

STATE OF HAWAII

Enhanced 911 Board Meeting
Kalanimoku Bldg., Room 322B
1151 Punchbowl St., Honolulu
Wednesday, December 14, 2016
10:00 am – 1:00 pm

Agenda

- I. Call to Order, Public Notice, Quorum
- II. Public testimony on all agenda items
- III. Introductions
- IV. Review and Approval of Last Month's Meeting Minutes
- V. Committee Updates by Committee Chairs
 - a. Communications Committee – Steven Schutte
 - i. 2017 Legislative Investigative Committee update – Paul Ferreira
 - ii. Others.
 - b. Technical Committee – Thalia Burns
 - i. Investigative Regulatory Committee update– Davlynn Racadio
 - ii. Educational Investigative Committee update – Jeffrey Riewer
 - iii. FCC update – Courtney Tagupa
 - iv. Text-to-911 update – Courtney Tagupa
 - v. Smart911 update – Maj. Nagata.
 - vi. JTMC building completion slippage.
 - vii. Others
 - c. Finance Committee – Kiman Wong
 - i. Review of Monthly Cash Flow & Budget Financial reports
 - ii. Others.
- VI. PSAP Status Updates
 - a. Kauai – Michael Contrades
 - b. Oahu HPD – Allan Nagata
 - c. Oahu HFD – Gary Lum

- d. Molokai – Dean Rickard
- e. Maui – John Jakubczak
- f. Hawaii – Paul Ferreira

VII. Executive Director's Report

- a. The ED will provide updates on the following items:
 - i. Legislative meetings.
 - ii. Financial update for 1st half of year.

VIII. Items for Discussion, Consideration and Action

- a. 911 Timeline update
- b. Request for approval to refund HawTelcom \$23,270 for assessing the State of Hawaii surcharge fees, in error, for mobile phone usage and remitting the amount to the E911 Fund (This decision was deferred from last month).
- c. Request for approval (MPD) to purchase PowerOps system for Wailuku PSAP and Kihei Secondary PSAP sites - \$37,500.
- d. Funded Conference Travel Acknowledgement:
 - i. Trittech Conference 2017, February 26- 3 March, 2017, Las Vegas, NV.
 - 1. EMS (3) - \$10,000 funded in 2017 SBP.
 - 2. HFD (2) - \$6,000 funded in 2017 SBP.
- e. Others

IX. Announcements

- a. Future meeting dates (10am – 12 noon).
 - i. Thursday, January 12, 2017 (Combined meeting)
 - ii. Thursday, February 9, 2017 (Combined meeting)
 - iii. Thursday, March 9, 2017 (Combined meeting)
- b. Future Conference Dates (**3 months advanced approval required**):
 - i. NENA Conference, June 3–8, 2017, San Antonio, TX.
 - ii. APCO Conference, August 13-16, 2017, Denver, CO.
- c. Others

X. Executive Session: HRS 92-5(a) (4) to consult with the board's attorney on questions and issues pertaining to the board's powers, duties, privileges, immunities, and liabilities.

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

XII. Adjournment



STATE OF HAWAII

E911 Communications, Technical and Finance
Committee Meetings
Kalanimoku Bldg., Room 322B
1151 Punchbowl St., Honolulu
Thursday, December 14, 2016
10:00 am – 12:00 pm

Meeting Minutes

Communications Committee members present: Steven Schutte (Chair), Paul Ferreira (HiPD), Davlynn Racadio (MPD), and Lavina Taovao (KPD).

Communications Committee members absent: Thalia Burns (HPD)

Technical Committee members present: Rob Gausepohl (KPD), John Jakubczak (MPD), Tony Ramirez (Akimeka), Gary Lum (HFD), Tony Velasco (DIT), Kenison Tejada (APCO/NENA Pacific Chapter), David Miyasaki (KPD), Darren Horio (HiPD), Jeff Riewer (AT&T), Steven Schutte (Verizon), and Kiman Wong (Oceanic Cable; Charter Com).

Technical Committee members absent: Thalia Burns (Chair), Ahlan Leong (HPD) and Marshall Kanehailua (HiPD).

Finance Committee members present: Kiman Wong (Chair), Paul Ferreira (HiPD), Sherri Sakamoto (Consumer Advocate Designee), Michael Contrades (KPD), and Randall Macadangdang (HPD).

Finance Committee members absent: Roy Irei (T-Mobile).

Staff members present: Kerry Yoneshige (DAGS/ASO), Courtney Tagupa (ED, E911), and Melvia Kawashima (E911).

Guests: Victoria Garcia ((DOD/OHS), Mark Wong (DIT), Darren Horio (HiPD), Allan Nagata (HPD), Melody Lewellen (HPD), Bonnie Young (MPD), Dean Rickard (MPD), Ben Morgan (HT), Glenn Kobashigawa (HT), Scott Faust (Pictometry), and Arnold Kishi (CIO Designee).

I. Call to Order, Public Notice, Quorum

- I. The meeting was called to order at 10:00 am by Board Chair Ferreira.
- II. Public Notice has been posted.
- III. Quorum was present for all Committees.

II. Public testimony on all agenda items

- I. Chair Ferreira asked if anyone wishing to provide testimony on any agenda item to please come forward. No one came forward to testify.

III. Introductions

- I. Introductions were made by everyone present, at the request of the Board Chair.

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

- I. Board Chair called for approval of the November 10, 2016 meeting minutes. A/C J. Jakubczak moved to approve the minutes; Mr. Jeff Riewer seconded the motion; minutes were approved by voice vote by all Committee Members present.

V. Committee Updates by Committee Chairs

- I. Communications Committee – Steven Schutte thanked and congratulated outgoing/retired members
 - i. 2017 Legislative Investigative Committee update – Paul Ferreira

Executive Director (ED) Courtney Tagupa presented an ongoing list of legislators contacted or scheduled soon to discuss the Board's two 2017 legislative initiatives with progress on receptivity towards the pre-paid card surcharge, with a possible compromise of a sunset provision on the proposed fee to measure its necessity (or not) on the program's ongoing expenditures for equipment maintenance and upgrades.

Ms. Melvia Kawashima reported that an E911 legislative information flyer and Text 911 poster packet were distributed to all legislators and support offices; to Dept. of Health regional centers; to State of Hawaii Library systems. Kennison Tejada asked whether members could receive the same legislative information for their personal lobbying efforts. Melvia will forward to all concerned when Bill Numbers have been assigned to track E911 legislation.

1. Chair Ferreira commented that last year's efforts to pass prepaid bill was met with opposition from the House while the Senate passed the bill in all their committees.

II. Technical Committee – Thalia Burns (absent)

- i. Investigative Regulatory Committee update – Davlynn Racadio had nothing to report.
 1. Educational Investigative Committee update – Jeffrey Riewer reported that the EIC had their first meeting last month. They are compiling curriculum from the neighbor island PSAPs. They will also be backing up the Investigative Regulatory Committee. Now that Text-to-911 has been deployed, the IRC is contemplating where they wish to go next.
- ii. FCC update - ED Courtney Tagupa
 1. ED Tagupa reported that FCC is undergoing leadership transition with new (Presidential) appointments forthcoming; its last meeting is Dec. 15th. However, its agenda item will remain non-controversial; that telecomm industry supports replacing TTY for disabled with real time Text; that ongoing EAS (emergency alert system) issues continue.
- iii. Text-to-911 update – ED Tagupa acknowledged that there is nothing to report.
- iv. Smart911 update – Major Nagata reported 4700 persons enrolled in its second year and is comparable to other jurisdictions. Invited other Ocean Safety and EMS, as well as Fire responders to help enroll public in this program. HPD did not win Honolulu Hale Decorations contest this year, but its blue dome lights were the brightest! Please check it out!
- v. Request for Approval: MPD Power Ops system for Wailuku PSAP and Kihei Secondary PSAP sites @ \$37,500.
 1. Tony Ramirez moved and Jeff Riewer seconded to approve this request and move this matter forward to Finance Committee for funding consideration.
- vi. A/C Jakubczak reported MPD Pictometry contract will close out without completing the terms of the existing contract and \$92,567 remains unspent.

III. Finance Committee – Kiman Wong

- i. Review of Monthly Cash Flow & Budget Financial Reports as of November 30th.
 1. Chair Wong reported the following:
 - a. Receipts for month - \$869,300
 - b. Disbursements for the month- \$151,384
 - c. Net Receipts - \$717,916
 - d. Net Bank Balance - \$19,738,954
 - e. Outstanding encumbrances/accruals - \$4,881,408
 - f. Unencumbered Cash Balance - \$14,857,547

- ii. The matter of HawTelcom refund of \$23,270 remains deferred until further questions are answered.
 - 1. Glenn Kobashigawa (HT) and Ben Morgan (HT) explained the error's impact on the state when the 66 cents VOIP surcharges were made on the State's account when the State's analog services ended and accounts transferred to digital VOIP service with charges.
 - 2. Mr. Tony Ramirez asked whether Ch. 138 when enacted, included state exempted VOIP charges; Mr. Morgan explained that HT is compliant with Ch. 138 now.
- iii. Request for Approval from Technical Committee: MPD Power Ops system for Wailuku PSAP and Kihei Secondary PSAP sites @ \$37,500. Mike Contrades so moved; Paul Ferreira seconded; motion was carried by the Finance Committee members present.

VI. PSAP Status Updates

- I. Kauai – Michael Contrades
 - i. D/C Michael Contrades congratulated Hawaii County's new Chief Paul Ferreira on his appointment. He reported that PSAP staffing challenges continue; that CAD upgrade went live on 12/5 and text messages are about 16 calls.
 - ii. Congratulations and thank you to Dispatcher Lavina Taovao for a lengthy news article about her work life featured in Kauai's Midweek magazine as well as the cover photo.
- II. Oahu HPD – Allan Nagata
 - i. Maj. Allan Nagata added HPD's congratulations to new Hawaii County Police Chief Paul Ferreira. Major Nagata reported that 3 classes will start in February with 10-15 candidates to Dec. 25th to hopefully fill the current vacancies.
 - ii. All were invited to a "surprise" retirement party for A/C Randy Macadangdang today at noon.
- III. Oahu HFD – B/C Gary Lum
 - i. BC Lum reported that Fire Dispatch received a wireless call from stranded hikers that enabled a rescue on Ka'aawa Ridge Trail. The wireless 911 call was routed to Fire Dispatch via a cell tower in Hawaii Kai and plotted the hiker's location accurately, which demonstrated the overall effectiveness of the Hawaii State 911 system.
 - ii. Captain Shawn Kuratani will be temporarily assuming management of Fire Dispatch until HFD promotes a replacement battalion chief as B/C Lum retires this month.
- IV. Molokai – Dean Rickard
 - i. D/C Dean Rickard congratulated the two retiring Oahu Chiefs and congratulated Hawaii County Police Chief Paul Ferreira. On Maui with shifting personnel and A/C Danny Matsuura's retirement, Assistant Chief Victor Ramos, who has formerly served on this board, will be stepping in.
- V. Maui – John Jakubczak
 - i. A/C Jakubczak reported two open dispatcher positions due to resignations; filling positions continues to be challenging with the decreasing numbers of applicants.
 - ii. Gardner Consultants assessment review is going well; they will be reaching out to the other PSAPS soon.
 - iii. Davlynn Racadio reported that HT/WEST site survey of Kihei Dispatch will determine equipment needed for Maui. By 12/23 site should be live; 2/9-13 is Testing period; 2/20 is "Go Live" milestone.
- VI. Hawaii – Paul Ferreira

- i. Lt. Darren Horio reported that Text live is working; that Spillman Tech "Go Live" is January 9th with equipment installation currently underway. A site visit to review Kauai's installation equipment was made.
- ii. Lt. Horio reported losing two dispatch positions; however, 20 applicants looks promising.
- iii. Chief Ferreira reported that his E911 board term will expire on June 30, 2017; hopefully, his replacement will be named by July 1st. He thanked everyone for their good wishes and expressed a safe holidays to all.

VII. Items for Discussion, Consideration and Action

- I. 911 Timeline update – Chair Ferreira reiterated the PSAPs responsibilities to continually update their timelines.
- II. Others.

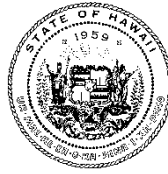
VIII. Announcements

- I. Future Meeting dates (10:00am – 12:00noon):
 - i. Thursday, January 12, 2017 (Combined meeting) DLNR Board Room 132 (Makai Ground Floor), Kalanimoku Bldg.
 - ii. Thursday, February 9, 2017 (Combined meeting)
 - iii. Thursday, March 9, 2017 (Combined meeting)
 - iv. Thursday, April 13, 2017 (Combined meeting)
- II. Future Conference Dates: please contact ED Tagupa for details, as needed.
 - i. Pictometry Training Conference, Feb. 6-9, 2017, Nashville, TN
 - ii. 911 Goes to Wash DC, Feb. 26, 2017, Arlington, VA
 - iii. NENA Conference, June 3 – 8, 2017, San Antonio, TX.
 - iv. APCO Conference, August 13-16, 2017, Denver, CO.
- III. FirstNet Update – Victoria Garcia conveyed her congratulations as well, to retirees and to Chief Ferreira. Ms. Garcia reported on FirstNet's new director; leadership transitions with incoming new administration; that the Portal outline for the proposed State Plan will feature public information and working groups for which she invited all to participate in, e.g., Jeff Riewer (ATT) joined; that the FirstNet vendor will be named by March for the strategic planning; and that limited grant funding restricts a high level of collaborative activity, e.g. Hawaii as a meeting site.
- IV. Others: none.

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

- I. Board Chair Ferreira requested if anyone wished to comment on issues not on the agenda for consideration for the Committee meeting agenda at the next meeting to please come forward. No one came forward to testify.

X. Adjournment: Having no further business, Chair Ferreira asked for a motion to adjourn the meeting. Mr. Jeff Riewer so moved and A/C. John Jakubczak seconded; motion passed. Meeting adjourned at 11:30 am.



STATE OF HAWAII

**Enhanced 911 Board Meeting
(Combined Meeting)
Thursday, December 10, 2015
Kalanimoku Bldg., Room 322B
1151 Punchbowl St., Honolulu
10:00am to 12:00 noon**

Board members present: Paul Ferreira (Chair), Mark Begley (Kauai County), Thalia Burns (HPD), John Jakubczak (MPD), Ryan Freitas (Hawaiian Telcom), Steven Schutte (Verizon), Mark Wong (DIT), Dean Rickard (MPD), Jeff Riewer (AT&T Mobility), and Arnold Kishi (CIO designee).

Board members absent: Roy Irei, Kiman Wong, Lisa Hiraoka (Consumer Advocate designee).

Staff members present: Courtney Tagupa (E911 Board), Stella Kam (AG) and Kerry Yoneshige (DAGS).

Guests: Victoria Garcia (DoD), Antonio Ramirez (Akimeka), Davlynn Racadio (MPD), Alike Akiona (HFD), Randy Macadangdang (HPD), Travis Ing (HiPD), Diana Chun (ESD), Eleni Papakiristis (Hawaiian Telcom), Ben Morgan (Hawaiian Telcom), Ken Schulte (TriTech), Clement Chan (DIT), Eric Butler (Pictometry), Ah Lan Leong (HPD), Allan Nagata (HPD), Wayne Hiras (SIC), Kenison Tejada (APCO/NENA Pacific Chapter), Rob Gausepohl (KPD), Liz Gregg (AT&T), Agnes Lee (Intrado), and Marshall Kanehailua (HPD).

Meeting Minutes

I. Call to Order, Public Notice, Quorum

- a. The board chair called the board meeting to order at 11:05 am.
- b. Public notice was issued.
- c. Quorum was present for all committees, with the exception of the Finance Committee.

II. Public testimony on all agenda items

- a. The board chair asked if anyone who wishes to provide testimony on any agenda item to please come forward. No one came forward to testify.

III. Introductions

- a. Introductions were made by everyone present at the request of the board chair.

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

- a. A copy of the meeting minutes was sent to everyone via email by the executive director. Ms. Thalia Burns proposed an amendment to the meeting minutes in the form of a correction to the spelling of HPD Acting Major Allan Nagata's name. Mr. John Jakubczak made a motion to approve the meeting minutes including the proposed amendment made by Ms. Thalia Burns. This motion was seconded and approved by voice vote by all board members present.

V. Executive Session: HRS 92-5(a)(2) To consider confidential personnel matters regarding the Administrative Services Assistant position.

- a. An Executive Session was held from approximately 11:04 am to 11:14 am in order to discuss confidential personnel matters regarding the Administrative Services Assistant position.

VI. Committee Updates by Committee Chairs.

- a. Communications Committee – Steven Schutte
 - i. Presentations from APCO Emerging Tech Forum and NENA Development Conference and Critical Issues Forum.
 - 1. There were no updates to what was presented at the Joint Committee meeting.
 - ii. 2015 Legislative Investigative Committee update – Paul Ferreira
 - 1. There were no updates to what was presented at the Joint Committee meeting.
- b. Technical Committee – Thalia Burns
 - i. Investigative Regulatory Committee – Marshall Kanehailua
 - 1. There were no updates to what was presented at the Joint Committee meeting.
 - ii. FCC update
 - 1. There were no updates to what was presented at the Joint Committee meeting.
 - iii. Text-to-911 update
 - 1. There were no updates to what was presented at the Joint Committee meeting.
 - iv. Others
 - 1. There were no updates to what was presented at the Joint Committee meeting.

C. Finance Committee – Kiman Wong

- i. Review of Monthly Cash Flow & Budget Financial reports.
Quorum was not met for the Finance Committee, so the Executive Director presented a review of the Monthly Cash Flow and Budget Financial reports ending November 30, 2015. Revenues for the month were \$843,784. Total revenues year to date are approximately \$4M. No interest income was reflected on the Monthly Cash Flow and Budget Financial reports. Although the funds in the First Hawaiian Bank account did generate interest income, it was a modest amount due to current low interest rate conditions and was offset by First Hawaiian Bank administrative expenses. The most important expense is the First Hawaiian Bank lockbox. It does cost quite a bit of money, but the value that we obtain from the lockbox greatly exceeds the cost. The lockbox completely reduces the need for any handling of physical funds, which according to the auditor, is one of our strongest internal controls. If the Federal Reserve elects to increase interest rates at their December Federal Open Market Committee meeting, we may see an increase in interest income that will potentially exceed the First Hawaiian Bank administrative costs. Disbursements for the month were low – approximately \$175,000. The Fund has disbursed approximately \$1M since the beginning of Fiscal Year 2016 (July 1, 2015). The Fund has disbursed approximately \$923,000 towards reductions of encumbrances during the month of November. The \$923,000 was a result of the imaging license for the Big Island. The First Hawaiian Bank balance ending November 30, 2015 is approximately \$17.5M. After subtracting outstanding encumbrances, the First Hawaiian Bank balance is approximately \$12.6M. There were no questions on the Executive Director's presentation of the Monthly Cash Flow and Budget Financial Reports.
- ii. Others.
None

VII. PSAP Status Updates

- a. Kauai – Mark Begley
 1. There were no updates to what was presented at the Joint Committee meeting.
- b. Oahu – Allan Nagata
 1. There were no updates to what was presented at the Joint Committee meeting.
- c. Molokai – Dean Rickard

1. There were no updates to what was presented at the Joint Committee meeting.
- d. Maui – John Jakubczak
 1. There were no updates to what was presented at the Joint Committee meeting.
- e. Hawaii – Paul Ferreira
 1. There were no updates to what was presented at the Joint Committee meeting.

VIII. Executive Director's Report

- a. The Executive Director provided updates on the following items:
 - i. Website timeline of human interest success stories update.

The Administrative Services Assistant presented an update on the website timeline of human interest success stories. The website timeline is approximately 75% complete. Our goal is to have this finalized by the next board meeting. Success stories from Hawaii County are presently listed on the website. The Administrative Services Assistant will touch base in the coming weeks with other PSAP representatives in order to obtain the remainder of the success stories and to finalize populating the agency website.

- ii. E911 Board Bylaws update.

The Executive Director emailed the Bylaws to everyone and incorporated suggested changes from Mr. Paul Ferreira and Mr. Kiman Wong. The Executive Director presented an update of the Bylaws to the Board that reflect the changes to laws and statutes. Changes in the Bylaws document emailed by the Executive Director consist of items deleted, represented by strikethroughs and additions which have been underlined. Under Article I. (Purpose) of the Bylaws, the word “Wireless” has been eliminated from the Board’s name and the name now reflects “Enhanced 911 Board”. Under Article III. (Membership and Organization) C. (Duties of Officers) the responsibilities of the Chairperson will be transferred to the Executive Director. Under Article III. C. 3 – there has been a change to the responsibilities of Executive Director. Additional responsibilities have been added to Executive Director’s position to include k) oversight of any contracts required by the Board to assist the PSAPs and communication service providers to successfully provide enhanced 911 services. Under letter l) “Responsible for monitoring the Legislative sessions for bills that might affect the Board or the Fund and when necessary provide in-person testimony during the legislative session”, a section was added to

include monitoring the Legislative sessions for bills in conjunction with the Legislative Investigative Committee. Under letter m) this entire section should be underlined, as it is an addition to the duties of the Executive Director that include the responsibility of supervision of the Administrative Services Assistant position. This section also outlines the responsibilities of the Administrative Services Assistant in detail, to include the following items: procurement, preparing letters, oversees planning of monthly board meetings, administrative support for meetings, website administration, inventory management, Board member term expirations, conducting special studies, budget and financial tasks, etc. Under Article III. D. 2. under the Finance Committee portion of Bylaws, under letter a) an addition adding the words “acquisition and” was made recommendation of Mr. Kiman Wong and now reads “The Finance Committee shall be responsible for the overseeing and management of any funds of the Board, including reporting on the status of these funds, and making any recommendation to the Board on the acquisition and disposition of these funds.” Under letter b, Technical Committee, Mr. Kiman Wong had added the words “improvements to the” enhanced 911 service. Under Article III, D, 2, c. the public relations committee has been struck from the Bylaws and identified as the Communications Committee. Also under this section, additional responsibility was added that the committee will oversee drafting of policies and procedures for the Board. An additional item was added under this section that reads: (1) Legislative Investigative Committee. A standing investigative sub-committee of the Communications Committee, in conjunction with the Executive Director, will be responsible for monitoring the Legislative sessions for bills that might affect the Board or Fund. The Committee will oversee the drafting of legislative testimonies on behalf of the Board. This responsibility will be ongoing. Under Article VI. (Quorum), the previous Bylaws defined quorum as “six members either in person or by proxy, provided that three of the six members constituting a quorum shall be representatives of the wireless providers and three shall be representatives of the PSAPs.” This item has been deleted and the addition of HRS Section 138-2(6)(b) has taken its place, defining quorum as “a simple majority, whose affirmative vote shall be necessary for all actions by the Board.” Under Article VIII. (Order of Business) numbers 2) Public testimony to all agenda items 3) Introductions and 10) Open Forum: Public comment on issues not on the agenda for the Board agenda at the next meeting have been added to the Bylaws in order to conform to the agendas to the requirements of the Hawaii Sunshine Law. Under Article IX. (Testimony) letter d) The Board shall provide for reasonable accommodations for person(s) with disabilities has been added. Under Article X. (Amendments) there was a change to the number of Board

members from six to seven as a result of the increase in board members from 12 to 13 to ensure there is an odd number in order to prevent a tie. This section now reads “These Bylaws may be amended or repealed by an affirmative vote of no fewer than seven Board members.” There were no questions on the Executive Director’s Enhanced 911 Board Bylaws presentation.

iii. Ceiling increase of \$1.2M for FY 2017 approved.

