports provide a break-out of "Abandoned" calls between "Wireline" and "Wireless" calls.

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

1.5 Wireless Test – March 2014

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

1.5.1 Wireless Test Notes:

There was no scheduled Wireless Testing for Hawaii County in March 2014.

2 MSAG

2.1 Current Month – March 2014

2014		9-1-1NET REQUESTS									In Referred Status		In Suspended Status as of Report Month	
		MSAG TRANSACTIONS							ALI TRANSACTIONS					
PSAP	TOTAL	Total	Change	Combine d	Delete	Insert	Split	Customer Addresses Affected	County Address Change Request	ALI Discrepancy (ALI-DR) Submitted	TN CR	ALI- DR	# of Transactions	TNs Affected
HAWAII	338	312	201	0	103	6	2	2,344	17	9	486	4	1	1

2.1.1 MSAG Current Month Notes:

During the month of March 2014, 338 MSAG transactions were processed in 9-1-1 Net. 312 requests were processed relating to the MSAG database, with 2,344 customer ANI/ALI (telephone/address) records updated as a direct result. Seventeen (17) Telephone Number Change Requests (TN CR) transactions and nine (9) ALI-DR transactions were also processed in 9-1-1Net for updates and corrections. The seventeen (17) TNCRs were submitted with MSAG valid addresses, as a result of the ESN 299 clean-up effort. Streets and address ranges were validated against the GIS to ensure synchronization and an MSAG valid address was provided to the Telco. TN CRs must be validated against HT records and approved by the end user Hawaiian Telcom customer before updating the ALI record.

There are 486 TN CRs in Referred Status as of March 31, 2014.

As of March 2014, the remaining Puako Beach Rd TN CRs have been updated in 9-1-1 Net. TNs were submitted to Intrado in October 2012 as a result of the Puako Beach Road address changes per the Hawai'i County Planning Department. See Service Request #225.

The 486 Referred records are a direct result of the ESN 299 clean-up and are awaiting approval from Hawaiian Telcom, Inc. Akimeka continues to monitor and track the progress of the Referred records. Once a telephone number is submitted to Intrado for correction, it must be verified against HT records and/or approved by the customer. Intrado's internal process requires calling each telephone customer individually for approval to update an address in the 9-1-1 database.

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.

Hawai'i County 9-1-1 Status Report

March 1, 2014 – March 31, 2014

2.1.2 MSAG Current Month Notes (Part II):

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

A process for VoIP discrepancies was introduced to the PSAP concerning the reporting and processing of customer name and address discrepancies. The process for correcting VoIP discrepancies will be similar to the ALI DR process utilized with Hawaiian Telcom. However with VoIP calls, Time Warner will be the coordinating agency. Akimeka will track and reflect the process of these Discrepancy Requests (VoIP DRs) in the Monthly Status Report, effective April of 2014.

There are six (6) VoIP DRs in Referred Status as of March 31, 2014

Six (6) VoIP DRs were submitted to Time Warner Network Operations Center for correction. All six discrepancies were the result of a 911 call from a VoIP phone that displayed an incorrect address. Hawaii County submitted the information to Akimeka for correction. Akimeka forwarded the information to Time Warner for the Network Operations Center to verify and update. Time Warner will contact Akimeka when the number has been properly updated.

2.2 Year-to-Date (YTD) Summary – 2014

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					
2014	TOTAL	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected (*)	County Address Change Request (TN CR) Processed (a)	ALI Discrepancy (ALI-DR) Processed (b)	TN CR	ALI-DR	# of Transactions	TNs Affected
December														
November														
October														
September														
August														
July														
June														
May														
April														
March	338	312	201	0	103	6	2	2,344	17	9	486	4	1	1
February	171	64	12	28	16	7	1	1,571	96	11	383	2	0	0
January	313	141	22	39	61	15	4	64	164	8	670	1	0	0
TOTAL YTD	822	517	235	67	180	28	7	3,979	277	28				
AVG PER MO	274	172	78	22	60	9	2	1,326	92	9				

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

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.