The Executive Director announced that the \$1.2M ceiling increase has been approved to be included in the governor’s administrative package for approval by the legislature. Mr. Tony Ramirez inquired if the amounts for the first five years of the Pictometry licensing agreement were factored into the ceiling increase. The Executive Director responded the first five years for Pictometry licensing were indeed factored into the approved ceiling increase.

iv. Prepaid legislation

The Executive Director went before Governor Ige and his committee and presented the proposed prepaid legislation bill. The Executive Director outlined the reasons why we are bringing this bill forward from the Board, as well as stressed the reasons for the importance of the bill, namely the financial situation of the Fund and the issue of attempting to achieve price parity among all users. Mr. Douglas Murdock, Comptroller and Mr. Kerry Yoneshige of DAGS were also in attendance in support of the bill.

IX. Items for Discussion, Consideration and Action

a. 911 Timeline update.

This is a standing item on the agenda. This is a reminder to everyone to please to submit any updates to the Executive Director as soon as possible.

b. Request Approval for:

i. Revised E911 Board Bylaws.

Mr. Steven Schutte made a motion to approve the Enhanced 911 Board Bylaws with the proposed amendments. The changes to the Bylaws are in effect with the proposed amendments.

ii. Extension of Administrative Services Assistant employment from 1/7/16 to 4/4/16.

This extension will be another 89-day contract in effect from 1/7/2016 to 4/4/2016. A motion to approve the extension of the Administrative Services Assistant contract was made by A/C John Jakubczak and was seconded and approved by voice vote by all board members present.

- iii. 9-1-1 Goes to Washington, D.C. Conference, February 21-24, 2016. Board member (1) – \$3,000.

This agenda item was brought forward to the Board from the Technical Committee, as quorum for the Finance Committee was not met. The Board can elect to approve this agenda item with the understanding that it has not cleared the Finance Committee. A motion to approve this item was made by Ms. Thalia Burns and was seconded and approved by voice vote by all board members present.

- iv. IWCE Conference in Las Vegas, NV, March 21-25, 2016. Board member (1) - \$2,500.

This agenda item was brought forward to the Board from the Technical Committee, as quorum for the Finance Committee was not met. The Board can elect to approve this agenda item with the understanding that it has not cleared the Finance Committee. A motion to approve this item was made by Mr. Ryan Freitas and was seconded and approved by voice vote by all board members present.

- v. Oahu PSAP – funding for Pictometry licensing agreement for FY 2021 - \$208,600.

This agenda item was brought forward to the Board from the Technical Committee, as quorum for the Finance Committee was not met. Board can approve it with the understanding that it has not cleared the Finance Committee. A motion to approve this item was made by Mr. Mark Wong and was seconded and approved by voice vote by all board members present.

c. Others

None

X. Announcements

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

- i. **Tuesday**, January 12, 2016 (Combined meeting)(**DLNR Conf. Rm 132**)(**10:30am start time**)
- ii. Thursday, February 11, 2016 (Combined meeting)
- iii. Thursday, March 10, 2016 (Combined meeting)

iv. Thursday, April 14, 2016 (Combined meeting)

b. Others

The board chair on behalf of Hawaii Police Department
would like to wish everyone a safe and very Merry Christmas.

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

- a. The board chair asked if there was anyone who wishes to comment on
issues not on the agenda for consideration at the next board meeting
to please come forward. No one came forward.

XII. Adjournment

- a. Ms. Thalia Burns motioned to adjourn the meeting. The motion was
seconded by voice vote of all board members in attendance and the
meeting officially adjourned at 11:50 am.

HAWAII ENHANCED 911 BOARD STATEMENT OF CASH FLOWS
For month ending December 31, 2016

Budget Analysis				
FY 2016-17	Actuals		Annual Budget	% of Budget Expended
	DECEMBER	FY-to-DATE		
Receipts:				
Enhanced 911 Surcharge Collection	878,654	5,013,539	9,650,000	52%
Interest Income	5,525	25,476	36,000	71%
Receipts	884,179	5,039,014	9,686,000	52%
Disbursements:				
New & Emerging Tech. Training	(11,259)	(22,090)	(221,830)	10%
Non-Recurring Expenses		0	(2,006,438)	0%
Recurring Expenses:				
Administration	(286,355)	(383,428)	(984,660)	39%
Maintenance	(120,539)	(527,489)	(3,456,311)	15%
Telecommunications	(234,698)	(853,297)	(2,694,625)	32%
Other			(7,600)	0%
Disbursements	(652,851)	(1,786,304)	(9,371,464)	19%
Net Receipts/(Disbursements)	231,327	3,252,711	314,536	
Cash Flow Analysis				
Net Receipts/(Disbursements)	231,327	3,252,711		
Encumbrance Paydowns:				Encumb. Bal.
FY 2011 (Kauai)				115,648
FY 2014	(1,102,944)	(1,105,117)		13,444
FY 2015	1,102,944	(96,506)		2,222,257
FY 2016	(12,547)	(2,348,752)		2,517,513
Accounts Receivable Paydown		785,960	Note 1	
Net Encumbrance Adds/(Paydown)	(12,547)	(2,764,415)		
Net Cash Inflow/(Outflow)	218,780	488,296		
Bank Balance Analysis:				
ADD: July 1, 2016 Beginning Balance		19,469,440		
Net Bank Balance		19,957,736		
Outstanding Ecumb/Accruals		(4,868,861)		
Unencumbered Cash Balance		15,088,875		
Note1- Cash Refund due to early termination of HPD CAD Upgrade				

HAWAII ENHANCED 911 BOARD STATEMENT OF CASH FLOWS
For month ending December 31, 2016

MONTH OF DECEMBER 2016		Hawaii PSAP	Kauai PSAP	Maui PSAP	Oahu PSAP	ADMIN	TOTAL
Total Receipts:			-	-	-	884,179	884,179
DISBURSEMENTS:							
6200 New&Emerg. Tech Train.							
6204 APCO Conference			-	-	-	11,259	11,259
Total 6200 New&Emerg. Tech Train.			-	-	-	11,259	11,259
6400 RECURRING EXPENSES							
6401 ADMINISTRATION							
6401.01 Exec Dir. Services			-	-	-	25,478	25,478
6401.06 Bank Charge			-	-	-	211	211
6401.08 Board Member Travel			-	-	-	2,565	2,565
6401.09 DB&F Assessments							
6401.0101 DB&F Admin. Assess			-	-	-	28,228	28,228
6401.0102 DB&F Rev Assessment			-	-	-	228,473	228,473
Total 6401.09 DB&F Assessments			-	-	-	256,701	256,701
6401.19 Public Education			-	-		902	902
6401.22 Office Supplies			-	-	-	499	499
Total 6401 ADMINISTRATION			-	-	-	286,355	286,355
6402 MAINTENANCE							
6402.07 0011 9-1-1MSAG Maint.			17,058	20,148	83,333	-	120,539
Total 6402 MAINTENANCE			17,058	20,148	83,333	-	120,539
6403 Other RECURRING							
6403.01 Telcom Charges							
6403.0102 Long Distance			-	29	-	-	29
6403.0109 Telcom Trunk			-	23,208	78,907	-	102,115
6403.011 VIPER							
6304.0118 KPD Viper ADC			28,521	-	-	-	28,521
6403.0112 HPD CML Viper-Kapolei			-	-	20,388	-	20,388
6403.0113 HPDCMLViper-Alapai			-	-	2,334	-	2,334
6403.0114 SD Viper (OSL) (3)			-	-	3,253	-	3,253
6403.0119 KPD VIPER			57,328	-	-	-	57,328
Total 6403.011 VIPER			85,849	-	25,975	-	111,824
6403.0118 Smart911							
EMS			-	-	8,937	-	8,937
HPD			-	-	11,793	-	11,793
Total 6403.0118 Smart911			-	-	20,731	-	20,731
Total 6403.01 Telcom Charges			85,849	23,237	125,612	-	234,698
Total 6403 Other RECURRING			85,849	23,237	125,612	-	234,698
Total 6400 RECURRING EXPENSES			102,907	43,384	208,946	286,355	641,593
Total DISBURSEMENTS:			102,907	43,384	208,946	297,614	652,851

HAWAII ENHANCED 911 BOARD STATEMENT OF CASH FLOWS
For month ending December 31, 2016

	Hawaii PSAP	Kauai PSAP	Maui PSAP	Oahu PSAP	ADMIN	TOTAL		
FY-TO-DATE DECEMBER 2016 (6 MOS)	6 mos.	6 mos.	6 mos.	6 mos.	6 mos.	6 mos.	ANNUAL Budget	\$ Over/UNDER Budget
Total RECEIPTS	-	-	-	-	5,039,007	5,039,007	-	5,039,007
DISBURSEMENTS:								
6200 New&Emerg. Tech Train.								
6201 911 Goes to WashDC	-	-	-	-	-	-	37,500	(37,500)
6202 IWCE Conference	-	-	-	-	-	-	2,500	(2,500)
6203 APCO Emerg. Tech Forum	-	(2,768)	-	-	-	(2,768)	-	(2,768)
6204 APCO Conference	6,419	9,307	2,920	-	13,873	32,519	41,600	(9,081)
6205 E-911 PSAP Forum	-	-	-	-	-	-	13,850	(13,850)
6206 Smart911 Conference	-	-	-	(2,982)	-	(2,982)	7,000	(9,982)
6209 Pictometry Conf	-	-	-	-	-	-	7,000	(7,000)
6212 NASNA Conference	-	-	-	-	1,686	1,686	2,800	(1,114)
6213 Navigator	-	-	-	-	-	-	8,000	(8,000)
6214 Nena Conference	883	180	(4,658)	(2,052)	-	(5,648)	41,000	(46,648)
6215 NENA Tech Dev. Conf	-	-	-	-	-	-	3,500	(3,500)
6216 HiFD Comm CTR Mgr	-	-	-	-	-	-	18,580	(18,580)
6217 Spillkman Conf	-	-	-	-	-	-	7,000	(7,000)
6222 TriTech CAD Users								
6222.01 EMS Users	-	-	-	-	-	-	10,000	(10,000)
6222.02 HFD Users	-	-	-	-	-	-	6,000	(6,000)
Total 6222 TriTech CAD Users	-	-	-	-	-	-	16,000	(16,000)
6228 HxGN Live Hexagon Conf	-	-	(840)	-	-	(840)	10,500	(11,340)
6230.03 Emergency Svcs Trng	-	-	122	-	-	122	-	122
6231 APCO Colorado CC	-	-	-	-	-	-	5,000	(5,000)
Total 6200 New&Emerg. Tech Train.	7,302	6,719	(2,456)	(5,034)	15,559	22,090	221,830	(199,740)
6300 Non-RECURRING								
6301 CAD Replac/Upgrade								
6301.01 EMS	-	-	-	-	-	-	331,000	(331,000)
6301.07 So. Maui Buildout	-	-	-	-	-	-	466,438	(466,438)
CAD Related Expenses	-	-	-	-	-	-	65,000	(65,000)
Total 6301 CAD Replac/Upgrade	-	-	-	-	-	-	862,438	(862,438)
6303 Computers								
6303.11 PowerPhone	-	-	(0)	-	-	(0)	-	(0)
6303.25 Workstation								
HFD	-	-	-	-	-	-	40,000	(40,000)
Total 6303.25 Workstation	-	-	-	-	-	-	40,000	(40,000)
HPD	-	-	-	-	-	-	148,000	(148,000)
Total 6303 Computers	-	-	(0)	-	-	(0)	188,000	(188,000)
6307 JTMC Related Expenses								
DIT Logging Record JTMC	-	-	-	-	-	-	356,000	(356,000)
HPD Viper JTMC Relocation	-	-	-	-	-	-	500,000	(500,000)
Total 6307 JTMC Related Expenses	-	-	-	-	-	-	856,000	(856,000)
6308 HiPD Comm CTR Console	-	-	-	-	-	-	60,000	(60,000)
6309 HiPD Elect Wiring	-	-	-	-	-	-	40,000	(40,000)
Total 6300 Non-RECURRING	-	-	(0)	-	-	(0)	2,006,438	(2,006,438)

HAWAII ENHANCED 911 BOARD STATEMENT OF CASH FLOWS

For month ending December 31, 2016

	Hawaii PSAP	Kauai PSAP	Maui PSAP	Oahu PSAP	ADMIN	TOTAL		
FY-TO-DATE DECEMBER 2016 (6 MOS)	6 mos.	6 mos.	6 mos.	6 mos.	6 mos.	6 mos.	ANNUAL Budget	\$ Over/UNDER Budget
Total RECEIPTS	-	-	-	-	5,039,007	5,039,007	-	5,039,007
DISBURSEMENTS:								
6200 New & Emerg. Tech Train.								
6201 911 Goes to WashDC	-	-	-	-	-	-	37,500	(37,500)
6202 IWCE Conference	-	-	-	-	-	-	2,500	(2,500)
6203 APCO Emerg. Tech Forum	-	(2,768)	-	-	-	(2,768)	-	(2,768)
6204 APCO Conference	6,419	9,307	2,920	-	13,873	32,519	41,600	(9,081)
6205 E-911 PSAP Forum	-	-	-	-	-	-	13,850	(13,850)
6206 Smart911 Conference	-	-	-	(2,982)	-	(2,982)	7,000	(9,982)
6209 Pictometry Conf	-	-	-	-	-	-	7,000	(7,000)
6212 NASNA Conference	-	-	-	-	1,686	1,686	2,800	(1,114)
6213 Navigator	-	-	-	-	-	-	8,000	(8,000)
6214 Nena Conference	883	180	(4,658)	(2,052)	-	(5,648)	41,000	(46,648)
6215 NENA Tech Dev. Conf	-	-	-	-	-	-	3,500	(3,500)
6216 HFD Comm CTR Mgr	-	-	-	-	-	-	18,580	(18,580)
6217 Spillkman Conf	-	-	-	-	-	-	7,000	(7,000)
6222 TriTech CAD Users	-	-	-	-	-	-	-	-
6222.01 EMS Users	-	-	-	-	-	-	10,000	(10,000)
6222.02 HFD Users	-	-	-	-	-	-	6,000	(6,000)
Total 6222 TriTech CAD Users	-	-	-	-	-	-	16,000	(16,000)
6400 RECURRING EXPENSES								
6401 ADMINISTRATION								
6401.01 Exec Dir. Services	-	-	-	-	104,654	104,654	180,000	(75,346)
6401.02 Electron Signatur	-	-	-	-	-	-	260	(260)
6401.05 Audit Expense	-	-	-	-	13,000	13,000	13,000	-
6401.06 Bank Charge	-	-	-	-	211	211	50	161
6401.08 Board Member Travel	-	-	-	-	9,990	9,990	36,180	(26,190)
6401.09 DB&F Assessments								
6401.0101 DB&F Admin. Assess	-	-	-	-	22,738	22,738	182,280	(159,542)
6401.0102 DB&F Rev Assessment	-	-	-	-	231,246	231,246	457,640	(226,394)
Total 6401.09 DB&F Assessments	-	-	-	-	253,984	253,984	639,920	(385,936)
6401.11 Miscellaneous Expense	-	-	-	-	(0)	(0)	-	(0)
6401.13 Parking Permits	-	-	-	-	-	-	400	(400)
6401.15 WSP Cost Recovery								
6401.0101 Sprint/Nextel	-	-	-	-	37	37	-	37
6401.15 WSP Cost Recovery - Other	-	-	-	-	-	-	80,000	(80,000)
Total 6401.15 WSP Cost Recovery	-	-	-	-	37	37	80,000	(79,963)
6401.16 Meeting Expenses	-	-	-	-	117	117	500	(383)
6401.17 ADA Compliance	-	-	-	-	-	-	150	(150)
6401.18 AG Legal Fees	-	-	-	-	-	-	8,000	(8,000)
6401.19 Public Education	-	-	-	-	(378)	(378)	10,000	(10,378)
6401.21 Cell Phone Charges	-	-	-	-	299	299	1,200	(901)
6401.22 Office Supplies	-	-	-	-	1,525	1,525	5,000	(3,475)
6401.24 Office Furn EQ	-	-	-	-	(11)	(11)	7,500	(7,511)
6401.26 IntraState Travel	-	-	-	-	-	-	2,500	(2,500)
Total 6401 ADMINISTRATION	-	-	-	-	383,428	383,428	984,660	(601,232)
6402 MAINTENANCE								
6402.02 Imagery Lic Agree	-	-	-	-	-	-	1,564,447	(1,564,447)
6402.05 Logging Record Maint	-	-	-	-	-	-	60,775	(60,775)
6402.07 0011 9-1-1MSAG Maint.	67,446	51,175	142,406	166,666	-	427,693	1,261,089	(833,396)
6402.08 CAD Maintenance	-	-	-	104,401	-	104,401	570,000	(465,599)
6402.11 GeoComm Maint	(4,604)	-	-	-	-	(4,604)	-	(4,604)
Total 6402 MAINTENANCE	62,842	51,175	142,406	271,067	-	527,489	3,456,311	(2,928,822)
6403 Other RECURRING								
6403.01 Telcom Charges								
6403.0101 Alt. PSAP 9-1-1 Del	-	(202)	-	-	-	(202)	600,804	(601,006)
6403.0102 Long Distance	86	(30)	(80)	-	-	(24)	2,103	(2,127)
6403.0109 Telcom Trunk	76,586	0	116,040	394,534	-	587,161	1,643,243	(1,056,082)
6403.011 VIPER								
6304.0118 KPD Viper ADC	-	133,331	-	-	-	133,331	-	133,331
6403.0112 HPD CML Viper-Kapolei	-	-	-	18,350	-	18,350	122,330	(103,980)
6403.0113 HPD CML Viper-Alapai	-	-	-	5,835	-	5,835	14,003	(8,168)
6403.0114 SD Viper (OSL) (3)	-	-	-	16,738	-	16,738	40,202	(23,464)
6403.0119 KPD VIPER	-	67,148	-	-	-	67,148	-	67,148
6403.0121 HFD Viper	-	-	-	-	-	-	162,000	(162,000)
Total 6403.011 VIPER	-	200,479	-	40,922	-	241,401	338,535	(97,134)
6403.0115 Text-to-911 Service	-	-	-	-	-	-	-	-
6403.01156 Wailuku Maui	-	-	880	-	-	880	3,500	(2,620)
Total 6403.0115 Text-to-911 Service	-	-	880	-	-	880	3,500	(2,620)
6403.0116 Alt PSAP Call Route	-	-	-	-	-	-	300	(300)
6403.0118 Smart911								
EMS	-	-	-	8,937	-	8,937	78,600	(69,663)
HPD	-	-	-	13,547	-	13,547	27,540	(13,993)
Total 6403.0118 Smart911	-	-	-	22,484	-	22,484	106,140	(83,656)
6403.0122 HT Text-2-911 Svcs.	-	-	-	1,597	-	1,597	-	1,597
Total 6403.01 Telcom Charges	76,672	200,247	116,840	459,537	-	853,297	2,694,625	(1,841,328)
6403.02 EMS Tower Lease	-	-	-	-	-	-	7,600	(7,600)
Total 6403 Other RECURRING	76,672	200,247	116,840	459,537	-	853,297	2,702,225	(1,848,928)
Total 6400 RECURRING EXPENSES	139,514	251,422	259,246	730,604	383,428	1,764,214	7,143,196	(5,378,982)
Total DISBURSEMENTS:	146,816	258,141	256,789	725,570	398,987	1,786,304	9,371,464	(7,585,160)

HAWAII ENHANCED 911 BOARD STATEMENT OF CASH FLOWS
For month ending December 31, 2016

ENCUMBRANCE DETAILS

ENCUMBRANCES	Dec. 31, 2016
Total FY 2011 CAD Upgrade: Kauai PSAP	115,647.66
<i>CAD Upgrade- Hawaii PSAP</i>	
AG Legal Expenses for IRC - ADMIN	13,443.64
Total FY 2014 Encumbrances	13,443.64
CAD Upgrade - Hawaii PSAP	2,217,774.00
Imagery License - Hawaii PSAP	4,383.32
Kauai ADC	99.56
Total FY 2015 Encumbrances	2,222,256.88
Hawaii PSAP Text-to-911	20,800.00
Kauai PSAP Text-to-911	26,900.00
Maui PSAP Text-to-911	29,000.00
Oahu PSAP Text-to-911	101,860.32
Kauai CAD Upgrade	821,841.92
Maui Equipment Purchases	40,492.00
Maui Viper Equipment	1,443,711.40
So. Maui Buildout	32,907.00
Total FY 2016 Encumbrances	2,517,512.64
Total Encumbrances	4,868,860.82

HAWAII ENHANCED 911 BOARD STATEMENT OF CASH FLOWS
For month ending December 31, 2016

FY 2016 STRATEGIC BUDGET PLAN	HAWAII PSAP	OAHU PSAP	MAUI PSAP	KAUAI PSAP	ADMIN	TOTAL	Board Approval Date
Approved FY 2017 Strategic Budget Plan	1,688,345	3,904,350	2,599,048	779,796	1,014,010	9,985,549	6/9/2016
APCO Conf. Aug. 14-17, 2016 (Orlando) (B.Morgan)					3,300	3,300	7/14/2016
NASNA Conf, Oct 25-26, 2016 (Kansas City)					1,800	1,800	7/14/2016
APCO Colorado Chapter Conference, Oct. 6- 7. 2016, Denver, CO		5,000				5,000	7/14/2016
MPD (1) NENA Development Conference & Critical Issues Forum Train(DR)			3,500			3,500	8/11/2016
MPD--Equipment to Complete Kihei Comm Center			466,438			466,438	8/11/2016
MPD - Delay of CAD Upgrade until 2018 (Balance for Gardner Consultants)			(1,435,000)			(1,435,000)	8/11/2016
						-	
ADMIN - Public Education (Text-to-911)						-	10/13/2016
Oahu PSAP - Imagery License agreement		440,877				440,877	11//10/2016
EMS-JTMC Viper/CAD/Excom Move in		(50,000)				(50,000)	12/2/2016
EMS-Shared Re-Hosting Cost JTMC Move		(50,000)				(50,000)	12/12/2016
						-	
						-	
Totals	1,688,345	4,250,227	1,633,986	779,796	1,019,110	9,371,464	

10,200,000 Ceiling

828,536 Balance

65,000

763,536

HAWAII ENHANCED 911 BOARD STATEMENT OF CASH FLOWS
For month ending December 31, 2016

Checks that were paid with only one signatory required

Month	Check #	PAYEE				Amount	Reason			
Jul-16	2329	Director of Finance, State of Hawaii				385.41	pCard			
	2326	Director of Finance, State of Hawaii				\$ 7,395.31	Payroll			
	2333	Director of Finance, State of Hawaii				\$ 7,586.69	Payroll			
Aug-16	2355	Director of Finance, State of Hawaii				\$ 185.23	pCard			
	2356	Director of Finance, State of Hawaii				\$ 7,395.31	Payroll			
	2364	Director of Finance, State of Hawaii				\$ 7,395.31	Payroll			
Sep-16	2370	Director of Finance, State of Hawaii				\$ 6,791.29	Payroll			
	2375	Director of Finance, State of Hawaii				\$ 91.19	pCard			
	2378	Director of Finance, State of Hawaii				\$ 8,599.20	Payroll			
Oct-16	2386	Director of Finance, State of Hawaii				\$ 8,516.86	Payroll			
	2395	Director of Finance, State of Hawaii				\$ 475.88	pCard			
Nov-16	2404	Director of Finance, State of Hawaii				\$ 8,492.53	Payroll			
	2408	Director of Finance, State of Hawaii				\$ 8,492.63	Payroll			
Dec-16	2422	Director of Finance, State of Hawaii				\$ 8,492.63	Payroll			
	2426	Director of Finance, State of Hawaii				\$ 498.90	pCard			
	2429	Director of Finance, State of Hawaii				\$ 8,492.63	Payroll			
Total						\$89,287.00				

HAWAII ENHANCED 911 BOARD STATEMENT OF CASH FLOWS
For month ending December 31, 2016

		Hawaii PSAP		
FY-TO-DATE DECEMBER 2016 (6 MOS)		6 mos.	ANNUAL Budget	\$ Over/UNDER Budget
Total RECEIPTS		-	-	-
DISBURSEMENTS:				
6200 New & Emerg. Tech Train.				
6201	911 Goes to WashDC	-	7,000	(7,000)
6202	IWCE Conference	-	-	-
6203	APCO Emerg. Tech Forum	-	-	-
6204	APCO Conference	6,419	7,000	(581)
6205	E-911 PSAP Forum	-	-	-
6206	Smart911 Conference	-	-	-
6209	Pictometry Conf	-	-	-
6212	NASNA Conference	-	-	-
6213	Navigator	-	-	-
6214	Nena Conference	883	7,000	(6,117)
6215	NENA Tech Dev. Conf	-	-	-
6216	HiFD Comm CTR Mgr	-	18,580	(18,580)
6217	Spillkman Conf	-	7,000	(7,000)
6222	TriTech CAD Users			
6222.01	EMS Users	-	-	-
6222.02	HFD Users	-	-	-
Total 6222 TriTech CAD Users		-	-	-
6400 RECURRING EXPENSES				
6402 MAINTENANCE				
6402.02	Imagery Lic Agree	-	926,570	(926,570)
6402.05	Logging RecordMaint	-	-	-
6402.07	0011 9-1-1MSAG Maint.	67,446	307,647	(240,201)
6402.08	CAD Maintenance	-	-	-
6402.11	GeoComm Maint	(4,604)	-	(4,604)
Total 6402 MAINTENANCE		62,842	1,234,217	(1,171,375)
6403 Other RECURRING				
6403.01 Telcom Charges				
6403.0101	Alt. PSAP 9-1-1 Del	-	-	-
6403.0102	Long Distance	86	1,200	(1,114)
6403.0109	Telcom Trunk	76,586	306,348	(229,762)
6403.011 VIPER				
6304.0118	KPD Viper ADC	-	-	-
6403.0112	HPD CML Viper-Kapolei	-	-	-
6403.0113	HPDCMLViper-Alapai	-	-	-
6403.0114	SD Viper (OSL) (3)	-	-	-
6403.0119	KPD VIPER	-	-	-
6403.0121	HFD Viper	-	-	-
Total 6403.011 VIPER		-	-	-
6403.0115 Text-to-911 Service				
6403.01156	Wailuku Maui	-	-	-
Total 6403.0115 Text-to-911 Service		-	-	-
6403.0116 Alt PSAP Call Route		-	-	-
6403.0118 Smart911				
EMS		-	-	-
HPD		-	-	-
Total 6403.0118 Smart911		-	-	-
6403.0122	HT Text-2-911 Svcs.	-	-	-
Total 6403.01 Telcom Charges		76,672	307,548	(230,876)
6403.02 EMS Tower Lease		-	-	-
Total 6403 Other RECURRING		76,672	307,548	(230,876)
Total 6400 RECURRING EXPENSES		139,514	1,541,765	(1,402,251)
Total DISBURSEMENTS:		146,816	1,688,345	(1,541,529)

HAWAII ENHANCED 911 BOARD STATEMENT OF CASH FLOWS
For month ending December 31, 2016

				Kauai PSAP		
FY-TO-DATE DECEMBER 2016 (6 MOS)				6 mos.	ANNUAL Budget	\$ Over/UNDER Budget
Total RECEIPTS				-	-	-
DISBURSEMENTS:						
6200 New & Emerg. Tech Train.						
	6201	911 Goes to WashDC		-	3,500	(3,500)
	6202	IWCE Conference		-	-	-
	6203	APCO Emerg. Tech Forum		(2,768)	-	(2,768)
	6204	APCO Conference		9,307	10,500	(1,193)
	6205	E-911 PSAP Forum		-	-	-
	6206	Smart911 Conference		-	-	-
	6209	Pictometry Conf		-	-	-
	6212	NASNA Conference		-	-	-
	6213	Navigator		-	-	-
	6214	Nena Conference		180	7,000	(6,820)
	6215	NENA Tech Dev. Conf		-	-	-
	6216	HiFD Comm CTR Mgr		-	-	-
	6217	Spillkman Conf		-	-	-
	6222	TriTech CAD Users				
		6222.01 EMS Users		-	-	-
		6222.02 HFD Users		-	-	-
	Total 6222 TriTech CAD Users			-	-	-
6400 RECURRING EXPENSES						
	6402	MAINTENANCE				
		6402.02 Imagery Lic Agree		-	197,000	(197,000)
		6402.05 Logging Record Maint		-	-	-
		6402.07 0011 9-1-1MSAG Maint.		51,175	211,880	(160,705)
		6402.08 CAD Maintenance		-	-	-
		6402.11 GeoComm Maint		-	-	-
	Total 6402 MAINTENANCE			51,175	408,880	(357,705)
6403 Other RECURRING						
	6403.01	Telcom Charges				
		6403.0101 Alt. PSAP 9-1-1 Del		(202)	237,736	(237,938)
		6403.0102 Long Distance		(30)	480	(510)
		6403.0109 Telcom Trunk		0	111,400	(111,400)
		6403.011 VIPER				
		6304.0118 KPD Viper ADC		133,331	-	133,331
		6403.0112 HPD CML Viper-Kapolei		-	-	-
		6403.0113 HPDCMLViper-Alapai		-	-	-
		6403.0114 SD Viper (OSL) (3)		-	-	-
		6403.0119 KPD VIPER		67,148	-	67,148
		6403.0121 HFD Viper		-	-	-
	Total 6403.011 VIPER			200,479	-	200,479
	6403.0115	Text-to-911 Service				
		6403.01156 Wailuku Maui		-	-	-
	Total 6403.0115 Text-to-911 Service			-	-	-
	6403.0116	Alt PSAP Call Route		-	300	(300)
	6403.0118	Smart911				
		EMS		-	-	-
		HPD		-	-	-
	Total 6403.0118 Smart911			-	-	-
	6403.0122	HT Text-2-911 Svcs.		-	-	-
	Total 6403.01 Telcom Charges			200,247	349,916	(149,669)
	6403.02	EMS Tower Lease		-	-	-
	Total 6403 Other RECURRING			200,247	349,916	(149,669)
	Total 6400 RECURRING EXPENSES			251,422	758,796	(507,374)
Total DISBURSEMENTS:				258,141	779,796	(521,655)

HAWAII ENHANCED 911 BOARD STATEMENT OF CASH FLOWS
For month ending December 31, 2016

				Maui PSAP		
FY-TO-DATE DECEMBER 2016 (6 MOS)				6 mos.	ANNUAL Budget	\$ Over/UNDER Budget
Total RECEIPTS				-	-	-
DISBURSEMENTS:						
6200 New &Emerg. Tech Train.						
	6201	911 Goes to WashDC		-	10,500	(10,500)
	6202	IWCE Conference		-	-	-
	6203	APCO Emerg. Tech Forum		-	-	-
	6204	APCO Conference		2,920	3,500	(580)
	6205	E-911 PSAP Forum		-	-	-
	6206	Smart911 Conference		-	-	-
	6209	Pictometry Conf		-	7,000	(7,000)
	6212	NASNA Conference		-	-	-
	6213	Navigator		-	-	-
	6214	Nena Conference		(4,658)	10,500	(15,158)
	6215	NENA Tech Dev. Conf		-	3,500	(3,500)
	6216	HiFD Comm CTR Mgr		-	-	-
	6217	Spillkman Conf		-	-	-
	6222	TriTech CAD Users				
		6222.01 EMS Users		-	-	-
		6222.02 HFD Users		-	-	-
	Total 6222 TriTech CAD Users			-	-	-
6400 RECURRING EXPENSES						
	6402 MAINTENANCE					
		6402.02 Imagery Lic Agree		-	-	-
		6402.05 Logging RecordMaint		-	-	-
		6402.07 0011 9-1-1MSAG Maint.		142,406	241,562	(99,156)
		6402.08 CAD Maintenance		-	170,000	(170,000)
		6402.11 GeoComm Maint		-	-	-
	Total 6402 MAINTENANCE			142,406	411,562	(269,156)
	6403 Other RECURRING					
	6403.01 Telcom Charges					
		6403.0101 Alt. PSAP 9-1-1 Del		-	363,068	(363,068)
		6403.0102 Long Distance		(80)	423	(503)
		6403.0109 Telcom Trunk		116,040	278,495	(162,455)
		6403.011 VIPER				
		6304.0118 KPD Viper ADC		-	-	-
		6403.0112 HPD CML Viper-Kapolei		-	-	-
		6403.0113 HPDCMLViper-Alapai		-	-	-
		6403.0114 SD Viper (OSL) (3)		-	-	-
		6403.0119 KPD VIPER		-	-	-
		6403.0121 HFD Viper		-	-	-
	Total 6403.011 VIPER			-	-	-
		6403.0115 Text-to-911 Service				
		6403.01156 Wailuku Maui		880	3,500	(2,620)
	Total 6403.0115 Text-to-911 Service			880	3,500	(2,620)
		6403.0116 Alt PSAP Call Route		-	-	-
		6403.0118 Smart911				
		EMS		-	-	-
		HPD		-	-	-
	Total 6403.0118 Smart911			-	-	-
		6403.0122 HT Text-2-911 Svcs.		-	-	-
	Total 6403.01 Telcom Charges			116,840	645,486	(528,646)
		6403.02 EMS Tower Lease		-	-	-
	Total 6403 Other RECURRING			116,840	645,486	(528,646)
	Total 6400 RECURRING EXPENSES			259,246	1,057,048	(797,802)
Total DISBURSEMENTS:				256,789	1,633,986	(1,377,197)

HAWAII ENHANCED 911 BOARD STATEMENT OF CASH FLOWS
For month ending December 31, 2016

					Oahu PSAP		
FY-TO-DATE DECEMBER 2016 (6 MOS)					6 mos.	ANNUAL Budget	\$ Over/UNDER Budget
Total RECEIPTS					-	-	-
DISBURSEMENTS:							
6200 New &Emerg. Tech Train.							
	6201	911 Goes to WashDC			-	10,500	(10,500)
	6202	IWCE Conference			-	-	-
	6203	APCO Emerg. Tech Forum			-	-	-
	6204	APCO Conference			-	17,300	(17,300)
	6205	E-911 PSAP Forum			-	-	-
	6206	Smart911 Conference			(2,982)	7,000	(9,982)
	6209	Pictometry Conf			-	-	-
	6212	NASNA Conference			-	-	-
	6213	Navigator			-	8,000	(8,000)
	6214	Nena Conference			(2,052)	10,500	(12,552)
	6215	NENA Tech Dev. Conf			-	-	-
	6216	HiFD Comm CTR Mgr			-	-	-
	6217	Spillkman Conf			-	-	-
	6222	TriTech CAD Users					
		6222.01 EMS Users			-	10,000	(10,000)
		6222.02 HFD Users			-	6,000	(6,000)
	Total 6222 TriTech CAD Users				-	16,000	(16,000)
6400 RECURRING EXPENSES							
6402 MAINTENANCE							
		6402.02 Imagery Lic Agree			-	440,877	(440,877)
		6402.05 Logging RecordMaint			-	60,775	(60,775)
		6402.07 0011 9-1-1MSAG Maint.			166,666	500,000	(333,334)
		6402.08 CAD Maintenance			104,401	400,000	(295,599)
		6402.11 GeoComm Maint			-	-	-
	Total 6402 MAINTENANCE				271,067	1,401,652	(1,130,585)
6403 Other RECURRING							
6403.01 Telcom Charges							
		6403.0101 Alt. PSAP 9-1-1 Del			-	-	-
		6403.0102 Long Distance			-	-	-
		6403.0109 Telcom Trunk			394,534	947,000	(552,466)
		6403.011 VIPER					
		6304.0118 KPD Viper ADC			-	-	-
		6403.0112 HPD CML Viper-Kapolei			18,350	122,330	(103,980)
		6403.0113 HPDCML Viper-Alapai			5,835	14,003	(8,168)
		6403.0114 SD Viper (OSL) (3)			16,738	40,202	(23,464)
		6403.0119 KPD VIPER			-	-	-
		6403.0121 HFD Viper			-	162,000	(162,000)
	Total 6403.011 VIPER				40,922	338,535	(297,613)
		6403.0115 Text-to-911 Service					
		6403.01156 Wailuku Maui			-	-	-
	Total 6403.0115 Text-to-911 Service				-	-	-
		6403.0116 Alt PSAP Call Route			-	-	-
		6403.0118 Smart911					
		EMS			8,937	78,600	(69,663)
		HPD			13,547	27,540	(13,993)
	Total 6403.0118 Smart911				22,484	106,140	(83,656)
		6403.0122 HT Text-2-911 Svcs.			1,597	-	1,597
	Total 6403.01 Telcom Charges				459,537	1,391,675	(932,138)
		6403.02 EMS Tower Lease			-	7,600	(7,600)
	Total 6403 Other RECURRING				459,537	1,399,275	(939,738)
	Total 6400 RECURRING EXPENSES				730,604	2,800,927	(2,070,323)
Total DISBURSEMENTS:					725,570	4,250,227	(3,524,657)

HAWAII ENHANCED 911 BOARD STATEMENT OF CASH FLOWS
For month ending December 31, 2016

					ADMIN		
FY-TO-DATE DECEMBER 2016 (6 MOS)					6 mos.	ANNUAL Budget	\$ Over/UNDER Budget
Total RECEIPTS					5,039,007	-	5,039,007
DISBURSEMENTS:							
6200 New &Emerg. Tech Train.							
	6201	911	Goes to WashDC		-	6,000	(6,000)
	6202	IWCE Conference			-	2,500	(2,500)
	6203	APCO Emerg. Tech Forum			-	-	-
	6204	APCO Conference			13,873	3,300	10,573
	6205	E-911 PSAP Forum			-	13,850	(13,850)
	6206	Smart911 Conference			-	-	-
	6209	Pictometry Conf			-	-	-
	6212	NASNA Conference			1,686	2,800	(1,114)
	6213	Navigator			-	-	-
	6214	Nena Conference			-	6,000	(6,000)
	6215	NENA Tech Dev. Conf			-	-	-
	6216	HiFD Comm CTR Mgr			-	-	-
	6217	Spillkman Conf			-	-	-
	6222	TriTech CAD Users					
		6222.01	EMS Users		-	-	-
		6222.02	HFD Users		-	-	-
	Total 6222 TriTech CAD Users				-	-	-
	6228	HxGN Live Hexagon Conf			-	-	-
	6230.03	Emergency Svcs Trng			-	-	-
	6231	APCO Colorado CC			-	-	-
	Total 6200 New &Emerg. Tech Train.				15,559	34,450	(18,891)
6400 RECURRING EXPENSES							
6401 ADMINISTRATION							
		6401.01	Exec Dir. Services		104,654	180,000	(75,346)
		6401.02	ElectronSignatur		-	260	(260)
		6401.05	Audit Expense		13,000	13,000	-
		6401.06	Bank Charge		211	50	161
		6401.08	Board Member Travel		9,990	36,180	(26,190)
		6401.09	DB&F Assessments				
			6401.0101	DB&F Admin. Assess	22,738	182,280	(159,542)
			6401.0102	DB&F Rev Assessment	231,246	457,640	(226,394)
	Total 6401.09 DB&F Assessments				253,984	639,920	(385,936)
		6401.11	Miscellaneous Expense		(0)	-	(0)
		6401.13	Parking Permits		-	400	(400)
		6401.15	WSP Cost Recovery				
			6401.0101	Sprint/Nextel	37	-	37
			6401.15	WSP Cost Recovery - Other	-	80,000	(80,000)
	Total 6401.15 WSP Cost Recovery				37	80,000	(79,963)
		6401.16	Meeting Expenses		117	500	(383)
		6401.17	ADA Compliance		-	150	(150)
		6401.18	AG Legal Fees		-	8,000	(8,000)
		6401.19	Public Education		(378)	10,000	(10,378)
		6401.21	Cell Phone Charges		299	1,200	(901)
		6401.22	Office Supplies		1,525	5,000	(3,475)
		6401.24	Office Furn EQ		(11)	7,500	(7,511)
		6401.26	IntraState Travel		-	2,500	(2,500)
	Total 6401 ADMINISTRATION				383,428	984,660	(601,232)
	Total 6400 RECURRING EXPENSES				383,428	984,660	(601,232)
Total DISBURSEMENTS:					398,987	1,019,110	(620,123)

Hawaii County E9-1-1 Status Report

December 1, 2016 – December 31, 2016



Hawaii County E9-1-1 Status Report

December 1, 2016 – December 31, 2016

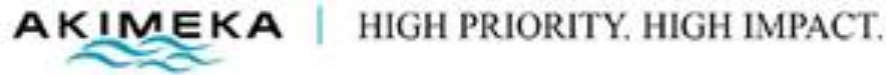


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Hawaii County E9-1-1 Status Report

December 1, 2016 – December 31, 2016

1. PSAP OPERATIONS

9-1-1 CALL VOLUME HAWAII COUNTY PSAPS – DECEMBER 2016

(Source: West Safety Services Viper system)

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

9-1-1 Call Volume																	
HAWAII COUNTY PSAPs		Wireline		Wireless				VOIP		Calls With No ALI		Admin Calls		Abandoned Calls		Other Calls	
2016	Total 9-1-1 Calls Processed	No. of Wireline Calls	% of Total Calls	No. of Wireless Calls	% of Total Calls	% of Wireless WPH1 Calls	% of Wireless WPH2 Calls	No. of VoIP Calls	% of Total Calls	No. of Calls with No ALI	% of Total Calls	No. of Admin Calls	% of Total Calls	No. of 9-1-1 Abandoned	% of Total Calls	No. of Other Calls	% of Total Calls
DEC	17,192	3,370	19.60%	11,581	67.36%	44.94%	55.06%	870	5.06%	13	0.08%	0	0.00%	1,349	7.85%	0	0.00%

CALL VOLUME HAWAII COUNTY PSAP NOTES:

*The percentage of Wireless Phase 2 calls (55.06%) has increased from the number of Wireless Phase 1 calls (44.94%) in December 2016.

*911 Calls with no Ali average for 2016 = 0.12% - Statewide average for 2016 = 0.15%

9-1-1 CALL VOLUME – CALENDAR YEAR 2016

9-1-1 Call Volume																	
HAWAII COUNTY PSAPs		Wireline		Wireless				VOIP		Calls with No ALI		Admin Calls		Abandoned Calls		Other Calls	
2016	Total 9-1-1 Calls Processed	No. of Wireline Calls	% of Total Calls	No. of Wireless Calls	% of Total Calls	% of Wireless WPH1 Calls	% of Wireless WPH2 Calls	No. of VoIP Calls	% of Total Calls	No. of Calls with No ALI	% of Total Calls	No. of Admin Calls	% of Total Calls	No. of 9-1-1 Abandoned	% of Total Calls	No. of Other Calls	% of Total Calls
JAN	17,958	3,445	19.18%	12,221	68.05%	47.61%	52.39%	812	4.52%	27	0.15%	0	0.00%	1,453	8.09%	0	0.00%
FEB	16,976	3,046	17.94%	11,851	69.81%	48.47%	51.53%	707	4.16%	18	0.11%	0	0.00%	1,354	7.98%	0	0.00%
MAR	18,750	3,605	19.23%	12,790	68.21%	47.43%	52.57%	822	4.38%	12	0.06%	0	0.00%	1,521	8.11%	0	0.49%
APR	17,112	3,074	17.96%	12,026	70.28%	46.50%	53.50%	707	4.13%	21	0.12%	0	6.24%	1,284	7.50%	0	2.30%
MAY	17,343	3,048	17.57%	12,121	69.89%	45.67%	54.33%	798	4.60%	17	0.10%	0	0.05%	1,359	7.84%	0	2.30%
JUNE	17,176	3,148	18.33%	11,641	67.77%	45.00%	55.00%	755	4.40%	26	0.15%	0	0.00%	1,606	9.35%	0	0.00%
JULY	17,869	3,330	18.64%	12,437	69.60%	40.69%	59.31%	737	4.12%	32	0.18%	0	0.00%	1,333	7.46%	0	0.00%
AUG	17,560	3,081	17.55%	12,229	69.64%	42.06%	57.94%	766	4.36%	21	0.12%	0	0.00%	1,463	8.33%	0	0.00%
SEPT	16,085	2,836	17.63%	11,240	69.88%	42.22%	57.78%	682	4.24%	11	0.07%	0	0.00%	1,316	8.18%	0	0.00%
OCT	16,671	2,842	17.05%	11,660	69.94%	46.79%	53.21%	792	4.75%	21	0.13%	0	0.00%	1,356	8.13%	0	0.00%
NOV	14,720	2,571	17.47%	10,216	69.40%	45.26%	54.74%	771	5.24%	29	0.20%	0	0.00%	1,133	7.70%	0	0.00%
DEC	17,192	3,370	19.60%	11,581	67.36%	44.94%	55.06%	870	5.06%	13	0.08%	0	0.00%	1,349	7.85%	0	0.00%
YTD	205,412	37,396		142,013				9,219		248		0		16,527		0	
MON AVG	17,118	3,116	18.18%	11,834	69.15%	45.22%	54.78%	768	4.50%	21	0.12%	0	0.52%	1,377	8.04%	0	0.42%

Hawaii County E9-1-1 Status Report

December 1, 2016 – December 31, 2016

9-1-1 CALL VOLUME BY AGENCY – DECEMBER 2016

2016	9-1-1 Call Volume by Agency									
	Hawaii Police Department					Hawaii Fire Department				
	Number of Total Calls Received	% of Total Calls	Number of Admin Calls	Number of Abandoned Dropped Calls	Number of Other Calls	Number of Total Calls Received	% of Total Calls	Number of Admin Calls	Number of Abandoned Dropped Calls	Number of Other Calls
December	13,533	78.72%	0	1,334	0	2,310	13.44%	0	15	0

9-1-1 CALL VOLUME BY AGENCY – CALENDAR YEAR 2016

2016	9-1-1 Call Volume by Agency									
	Hawaii Police Department					Hawaii Fire Department				
	Number of Total Calls Received	% of Total Calls	Number of Admin Calls	Number of Abandoned Dropped Calls	Number of Other Calls	Number of Total Calls Received	% of Total Calls	Number of Admin Calls	Number of Abandoned Dropped Calls	Number of Other Calls
January	14,138	78.73%	0	1,427	0	2,367	13.18%	0	26	0
February	13,259	78.10%	0	1,331	0	2,363	13.92%	0	23	0
March	15,966	85.15%	0	1,461	0	2,784	14.85%	0	60	0
April	13,624	79.62%	0	1,243	0	2,204	12.88%	0	41	0
May	13,866	79.95%	0	1,333	0	2,118	12.21%	0	26	0
June	13,526	78.75%	0	1,576	0	2,044	11.90%	0	30	0
July	14,136	79.11%	0	1,296	0	2,400	13.43%	0	37	0
August	14,030	79.90%	0	1,445	0	2,067	11.77%	0	18	0
September	12,844	79.85%	0	1,301	0	1,925	11.97%	0	15	0
October	13,033	78.18%	0	1,322	0	2,282	13.69%	0	34	0
November	11,499	78.12%	0	1,091	0	2,088	14.18%	0	42	0
December	13,533	78.72%	0	1,334	0	2,310	13.44%	0	15	0
YTD	163,454		0	16,160	0	26,952		0	367	0
MON AVG	13,621	79.51%	0	1,347	0	2,246	13.12%	0	31	0

PSAP OPERATION NOTES:

- Abandoned Calls represent the number of incoming 9-1-1 calls for which the caller had hung up before a call-taker answered. Dropped Calls are hang ups after transfers.
- Abandoned Calls are not included in the total of Wireline and Wireless counts respectively.
- All VOIP (Voice over internet protocol) types of 911 calls are combined in the Call Volume statistic.