Hawai'i County 9-1-1 Status Report

March 1, 2014 – March 31, 2014

3 GIS Mapping Layers – March 2014

3.1 Updated/Loaded Into GIS (Part I)

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

HAWAII			
Type of Layer	Akimeka GIS Server	Date Loaded Into PSAP GIS Server	Other/Remarks
	Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)			
CALLER LOCATION			
Address Points		03/25/14	
	03/24/14		Completed monthly update on address points.
	03/20/14		Added three (3) new address points in Captain Cook.
			Added 51 new address points in Hilo.
			Added one (1) new address point in Honomu.
			Added five (5) new address points in Kailua Kona.
			Added two (2) new address points in Kamuela.
			Added ten (10) new address points in Keaaau.
			Added six (6) new address points in Kurtistown.
			Added one (1) new address point in Laupahoehoe.
			Added ten (10) new address points in Mountain View.
			Added three (3) new address points in Naalehu.
			Added six (6) new address points in Ocean View.
			Added 15 new address points in Pahoa.
		Added five (5) new address points in Volcano.	
03/18/14		Updated street name to six (6) streets in Paauilo.	
	3/12/14		
03/10/14		Changed street name to five (5) addresses from Ross Rd to Anuenue Wawae in Pahoa.	
Emergency Callboxes			
Fire Stations			
	03/25/14		Added Makalei Fire Station in Kailua Kona.
Medic Stations			
Milepost Markers			
Points of Interest (POI)			
Police Stations			

Hawai'i County 9-1-1 Status Report

March 1, 2014 – March 31, 2014

3.2 Updated/Loaded Into GIS (Part II)

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

HAWAII			
Type of Layer	Akimeka GIS Server	Date Loaded Into PSAP GIS Server	Other/Remarks
	Date Created/ Edits Performed		
Schools			
Tsunami Evacuation Zones			
Tsunami Roadblocks			
WSP Cell Towers		03/25/14	
		03/12/14	
DISPATCH AND RESPONSE			
ESZ/ESN			
Fire Beats (Includes Medic Beats)	03/17/14		Performed review of Fire Beat boundaries and updated boundary to seven (7) Fire Beats.
Fire Districts (Includes Medic Districts)	03/11/14		Added one (1) new Fire District
			Modified boundary to two (2) Fire Districts.
Fire Response Areas	03/24/14		Updated district name to one (1) fire response area in Kailua
	03/06/14		Corrected Beat and Response Area number to one (1) Fire Response Area.
	03/06/14		Corrected Station Order, First In, Second In and District to one (1) Fire Response Area.
	03/05/14		Updated boundary to three (3) Fire Response Areas.
			Added one (1) new Fire Response Area.
			Updated Station Order to four (4) Fire Response Areas and Second In to three (3) Fire Response Areas.
MSAG Communities (aka Towns)			

Hawai'i County 9-1-1 Status Report

March 1, 2014 – March 31, 2014

3.3 Updated/Loaded Into GIS (Part III)

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

HAWAII			
Type of Layer	Akimeka GIS Server	Date Loaded Into PSAP GIS Server	Other/Remarks
	Date Created/ Edits Performed		
Medic Response Areas	N/A for Hawaii County		
Ocean Rescue Boundaries			
Police Beats			
Police Districts			
Police Response Areas			
WSP Cell Sectors		03/25/14	
		03/12/14	
RESPONSE ROUTING			
Street Centerlines	3/26/2014 to 03/28/14		Updated ESN attributes to one hundred fifty-five (155) streets in Kailua Kona.
		03/25/14	
	03/24/14		Completed monthly update on street centerlines.
			Updated ESN attributes to 259 streets in Kailua Kona.
	03/21/14		Split one (1) street segment; Assigned a range to two (2) streets;Changed street name to seven (7) streets in Hilo.
			Split one (1) street segment in Paauilo.
			Split one (1) street segment in Kamuela.
			Split one (1) street segment in Paauilo.
			Added one (1) new street in Kamuela.
			Added two (2) new streets in Paauilo.

Hawai'i County 9-1-1 Status Report

March 1, 2014 – March 31, 2014

3.4 Updated/Loaded Into GIS (Part IV)

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

HAWAII			
Type of Layer	Akimeka GIS Server	Date Loaded Into PSAP GIS Server	Other/Remarks
	Date Created/ Edits Performed		
Street Centerlines	03/20/14		Updated the range to one (1) street in Captain Cook.
			Changed street name to one (1) street; assigned a range to two (2) streets in Hilo.
	03/18/14 - 03/20/14		Updated ESN attributes to seventy-two (72) streets in Kailua Kona.
		03/12/14	
	03/10/14		Changed street name from Ross Rd to Anuenue Wawae in Pahoa.
			Added one (1) new street in Kailua Kona.
	03/06/14		Spatially corrected one (1) street in Pahoa.
VISUAL REFERENCE			
Coastline			
Major Roads			
Parcels			
Trails			
SPECIAL REQUESTS			
Correctional Facilities			