Hawaii County E9-1-1 Status Report

December 1, 2016 – December 31, 2016

TEXT TO 911 – CURRENT MONTH – DECEMBER 2016

NOTE:

- Hawaii County deployed a soft launch of Text to 911 on February 1, 2016.
- Although there is a “Text to 911” plot on the MapFlex, the location of the plot is not reliable in some cases and pretty accurate in others. There are no indication on the Ali Screen to inform the Dispatcher on location accuracy. Text to 911 Dispatchers should use their skills to ascertain the exact location of the emergency response.
- In a press conference on October 13, 2016, an official announcement was made by the Governor of the State of Hawaii introducing “TEXT TO 911” as an emergency public service now available in the State of Hawaii.

TEXT TO 911 Hawaii County PSAPs 2016		
Month	Received at Police	Received at Fire
January	39	20
February	26	8
March	31	5
April	22	2
May	13	3
June	22	6
July	22	1
August	16	0
September	20	1
October	21	1
November	18	2
December	43	1
YTD	293	50
Monthly Avg.	24.42	4.17

- The January Text to 911 counts reflects only internal testing of Text to 911.
- 911 Text messages received at the Fire Department are transfers from the Police Department.

Hawaii County E9-1-1 Status Report

December 1, 2016 – December 31, 2016

WIRELESS PSAP TESTING – DECEMBER 2016

HAWAII COUNTY - DECEMBER 2016						
Date	WSP	Sites Tested	Sectors Tested	Tested By:	Test Pass/Fail	Comments:
12/02/16	AT&T	1	1	Hawaii PSAP	Pass	
12/09/16	AT&T	1	6	Hawaii PSAP	Pass	

NOTES:

- There were two (2) scheduled Wireless 911 Tests for the month of December 2016.

WIRELESS PSAP TESTING – YEARLY TOTALS 2016

HAWAII COUNTY - 2016						
WIRELESS 911 PSAP TESTING TOTALS 2016	WSP	Sites Tested	Sectors Tested	Tested By:	Test Pass/Fail	Comments:
	AT&T	9	29	Hawaii PSAP	Pass	2 sectors failed/rescheduled
	SPRINT	1	4	Hawaii PSAP	Pass	
	VERIZON	61	180	Hawaii PSAP	Pass	6 sectors rescheduled
	Total	71	213			

NOTES:

The Hawaii County PSAP tested a total of 71 cell tower sites and 213 cell sectors in 2016.

FOR YOUR INFORMATION

A “911 Wireless Testing Holiday Blackout” will be in effect starting on December 11th, 2016 until January 3rd, 2017 for Kauai PD, Maui PD, Molokai PD, and the Honolulu PD PSAPs. Hawaii County PD PSAP extends their blackout until January 17th, 2017 due to new PSAP equipment installation.

Hawaii County E9-1-1 Status Report

December 1, 2016 – December 31, 2016

2. MSAG (MASTER STREET ADDRESS GUIDE)

MSAG TRANSACTIONS CURRENT MONTH/YEAR – DECEMBER 2016

HAWAII COUNTY	9-1-1 TRANSACTIONS								
	Total	MSAG	ALI Submitted			Open ALI Discrepancy Records			Customer Addresses Affected
		MSAG (A)	TN CR (B)	ALI DR (C)	VoIP (D)	TNCR	ALI DR	VoIP DR	
2016									
JANUARY	293	22	262	8	1	1,924	1	1	282
FEBRUARY	270	41	228	1	0	2,154	1	0	425
MARCH	236	27	207	1	1	2,259	1	0	302
APRIL	336	129	201	6	0	1,965	2	0	945
MAY	218	134	79	5	0	1,504	2	0	613
JUNE	160	29	129	2	0	630	2	0	2,162
JULY	278	60	215	3	0	358	3	0	1,550
AUGUST	308	80	226	2	0	326	3	0	461
SEPTEMBER	479	50	428	1	0	274	3	0	581
OCTOBER	374	17	356	1	0	265	1	0	365
NOVEMBER	406	18	388	0	0	282	1	0	370
DECEMBER	241	27	211	3	0	288	1	0	232
TOTAL YTD	3,599	634	2,930	33	2				8,288
AVG PER MONTH	300	53	244	3	0				691

Definitions

- (A) **Master Street Address Guide** - Represents corrections made to street records including, street names, address ranges, MSAG Communities and ESNs.
- (B) **Telephone Number Change Request** - Represents address corrections on a specific TN or group of TNs. These "invalid" TNs usually have an associated ESN 299 attached to them which indicates the need for validation.
- (C) **Automatic Location Information Discrepancy Record** - Represents an address discrepancy discovered during a live 9-1-1 call, from a landline. These record corrections are treated with a higher priority and should be processed within 48 hours as a general guideline.
- (D) **Voice over Internet Protocol Discrepancy Record** - Represents an address discrepancy discovered during a live 9-1-1 call, from a VoIP phone. These record corrections are treated with a higher priority and should be processed within 72 hours as a general guideline per Time Warner Operations Center. MSR tracking effective April 2014.

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MSAG CURRENT MONTH NOTES:

A total of **241** MSAG transactions were processed in 9-1-1 Net during the month of December 2016. **27** requests were processed relating to the MSAG database changes which include: changes to high – low street ranges, combining street records, deletion of invalid records, splitting street records to align with Police, Fire, EMS and Military response areas, and inserting new MSAG records.

There were **232** customer ANI/ALI (telephone number/address) records updated as a direct result.

TELEPHONE RECORD (ALI) TRANSACTIONS CURRENT MONTH NOTES:

211 Telephone Number Change Requests (TN CR) transactions were processed in 9-1-1 Net with valid MSAG addresses, as a result of the ESN 299 clean-up effort and the Dispatchable Location Project. ESN 299 TN CRs must be validated against HT records and approved by the end user Hawaiian Telcom customer before updating the ALI record. No ALI DR's were submitted in 9-1-1 Net this month.

OPEN TELEPHONE RECORD (ALI) DISCREPANCY STATUS:

- **There are 288 Open TN CR Transactions as of December 31, 2016.**
- **Refer to chart in the next section "TNCR Current Status"**

288 Open TN CR transactions are a direct result of the ESN 299 clean-up and are awaiting approval from Hawaiian Telcom, Inc. Once a telephone number is submitted to West for correction, it is verified against HT records and/or by the customer. West's internal process requires calling each telephone customer individually for verification to update an address in the 9-1-1 database. Akimeka continues to monitor and track the progress of the remaining 282 Referred records.

- **There is one (1) Open ALI-DR as of December 31, 2016**

One Open ALI DR was submitted in July 2016 for a business in Kailua Kona. Akimeka will continue to monitor this discrepancy until it is updated.

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TNCR (TELEPHONE NUMBER CHANGE REQUEST) CURRENT STATUS – DECEMBER 2016

NOTE:

- 9-1-1 NET is a secure web-based application that provides access to request changes to the MSAG, ALI, TN, and ESN/ELT data supported and maintained by West Safety Services for the Telephone Company (TelCo).
- TNCRs are not requests to change Telephone Numbers (TNs); however, it is a corrective process within 9-1-1 NET to modify location information associated with an Automatic Location Identification (ALI) record to a valid MSAG address for 9-1-1 purposes.

PSAP 9-1-1 Telephone Number Location Change Request (Telephone Number Change Request (TNCR) Status)				
PSAP	TOTAL TNCR RECORDS SUBMITTED BY AKIMEKA	OPENED TNCRS PENDING FURTHER ACTION BY WEST SAFETY SERVICES (INTRADO)	OPENED TNCRS REFERRED TO TELCO BY WEST SAFETY SERVICES (INTRADO)	TOTAL UNOPENED TNCR RECORDS
HAWAII	288	124	132	32

STATUS
<u>TOTAL TNCRs SUBMITTED</u> - The total number of TNCR requests for modification that have been submitted in 9-1-1
<u>PENDING STATUS</u> - TNCRs assigned this status are requests which have been reviewed by the 9-1-1 Database Service Provider Data Analyst, and are pending investigation whether the request is valid or invalid, and/or whether the request requires additional information to validate.
<u>REFERRED STATUS</u> - TNCRs assigned this status are requests which have been reviewed by the 9-1-1 Database Service Provider Data Analyst, and the request requires additional information to validate. The West Safety Services Data Analysts assigns this status to a TNCR and the request is referred to the telephone service providers for further research.
<u>TOTAL UNOPENED TNCR RECORDS STATUS</u> - The request is submitted by Akimeka on behalf the PSAP; however, processing by the 9-1-1 Database Service Provider Data Analyst has not begun.

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DISPATCHABLE LOCATION – STATUS AS OF – DECEMBER 2016

NARRATIVE:

During the August 2015 State of Hawaii 911 Board meeting, Akimeka provided a “State of Hawaii PSAPs Proposed ALI Compliancy with FCC 15-9” presentation. Based on the 9-1-1 Board’s confirmation to add the “Dispatchable Location” information into the ALI database, Akimeka researched the format standards of each pertinent field, and tested the delivery of the data to the PSAP. After a few configuration adjustments (eliminating the TelCo comments field from appearing on the ALI Screen), Akimeka standardized an additional information data format to proceed with this project.

During the month of September 2015, Akimeka started a pilot project, entering additional location information to a verified MSAG address with multiple telephone numbers. Specifically the **Kings Shops at 690250 Waikoloa Beach Dr., Waikoloa**. The “Dispatchable Location” data is entered into the “Driving Directions” field in the 9-1-1 Net system, and will display on the Viper Power 911 ALI Screen in the “Exact” field should a 911 call be received from that telephone number. There were a total of **1,121** Dispatchable Locations processed in 2016.

Dispatchable Location				
Common Name Place	MSAG Address	2016	Number of TNCR* Transactions Submitted	Number of Transactions Processed**
KINGS SHOPS	CARRY OVER	2015	75	0
KINGS SHOPS	690250 WAIKOLOA BEACH DR, WAIKOLOA	Jan- July	125	197
MAUNA LANI SHOPS	681330 MAUNA LANI DR, KAMUELA			
QUEENS MARKETPLACE	690201 WAIKOLOA BEACH DR, WAIKOLOA	Aug	88	88
MAUNA LANI SHOPS	681330 MAUNA LANI DR, KAMUELA		59	59
HILTON WAIKOLOA RESORT	690425 WAIKOLOA BEACH DR, WAIKOLOA	Sept- Nov	617	620
KUHIO PLAZA	111 E PUAINAKO ST, HILO	Dec	49	49
KUHIO PLAZA	111 E PUAINAKO ST, HILO		30	30
ALII VILLAS	756016 ALII DR, KAILUA KONA		47	47
KONA COMMONS	MAKALA BLVD, KAILUA KONA		31	31
KONA MAKAI	756026 ALII DR, KAILUA KONA	Total	1,121	1,121

Definition
Dispatchable Location is defined in the FCC 15-9 Docket as the verified or corroborated street address of the calling party plus additional information such as floor, suite, apartment or similar information that may be needed to adequately identify the location of the calling party.
TNCR* Telephone Number Change Request - Transactions submitted to Intrado to update/edit Dispatchable Location in the Exact field on the ALI Screen.
Processed** may include inactive telephone numbers that were removed from the ALI Database.

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CHARTER COMMUNICATIONS (TIME WARNER) VOIP DATABASE TNCR

Akimeka received Automatic Location Identification (ALI) records from Charter Communications (formally known as Time Warner) which is the predominant Voice over Internet Protocol (VoIP) provider in the State of Hawaii. As Akimeka had access to these ALI Records, Akimeka was able to perform a three way comparison. This comparison is a validation of the ALI Record to ensure the location as provided by the VoIP provider matches the GIS Information utilized by the Public Safety Agencies within their specific County 9-1-1 Service Area. This validation reduces the potential of address or location dispute during a 9-1-1 call.

The Analysis of the database records indicated there were invalid MSAG addresses utilized by the VoIP Provider, however, the majority of these records were corrected, or sent back to Charter for further location clarifications. Akimeka was able to verify the majority of the VoIP records had a valid MSAG address assigned and matched with the GIS information. Akimeka has also initiated a correction process with Charter Communications on behalf of the PSAPs in order to perform timely corrections to the remaining VoIP 9-1-1 Records, and to ensure new VoIP customers receive valid MSAG addresses to improve their 9-1-1 location service.

Charter Communications 9-1-1 Telephone Number Location Change Request (Telephone Number Change Request (TNCR) Status)			
PSAP	TOTAL RECORDS SUBMITTED BY CHARTER (A)	RECORDS REQUIRING FURTHER INFORMATION BY CHARTER (B)	RECORDS CORRECTED AND RETURNED TO CHARTER BY AKIMEKA (C)
HAWAII County	19,135	5	33
KAUAI County	7,911	7	39
MAUI County	15,629	0	7
OAHU Civilian	82,256	5	66
TOTAL	124,931	17	145

(A)	VoIP Database records submitted by Charter to Akimeka for research and MSAG address validation.
(B)	Akimeka was not able to determine an MSAG valid address with the information provided. Charter is advised to contact customer and provide Akimeka with a TMK or driving directions.
(C)	Akimeka researched and provided Charter with an MSAG valid address.

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3. GEOGRAPHIC INFORMATION SYSTEM (GIS) – DECEMBER 2016

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 and NG9-1-1 systems.

HAWAII COUNTY			
Type of Layer	Akimeka GIS Server	Date GIS Delivered	Other/Remarks
	Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Address Points	12/28/2016		Spatially corrected one hundred forty-six (146) address points in Hilo.
	12/23/2016		Added location name to two (2) address points (3196 and 3551 Kanoielehua Ave) in Hilo.
	12/23/2016		Spatially corrected thirty-four (34) address points in Hilo.
	12/22/2016		Deleted twenty (20) address points in Keaau.
	12/21/2016		Added location name to one (1) address point (800 Stainback Hwy) in Hilo.
	12/21/2016		Spatially corrected eighty-eight (88) address points in Hilo.
		12/20/16	
	12/20/2016		Corrected address to ten (10) address points in Mountain View.
	12/20/2016		Spatially corrected twenty-seven (27) address points in Mountain View.
	12/20/2016		Spatially corrected seventy-nine (79) address points in Papaikou.
	12/19/2016		Completed monthly update on address points.
	12/16/2016		Added twenty-three (23) address points in Captain Cook.
	12/16/2016		Added seven (7) address points in Hilo.
	12/16/2016		Added two (2) address points (755287 Mamalahoa Hwy and 755766 Mamalahoa Hwy) in Holualoa.
	12/16/2016		Added one (1) address point (472645 Haukoi Pl) in Honokaa.
	12/16/2016		Added thirteen (13) address points in Kailua Kona.
	12/16/2016		Added two (2) address points (681325 S Kaniku Dr and 681325 S Kaniku Dr) in Kamuela.
	12/16/2016		Added two (2) address points (524477 Akoni Pule Hwy and 581396 Kaiholena Pl) in Kapaau.
	12/16/2016		Added ten (10) address points in Keaau.
	12/16/2016		Added one (1) address point (778026 Moolio Pl) in Keauhou.
	12/16/2016		Added eleven (11) address points in Kurtistown.
	12/16/2016		Added seven (7) address points in Mountain View.
	12/16/2016		Added four (4) address points in Naalehu.
	12/16/2016		Added seven (7) address points in Ocean View.
	12/16/2016		Added nine (9) address points in Pahoa.
	12/16/2016		Added one (1) address point (270598 Alakahi Pl) in Pepeekeo.
	12/16/2016		Added eight (8) address points in Volcano.
	12/16/2016		Added one (1) address point (683668 Haena Pl) in Waikoloa.
	12/15/2016		Corrected address to three (3) address points (472603 Haukoi Pl, 472612 Haukoi Pl and 472623 Haukoi Pl) in Honokaa.

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MAPPING LAYERS UPDATED (PART II)

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

HAWAII COUNTY			
Type of Layer	Akimeka GIS Server	Date GIS Delivered	Other/Remarks
	Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Address Points	12/12/2016		Corrected address to one (1) address point (116 Pakele Ln) in Hilo
	12/12/2016		Corrected address to one (1) address point (292658 Kaiwika Homestead Rd) in Hakalau.
	12/12/2016		Spatially corrected fifty-seven (57) address points in Honokaa.
		12/06/16	
Airports			
Bridges			
Building Footprints			
Bus Stops			
Churches			
Coastal Names			
Coastline			
Common Places			
Correctional Facilities			
Emergency Callboxes			
Emergency Operation Centers			
Emergency Shelters			
ESZ/ESN			
Fire Beats			
Fire Districts			
Fire Response Areas			
Fire Stations			
Food & Beverage			
Gas Stations			
Gate Codes			
Government Buildings			
Harbors			
Helipads			
Hiking Trails			
Hospitals			
Hydrants			
Hyrdology Lavers			

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MAPPING LAYERS UPDATED (PART III)

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

HAWAII COUNTY			
Type of Layer	Akimeka GIS Server	Date GIS Delivered	Other/Remarks
	Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Incident Response Areas			
Lodging			
Major Roads			
Medic Beats			
Medic Districts			
Medic Response Areas			
Medic Stations			
Medical Facilities			
Milepost Markers			
MSAG Communities			
Net Junctions			
Ocean Rescue Boundaries			
Ocean Safety			
Parcels			
Parks			
Parks Polygon			
Points of Interest	12/28/2016		Spatially corrected two (2) points of interest (Berean Bible Church Lama St and Tenrikyo Hilo Church) in Hilo.
	12/23/2016		Added two (2) points of interest (Hawaii Community Correctional Center and UHH College of Agriculture Farm) in Hilo.
		12/20/16	
	12/12/2016		Spatially corrected one (1) point of interest (E Ala Ike) in Honokaa.
		12/06/16	
Police Beats			
Police Districts			
Police Response Areas			
Police Stations			
Post Offices			
Schools			
Street Centerlines	12/23/2016		Spatially corrected twenty-six (26) street segments in Mountain View.
	12/22/2016		Added fourteen (14) streets in Honaunau.
	12/22/2016		Corrected one-way to three (3) segments of Honaunau Beach Rd in Honaunau.

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MAPPING LAYERS UPDATED (PART IV)

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

HAWAII COUNTY			
Type of Layer	Akimeka GIS Server	Date GIS Delivered	Other/Remarks
	Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Street Centerlines	12/22/2016		Spatially corrected seventeen (17) street segments in Honaunau.
	12/22/2016		Split six (6) streets in Honaunau.
	12/22/2016		Split three (3) streets in Captain Cook.
		12/20/16	
	12/20/2016		Corrected name to two (2) street segments of Mau Loa Rd in Mountain View.
	12/19/2016		Corrected range to six (6) street segments in Volcano.
	12/19/2016		Deleted thirty-six (36) street segments in Volcano.
	12/19/2016		Completed monthly update on street centerlines.
	12/15/2016		Corrected range to one (1) segment of Komohana St in Hilo.
	12/15/2016		Spatially corrected one (1) segment of Komohana St in Hilo.
	12/15/2016		Added one (1) segment of Komohana St in Hilo.
	12/15/2016		Added one (1) segment of Merner Dr in Holualoa.
	12/15/2016		Split one (1) segment of Mamalahoa Hwy in Holualoa.
	12/15/2016		Added one (1) segment of Haukoi Pl in Honokaa.
	12/15/2016		Split one (1) segment of Honokaa Waipio Rd in Honokaa.
	12/7/2016		Corrected range to one (1) segment of Old Government Mauka Rd in Holualoa.
	12/7/2016		Spatially corrected fourteen (14) street segments in Holualoa.
	12/7/2016		Split one (1) segment of Old Government Mauka Rd in Holualoa.
	12/7/2016		Deleted one (1) segment of Old Government Mauka Rd in Holualoa.
		12/06/16	
Subdivisions			
Tow Jurisdictions			
Tsunami Evacuation Zones			
Tsunami Heights			
Waste Water Plants			

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MAPPING LAYERS UPDATED (PART V)

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

HAWAII COUNTY			
Type of Layer	Akimeka GIS Server	Date GIS Delivered	Other/Remarks
	Date Created/Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
WSP Cell Sectors	12/21/2016		Per VZW CRS
		12/20/16	
	12/19/2016		Per AT&T CRS
	12/15/2016		Per VZW CRS
	12/14/2016		Per AT&T CRS
		12/06/16	
WSP Cell Towers	12/6/2016		Per AT&T CRS
	12/21/2016		Per VZW CRS
		12/20/16	
	12/19/2016		Per AT&T CRS
	12/15/2016		Per VZW CRS
	12/14/2016		Per AT&T CRS
		12/06/16	
	12/6/2016		Per AT&T CRS

GIS Summary for 2016

HAWAII COUNTY		
Type of Layer	Totals	Remarks
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE		
Address Points	24,477	Approximate number of new and/or edited *Address Points added to the Hawaii County GIS map and database in 2016.
Street Centerlines	2,302	Approximate number of new and/or edited *Street Centerlines added to the Hawaii County GIS map and database in 2016.
Points of Interest	1,200	Approximate number of new and/or edited *Points of Interest/Common Name Places added to the Hawaii County GIS map and database in 2016.

* Specific details available upon request.

Note:

The above summary does not capture the entire GIS effort for the 2016 year, only a list of some of the more critical layer updates. There were a significant amount of updates that took place with other layers such as response layers, and other supporting GIS information. Also, for a summary regarding wireless updates, please refer to the CRS sections to see the 2016 year totals, which are also largely impacting to the PSAPs

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GEOGRAPHIC INFORMATION SYSTEM (GIS) NARRATIVES

GIS KEY ACTIVITIES/UPDATES

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

Date	Key Activities/Updates
12/20/2016	Spillman deliverable which included the following updated layers: Address Points, Cell Sectors, Common Names Alt Table, Display Streets, Points of Interest, POI Alt Names, Street Centerlines, Street Alt Names, Street Routes
12/7/2016	MapFlex deliverable which included the following updated layers: Address Points, Cell Sectors, Cell Towers, Points of Interest, and Street Centerlines.
12/6/2016	Spillman deliverable which included the following updated layers: Address Points, Cell Sectors, Common Names Alt Table, Display Streets, Points of Interest, POI Alt Names, Street Centerlines, Street Alt Names, Street Routes

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 that appear necessary for the dispatch and response of 911 personnel.

The Address Points and Street Centerlines layer comparative analysis was completed on the updates received from the Hawai'i County Planning Department on **December 19, 2016**. Results are as follows:

HAWAII COUNTY	Address Points Layer	Street Centerlines Layer
New Addresses Added	109	
Addresses Removed	0	
Address Street Name Changes	0	
Address Street Number Changes	0	
New Street Segments Added		2
Street Segments Removed		0
Street Segment Range Changes		0
Street Segment Name Changes		0

NOTE:

Some Address Points have multiple updates that are required, including Street Name and Street Number. These updates are counted as separate actions since the changes are required in order to make the GIS layers "9-1-1 capable" for CAD system recommendations affecting public safety dispatch and response operations.

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POLICE BEAT REVIEW

Beginning in late 2015 and continuing in January 2016, Akimeka has been conducting a Police Beats review process as part of an annual update and in addition, preparation for Hawaii County's CAD system deployment. During this time, the Police Beats are also reviewed with the written descriptions of the Hawaii Police Beat Boundaries, whereby corrections are made to the Police Beat GIS layer where applicable in an effort to synchronize the GIS layer with the written descriptions and provide the 911 centers in Hawaii with a more accurately defined boundary layer which align with operational jurisdictions.

1. To better service the public safety needs of Hawaii County, Akimeka compared the written descriptions of the Hawaii Police Beats as recorded in Document Number GO 204 with an effective date of June 27, 2011, and made corrections to the Police Beats GIS layer where needed. In addition, Akimeka has been documenting any recommendations for document description updates.
 - a. Akimeka reviewed the written descriptions for the Hawaii Police Beats and cross referenced it to the Police Beats GIS layer. The boundaries to all seventy-six police beats as well as the area falling within the jurisdiction of the Hawaii Volcanoes National Park were edited for greater accuracy.
 - b. Akimeka has documented all potential discrepancies between the written descriptions and GIS layer for a thorough review upon completion. Akimeka has also produced several maps to better illustrate some of the larger discrepancies.
 - c. Upon completion of the GIS editing procedures, Akimeka will participate in a Police Beat review process with the Hawaii Police Department to further refine the boundaries to the Police Beats GIS layer and the written descriptions for those boundaries. This process will finalize the synchronization between the GIS layer and the written descriptions; provide additional precision and accuracy to both the GIS layer and written descriptions; and eliminate all discrepancies so that confusion and/or misinterpretation of those boundaries do not hinder public safety needs.
 - d. During the month of February 2016, Akimeka corrected the boundaries to the GIS layers that are associated with the Police Beats so that proper alignment would occur between the associated layers. This included correcting boundaries to six ESNs and three Police Districts. Those corrected layers were delivered to MapFlex and made available to the dispatchers on February 17th.
 - e. During the month of March 2016, Akimeka corrected the boundaries to the Police Response Areas so they would be aligned properly with the Police Beats and be topologically error free. This included correcting the boundaries to all seventy-six police response areas as well as the area falling within the jurisdiction of the Hawaii Volcanoes National Park.
 - f. During the month of August 2016, Akimeka is awaiting the final review process of the Police Beat layer with the Hawaii Police Department. Besides the Police Beat layer, the review process with the Hawaii Police Department will also likely include a review process of the Police Districts layer as well as the Police Response Areas layer.
 - g. During the month of September 2016, Akimeka began creating a series of large-scale maps to illustrate in detail the police beat boundaries. The maps are anticipated to be completed during October 2016, at which time they will be made available for examination by the Hawaii Police Department for accuracy.
 - h. During the month of October 2016, Akimeka created the first draft of a series of seventy-seven large-scale maps – one map for each police beat as well as one map of the entire county. Besides police beat boundaries, streets, and aerial imagery, the maps also contain points of interest that are referenced within the written descriptions of the Hawaii

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Police Beat Boundaries, as well as other important features such as high schools, colleges, and major attractions so that the maps will be easier to validate the accuracy of. After reviewing the maps, Akimeka recognized enhancements that could be made to them to further their value as a communication device so that a more thorough review process can take place, which will ultimately result in greater informed decision making in regards to boundary and written description revisions.

- i. During the month of December 2016, Akimeka proposed boundary modifications to Police Beats 148, 430, and 435 to the Hawaii Police Department. The proposed boundary modifications would have the affected beats intersect between the new Daniel K Inouye Hwy and Mile Marker 43, rather than the southern boundary of the Kilohana Girl Scout Camp. To help illustrate the boundary modifications, Akimeka sent the Hawaii Police Department a map detailing the current and proposed boundaries of the area that would be affected by the change. The Hawaii Police Department notified Akimeka that such a change would require a process of reviews and proposals. Akimeka is now awaiting the results of this process, at which time the final drafts of the Police Beat Maps will be completed and ready for examination.

CAD SYSTEM DEPLOYMENT

During the 2015 year, the Hawaii County Police Department has conducted thorough research and has decided to implement a new CAD (Computer Aided Dispatch) system. Through their selection process, they have chosen the Spillman Technologies CAD system to best fit their operational needs. Throughout the coming months there will be much coordination between the Hawaii Police Department, Hawaii IT Department, Akimeka, and Spillman Technologies to deploy the Spillman Technologies CAD system with absolute success.

1. The Hawaii Police Department, Akimeka, and Spillman Technologies have begun introductory coordination and information sharing to ensure a successful deployment of the new CAD system, which will improve dispatch efficiency.
 - a. On January 15, 2016, Spillman Technologies held a webinar and discussion on their Geobase process which HPD, Spillman Technologies, and Akimeka were in attendance. The discussion was high-level and pertaining to the GIS database and how it is integrated within the Spillman Technologies CAD architecture.
 - b. In February 2016, Spillman Technologies was on-site at the Hawaii Police Department to host an official kick-off meeting and technical discussion which Akimeka was also in attendance. During the meeting Akimeka presented the entire GIS dataset via webinar. Spillman Technologies was impressed with the quality of the GIS data and is looking forward to the project.
 - c. In May 2016, the final NDA were completed with Akimeka, Spillman Technologies, and the Hawaii Police Department.
 - d. On May 31, 2016, Akimeka's GIS Manager and two representatives from the Spillman Technologies team met to discuss the timeline, requirements, and where they can work together to make this a successful project and on schedule.
 - i. Spillman Technologies is currently in the process of getting the server(s) packaged/shipped on site. Once these are in place, more timeline milestones will be established with preparing the data for configuration on the server, etc.
 - e. During the month of August 2016, there was significant coordination done between Akimeka and Spillman Technologies to get an initial GIS dataset ready for configuration.

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- i. There was a slight delay in getting a connection to the Hawaii County server during the beginning of August but was quickly remediated. In the meantime while, Spillman was on-site getting server connections set up, Akimeka was preparing the GIS data for the CAD system. Several preparation took place and included a variety of QA items to ensure the best possible data to be configured.
- ii. On August 24, 2016, Akimeka uploaded an initial GIS dataset containing the core data, meaning the functional data that makes the system work. The display layers intended to perform labeling, set up different symbols, and establish the basemaps will come after the initial data has been given the go ahead.
- iii. On August 29, 2016, Spillman Technologies followed up with Akimeka to let them know the data looked good on their end. They ran testing on addresses, common places, and mile markers and all were good.
- iv. On August 30, 2016, Akimeka was on-site to meet with the Hawaii Police Department and Spillman Technologies. Akimeka, along with the supervisors of the Hawaii Police 911 Center, observed during a Spillman Cad Mapping demonstration that the initial base GIS layers that were provided by Akimeka were installed and functioning flawlessly with no issues. CAD project proceeding as planned. Previous issues regarding the 911 GIS layers for the Hawaii Fire Department were discussed and resolved. Spillman Technologies will be reaching out to the Hawaii Fire Department personnel regarding data input into the Spillman CAD System. This information was conveyed to the Hawaii Fire Department representative along with the Hawaii County Information Technology Manager during a separate meeting that Akimeka and Hawaii Police Department attended at the Hawaii County ITD office.
- v. During the month of September, Akimeka continued with routing deliverables for the Spillman CAD system. One deliverable during the beginning of September included 45 display layers to be used for making the pin maps more aesthetically pleasing and useful for the dispatchers.
- vi. During the month of October, Hawaii County Police and Fire, Akimeka, and Spillman was on-site for the mock Go-Live.
 1. The on-site meetings were a success and Akimeka and Spillman worked together to provide some enhancements to the mapping, such as hillshades to provide some terrain features in the mapping.
 2. Spillman rolled out their new mapping display which was well received by Hawaii County.
 3. Akimeka met with Hawaii Fire to go over the First In boundaries and agreed to make some slight modifications to include third, fourth, and fifth level responses, which will be a follow on item to work on.
 4. There were some records that needed some updating and Akimeka took this as an action item.
- vii. Throughout the remainder of October 2016, Akimeka and Spillman continued to work together to ensure the project is successful.
 1. Akimeka provided several addition GIS updates, which included new Water Response Areas for Police, Fire, and Medics. In addition, several deliverables that included new Common Names and updates as well.
- viii. During the month of November 2016, Akimeka created a new layer to be used in the Spillman CAD. This new layer, *Fire EMS Zone*, replaces the layer *First In*, and is configured to provide enhanced labeling.
- ix. Throughout the month of December 2016, Akimeka continued to deliver data for the Spillman project on a bi-weekly basis.
- x. In January 2017, Akimeka and Spillman will be implementing a new GIS delivery process where the geodatabase is directly updated, thereby cutting out some unnecessary steps on the pre-processing CAD side making this a more efficient and accurate process.

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COMMON NAMES UPDATE

In September 2016, Akimeka was provided a spreadsheet by the Hawaii Fire Department of common names that they wished to be included in the Spillman Technologies CAD system. Akimeka immediately reviewed the spreadsheet and developed a strategy and timeline for ensuring that all the common names on the spreadsheet be included in the GIS data that is used in their Spillman Technologies CAD and MapFlex systems.

1. In late September 2016, Akimeka received, and immediately reviewed, a spreadsheet by the Hawaii Fire Department of common names that they would like included in their Spillman CAD system. The spreadsheet contains a list of four hundred eighteen multi-family residential complexes, most of which are apartment, condominium, and townhouse complexes.
 - a. Akimeka developed a strategy for completing this large update, which includes a timeline whereby thirty of the updates will be completed before the Spillman CAD go-live date, which takes place in the first week of October 2016, followed by a minimum of fifty updates for each of the subsequent Spillman CAD updates taking place every two weeks. At that projected rate, the updates will be completed in January 2017.
 - b. During the month of October 2016, Akimeka kept the projected pace to be completed with the multi-family residential complexes updates in January 2017.
 - c. During the month of November 2016, Akimeka kept the projected pace to be completed with the multi-family residential complexes updates in January 2017.
 - d. During the month of December 2016, Akimeka kept the projected pace to be completed with the multi-family residential complexes updates in January 2017.

MAPFLEX SYSTEM

During the month of December 2016, the MapFlex system received some updates but not part of the normal upload processes as a result of MapFlex having several issues.

Considering that the MapFlex initiative being provided by Hawaiian Telecom and sub-contractor, West, was implemented across the State of Hawaii, in the below narrative there is some information pertaining to all of the Hawaiian Islands. For a record of historical information regarding the MapFlex system, please see MSRs during the 2015 year.

During the month of December 2016, there was only one GIS deliverable made to MapFlex. Due to the issues MapFlex is having regarding the automatic updates, all of the PSAPs had agreed to hold on all GIS updates until West has made the necessary system changes.

1. Akimeka delivered GIS data to the MapFlex system on the following date in December 2016
 - a. **Hawaii County** – December 9, 2016
 - b. **Maui County** – December 9, 2016
 - c. **Kauai County** – December 9, 2016
 - d. **Honolulu** – December 9, 2016
2. Although there were no official confirmation that the manual updates were completed, Akimeka confirmed on December 20th that the GIS data was successfully updated in the MapFlex system.

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December 1, 2016 – December 31, 2016

MAPFLEX ISSUE

During the month of August 2016, there were some identified issues regarding the MapFlex system, some of which were a continuation of previous issues identified.

On August 3, 2016, during the all PSAP conference call with West, Akimeka, and Hawaiian Telcom also in attendance, there were several issues that were discussed.

1. There was an upload issue with the Kauai MapFlex system on July 24, 2016 which was related to an issue which Maui PD experienced earlier in the year. The MapFlex screen went blank and there was no mapping capability.
 - a. West relayed that there is an issue with the automatic update script and there are updates required for them to make to the system.
 - b. All of the PSAPs agreed to hold off on all GIS updates in MapFlex until West has resolved the issue.
2. The MapFlex system began displaying wireless information incorrectly during the month of August 2016.
 - a. The issue described is that when wireless calls are coming into the PSAPs, the ALI information appears to be correct and it matches with the GIS data, so it subsequently displays a Phase I location for Phase I calls. What is occurring directly after this, is the MapFlex system is doing a reverse query for additional information in the GIS and this is overriding the ALI information with the closest address in the GIS.
 - b. West and HT are looking into the issue and are planning a software update that should help resolve the issue.
3. The Text-to-911 icons have stopped displaying at the PSAPs.
 - a. It was identified that the icons for text calls have stopped displaying in the MapFlex maps. Previously when calls came in as a text call, there would be an icon displaying "TEXT" where the call was plotted.
 - b. West and HT will be researching the issue.
4. Throughout October 2016 West and HT continued to work on the patches to fix some of the above issues.
5. During November 2016, the updates were installed on the MapFlex systems throughout the State of Hawaii.
 - a. After the updates had taken place, issues were identified with the display of Phase I coverage areas in MapFlex – identified by the Honolulu Fire Department. In addition, the only information that was being displayed for Phase I calls were Lat/Longs with a static coverage of approximately 330 meters for all calls. The issue was first identified when calls had plotted in the ocean, while the caller was surely on land.
 - b. The issue was brought to West and HT's attention for resolution.
 - c. West had worked internally with their team and determined that it was an issue with the confidence with Sprint wireless and that Sprint was the source of the issue in MapFlex.
 - d. The discussions on this issue circled for some time throughout November without resolution until it was discovered later in November that the reason the coverage area was not being displayed was due to the MapFlex upgrade that was installed. After installation, the configurations for Wireless Phase I were not set up properly by West, in which the mapping did not point to the correct information in MapFlex.
 - e. The additional issue with MapFlex plotting the centroid of the sector as the tower location still remains and is being troubleshoot by West and HT.
 - f. West and HT will be following up with the PSAPs with a resolution in December 2016.
 - g. The next conference call with West, HawaiianTel, and the PSAPs is scheduled for January 11th.

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4. SERVICE REQUESTS TRANSACTIONS

OPEN SERVICE REQUESTS – DECEMBER 2016

#	Date	Ticket #	Description	PSAP	Urgency	Comments
1	07/13/16	856	Updated Address	FIRE	Normal	TN has been referred to telco via email by West Safety Services (Intrado). RMS
2						
3						

Note* There is one (1) opened service request pending for December 2016.

SERVICE REQUEST YEAR-TO-DATE (YTD) SUMMARY – 2016

HAWAII COUNTY				MSAG SERVICE REQUEST CATEGORIES					
2016	TOTAL		Open	WIRELINE		WIRELESS		VoIP	
	Created	Closed		Created	Closed	Created	Closed	Created	Closed
2015 Carryover*			3						
January	9	10	2	8	8	0	1*	1	1
February	1	2	1	1	1	0	0	0	1*
March	2	2	1	1	1	0	0	1	1
April	6	5	2	6	5	0	0	0	0
May	5	5	2	5	5	0	0	0	0
June	2	2	2	2	2	0	0	0	0
July	3	2	3	3	2	0	0	0	0
August	2	2	3	2	2	0	0	0	0
September	1	1	3	1	1	0	0	0	0
October	1	3	1	1	3	0	0	0	0
November	0	0	1	0	0	0	0	0	0
December	3	3	1	3	3	0	0	0	0
TOTAL	35	37	1	33	33	0	1	2	3

Note:

* The 2015 Carryover row indicated the number of Service Requests that were opened in 2015 and brought forward into 2016 in an effort to track the service request until completion.
Detailed information on service tickets are available upon request.

Definitions:	Category	Description
	Wireline	Telephone Number (ALI) Discrepancies from land line phones that have been submitted to West Safety Services via 9-1-1 Net for correction.
	Wireless	Telephone Number (ALI) Discrepancies from phones that were land lines at one time, and were ported out to a wireless carrier. However, the phone number was never removed from the MSAG database.
	VoIP	Telephone Number (ALI) Discrepancies from VoIP phones that have been submitted to Time Warner Cable (TWCBL) for correction

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5. E9-1-1 DATABASE SYNCHRONIZATION

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

Next Scheduled Database Synchronization – February 2017

AUDIT SUMMARY RESULTS – FEBRUARY 2017 -- TBA

AUDIT SUMMARY RESULTS COMPARISON –FEBRUARY 1, 2017 VS NOVEMBER 1, 2016 -- TBA

AUDIT SUMMARY RESULTS – TBA

INVALID MSAG STREETS AND ADDRESS RANGES – ESN X99 RECORDS -- TBA

AUTOMATIC LOCATION IDENTIFICATION (ALI) DISCREPANCY REPORT -- TBA

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AKIMEKA | HIGH PRIORITY, HIGH IMPACT.

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1. PSAP OPERATIONS

9-1-1 CALL VOLUME – DECEMBER 2015

(Source: Intrado Viper)

9-1-1 Call Volume																	
KAUAI PSAP		Wireline		Wireless				VOIP		Calls With No ALI		Admin Calls		Abandoned Calls		Other Calls	
2015	Total 9-1-1 Calls Processed	No. of Wireline Calls	% of Total Calls	No. of Wireless Calls	% of Total Calls	% of Wireless WPH1 Calls	% of Wireless WPH2 Calls	No. of VoIP Calls	% of Total Calls	No. of Calls with No ALI	% of Total Calls	No. of Admin Calls	% of Total Calls	No. of 9-1-1 Abandoned	% of Total Calls	Other	% of Total Calls
Dec	4,503	708	15.72%	2,959	65.71%	46.06%	53.94%	159	3.53%	6	0.13%	0	0.00%	671	14.90%	0	0.00%

9-1-1 CALL VOLUME – CALENDAR YEAR 2015

9-1-1 Call Volume																	
KAUAI PSAP		Wireline		Wireless				VOIP		Calls with No ALI		Admin Calls		Abandoned Calls		Other Calls	
2015	Total 9-1-1 Calls Processed	No. of Wireline Calls	% of Total Calls	No. of Wireless Calls	% of Total Calls	% of Wireless WPH1 Calls	% of Wireless WPH2 Calls	No. of VoIP Calls	% of Total Calls	No. of Calls with No ALI	% of Total Calls	No. of Admin Calls	% of Total Calls	No. of 9-1-1 Abandoned	% of Total Calls	Other	% of Total Calls
JAN	5,155	790	15.32%	3,349	64.97%	48.40%	51.60%	176	3.41%	21	0.41%	0	0.00%	819	15.89%	0	0.00%
FEB	4,738	706	14.90%	3,102	65.47%	50.06%	49.94%	129	2.72%	27	0.57%	0	0.00%	774	16.34%	0	0.00%
MAR	4,365	715	16.38%	2,823	64.67%	46.33%	53.67%	154	3.53%	15	0.34%	0	0.00%	658	15.07%	0	0.00%
APR	4,471	767	17.15%	2,846	63.65%	50.14%	49.86%	134	3.00%	16	0.36%	0	0.00%	708	15.84%	0	0.00%
MAY	4,024	599	14.89%	2,685	66.72%	50.73%	49.27%	107	2.66%	9	0.22%	0	0.00%	624	15.51%	0	0.00%
JUNE	5,830	626	10.74%	3,813	65.40%	52.37%	47.63%	149	2.56%	26	0.45%	0	0.00%	1,216	20.86%	0	0.00%
JULY	5,022	741	14.76%	3,382	67.34%	47.40%	52.60%	158	3.15%	18	0.36%	0	0.00%	723	14.40%	0	0.00%
AUG	4,692	617	13.15%	3,199	68.18%	46.33%	53.67%	148	3.15%	31	0.66%	0	0.00%	697	14.86%	0	0.00%
SEPT	4,665	761	16.31%	2,963	63.52%	47.86%	52.14%	153	3.28%	19	0.41%	0	0.00%	769	16.48%	0	0.00%
OCT	4,970	679	13.66%	3,392	68.25%	50.03%	49.97%	131	2.64%	20	0.40%	0	0.00%	748	15.05%	0	0.00%
NOV	4,439	687	15.48%	3,006	67.72%	49.73%	50.27%	104	2.34%	13	0.29%	0	0.00%	629	14.17%	0	0.00%
DEC	4,503	708	15.72%	2,959	65.71%	46.06%	53.94%	159	3.53%	6	0.13%	0	0.00%	671	14.90%	0	0.00%
YTD	56,874	8,396		37,519				1702		221		0		9,036		0	
MON AVG	4,740	700	14.87%	3,127	65.97%	48.79%	51.21%	142	3.00%	18	0.38%	0	0.00%	753	15.78%	0	0.00%

PSAP OPERATION NOTES:

- Abandoned Calls represent the number of incoming 9-1-1 calls for which the caller had hung up before a call-taker answered. Dropped Calls are hang ups after transfers.
- Abandoned Calls are not included in the total Wireline and Wireless counts respectively.
- All VoIP (Voice over Internet Protocol) type of 911 calls is combined in the Call Volume statistic.
- *911 Calls with no Ali 0.13% - Statewide average = 0.18% Year 2015

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TEXT TO 911 – CURRENT MONTH – DECEMBER 2015

NOTE:

- Kauai County has deployed a soft launch for Text to 911 on December 21, 2015.
- During this soft launch period, internal testing and training will be conducted.
- Although there is a “Text to 911” plot on the MapFlex, the location of the plot is not reliable. Text to 911 Dispatchers should use their skills to ascertain the exact location of the emergency response.

TEXT TO 911 Kauai County	
Month	Total received
Dec	24

FYI.....FOR YOUR INFORMATION

FYI For Your Information	
PSAP Operations	
Intrado	Intrado, a subsidiary of the West Corporation has been rebranded to West Safety Services.
MSAG	Intrado is currently in the process of training new 911 Net Data Analysts assigned to process the MSAG and TNCR record transactions that are submitted daily by Akimeka on behalf of the County PSAPs. There has been a delay of processing TNCR requests as reflected in the "PSAP 9-1-1 Telephone Number Locations Change Request" chart due to this transitional period. refer to page 12
*Statewide average (year 2015) of 911 calls <u>with</u> Location Information = 99.82%	
* Statewide averages does <u>not</u> include the Military 911 calls or current Text to 911 testing.	

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WIRELESS PSAP TESTING – DECEMBER 2015

KAUAI COUNTY - DECEMBER 2015						
Date	WSP	Sites Tested	Sectors Tested	Tested By:	Test Pass/Fail	Comments:
None						

NOTES:

- There were no scheduled Wireless 911 tests for the month of December 2105.
- A Holiday “No Wireless 911 Testing” schedule was sent to each WSP on 10-14-2015. (12-13-15 to 01-03-16)

◀ November 2015		~ December 2015 ~					Jan 2016 ▶
Sun	Mon	Tue	Wed	Thu	Fri	Sat	
		1	2	3	4	5	
6	7	8	9	10	11	12	
13	14	15	16	17	18	19	
20	21	22	23	24	25 Christmas	26	
27	28	29	30	31	Notes:		

◀ December 2016		~ January 2016 ~					Feb 2016 ▶
Sun	Mon	Tue	Wed	Thu	Fri	Sat	
					1 New Year's Day	2	
3	4	5	6	7	8	9	

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2. MSAG (MASTER STREET ADDRESS GUIDE)

CURRENT MONTH – DECEMBER 2015

KAUAI COUNTY	9-1-1 NET REQUESTS						
	MSAG TRANSACTIONS						
2015	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected
DECEMBER	7	3	0	3	1	0	64

MSAG CURRENT MONTH NOTES:

A total of eleven (11) MSAG transactions were processed in 9-1-1 Net during the month of December 2015. Seven (7) requests relating to the MSAG database and four (4) requests relating to the ALI database (see ALI Transaction chart on next page).