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

3.5 CAD/Mapping System GIS Upload Process

3.5.1 Current Month GIS Activities – March 2014

- 03/12/14 Akimeka performed Powermap Update which included: Address Points, Street Centerlines, WSP Cell Sectors, WSP Cell Towers, Fire Districts and Fire Response Areas.
- 03/25/14 Akimeka performed Powermap Update which included: Address Points, Street Centerlines, WSP Cell Sectors, WSP Cell Towers and Fire Response Areas.

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

4 Mapping Layers Updated/Loaded Into GIS – March 2014

4.1.1 Address Points and Street Centerlines Update Comparison

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

The Address Points and Street Centerlines layer comparative analysis was completed on the updates received from the Hawai'i County Planning Department on **March 24, 2014**. Results are as follows:

HAWAII COUNTY	Address Points Layer	Street Centerlines Layer
# of New Street Segments Added		5
# of Street Segments Removed		0
# of New Addresses Added	119	
# of Addresses Removed	0	
# of Street Segment Range Changes		3
# of Street Segment Name Changes		10
# of Address Street Name Changes	6	
# of Address Street Number Changes	0	

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

Hawai'i County 9-1-1 Status Report

March 1, 2014 – March 31, 2014

5 Geographic Information System (GIS)

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

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

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

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

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

NG9-1-1 GIS Data Corrections			
GIS Layer Name	Type of Correction	Number of Records Corrected/Modified/Added/Removed	Comments/Details
Street Centerlines	New Streets	6 Added	Majority were segments of the new Daniel K Inouye Hwy
Street Centerlines	Range/Parity	3 Corrected	2 in Hilo and 1 in Captain Cook
Street Centerlines	Spatial Correction	1 Corrected	To increase spatial accuracy
Street Centerlines	Splits	3 Corrected	To eliminate segments from crossing boundaries
Street Centerlines	ESN Attributes	486 Modified	For the recently created ESN 239
Street Centerlines	Changed Street Name	12 Modified	Majority were in Hilo
Address Points	New Address Points	119 Added	Throughout County in 14 communities
Address Points	Changed Street Name	11 Modified	6 on Daniel K Inouye Hwy and 5 on Anuenue Wawae

Hawai'i County 9-1-1 Status Report

March 1, 2014 – March 31, 2014

5.2 Addition of Fire District 21, Fire Response Area 51 and ESN 239

In order to accommodate the new Fire District 21, per request of the Hawaii Fire Department, Akimeka also created Fire Response Area 51 and ESN 239.

1. During March 2014, Akimeka finished creating the new Fire District 21.
 - a. The boundary update process also required updating of the surrounding boundaries for Fire District 7 and 16 and included corrections to the Street Centerlines and Address Points to ensure proper routing of emergency services.
 - b. The changes were uploaded into PowerMap in March and are currently available to the dispatchers.
 - c. The new Makalei Fire Station was also added and is scheduled to be uploaded into Powermap for utilization by the PSAPs in April 2014.
2. During March 2014, Akimeka finished creating the new Fire Response Area 51.
 - a. Subsequently during this process, Akimeka updated the boundaries to Fire Response Areas 11, 28 and 29.
 - b. The changes were uploaded into PowerMap in March and are currently available to the dispatchers.
3. During March 2014, Akimeka finished creating the boundaries for the new ESN 239.
 - a. During this process, Akimeka also updated the boundaries to ESN 234 and 236.
 - b. The process also included corrections to the Street Centerlines, Address Points and the MSAG database including all affected TNs to ensure proper routing of emergency services. Approximately 75% of the affected Street Centerlines have been updated into 9-1-1 Net and the remaining 25% will be completed in April 2014.