KAUAI COUNTY	9-1-1 NET REQUESTS						
	MSAG TRANSACTIONS						
2015	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected
JAN	9	7	0	1	1	0	116
FEB	88	77	2	1	2	6	1,064
MAR	3	0	0	3	0	0	35
APR	11	2	0	2	6	1	58
MAY	7	3	0	2	2	0	117
JUNE	4	2	0	1	1	0	130
JULY	48	26	5	4	2	11	1,212
AUG	8	3	0	1	1	3	44
SEPT	2	1	0	0	1	0	0
OCT	4	2	0	1	1	0	129
NOV	2	0	0	0	2	0	0
DEC	7	3	0	3	1	0	64
TOTAL YTD	193	126	7	19	20	21	2,969
AVG PER MONTH	16	11	1	2	2	2	247

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ALI TRANSACTIONS CURRENT MONTH – DECEMBER 2015

KAUAI COUNTY		9-1-1 NET REQUESTS					
		ALI TRANSACTIONS SUBMITTED			Open Discrepancy Records as of Report Month End		
2015	TOTAL	TN CR (A)	ALI-DR (B)	VoIP DR (C)	TN CR	ALI-DR	VoIP DR
DEC	4	4	0	0	235	0	0

Definitions							
<p>(A) Telephone Number Change Request - Represents address corrections on a specific TN or group of TNs. These "invalid" TNs usually have an associated ESN 499 attached to them which indicates the need for validation.</p> <p>(B) Automatic Location Information Discrepancy Record - Represents an address discrepancy discovered during a live 9-1-1 call, from a landline. These record corrections are treated with a higher priority and should be processed within 48 hours as a general guideline.</p> <p>(C) Voice over Internet Protocol Discrepancy Record - Represents an address discrepancy discovered during a live 9-1-1 call, from a VoIP phone. These record corrections are treated with a higher priority and should be processed within 72 hours as a general guideline per Time Warner Operations Center. MSR tracking effective April 2014.</p>							

ALI TRANSACTIONS CURRENT MONTH NOTES:

Four (4) Telephone Number Change Requests (TN CR) transactions were processed with MSAG valid addresses, as a result of the ESN 299 clean-up effort. There were no ALI Discrepancy Requests (ALI DR) processed in 9-1-1 Net.

OPEN DISCREPANCY RECORDS STATUS:

- **There are 235 Open TN CR Transactions as of December 31, 2015**
- **Refer to chart in the next section “TNCR Current Status”**
- **173** Open TN CR transactions are a direct result of the ESN 499 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.
- **Sixty-two (62)** Open TN CR transactions are a result of Dispatchable Location Project transactions that were submitted in September, and are awaiting approval from Intrado and Hawaiian Telcom before completion.
- **There are no Open ALI-DRs as of December 31, 2015**
- **There are no Open VoIP DRs as of December 31, 2015**

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ALI TRANSACTIONS YEAR-TO-DATE (YTD) SUMMARY – 2015

KAUAI COUNTY		9-1-1 NET REQUESTS					
		ALI TRANSACTIONS SUBMITTED			Open Discrepancy Records as of Report Month End		
2015	TOTAL	TN CR	ALI-DR	VoIP DR	TN CR	ALI-DR	VoIP DR
JAN	69	69	0	0	201	0	0
FEB	2	2	0	0	211	211	0
MAR	35	35	0	0	227	0	0
APR	28	28	0	0	220	0	0
MAY	60	60	0	0	277	0	0
JUNE	108	108	0	0	283	0	0
JULY	2	2	0	0	226	0	0
AUG	0	0	0	0	216	0	0
SEPT	62	62	0	0	278	0	0
OCT	1	0	1	0	249	0	0
NOV	0	0	0	0	249	0	0
DEC	4	4	0	0	235	0	0
TOTAL YTD	371	370	1	0			
AVG PER MONTH	31	31	0	0			

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DISPATCHABLE LOCATION – STATUS AS OF – DECEMBER 2015 - PENDING

NARRATIVE:

During the August 2015 State of Hawaii 911 Board meeting, Akimeka provided a “State of Hawaii PSAPs Proposed ALI Compliancy with FCC 15-9” presentation. Based on the 9-1-1 Board’s confirmation to add the “Dispatchable Location” information into the ALI database, Akimeka researched the format standards of each pertinent field, and tested the delivery of the data to the PSAP. After a few configuration adjustments (eliminating the TelCo comments field from appearing on the ALI Screen), Akimeka standardized an additional information data format to proceed with this project.

During the month of August 2015, Akimeka started a pilot project, entering additional location information to a verified MSAG address with multiple telephone numbers. Specifically the **Kukui Grove Center at 302600 Kaumualii Hwy, Lihue**. The “Dispatchable Location” data is entered into the “Driving Directions” field in the Intrado 9-1-1 Net system, and will display on the Viper Power 911 ALI Screen in the “Exact” field should a 911 call be received from that telephone number. Sixty two (62) Telephone Number Change Requests (TN CR) transactions were processed as a result of the Dispatchable Location Project. These transactions have not been updated in 9-1-1 Net pending research by Hawaiian Tel and Intrado for providing an additional 60 character field in the ALI data stream to accommodate Dispatchable Location information as an alternative to using the “Driving Directions” field. Until this field is created, no further Dispatchable Location transactions will be submitted. During the months of November and December, as Akimeka awaits for the notice to proceed, Akimeka has continued to research and prepare “Driving Instructions” for other shopping malls that will assist the Kauai Dispatchers with their 911 calls for service. A total of 286 telephone records are complete and ready for submittal, however there were no further developments as of December 2015 to proceed.

Dispatchable Location					
Common Name Place	MSAG Address	2015	Number of TNCR* Transactions Prepared	Number of TNCR* Transactions Submitted	Number of Transactions Processed**
		Aug			
Kukui Grove Center	302600 Kaumualii Hwy, Lihue	Sept		62	0
		Oct		0	0
Coconut Grove Marketplace	40484 Kuhio Hwy, Wailua	Nov	83	0	0
Poipu Shopping Village	2360 Kiahuna Plantation Dr, Poipu	Nov	72	0	0
Waipouli Town Village	40771 Kuhio Hwy, Waipouli	Dec	35	0	0
Kauai Village	40831 Kuhio Hwy, Waipouli	Dec	96	0	0
		Total	286	62	0

Definition
Dispatchable Location is defined in the FCC 15-9 Docket as the verified or corroborated street address of the calling party plus additional information such as floor, suite, apartment or similar information that may be needed to adequately identify the location of the calling party.
TNCR* Telephone Number Change Request - Transactions submitted to Intrado to update/edit Dispatchable Location in the Exact field on the ALI Screen.
Processed** may include inactive telephone numbers that were removed from the ALI Database.

Kauai County E9-1-1 Status Report

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TNCR (TELEPHONE NUMBER CHANGE REQUEST) CURRENT STATUS – DECEMBER, 2015

NOTE:

- 9-1-1 NET is a secure web-based application that provides access to request changes to the MSAG, ALI, TN, and ESN/ELT data supported and maintained by Intrado for the Telephone Company (TelCo).
- TNCRs are not requests to change Telephone Numbers (TNs); however, it is a corrective process within 9-1-1 NET to modify location information associated with an Automatic Location Identification (ALI) record to a valid MSAG address for 9-1-1 purposes.

PSAP 9-1-1 Telephone Number Location Change Request (Telephone Number Change Request (TNCR) Status)				
PSAP	TOTAL TNCR RECORDS SUBMITTED BY AKIMEKA	OPENED TNCRS PENDING FURTHER ACTION BY INTRADO	OPENED TNCRS REFERRED TO TELCO BY INTRADO	TOTAL UNOPENED TNCR RECORDS
KAUAI	235	40	53	142

STATUS
TOTAL TNCRs SUBMITTED - The total number of TNCR requests for modification that have been submitted in 9-1-1 NET.
PENDING STATUS - TNCRs assigned this status are requests which have been reviewed by the 9-1-1 Database Service Provider Data Analyst, and are pending investigation whether the request is valid or invalid, and/or whether the request requires additional information to validate.
REFERRED STATUS - TNCRs assigned this status are requests which have been reviewed by the 9-1-1 Database Service Provider Data Analyst, and the request requires additional information to validate. The Intrado Data Analysts assigns this status to a TNCR and the request is referred to the telephone service providers for further research.
TOTAL UNOPENED TNCR RECORDS STATUS - The request is submitted by Akimeka on behalf the PSAP; however, processing by the 9-1-1 Database Service Provider Data Analyst has not begun.

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December 1, 2015 - December 31, 2015

3. GEOGRAPHIC INFORMATION SYSTEM (GIS) – DECEMBER 2015

MAPPING LAYERS UPDATED (PART I)

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

KAUAI COUNTY			
Type of Layer	Akimeka GIS Server	Date GIS Delivered	Other/Remarks
	Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Address Points		12/23/15	
	12/17/2015		Spatially corrected two (2) address points in Kapaa
	12/15/2015		Spatially corrected two (2) address points in Poipu
	12/15/2015		Added Location Name to one (1) address in Poipu
	12/15/2015		Spatially corrected two (2) address points in Wailua
	12/15/2015		Spatially corrected eighteen (18) address points in Waimea
	12/15/2015		Added Location Name to three (3) addresses in Waimea
	12/15/2015		Removed Location Name for one (1) address in Waimea
		12/10/15	
	12/10/2015		Spatially corrected one (1) address point in Haena
	12/10/2015		Spatially corrected one (1) address point in Kalaheo
	12/10/2015		Spatially corrected one (1) address point in Anahola
	12/9/2015		Added ten (10) addresses in Kalaheo
	12/8/2015		Spatially corrected four (4) address points in Nawiliwili
	12/8/2015		Spatially corrected thirty-three (33) address points in Waimea
Airports			
Bridges			
Building Footprints			
Bus Stops			
Churches			
Coastal Names			
Coastline			

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MAPPING LAYERS UPDATED (PART II)

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

KAUAI COUNTY			
Type of Layer	Akimeka GIS Server	Date GIS Delivered	Other/Remarks
	Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Common Places			
Correctional Facilities			
Emergency Callboxes			
Emergency Operation Centers			
Emergency Shelters			
ESZ/ESN		12/10/15	
	12/10/2015		Modified boundaries of with spatially corrected Street Centerlines
Fire Beats			
Fire Districts			
Fire Response Areas			
Fire Stations			
Food & Beverage			
Gas Stations			

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MAPPING LAYERS UPDATED (PART III)

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

KAUAI COUNTY			
Type of Layer	Akimeka GIS Server	Date GIS Delivered	Other/Remarks
	Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Gate Codes			
Government Buildings			
Harbors			
Helipads			
Hiking Trails			
Hospitals			
Hydrants			
Hyrdology Layers: Dams Ponds Streams Waterfalls			
Incident Response Areas			
Lodging		12/23/15	
	12/15/2015		Added four (4) lodges in Poipu
	12/15/2015		Corrected name of one (1) lodge in Poipu
	12/15/2015		Changed business name for one (1) lodge in Poipu
	12/15/2015		Spatially corrected one (1) lodge in Poipu

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MAPPING LAYERS UPDATED (PART IV)

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

KAUAI COUNTY			
Type of Layer	Akimeka GIS Server	Date GIS Delivered	Other/Remarks
	Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Major Roads			
Medic Beats			
Medic Districts			
Medic Response Areas			
Medic Stations			
Medical Facilities			
Milepost Markers			
MSAG Communities		12/10/15	
	12/10/2015		Modified boundaries of with spatially corrected Street Centerlines
Net Junctions			
Ocean Rescue Boundaries			
Ocean Safety			
Parcels			

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MAPPING LAYERS UPDATED (PART V)

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

KAUAI COUNTY			
Type of Layer	Akimeka GIS Server	Date GIS Delivered	Other/Remarks
	Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Parks			
Parks Polygon			
Points of Interest	12/31/2015		Added one (1) POI in Princeville
		12/23/15	
	12/15/2015		Added six (6) POI in Waimea
	12/15/2015		Added four (4) POI in Poipu
	12/15/2015		Added one (1) POI in Kokee
	12/15/2015		Spatially corrected two (2) POI in Kokee
	12/15/2015		Spatially corrected six (6) POI in Poipu
	12/15/2015		Spatially corrected two (2) POI in Wailua
	12/15/2015		Spatially corrected five (5) POI in Waimea
	12/15/2015		Spatially corrected two (2) POI in Waipouli
	12/15/2015		Corrected business name for three (3) POI in Poipu
		12/10/15	
	12/10/2015		Spatially corrected one (1) POI in Anahola
	12/10/2015		Spatially corrected two (2) POI in Haena
	12/10/2015		Spatially corrected one (1) POI in Hanalei
	12/10/2015		Spatially corrected two (2) POI in Kalaheo
	12/10/2015		Spatially corrected one (1) POI in Kukuiula
	12/10/2015		Spatially corrected one (1) POI in Poipu
	12/10/2015		Spatially corrected one (1) POI in Waipouli
Police Beats			
Police Districts			
Police Response Areas			
Police Stations		12/23/15	
	12/17/2015		Spatially corrected Kapaa substation in Kapaa

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MAPPING LAYERS UPDATED (PART VI)

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

KAUAI COUNTY			
Type of Layer	Akimeka GIS Server	Date GIS Delivered	Other/Remarks
	Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Post Offices			
Schools			
	12/8/2015		Spatially corrected two (2) schools in Nawiliwili
	12/8/2015		Corrected school name in Nawiliwili
Street Centerlines	12/31/2015		Added one (1) street centerline segment in Kokee
	12/31/2015		Added one (1) street centerline segment in Mana
	12/31/2015		Corrected one (1) street centerline name in Kokee
	12/31/2015		Split two (2) street centerline segments in Kokee
	12/31/2015		Split two (2) street centerline segments in Mana
		12/23/15	
	12/16/2015		Spatially corrected four (4) street centerline segments in Pakala
	12/16/2015		Added twelve (12) street centerline segments in Kokee
	12/16/2015		Split eight (8) street centerline segments in Kokee
	12/16/2015		Modified range for eight (8) street centerline segments in Kokee
	12/16/2015		Spatially corrected one (1) street centerline segment in Kokee
	12/16/2015		Changed one (1) street centerline name
	12/15/2015		Added three (3) street centerline segments in Kokee
	12/15/2015		Split two (2) street centerline segments in Kokee
		12/10/15	
	12/9/2015		Added one (1) street centerline in Kalaheo
	12/8/2015		Added eight (8) street centerline segments in Nawiliwili
	12/8/2015		Spatially corrected four (4) street centerline segments in Nawiliwili
	12/8/2015		Spatially corrected eleven (11) street centerline segments in Waimea
	12/7/2015		Added one (1) street centerline in Waimea
	12/7/2015		Spatially corrected two (2) street centerline segments in Numila
	12/7/2015		Spatially corrected two (2) street centerline segments which boarder Eleele and Numila
	12/7/2015		Split two (2) street centerlines in Waimea
	12/7/2015		Spatially corrected twenty-three (23) street centerline segments in Waimea
Subdivisions			
Tow Jurisdictions			

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MAPPING LAYERS UPDATED (PART VII)

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

KAUAI COUNTY			
Type of Layer	Akimeka GIS Server	Date GIS Delivered	Other/Remarks
	Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Tsunami Evacuation Zones			
Tsunami Heights			
Waste Water Plants			
WSP Cell Sectors			
WSP Cell Towers			

NOTE:

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

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GEOGRAPHIC INFORMATION SYSTEM (GIS) NARRATIVES

GIS KEY ACTIVITIES/UPDATES

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

Date	Key Activities/Updates
12/23/2015	Delivered the following for a GeoComm update: Address Points, Street Centerlines, Lodging, Points of Interest, Police Stations, WSP Cell Sectors, WSP Cell Towers, GEO.xml and Landmark.xml
12/23/2015	Delivered the following for a MapFlex update: Address Points, Street Centerlines, Lodging, Points of Interest, Police Stations, WSP Cell Sectors and WSP Cell Towers
12/10/2015	Delivered the following for a GeoComm update: Address Points, Street Centerlines, Points of Interest, Schools, ESN, WSP Cell Sectors, WSP Cell Towers, MSAG Communities, GEO.xml and Landmark.xml
12/10/2015	Delivered the following for a MapFlex update: Address Points, Street Centerlines, Points of Interest, Schools, ESN, WSP Cell Sectors, WSP Cell Towers and MSAG Communities

UPCOMING GIS DELIVERABLES SCHEDULE

As it is nearing the end of the year with many holidays ahead in the coming months, an approved schedule for the GIS deliverables has been provided below. Some days may have originally fallen on a holiday so an alternative GIS deliverable schedule around those dates were created.

GIS Deliverable schedule for 2015		
OCT	✓ 15	✓ 29
NOV	✓ 12	✓ 25
DEC	✓ 10	✓ 23

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GPS DATA COLLECTION AND SITE VERIFICATION

During the month of December 2015, there were no scheduled GPS data collection and site verifications required. Data capture will continue to be coordinated on an as needed basis.

MAPFLEX DEPLOYMENT:

During the month of December 2015, there were continued GIS deliverables into the MapFlex system for Hawaii County, Maui County, and Kauai County. For a chronology prior to November, please see the April thru November 2015 Monthly Status Report. The MapFlex deployment has been primarily concluded, and is now considered a running system capable of receiving updates regularly.

1. Akimeka delivered GIS data to the MapFlex system on the following dates in December 2015
 - a. **Hawaii County** – December 8th and December 22nd
 - b. **Maui County** – December 9th and December 23rd
 - c. **Kauai County** – December 10th and December 23rd
 - d. **Honolulu** – December 11th and December 23rd

MAPFLEX UPLOAD ISSUES

During the month of October 2015 there were some identified discrepancies with the uploading of data into the MapFlex system throughout the State of Hawaii. The concern is there are thousands of data updates within each County that are missing for the PSAPs. The last known update for many of the affected PSAPs were from February 2015 and missing 16 map updates since that time.

1. On October 8th, 2015, The Hawaii County Fire Department notified Akimeka that they had tried to look up some new streets that had been added and were unable to locate them within the MapFlex system. They mentioned that the listing of streets that were missing went as far back as February 2015.
2. Subsequently, Akimeka sent a list of updates that have been made since February to Street Centerlines and Address Points for HFD to verify.
 - a. None of the items on the list were located within the MapFlex
3. In order to help assess the possible issue, Akimeka sent a list of addresses that have been updated within each County to all of the PSAPs including secondary PSAPs throughout the State of Hawaii.
4. In the meantime, Akimeka escalated the issue to Intrado for Intrado/HT to begin working on.

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5. Each County had researched the addresses Akimeka had provided and all of the Primary PSAPs with the exception of Molokai had the updates within the MapFlex.
 - a. This indicated there was an issue with all of the secondary PSAPs and Molokai PSAP receiving updates.
6. On October 30, 2015, a Sr. Program Manager at Intrado notified all of the PSAP leadership that Intrado had received reports from the Honolulu PD, Hilo FD, and Molokai PD regarding issues with the MapFlex updates.
 - a. Intrado briefed that they are investigating the issue and it may be related to the shared directories that are used for most of the PSAPs.
 - i. If this is the issue, Intrado notified everyone that they will work to create separate directories for each PSAP to migrate.
 - ii. If this is not the issue, Intrado will widen its investigation.
7. Questions with regards to the validation process and ensuring updates are successfully taking place were asked of Intrado by Akimeka in February 2015, a process that was seen as critical to be sure updates were taking place on a consistent basis. Unfortunately, the validation of the updates was not seen as critical.
 - a. To date, the validation process and notification process is not taking place for the MapFlex system, something that was a concern to Akimeka and many of the PSAPs during the implementation of MapFlex.
 - b. For the list of specific question regarding this, please refer to the February 2015 Monthly Status Report (MSR).
8. Throughout November 2015, Intrado performed troubleshooting on the MapFlex system, and specifically the scripts for pushing the automatic updates from the SFTP server to each of the local servers.
9. On November 11, 2015, Intrado sent out a notification that the scripts were ready to test for Hawaii County, which required a new GIS update onto the server to validate.
 - a. Akimeka uploaded an updated GIS data set onto the SFTP in the morning of November 12, 2015 for Hawaii County, as requested.
 - b. Later on November 12, 2015, Intrado's Senior Systems Engineer sent out notification that their script was unsuccessful, so they will look to reconfigure.
10. On November 13, 2015, Intrado sent notification that the upload was successful. Also included in the notification was the request to upload Maui County data for the issue in Molokai.
 - a. On November 16, 2015, Akimeka uploaded a new set of GIS data onto the SFTP for Intrado to validate the upload in Molokai.
 - b. Akimeka sent notification to Molokai that the uploads should be available the following day and provided the same list of addresses which they had previously identified as missing.
 - i. If the upload was successful the same list should now appear in the mapping system.
 - c. On December 4, 2015, Molokai PD notified Akimeka that the updates were still not available in the MapFlex system.
 - i. Akimeka subsequently followed escalation with Intrado to test their system.
 - ii. On December 9, 2015, Intrado replied that they were checking on some items and asked if it could be re-verified once again.
 - iii. On December 9, 2015, Molokai PD tested the list again with the same results
 - iv. Later on December 9, 2015, Intrado reported that they would reach out to Molokai
 - v. There were no further actions reported throughout the remainder of December 2015. It is unclear whether this has been resolved to date.
 - d. On December 1, 2015, Akimeka was notified of a possible enhancement that could be made with the responder information. The currently displayed information was not as useful as utilizing the beat information, so Akimeka made some modifications to the Response Areas information that is delivered into the MapFlex system and delivered an update into the system to help provide more useful info.
 - e. On December 16, 2015, some of the information was showing correctly on three positions, while another three were blank, and two were being temperamental. Akimeka helped coordinate with Intrado so that they could review the server and MapFlex positions. Ideally since all of the workstations pull data from the same server, if there was an issue with data, it should be widespread to all positions.
 - i. Shortly after escalation, Intrado was able to resolve the issue and the responder bar was correctly displaying information again on all positions.

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11. For the Honolulu MapFlex system, on November 19, 2015, Intrado notified Akimeka that the MapFlex for Honolulu should be ready to being taking uploads.
 - a. On November 27, 2015, Akimeka delivered a data set onto the SFTP for the Honolulu MapFlex system so that it corresponds with all of the other system uploads during the same day.
 - b. Along with the upload, Akimeka provided a list of records that will only be available in the MapFlex if the upload was successful.
 - c. On November 30, HPD sent notification that none of the records in the list were in the MapFlex.
 - d. Intrado began troubleshooting the issues immediately.
 - e. On December 9, 2015, HPD was able to verify that the list provided with the deliverable from November 30, 2015 was available in their MapFlex.
 - i. Later on December 9, 2015, HFD also verified their MapFlex was receiving updates.
 - f. To date, EMS and Ocean Safety are pending verification.

POWER911 (VIPER) UPDATE

It was brought to Akimeka's attention that on certain Landline 911 calls, the Comments (Location) field on the Power911 ALI/ANI screen was displaying unusual and confusing information pertaining to the address of the caller. For example, **ALI DR** appeared on the ALI screen in the Comment field which was interpreted by the 911 Call Takers as Ali Drive. ALI DR is a 911 NET term for ALI (automatic location information) Discrepancy Report. Akimeka researched the 911 NET database, the ALI ANI data stream, and after several 911 tests with the PSAP, concluded that the Location Field and the TELCO Comment field from the ALI ANI Data Stream were merged together in the Power911 "ini" file which cause the TELCO information to appear on the Power911 ALI ANI Screen in the Comment Field.

On July 23rd, Akimeka and Intrado resolved this issue by reconfiguring the Power911 "ini" file as to prevent the TELCO Comments from appearing on the Power911 ALI ANI Screen. Future use of the TELCO Comment field appearing on the ALI ANI screen should contain useful information for dispatching purposes.