6 Service Requests Transactions

6.1 Open Service Requests – March 2014

#	Date	Ticket #	Description	Category	Urgency
1	2/27/2014	641	Updated Address	MSAG	Normal
2	3/3/2014	661	Updated Address	MSAG	Normal
3	3/3/2014	657	Updated Address	MSAG	Normal
4	3/27/2014	669	Updated Address	MSAG	Normal
5	3/27/2014	670	Updated Address	MSAG	Normal

Hawai'i County 9-1-1 Status Report

March 1, 2014 – March 31, 2014

6.2 Year-to-Date (YTD) Summary – 2014

HAWAII				SERVICE REQUEST CATEGORIES							
2014	TOTAL			911 Map		MSAG		Request Training		Suggestions	
	Created	Closed	Open	Created	Closed	Created	Closed	Created	Closed	Created	Closed
December											
November											
October											
September											
August											
July											
June											
May											
April											
March	11	8	6	0	0	11	8	0	0	0	0
February	14	13	3	0	0	14	13	0	0	0	0
January	9	9	2	0	0	9	9	0	0	0	0
2013 Carryover	1	1	2	0	0	1	1	0	0	0	0
TOTAL	24	23	7	0	0	24	23	0	0	0	0

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

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

Kauai County 9-1-1 Status Report

March 1, 2014 – March 31, 2014

Table of Contents

1	PSAP Operations	3
1.1	9-1-1 Call Volume – March 2014	3
1.2	9-1-1 Call Volume – Calendar Year 2014	3
1.2.1	Call Volume Notes.....	3
1.3	Wireless Test – March 2014	4
2	MSAG.....	5
2.1	Current Month – March 2014	5
2.2	Year-to-Date (YTD) Summary – 2014	6
3	GIS Mapping Layers – March 2014	7
3.1	Updated/Loaded Into GIS (Part I)	7
3.2	Updated/Loaded Into GIS (Part II)	8
3.3	Updated/Loaded Into GIS (Part III)	9
3.4	Updated/Loaded Into GIS (Part IV).....	10
3.5	Updated/Loaded Into GIS (Part V).....	11
3.6	CAD/Mapping System GIS Upload Process	11
3.6.1	Current Month GIS Activities – March.....	11
3.7	Creation of Court Districts Layer	11
4	Service Requests Transactions	12
4.1	Open Service Requests – March 2014	12
4.2	Year-to-Date (YTD) Summary – 2014	12

Kauai County 9-1-1 Status Report

March 1, 2014 – March 31, 2014

1 PSAP Operations

1.1 9-1-1 Call Volume – March 2014

Source: Intrado Viper

9-1-1 Call Volume																	
KAUA'I PSAP		Wireline		Wireless				VOIP		Calls With No ALI		Admin Calls		Abandoned/Dropped Calls		Other Calls	
2014	Total 9-1-1 Calls Processed	No. of Wireline Calls	% of Total Calls	No. of Wireless Calls	% of Total Calls	% of Wireless WPH1 Calls	% of Wireless WPH2 Calls	No. of VoIP Calls	% of Wireless WPH2 Calls	No. of Calls with No ALI	% of Total Calls	No. of Admin Calls	% of Total Calls	No. of 9-1-1 Calls Abandoned by Caller	% of Total Calls	Other	% of Total Calls
March	4717	857	18.17%	2977	63.11%	51.06%	48.94%	97	2.06%	32	0.68%	0	0.00%	754	15.98%	0	0.00%

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

9-1-1 Call Volume																	
KAUA'I PSAP		Wireline		Wireless				VOIP		Calls with No ALI		Admin Calls		Abandoned Calls		Other Calls	
2014	Total 9-1-1 Calls Processed	No. of Wireline Calls	% of Total Calls	No. of Wireless Calls	% of Total Calls	% of Wireless WPH1 Calls	% of Wireless WPH2 Calls	No. of VoIP Calls	% of Wireless WPH2 Calls	No. of Calls with No ALI	% of Total Calls	No. of Admin Calls	% of Total Calls	No. of 9-1-1 Calls Abandoned by Caller	% of Total Calls	Other	% of Total Calls
January	5,059	1,034	20.44%	3,107	61.42%	51.66%	48.34%	7	0.14%	30	0.59%	0	0.00%	881	17.41%	0	0.00%
February	4,091	806	19.70%	2,703	66.07%	50.06%	49.94%	6	0.15%	28	0.68%	0	0.00%	548	13.40%	0	0.00%
March	4,717	857	18.17%	2,977	63.11%	51.06%	48.94%	97	2.06%	32	0.68%	0	0.00%	754	15.98%	0	0.00%
April																	
May																	
June																	
July																	
August																	
September																	
October																	
November																	
December																	
YTD	13,867	2,697	19.45%	8,787	63.53%			110	0.79%	90		0	0.00%	2,183	15.74%	0	0.00%
MON AVG	4,622	899	19.44%	2,929	63.53%	50.92%	49.08%	37	0.78%	30	0.65%	0	0.00%	728	15.60%	0	0.00%

1.2.1 Call Volume Notes

- (1) Total call volumes include Administrative calls. (Administrative calls = Calls made between 9-1-1 positions but are not 9-1-1 calls.)
- (2) "Abandoned" calls represent the number of incoming 9-1-1 calls for which the caller had hung up before a call-taker answered.
- (3) "Abandoned" calls are included in the "Wireline" and "Wireless" counts respectively. The standard Intrado Viper reports provide a break-out of "Abandoned" calls between "Wireline" and "Wireless" calls.

Kauai County 9-1-1 Status Report

March 1, 2014 – March 31, 2014

1.3 Wireless Test – March 2014

Date	WSP	Sites Tested	Sectors Tested	Tested By:	Test Pass/Fail
03/20/14	AT&T	2	21	Kauai PSAP	Pass

There were 2 sites scheduled for wireless testing for Kauai County in March 2014.

- 03/18/14 The Kauai PSAP received an emergency request from AT&T Mobility to retest two wireless sites that had failed earlier in the morning. The emergency request had cited issues with regards to unforeseen items *with* the equipment that had not been completed by the time the site was originally requested for test scheduling. WSPs are not to schedule testing with the PSAP until the site is considered operational. The e-mail request had cited that these issues would be completed by Wednesday, March 19, 2014. The Kauai PSAP could not accommodate this request for an exemption to the establish policy for the next day; however, agreed to retest the sites on Thursday, March 20, 2014 at 10:00 am. The Kauai PSAP requested that AT&T submit revised testing documentation for the test to be completed.
- 03/20/14 The Kauai PSAP conducted emergency wireless testing with AT&T Mobility. The AT&T Mobility tester had not followed establish PSAP testing procedure, nor e-mail guidance by not calling the PSAP prior to making test calls, nor was revised testing documentation submitted. Due to manpower shortages, and these testing procedure oversight, the Kauai PSAP will not entertain further request from WSPs for exception to the wireless testing policy.

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

2 MSAG

2.1 Current Month – March 2014

2014		9-1-1NET REQUESTS									In Referred Status as of Report Month End (c)		In Suspended Status as of Report Month End (d)	
		MSAG TRANSACTIONS							ALI TRANSACTIONS					
PSAP	TOTAL	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected	County Address Change Request (TN CR) Submitted (a)	ALI Discrepancy (ALI-DR) Submitted (b)	TN CR	ALI-DR	# of Transactions	TNs Affected
KAUAI	124	11	2	1	5	3	0	82	113	0	217	0	0	0

During the month of March 2014, 124 MSAG transactions were processed. Eleven (11) 9-1-1Net requests were processed relating to the MSAG database, with 82 customer ANI/ALI (telephone/address) records updated as a direct result of Akimeka's address research and GIS validation process. 113 Telephone Number Change Requests (TN CR) were processed in 9-1-1Net for updates and corrections to the ALI database. The TN CRs were submitted as a result of the ESN 499 clean-up effort. Streets and address ranges were validated against the GIS to ensure synchronization and an MSAG valid address was provided to the Telco. TN CRs must be validated against HT records and approved by the end user Hawaiian Telcom customer before updating the ALI record.

There are 217 TN CRs in Referred status as of March 31, 2014.

217 TN CRs that remain in "Referred" status are a direct result of the ESN 499 clean-up and are awaiting approval from end user Hawaiian Telcom customer in order to update the ALI records. No explanation has been provided by HTI as to why these TN CRs have not been processed for 9-1-1 purposes.

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

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

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

Kauai County 9-1-1 Status Report

March 1, 2014 – March 31, 2014

2.2 Year-to-Date (YTD) Summary – 2014

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					
		Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected (*)	County Address Change Request (TN CR) Processed (a)	ALI Discrepancy (ALI-DR) Processed (b)	TN CR	ALI-DR	# of Transactions	TNs Affected	
2014	TOTAL														
December															
November															
October															
September															
August															
July															
June															
May															
April															
March	124	11	2	1	5	3	0	82	113	0	217	0	0	0	
February	38	9	7	2	0	0	0	443	27	2	155	0	0	0	
January	46	15	3	2	5	2	3	42	31	0	139	0	0	0	
TOTAL YTD	208	35	12	5	10	5	3	567	171	2					
AVG PER MO	69	12	4	2	3	2	1	189	57	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.