There were no further discrepancies in the "Location" field on the ALI Screen in the month of December, 2015.

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4. SERVICE REQUESTS TRANSACTIONS

OPEN SERVICE REQUESTS – DECEMBER 2015

#	Date	Ticket #	Description	Category	Urgency	Comments
			None			

NOTE:

There are no open service requests for December 2015.

SERVICE REQUEST YEAR-TO-DATE (YTD) SUMMARY – 2015

KAUAI				SERVICE REQUEST CATEGORIES			
2015	TOTAL		Open	911 Map		MSAG	
	Created	Closed		Created	Closed	Created	Closed
2014 Carryover*			0				
January	0	0	0	0	0	0	0
February	0	0	0	0	0	0	0
March	0	0	0	0	0	0	0
April	0	0	0	0	0	0	0
May	0	0	0	0	0	0	0
June	0	0	0	0	0	0	0
July	0	0	0	0	0	0	0
August	0	0	0	0	0	0	0
September	0	0	0	0	0	0	0
October	1	1	0	0	0	1	1
November	0	0	0	0	0	0	0
December	0	0	0	0	0	0	0
TOTAL	1	1	0	0	0	1	1

NOTE:

- *The 2014 Carryover row indicated the number of Service Requests that remained opened in 2014.
- Detailed information on service tickets is available upon request.

Definitions:	Category	Description
	911 Map	Mapping computer not functioning or displaying properly.
	MSAG	Discrepancies with 9-1-1 MSAG addresses

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5. E9-1-1 DATABASE SYNCHRONIZATION

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

Next Scheduled Database Synchronization January 2016

AUDIT SUMMARY RESULTS – 2015 -- TBA

AUDIT SUMMARY RESULTS – OCTOBER 1, 2015 MSAG VS. JULY 1, 2015 MSAG -- TBA

INVALID MSAG STREETS AND ADDRESS RANGES – ESN X99 RECORDS -- TBA

AUTOMATIC LOCATION IDENTIFICATION (ALI) DISCREPANCY REPORT -- TBA

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AKIMEKA | HIGH PRIORITY. HIGH IMPACT.

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PSAP OPERATIONS

9-1-1 CALL VOLUME MAUI PSAP – DECEMBER 2015

(Source: Intrado Viper)

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

9-1-1 Call Volume																	
MAUI PSAP		Wireline		Wireless				VOIP		Calls With No ALI		Admin Calls		Abandoned Calls		Other Calls	
2015	Total 9-1-1 Calls Processed	No. of Wireline Calls	% of Total Calls	No. of Wireless Calls	% of Total Calls	% of Wireless WPH1 Calls	% of Wireless WPH2 Calls	No. of VoIP Calls	% of Total Calls	No. of Calls with No ALI	% of Total Calls	No. of Admin Calls	% of Total Calls	No. of 9-1-1 Abandoned	% of Total Calls	Other Calls	% of Total Calls
DEC	11,441	2,248	19.65%	7,567	66.14%	60.66%	39.34%	305	2.67%	19	0.17%	0	0.00%	1,302	11.38%	0	0.00%

CALL VOLUME MAUI PSAP NOTES:

*Calls with no Ali 0.17% - Statewide average = 0.18% Year 2015

9-1-1 CALL VOLUME MAUI PSAP – CALENDAR YEAR 2015

9-1-1 Call Volume																	
MAUI PSAP		Wireline		Wireless				VOIP		Calls with No ALI		Admin Calls		Abandoned Calls		Other Calls	
2015	Total 9-1-1 Calls Processed	No. of Wireline Calls	% of Total Calls	No. of Wireless Calls	% of Total Calls	% of Wireless WPH1 Calls	% of Wireless WPH2 Calls	No. of VoIP Calls	% of Total Calls	No. of Calls with No ALI	% of Total Calls	No. of Admin Calls	% of Total Calls	No. of 9-1-1 Abandoned	% of Total Calls	Other Calls	% of Total Calls
JAN	11,904	2,411	20.25%	7,697	64.66%	61.96%	38.04%	277	2.33%	13	0.11%	0	0.00%	1,506	12.65%	0	0.00%
FEB	10,934	2,340	21.40%	6,977	63.81%	63.15%	36.85%	255	2.33%	20	0.18%	0	0.00%	1,342	12.27%	0	0.00%
MAR	11,628	2,451	21.84%	7,479	64.32%	63.14%	36.86%	307	2.64%	13	0.11%	0	0.00%	1,378	11.85%	0	0.00%
APR	11,486	2,204	19.19%	7,507	65.36%	61.78%	38.22%	262	2.28%	20	0.17%	0	0.00%	1,493	13.00%	0	0.00%
MAY	11,182	2,368	21.18%	7,181	64.22%	60.66%	39.34%	266	2.38%	18	0.16%	0	0.00%	1,349	12.06%	0	0.00%
JUNE	11,573	2,261	19.54%	7,599	65.66%	59.36%	40.64%	287	2.48%	47	0.41%	0	0.00%	1,379	11.92%	0	0.00%
JULY	12,129	2,378	19.61%	8,004	65.99%	59.86%	40.14%	326	2.69%	12	0.10%	0	0.00%	1,409	11.62%	0	0.00%
AUG	12,306	2,377	19.32%	8,148	66.21%	58.36%	41.64%	298	2.42%	16	0.13%	0	0.00%	1,467	11.92%	0	0.00%
SEPT	10,908	2,096	19.22%	7,306	66.98%	58.34%	41.66%	276	2.53%	9	0.08%	0	0.00%	1,221	11.19%	0	0.00%
OCT	11,361	2,157	18.99%	7,480	65.84%	57.13%	42.87%	309	2.72%	31	0.27%	0	0.00%	1,384	12.18%	0	0.00%
NOV	10,981	2,085	18.99%	7,257	66.09%	58.30%	41.70%	261	2.38%	21	0.19%	0	0.00%	1,357	12.36%	0	0.00%
DEC	11,441	2,248	19.65%	7,567	66.14%	60.66%	39.34%	305	2.67%	19	0.17%	0	0.00%	1,302	11.38%	0	0.00%
YTD	137,833	27,376		90,202				3,429		239		0		16,587		0	
MON AVG	11,486	2,281	19.93%	7,517	65.44%	60.22%	39.78%	286	2.49%	20	0.17%	0	0.00%	1,382	12.03%	0.00	0.00%

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9-1-1 CALL VOLUME MOLOKAI PSAP – DECEMBER 2015

9-1-1 Call Volume																	
MOLOKAI PSAP		Wireline		Wireless				VOIP		Calls With No ALI		Admin Calls		Abandoned Calls		Other Calls	
2015	Total 9-1-1 Calls Processed	No. of Wireline Calls	% of Total Calls	No. of Wireless Calls	% of Total Calls	% of Wireless WPH1 Calls	% of Wireless WPH2 Calls	No. of VoIP Calls	% of Total Calls	No. of Calls with No ALI	% of Total Calls	No. of Admin Calls	% of Total Calls	No. of 9-1-1 Abandoned	% of Total Calls	Other Calls	% of Total Calls
DEC	405	131	32.35%	223	55.06%	50.67%	49.33%	2	0.49%	0	0.00%	0	0.00%	49	12.10%	0	0.00%

CALL VOLUME MOLOKAI PSAP NOTES:

*Calls with no Ali 0.00% - Statewide average = 0.18% Year 2015

9-1-1 CALL VOLUME MOLOKAI PSAP – CALENDAR YEAR 2015

9-1-1 Call Volume																	
MOLOKAI PSAP		Wireline		Wireless				VOIP		Calls with No ALI		Admin Calls		Abandoned Calls		Other Calls	
2015	Total 9-1-1 Calls Processed	No. of Wireline Calls	% of Total Calls	No. of Wireless Calls	% of Total Calls	% of Wireless WPH1 Calls	% of Wireless WPH2 Calls	No. of VoIP Calls	% of Total Calls	No. of Calls with No ALI	% of Total Calls	No. of Admin Calls	% of Total Calls	No. of 9-1-1 Abandoned	% of Total Calls	Other Calls	% of Total Calls
JAN	371	152	40.97%	176	47.44%	51.70%	48.30%	0	0.00%	2	0.54%	0	0.00%	41	11.05%	0	0.00%
FEB	355	159	44.79%	141	39.72%	55.32%	44.68%	0	0.00%	2	0.56%	0	0.00%	53	14.93%	0	0.00%
MAR	470	191	40.64%	224	47.66%	60.27%	39.73%	0	0.00%	2	0.43%	0	0.00%	53	11.28%	0	0.00%
APR	295	93	31.53%	156	52.88%	45.51%	54.49%	1	0.34%	13	4.41%	0	0.00%	32	10.85%	0	0.00%
MAY	317	109	34.38%	157	49.53%	50.96%	49.04%	3	0.95%	20	6.31%	0	0.00%	28	8.83%	0	0.00%
JUNE	359	99	27.58%	225	62.67%	55.56%	44.44%	1	0.28%	2	0.56%	0	0.00%	32	8.91%	0	0.00%
JULY	359	127	35.38%	190	52.92%	48.95%	51.05%	1	0.28%	3	0.84%	0	0.00%	38	10.58%	0	0.00%
AUG	455	144	31.65%	259	56.92%	55.98%	44.02%	1	0.22%	2	0.44%	0	0.00%	49	10.77%	0	0.00%
SEPT	440	140	31.82%	250	56.82%	44.00%	56.00%	0	0.00%	6	1.36%	0	0.00%	44	10.00%	0	0.00%
OCT	389	128	32.90%	214	55.01%	47.20%	52.80%	0	0.00%	5	1.29%	0	0.00%	42	10.80%	0	0.00%
NOV	289	105	36.33%	143	49.48%	58.74%	41.26%	2	0.69%	1	0.35%	0	0.00%	38	13.15%	0	0.00%
DEC	405	131	32.35%	223	55.06%	50.67%	49.33%	2	0.49%	0	0.00%	0	0.00%	49	12.10%	0	0.00%
YTD	4,504	1,578		2,358				11		58		0		499		0	
MON AVG	375	132	35.03%	197	52.18%	52.07%	47.93%	0.92	0.27%	5	1.42%	0	0.00%	41.583	11.10%	0	0.00%

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9-1-1 CALL VOLUME (COMBINED MAUI & MOLOKAI PSAPS) – DECEMBER 2015

9-1-1 Call Volume																	
MAUI COUNTY PSAPs		Wireline		Wireless				VOIP Calls		Calls With No ALI		Admin Calls		Abandoned Calls		Other Calls	
2015	Total 9-1-1 Calls Processed	No. of Wireline Calls	% of Total Calls	No. of Wireless Calls	% of Total Calls	% of Wireless WPH1 Calls	% of Wireless WPH2 Calls	No. of VoIP Calls	% of Total Calls	No. of Calls with No ALI	% of Total Calls	No. of Admin Calls	% of Total Calls	No. of 9-1-1 Abandoned	% of Total Calls	Other Calls	% of Total Calls
DEC	11,846	2,379	20.08%	7,790	65.76%	60.37%	39.63%	307	2.59%	19	0.16%	0	0.00%	1,351	11.40%	0	0.00%

9-1-1 CALL VOLUME (COMBINED MAUI & MOLOKAI PSAPS) – CALENDAR YEAR 2015

9-1-1 Call Volume																	
MAUI COUNTY PSAPs		Wireline		Wireless				VOIP		Calls with No ALI		Admin Calls		Abandoned Calls		Other Calls	
2015	Total 9-1-1 Calls Processed	No. of Wireline Calls	% of Total Calls	No. of Wireless Calls	% of Total Calls	% of Wireless WPH1 Calls	% of Wireless WPH2 Calls	No. of VoIP Calls	% of Total Calls	No. of Calls with No ALI	% of Total Calls	No. of Admin Calls	% of Total Calls	No. of 9-1-1 Abandoned	% of Total Calls	Other Calls	% of Total Calls
JAN	12,275	2,563	20.88%	7,873	64.14%	61.73%	38.27%	277	2.26%	15	0.12%	0	0.00%	1,547	12.60%	0	0.00%
FEB	11,904	2,499	22.14%	7,118	63.05%	63.00%	37.00%	255	2.26%	22	0.19%	0	0.00%	1,395	12.36%	0	0.00%
MAR	12,098	2,642	21.84%	7,703	63.67%	63.05%	36.95%	307	2.54%	15	0.12%	0	0.00%	1,431	11.83%	0	0.00%
APR	11,781	2,297	19.50%	7,663	65.05%	61.45%	38.55%	263	2.23%	33	0.28%	0	0.00%	1,525	12.94%	0	0.00%
MAY	11,499	2,477	21.54%	7,338	63.81%	60.45%	39.55%	269	2.34%	38	0.33%	0	0.00%	1,377	11.97%	0	0.00%
JUNE	11,932	2,360	19.78%	7,824	65.57%	59.25%	40.75%	288	2.41%	49	0.41%	0	0.00%	1,411	11.83%	0	0.00%
JULY	12,488	2,505	20.06%	8,194	65.61%	59.60%	40.40%	327	2.62%	15	0.12%	0	0.00%	1,447	11.59%	0	0.00%
AUG	12,761	2,521	19.76%	8,407	65.88%	58.28%	41.72%	299	2.34%	18	0.14%	0	0.00%	1,516	11.88%	0	0.00%
SEPT	11,348	2,236	19.70%	7,556	66.58%	57.86%	42.14%	276	2.43%	15	0.13%	0	0.00%	1,265	11.15%	0	0.00%
OCT	11,750	2,285	19.45%	7,694	65.48%	56.85%	43.15%	309	2.63%	36	0.31%	0	0.00%	1,426	12.14%	0	0.00%
NOV	11,270	2,190	19.43%	7,400	65.66%	58.31%	41.69%	263	2.33%	22	0.20%	0	0.00%	1,395	12.38%	0	0.00%
DEC	11,846	2,379	20.08%	7,790	65.76%	60.37%	39.63%	307	2.59%	19	0.16%	0	0.00%	1,351	11.40%	0	0.00%
YTD	142,952	28,954		92,560				3,440		297		0		17,086		0	
MON AVG	11,913	2,413	20.35%	7,713	65.02%	60.02%	39.98%	287	2.42%	25	0.21%	0.00	0.00%	1,424	11.95%	0	0.00%

PSAP OPERATION NOTES:

- Abandoned Calls represent the number of incoming 9-1-1 calls for which the caller had hung up before a call-taker answered. Dropped Calls are hang ups after transfers.
- Abandoned Calls are not included in the Wireline and Wireless total counts respectively.
- All VoIP (Voice over Internet Protocol) 911 calls are combined in the Call Volume statistic.
- Outgoing 911 calls are included in the totals. These are ringback or callback 911 calls made from the Viper System.

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TEXT TO 911 – CURRENT MONTH – DECEMBER 2015

NOTE:

- Maui County has not yet deployed the soft launch of Text to 911 pending contract review and approval.
- Although there is a “Text to 911” plot on the MapFlex, the location of the plot is not reliable. Text to 911 Dispatchers should use their skills to ascertain the exact location of the emergency response.
- In the coming months when Text to 911 is operational in Maui County, a chart will be provided for the amount of Text to 911 messages that are received at the PSAPs.
- Text to 911 Chart reflects only internal testing of Text to 911.

TEXT TO 911 Maui County PSAPs 2015		
Month	Received at Maui	Received at Molokai
Dec	7	2

FYI.....FOR YOUR INFORMATION

FYI For Your Information	
PSAP Operations	
Intrado	Intrado, a susidiary of the West Corporation has been rebranded to West Safety Services.
MSAG	Intrado is currently in the process of training new 911 Net Data Analysts assigned to process the MSAG and TNCR record transactions that are submitted daily by Akimeka on behalf of the County PSAPs. There has been a delay of processing TNCR requests as reflected in the "PSAP 9-1-1 Telephone Number Locations Change Request" chart due to this transitional period. refer to page 15
*Statewide average (year 2015) of 911 calls <i>with</i> Location Information = 99.82%	
* Statewide averages does <u>not</u> include the Military 911 calls or current Text to 911 testing.	

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WIRELESS PSAP TESTING – DECEMBER 2015

MAUI COUNTY - DECEMBER 2015						
Date	WSP	Sites Tested	Sectors Tested	Tested By:	Test Pass/Fail	Comments:
None						

NOTES:

- There were no scheduled Wireless 911 Tests in December 2015 for the Maui and Molokai PSAPs.
- A Holiday “No Wireless 911 Testing” schedule was sent to each WSP on 10-14-2015. (12-13-15 to 01-03-16)

◀ November 2015		~ December 2015 ~					Jan 2016 ▶
Sun	Mon	Tue	Wed	Thu	Fri	Sat	
		1	2	3	4	5	
6	7	8	9	10	11	12	
13	14	15	16	17	18	19	
20	21	22	23	24	25 Christmas	26	
27	28	29	30	31	Notes:		

◀ December 2016		~ January 2016 ~					Feb 2016 ▶
Sun	Mon	Tue	Wed	Thu	Fri	Sat	
					1 New Year's Day	2	
3	4	5	6	7	8	9	

Maui County E9-1-1 Status Report

December 1, 2015 - December 31, 2015

MSAG (MASTER STREET ADDRESS GUIDE)

CURRENT MONTH – DECEMBER 2015

MAUI COUNTY	9-1-1 NET REQUESTS						
	MSAG TRANSACTIONS						
2015	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected
DECEMBER	4	3	0	0	0	1	59

MSAG CURRENT MONTH NOTES:

A total of **255** MSAG transactions were processed in 9-1-1 Net during the month of December 2015. Four (4) requests were processed relating to the MSAG database, and **251** requests relating to the ALI database (see ALI Transaction chart on next page). There were 59 customer ANI/ALI (telephone/address) records updated as a direct result.

MSAG YEAR-TO-DATE (YTD) SUMMARY – 2015

MAUI COUNTY	9-1-1 NET REQUESTS						
	MSAG TRANSACTIONS						
2015	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected
JANUARY	25	6	1	4	14	0	102
FEBRUARY	26	18	0	5	3	0	93
MARCH	12	4	1	6	1	0	237
APRIL	21	7	1	11	2	0	157
MAY	25	19	1	3	2	0	257
JUNE	4	0	0	2	1	1	71
JULY	15	12	0	1	2	0	290
AUGUST	11	2	0	5	4	0	217
SEPTEMBER	15	4	0	0	10	1	199
OCTOBER	8	5	0	0	3	0	119
NOVEMBER	7	3	1	1	2	0	71
DECEMBER	4	3	0	0	0	1	59
TOTAL YTD	173	83	5	38	44	3	1,872
AVG PER MONTH	14	7	0	3	4	0	156

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ALI TRANSACTIONS CURRENT MONTH – DECEMBER 2015

MAUI COUNTY		9-1-1 NET REQUESTS					
		ALI TRANSACTIONS SUBMITTED			Open Discrepancy Records as of Report Month End		
2015	TOTAL	TN CR (A)	ALI-DR (B)	VoIP DR (C)	TN CR	ALI-DR	VoIP DR
DEC	251	251	0	0	1,726	0	0

Definitions
(A) Telephone Number Change Request - Represents address corrections on a specific TN or group of TNs. These "invalid" TNs usually have an associated ESN 359/399 attached to them which indicates the need for validation.
(B) Automatic Location Information Discrepancy Record - Represents an address discrepancy discovered during a live 9-1-1 call, from a landline. These record corrections are treated with a higher priority and should be processed within 48 hours as a general guideline.
(C) Voice over Internet Protocol Discrepancy Record - Represents an address discrepancy discovered during a live 9-1-1 call, from a VoIP phone. These record corrections are treated with a higher priority and should be processed within 72 hours as a general guideline per Time Warner Operations Center. MSR tracking effective April 2014.

ALI TRANSACTIONS CURRENT MONTH NOTES:

251 Telephone Number Change Requests (TN CR) transactions were processed in 9-1-1 Net as a result of the ESN 399 clean-up effort. There were no ALI Discrepancy Requests (ALI DRs) processed in 9-1-1 Net.

OPEN DISCREPANCY RECORDS STATUS:

- **There are 1,726 Open TN CR Transactions as of December 31, 2015**
- **Refer to chart in the next section "TNCR Current Status"**

Sixty-nine (69) Open TN CR transactions are a direct result of the Dispatchable Location project, and 1,406 Open TN CR transactions are a result of the ESN 399/359 clean-up effort.

Akimeka continues to monitor and track the progress of the ESN 399/359 Referred records. Once a telephone number is submitted to Intrado for correction, it must be verified against HT records and/or approved by the customer. Intrado's internal process requires calling each telephone customer individually for approval to update an address in the 9-1-1 database.

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- There are no Open ALI-DRs as of December 31, 2015
- There are no Open VoIP DRs as of December 31, 2015

ALI TRANSACTIONS YEAR-TO-DATE (YTD) SUMMARY – 2015

MAUI COUNTY		9-1-1 NET REQUESTS					
		ALI TRANSACTIONS SUBMITTED			Open Discrepancy Records as of Report Month End		
2015	TOTAL	TN CR	ALI-DR	VoIP DR	TN CR	ALI-DR	VoIP DR
JAN	92	91	1	0	343	0	0
FEB	45	44	1	0	340	0	0
MAR	215	212	2	1	447	1	0
APR	130	129	1	0	446	0	0
MAY	265	265	0	0	577	0	0
JUNE	226	226	0	0	735	0	0
JULY	208	208	0	0	943	0	0
AUG	332	332	0	0	1,179	0	0
SEPT	184	180	4	0	1,194	1	0
OCT	155	149	6	0	1,303	1	0
NOV	204	203	1	0	1,475	0	0
DEC	251	251	0	0	1,726	0	0
TOTAL YTD	2,307	2,290	16	1			
AVG PER MONTH	192	191	1	0			

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DISPATCHABLE LOCATION – STATUS AS OF – DECEMBER 2015 - PENDING

NARRATIVE:

During the August 2015 State of Hawaii 911 Board meeting, Akimeka provided a “State of Hawaii PSAPs Proposed ALI Compliancy with FCC 15-9” presentation. Based on the 9-1-1 Board’s confirmation to add the “Dispatchable Location” information into the ALI database, Akimeka researched the format standards of each pertinent field, and tested the delivery of the data to the PSAP. After a few configuration adjustments (eliminating the TelCo comments field from appearing on the ALI Screen), Akimeka standardized an additional information data format to proceed with this project.

During the month of August 2015, Akimeka started a pilot project, entering additional location information to a verified MSAG address with multiple telephone numbers. Specifically the Queen Kaahumanu Shopping Center at 275 Kaahumanu Ave. The “Dispatchable Location” data is entered into the “Driving Directions” field in the Intrado 9-1-1 Net system, and will display on the Viper Power 911 ALI Screen in the “Exact” field should a 911 call be received from that telephone number. Screen shots of the “Before” ALI screen, and the “After” ALI screen with the updated “Dispatchable Location” information visible, were presented to the Dispatch Supervisors. Akimeka received positive feedback from the 911 Dispatch Personnel because the information that the 911 Call Takers will receive, will certainly cut down on the process of determining the exact location of the 911 caller. In addition to this, Akimeka was informed that the Mobile Dispatch Terminals (MDTs) in the Police Vehicles, also are able to view this “Dispatchable Location” information which will reduce the response times for Public Safety. In September, the Dispatchable Location transactions have been temporarily stopped. Transactions have not been updated in 9-1-1 Net pending research by Hawaiian Tel and Intrado for providing an additional 60 character field in the ALI data stream to accommodate Dispatchable Location information as an alternative to using the “Driving Directions” field. Until this field is created, no further Dispatchable Location transactions will be submitted. No further developments as of December 2015.