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

3 GIS Mapping Layers – March 2014

3.1 Updated/Loaded Into GIS (Part I)

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

KAUAI			
Type of Layer	Akimeka GIS Server	Date Loaded Into PSAP GIS Server	Other/Remarks
	Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)			
Address Points			
	03/28/14		Added one (1) new address in Omao.
		03/27/14	
	03/26/14		Spatially corrected two (2) addresses in Kapaa.
		03/13/14	
Emergency Callboxes			
Fire Beats			
Fire Districts			
Fire Response Areas			
	03/31/14		Updated boundary to seven (7) Fire Response Areas.
Fire Stations			
Incident Response Area			
Major Roads			
MSAG Communities (aka Towns)			
Medic Beats			
Medic Districts			
Medic Response Areas			

Kauai County 9-1-1 Status Report

March 1, 2014 – March 31, 2014

3.2 Updated/Loaded Into GIS (Part II)

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

KAUAI			
Type of Layer	Akimeka GIS Server	Date Loaded Into PSAP GIS Server	Other/Remarks
	Date Created/Edits Performed		
Medic Stations			
Milepost Markers			
Points of Interest			
			Spatially corrected one (1) point of interest in Koloa.
	03/26/14		Performed review of PostalCommunity Field and removed special characters from 82 records.
Police Beats			
Police Districts			
Police Response Areas			
Police Stations			
Schools			
Street Centerlines		03/27/14	
		03/13/14	
Trails			
WSP Cell Sectors			
		03/27/14	
		03/13/14	
	03/05/14		Per AT&T CRS
WSP Cell Towers (Points)			
		03/27/14	
		03/13/14	
	03/05/14		Per AT&T CRS

Kauai County 9-1-1 Status Report

March 1, 2014 – March 31, 2014

3.3 Updated/Loaded Into GIS (Part III)

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

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

Kauai County 9-1-1 Status Report

March 1, 2014 – March 31, 2014

3.4 Updated/Loaded Into GIS (Part IV)

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

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

Kauai County 9-1-1 Status Report

March 1, 2014 – March 31, 2014

3.5 Updated/Loaded Into GIS (Part V)

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

KAUAI			
Type of Layer	Akimeka GIS Server	Date Loaded Into PSAP GIS Server	Other/Remarks
	Date Created/Edits Performed		
Ocean Safety (Includes Lifeguard Stands)			
Tsunami Evacuation Zones			
Tsunami Heights			
United States National Grid (50K)			
Waste Water Plants			
SPECIAL REQUESTS			
KCC Building Outline			
KCC Callboxes			

3.6 CAD/Mapping System GIS Upload Process

3.6.1 Current Month GIS Activities – March

- 03/13/14 Akimeka performed Powermap update which included: Address Points, Street Centerlines, WSP Cell Sectors and WSP Cell Towers.
- 03/27/14 Akimeka performed Powermap update which included: Address Points, Points of Interest, Street Centerlines, WSP Cell Sectors and WSP Cell Towers.

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

3.7 Creation of Court Districts Layer

In February 2014, per special request of the Kauai Police Department, Akimeka began creating the Kauai Court Districts layer.

1. During March 2014, Akimeka finished creating the Kauai Court Districts layer.
 - a. A series of seven (7) maps detailing the boundaries of the court districts were created for their review.
 - b. The new layer will be uploaded into PowerMap in April and will be available to the dispatchers.

Kauai County 9-1-1 Status Report

March 1, 2014 – March 31, 2014

4 Service Requests Transactions

4.1 Open Service Requests – March 2014

#	Date	Ticket #	Description	Category	Urgency
1	02/03/14	638	808 826 6219 question why does it show up as 404 Unknown ESN?	MSAG	LOW

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

4.2 Year-to-Date (YTD) Summary – 2014

2014	KAUAI			SERVICE REQUEST CATEGORIES							
	TOTAL			911 Map		MSAG		Request Training		Suggestions	
	Created	Closed	Open	Created	Closed	Created	Closed	Created	Closed	Created	Closed
December											
November											
October											
September											
August											
July											
June											
May											
April											
March	0	0	1	0	0	0	0	0	0	0	0
February	3	2	1	0	0	3	2	0	0	0	0
January	0	0	0	0	0	0	0	0	0	0	0
2013 Carryover	0	0	0	0	0	0	0	0	0	0	0
TOTAL	3	2	2	0	0	3	2	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