Dispatchable Location				
Common Name Place	MSAG Address	2015	Number of TNCR* Transactions Submitted	Number of Transactions Processed**
Queen Kaahumanu Center	275 Kaahumanu Ave	Aug	244	156
Queen Kaahumanu Center	275 Kaahumanu Ave	Sept	124	143
		Oct	0	0
		Nov	0	0
		Dec	0	0
		Total	368	299

Definition
Dispatchable Location is defined in the FCC 15-9 Docket as the verified or corroborated street address of the calling party plus additional information such as floor, suite, apartment or similar information that may be needed to adequately identify the location of the calling party.
TNCR* Telephone Number Change Request - Transactions submitted to Intrado to update/edit Dispatchable Location in the Exact field on the ALI Screen.
Processed** may include inactive telephone numbers that were removed from the ALI Database.

Maui County E9-1-1 Status Report

December 1, 2015 - December 31, 2015

TNCR (TELEPHONE NUMBER CHANGE REQUEST) CURRENT STATUS – DECEMBER, 2015

NOTE:

- 9-1-1 NET is a secure web-based application that provides access to request changes to the MSAG, ALI, TN, and ESN/ELT data supported and maintained by Intrado for the Telephone Company (TelCo).
- TNCRs are not requests to change Telephone Numbers (TNs); however, it is a corrective process within 9-1-1 NET to modify location information associated with an Automatic Location Identification (ALI) record to a valid MSAG address for 9-1-1 purposes.

PSAP 9-1-1 Telephone Number Location Change Request (Telephone Number Change Request (TNCR) Status)				
PSAP	TOTAL TNCR RECORDS SUBMITTED BY AKIMEKA	OPENED TNCRS PENDING FURTHER ACTION BY INTRADO	OPENED TNCRS REFERRED TO TELCO BY INTRADO	TOTAL UNOPENED TNCR RECORDS
MAUI	1,301	93	75	1133
MOLOKAI	425	22	19	384
TOTAL	1,726	115	94	1517

STATUS
TOTAL TNCRs SUBMITTED - The total number of TNCR requests for modification that have been submitted in 9-1-1 NET. This includes the 399 and 359 clean up effort, and the "Dispatchable Location" project.
PENDING STATUS - TNCRs assigned this status are requests which have been reviewed by the 9-1-1 Database Service Provider Data Analyst, and are pending investigation whether the request is valid or invalid, and/or whether the request requires additional information to validate.
REFERRED STATUS - TNCRs assigned this status are requests which have been reviewed by the 9-1-1 Database Service Provider Data Analyst, and the request requires additional information to validate. The Intrado Data Analysts assigns this status to a TNCR and the request is referred to the telephone service providers for further research.
TOTAL UNOPENED TNCR RECORDS STATUS - The request is submitted by Akimeka on behalf the PSAP; however, processing by the 9-1-1 Database Service Provider Data Analyst has not begun.

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GEOGRAPHIC INFORMATION SYSTEM (GIS) – DECEMBER 2015

MAPPING LAYERS UPDATED (PART I)

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

MAUI COUNTY				
Type of Layer	Akimeka GIS Server	Date GIS Delivered	Other/Remarks	
	Date Created/ Edits Performed			
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)				
Address Points				
	12/30/2015		Added two (2) addresses in Haiku	
	12/30/2015		Spatially corrected two (2) address points in Haiku	
	12/29/2015		Spatially corrected three (3) address points in Kahului	
	12/29/2015		Spatially corrected three (3) address points in Kihei	
	12/29/2015		Spatially corrected three (3) address points in Kula	
	12/29/2015		Changed Location Name of one (1) address in Kula	
	12/29/2015		Spatially corrected one (1) address point in Lahaina	
	12/29/2015		Spatially corrected one (1) address point in Lanai	
	12/29/2015		Spatially corrected two (2) address points in Makawao	
	12/29/2015		Spatially corrected one (1) address point in Pukalani	
	12/29/2015		Added Location Name of one (1) address in Pukalani	
	12/29/2015		Spatially corrected one (1) address point in Wailea	
	12/29/2015		Spatially corrected four (4) address points in Wailuku	
	12/29/2015		Corrected Location Name for one (1) address in Wailuku	
		12/23/15		
	12/23/2015			Added three (3) addresses in Haiku
	12/23/2015			Spatially corrected one (1) address point in Hana
	12/23/2015			Spatially corrected one hundred ninety-two (192) address points in Kaanapali
	12/23/2015			Added three (3) addresses in Kihei
	12/23/2015			Spatially corrected two (2) address points in Lahaina
	12/23/2015			Spatially corrected one (1) address point in Wailuku
	12/23/2015			Spatially corrected one (1) address point in Waihee
	12/22/2015			Added one (1) address in Kahului
	12/17/2015			Changed one (1) address in Haiku
	12/17/2015			Spatially corrected two (2) address points in Kihei
	12/17/2015			Added Location Name on two (2) addresses in Kihei
	12/17/2015			Changed Location Name for one (1) address in Kihei
	12/17/2015			Added one (1) address in Kihei
	12/17/2015			Assigned MSAG address in Kihei
	12/17/2015			Added one (1) address in Napili
	12/17/2015			Spatially corrected nine (9) address points in Wailea
	12/17/2015			Changed Location Name of one (1) address in Paia
	12/14/2015			Spatially corrected seven (7) address points in Kaanapali
	12/11/2015			Added two (2) addresses in Napili
	12/11/2015			Added one (1) address in Kahului

Maui County E9-1-1 Status Report

December 1, 2015 - December 31, 2015

MAPPING LAYERS UPDATED (PART II)

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

MAUI COUNTY			
Type of Layer	Akimeka GIS Server	Date GIS Delivered	Other/Remarks
	Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Address Points	12/11/2015		Added one (1) address in Lahaina
	12/11/2015		Added one (1) address in Haiku
	12/11/2015		Added one (1) address in Kaunakakai
	12/11/2015		Spatially corrected one (1) address point in Kahului
	12/11/2015		Added one (1) Location Name in Napili
	12/11/2015		Corrected one (1) Location Name in Lahaina
	12/11/2015		Added Neighborhood information to one hundred thirteen (113) addresses in Kihei
	12/11/2015		Added Location Name to one (1) address in Kihei
		12/09/15	
	12/7/2015		Spatially corrected one (1) address point in Haiku
	12/7/2015		Spatially corrected five (5) address points in Kaanapali
	12/7/2015		Spatially corrected five (5) address points in Lahaina
	12/4/2015		Added one (1) address in Haiku
	12/2/2015		Spatially corrected three hundred (300) address points in Lahaina
	12/2/2015		Added four (4) address in Haiku
	12/2/2015		Added one (1) address in Waihee
	12/2/2015		Spatially corrected six (6) address points in Haiku
	12/1/2015		Spatially corrected one (1) address point in Lahaina
	12/1/2015		Removed special character from Location Name in Lahaina

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MAPPING LAYERS UPDATED (PART III)

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

MAUI COUNTY			
Type of Layer	Akimeka GIS Server	Date GIS Delivered	Other/Remarks
	Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Building Footprints			
Bus Stops			
Churches		12/23/15	
	12/22/2015		Spatially corrected one (1) church in Kahului
	12/22/2015		Corrected one (1) church name in Lahaina
	12/11/2015		Added one (1) church in Napili
Coastal Names		12/23/15	
	12/17/2015		Spatially corrected three (3) coastal names
Coastline			
Common Places			
Correctional Facilities			
Emergency Callboxes			
Emergency Operation Centers			
Emergency Shelters			
	12/30/2015		Corrected street name of one (1) shelter in Kihei
	12/29/2015		Spatially corrected one (1) shelter in Hoolehua
	12/29/2015		Spatially corrected one (1) shelter in Wailuku
ESZ/ESN			

Maui County E9-1-1 Status Report

December 1, 2015 - December 31, 2015

MAPPING LAYERS UPDATED (PART IV)

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

MAUI COUNTY			
Type of Layer	Akimeka GIS Server	Date GIS Delivered	Other/Remarks
	Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Fire Beats			
Fire Districts			
Fire Response Areas			
Fire Stations			
Food & Beverage			
	12/29/2015		Spatially corrected three (3) restaurants in Kaanapali
	12/29/2015		Spatially corrected one (1) restaurant in Kahului
	12/29/2015		Spatially corrected two (2) restaurants in Kihei
	12/29/2015		Changed one (1) business name in Kihei
	12/29/2015		Added three (3) restaurants in Kihei
	12/29/2015		Spatially corrected two (2) restaurants in Wailuku
		12/23/15	
Gas Stations	12/11/2015		Added one (1) restaurant in Lahaina
Gate Codes			
	12/30/2015		Changed gate codes for The Island and the Bluffs per Maui Dispatch
		12/23/15	
	12/17/2015		Changed gate code for Waterfront Apartments per Maui Dispatch
	12/14/2015		Deleted one (1) duplicate gate code
Government Buildings			
Harbors			

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MAPPING LAYERS UPDATED (PART V)

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

MAUI COUNTY			
Type of Layer	Akimeka GIS Server	Date GIS Delivered	Other/Remarks
	Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Helipads			
Hiking Trails			
Hospitals			
Hydrants			
Hyrdology Layers: Dams Ponds Streams Waterfalls			
Incident Response Areas			
Lodging			
Major Roads			
Medic Beats			
Medic Districts			
Medic Response Areas			

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MAPPING LAYERS UPDATED (PART VI)

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

MAUI COUNTY			
Type of Layer	Akimeka GIS Server	Date GIS Delivered	Other/Remarks
	Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Medic Stations			
Medical Facilities			
Milepost Markers			
MSAG Communities			
Net Junctions			
Ocean Rescue Boundaries			
Ocean Safety			
Parcels			
Parks			
Parks Polygon			
Points of Interest	12/30/2015		Corrected street name of one (1) POI in Kihei
	12/29/2015		Spatially corrected three (3) POI in Haiku
	12/29/2015		Spatially corrected one (1) POI in Hana
	12/29/2015		Spatially corrected five (5) POI in Kaanapali
	12/29/2015		Spatially corrected six (6) POI in Kahului
	12/29/2015		Added one (1) POI in Kahului

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MAPPING LAYERS UPDATED (PART VII)

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

MAUI COUNTY				
Type of Layer	Akimeka GIS Server	Date GIS Delivered	Other/Remarks	
	Date Created/ Edits Performed			
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)				
Points of Interest	12/29/2015		Spatially corrected three (3) POI in Kaunakakai	
	12/29/2015		Corrected address of one (1) POI in Kaunakakai	
	12/29/2015		Spatially corrected six (6) POI in Kihei	
	12/29/2015		Changed business name for one (1) POI in Kihei	
	12/29/2015		Spatially corrected one (1) POI in Wailuku	
	12/29/2015		Added seven (7) POI in Kihei	
	12/29/2015		Spatially corrected six (6) POI in Kula	
	12/29/2015		Spatially corrected two (2) POI in Lahaina	
	12/29/2015		Spatially corrected two (2) POI in Lanai	
	12/29/2015		Spatially corrected four (4) POI in Makawao	
	12/29/2015		Spatially corrected one (1) POI in Maunaloa	
	12/29/2015		Spatially corrected one (1) POI in Napili	
	12/29/2015		Spatially corrected one (1) POI in Paia	
	12/29/2015		Spatially corrected fourteen (14) POI in Wailuku	
	12/29/2015		Added two (2) POI in Wailuku	
	12/29/2015		Spatially corrected four (4) POI in Wailea	
	12/29/2015		Added address to one (1) POI in Wailuku	
		12/23/15		
	12/23/2015			Spatially corrected three (3) POI in Hana
	12/23/2015			Spatially corrected three POI in Hoolehua
	12/23/2015			Corrected one (1) POI address in Hoolehua
	12/23/2015			Spatially corrected one (1) POI in Kihei
	12/23/2015			Spatially corrected thirteen (13) POI in Lahaina
	12/23/2015			Added address to one (1) POI in Lahaina
	12/23/2015			Spatially corrected two (2) POI in Pukalani
	12/23/2015			Spatially corrected two (2) POI in Waihee
	12/23/2015			Spatially corrected two (2) POI in Wailuku
	12/22/2015			Spatially corrected one (1) POI in Kahului
	12/22/2015			Corrected street spelling of one (1) POI in Kahului
	12/22/2015			Added one (1) POI in Kahului
	12/17/2015			Assigned address to one (1) POI in Kihei
	12/17/2015			Spatially corrected two (2) POI in Haiku
	12/17/2015			Added two (2) POI in Kihei
	12/17/2015			Spatially corrected one (1) POI in Kihei
	12/17/2015			Added address to one (1) POI in Kihei
	12/11/2015			Changed Name of one (1) restaurant in Kahului

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MAPPING LAYERS UPDATED (PART VIII)

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

MAUI COUNTY			
Type of Layer	Akimeka GIS Server	Date GIS Delivered	Other/Remarks
	Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Points of Interest	12/11/2015		Added one (1) POI in Lahaina
	12/11/2015		Added two (2) POI in Napili
	12/11/2015		Spatially corrected one (1) POI in Lahaina
	12/11/2015		Corrected Name of one (1) POI in Lahaina
	12/11/2015		Added address to one (1) POI in Napili
		12/09/15	
	12/1/2015		Spatially corrected one (1) POI in Lahaina
	12/1/2015		Added address to one (1) POI in Lahaina
Police Beats			
Police Districts			
Police Response Areas			
Police Stations			
Post Offices			
Schools	12/30/2015		Corrected Street Name for one (1) school in Kihei
	12/29/2015		Spatially corrected one (1) school in Kahului
	12/29/2015		Spatially corrected two (2) schools in Kaunakakai
	12/29/2015		Spatially corrected one (1) school in Kihei
	12/29/2015		Spatially corrected one (1) school in Kualapuu
	12/29/2015		Spatially corrected one (1) school in Kula
	12/29/2015		Spatially corrected one (1) school in Makawao
	12/29/2015		Spatially corrected one (1) school in Maunaloa
	12/29/2015		Spatially corrected one (1) school in Napili
12/29/2015		Spatially corrected one (1) school in Wailuku	

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MAPPING LAYERS UPDATED (PART IX)

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

MAUI COUNTY			
Type of Layer	Akimeka GIS Server	Date GIS Delivered	Other/Remarks
	Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Street Centerlines		12/23/15	
	12/22/2015		Added fourteen (14) street centerline segments in Kaanapali
	12/22/2015		Spatially corrected twenty-seven (27) street centerline segments in Kaanapali
	12/22/2015		Corrected Owner, Street Class and Code of seventeen (17) street centerline segments in Kaanapali
	12/22/2015		Corrected Speed Limit and Cost of twenty (20) street centerline segments in Kaanapali
	12/22/2015		Split sixteen (16) street centerline segments in Kaanapali
	12/17/2015		Changed one (1) street name in Spreckelsville
	12/17/2015		Spatially corrected one (1) street centerline segment in Kaanapali
	12/15/2015		Spatially corrected seventeen (17) street centerline segments in Kaanapali
	12/14/2015		Spatially corrected fourteen (14) street centerline segments in Kaanapali
	12/11/2015		Added Neighborhood information to three (3) street centerline segments in Kihei
	12/11/2015		Spatially corrected twenty (20) street centerline segments in Pukalani
	12/11/2015		Removed Alias for five (5) street centerline segments in Pukalani
	12/11/2015		Extended two (2) street centerline segments in Kihei
	12/11/2015		Changed the Street Name of two (2) street centerline segments in Kihei
		12/09/15	
	12/4/2015		Spatially corrected eighteen (18) street centerline segments in Lahaina
	12/3/2015		Spatially corrected twenty (20) street centerline segments in Lahaina
	12/2/2015		Spatially corrected six (6) street centerline segments in Lahaina
	12/2/2015		Extended street centerline segment in Haiku
	12/1/2015		Spatially corrected four (4) street centerline segments in Lahaina
	12/1/2015		Added three (3) street centerline segments in Lahaina
	12/1/2015		Corrected street name on one (1) street centerline segment in Lahaina
	12/1/2015		Split centerline into three (3) segments in Lahaina
Subdivisions		12/23/15	
	12/23/2015		Corrected one (1) subdivision name in Kihei
	12/22/2015		Corrected one (1) subdivision name in Kihei
	12/11/2015		Removed Garcia Makena as requested by Maui Dispatch
Tow Jurisdictions			

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MAPPING LAYERS UPDATED (PART X)

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

MAUI COUNTY			
Type of Layer	Akimeka GIS Server	Date GIS Delivered	Other/Remarks
	Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Tsunami Evacuation Zones			
Tsunami Heights			
Waste Water Plants			
WSP Cell Sectors			
	12/31/2015		Per VZW CRS
		12/23/15	
WSP Cell Towers			
	12/31/2015		Per VZW CRS
		12/23/15	

NOTE:

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

Maui County E9-1-1 Status Report

December 1, 2015 - December 31, 2015

GEOGRAPHIC INFORMATION SYSTEM (GIS) NARRATIVES

GIS KEY ACTIVITIES/UPDATES

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

Date	Key Activities/Updates
12/23/2015	Prepared and delivered the following for a MapFlex update: Address Points, Coastal Names, Subdivisions, Food and Beverage, Churches, Points of Interest, Street Centerlines, WSP Cell Sectors and WSP Cell Towers
12/23/2015	Delivered the following data for the Intergraph CAD map: Maui Cell Coverage .csv, .str, .rte and .map which included updated Address Points, Gate Codes, Street Centerlines, Coastal Names, Subdivisions and WSP Cell Towers
12/9/2015	Delivered the following for a MapFlex update: Address Points, Points of Interest, Street Centerlines, WSP Cell Sectors and WSP Cell Towers
12/9/2015	Delivered the following data for the Intergraph CAD map: Maui Cell Coverage .csv, .str, .rte and .map which included updated Address Points, Street Centerlines and WSP Cell Towers

UPCOMING GIS DELIVERABLES SCHEDULE

As it is nearing the end of the year with many holidays ahead in the coming months, an approved schedule for the GIS deliverables has been provided below. Some days may have originally fallen on a holiday so an alternative GIS deliverable schedule around those dates were created.

GIS Deliverable schedule for 2015		
OCT	✓ 14	✓ 28
NOV	✓ 10	✓ 25
DEC	✓ 9	✓ 23

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NEXT GENERATION 911 (NG9-1-1) GIS REQUIREMENTS

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

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

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

During the month of December 2015, 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
<i>Address Points</i>	Addition	23	Addresses assigned by DSA, DSA Address Layer, MSAG and field verifications
	Spatially Corrected	554	Corrected location of address point, recalculated x/y
	Correction	0	Correction of address
	Change	1	DSA reassigns an address
	Neighborhood Info	113	Added Neighborhood Info
	Location Name	11	Added or Changed Location Name
<i>Response Boundaries</i>	Spatially Corrected	0	Boundary corrections to match spatially corrected street centerlines.
<i>Street Centerlines</i>	Addition	17	Added a street centerline segment
	Range Segments	0	Modification of a range
	Spatially Corrected	149	Corrected using Pictometry
	Partial Spatial Correction	0	Corrected using Pictometry
	Flipped	0	Corrected direction segment was drawn

NOTE:

- Response Boundaries include any updates to ESNs, Police Beats, Fire Beats, etc. that pertain to Dispatch and Response.

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INTERGRAPH CAD UPGRADE

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

1. On December 9, 2015, the following data was prepared and delivered for an Intergraph CAD Map update:
 - a. Address Points, Street Centerlines and WSP Cell Towers.
 - b. .map, .str, .rte, CAD Map Build database and Cell Coverage.csv
2. Akimeka delivered an updated Intergraph CAD map on December 23, 2015 which included:
 - a. Address Points, Coastal Names, Gate Codes, Street Centerlines, Subdivisions and WSP Cell Towers.
 - b. The .map, .str, .rte, CAD Map Build database and Cell Coverage.csv were also delivered.
3. Throughout December, duplicate and overlapping Street Centerline and Stream labels were removed. Highway Shields and Street labels of new streets were added. This is an ongoing effort.

During January 2016, the Intergraph CAD map will continue to be delivered on a bi-monthly basis, which has been coordinated with all mapping system updates and synchronizations with other 911 databases.

MAPFLEX DEPLOYMENT

During the month of December 2015, there were continued GIS deliverables into the MapFlex system for Hawaii County, Maui County, and Kauai County. For a chronology prior to November, please see the April thru November 2015 Monthly Status Report. The MapFlex deployment has been primarily concluded, and is now considered a running system capable of receiving updates regularly.

1. Akimeka delivered GIS data to the MapFlex system on the following dates in December 2015
 - a. **Hawaii County** – December 8th and December 22nd
 - b. **Maui County** – December 9th and December 23rd
 - c. **Kauai County** – December 10th and December 23rd
 - d. **Honolulu** – December 11th and December 23rd

MAPFLEX UPLOAD ISSUES

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During the month of October 2015 there were some identified discrepancies with the uploading of data into the MapFlex system throughout the State of Hawaii. The concern is there are thousands of data updates within each County that are missing for the PSAPs. The last known update for many of the affected PSAPs were from February 2015 and missing 16 map updates since that time.

1. On October 8th, 2015, The Hawaii County Fire Department notified Akimeka that they had tried to look up some new streets that had been added and were unable to locate them within the MapFlex system. They mentioned that the listing of streets that were missing went as far back as February 2015.
2. Subsequently, Akimeka sent a list of updates that have been made since February to Street Centerlines and Address Points for HFD to verify.
 - a. None of the items on the list were located within the MapFlex
3. In order to help assess the possible issue, Akimeka sent a list of addresses that have been updated within each County to all of the PSAPs including secondary PSAPs throughout the State of Hawaii.
4. In the meantime, Akimeka escalated the issue to Intrado for Intrado/HT to begin working on.
5. Each County had researched the addresses Akimeka had provided and all of the Primary PSAPs with the exception of Molokai had the updates within the MapFlex.
 - a. This indicated there was an issue with all of the secondary PSAPs and Molokai PSAP receiving updates.
6. On October 30, 2015, a Sr. Program Manager at Intrado notified all of the PSAP leadership that Intrado had received reports from the Honolulu PD, Hilo FD, and Molokai PD regarding issues with the MapFlex updates.
 - a. Intrado briefed that they are investigating the issue and it may be related to the shared directories that are used for most of the PSAPs.
 - i. If this is the issue, Intrado notified everyone that they will work to create separate directories for each PSAP to migrate.
 - ii. If this is not the issue, Intrado will widen its investigation.
7. Questions with regards to the validation process and ensuring updates are successfully taking place were asked of Intrado by Akimeka in February 2015, a process that was seen as critical to be sure updates were taking place on a consistent basis. Unfortunately, the validation of the updates was not seen as critical.
 - a. To date, the validation process and notification process is not taking place for the MapFlex system, something that was a concern to Akimeka and many of the PSAPs during the implementation of MapFlex.
 - b. For the list of specific question regarding this, please refer to the February 2015 Monthly Status Report (MSR).
8. Throughout November 2015, Intrado performed troubleshooting on the MapFlex system, and specifically the scripts for pushing the automatic updates from the SFTP server to each of the local servers.
9. On November 11, 2015, Intrado sent out a notification that the scripts were ready to test for Hawaii County, which required a new GIS update onto the server to validate.
 - a. Akimeka uploaded an updated GIS data set onto the SFTP in the morning of November 12, 2015 for Hawaii County, as requested.
 - b. Later on November 12, 2015, Intrado's Senior Systems Engineer sent out notification that their script was unsuccessful, so they will look to reconfigure.
10. On November 13, 2015, Intrado sent notification that the upload was successful. Also included in the notification was the request to upload Maui County data for the issue in Molokai.
 - a. On November 16, 2015, Akimeka uploaded a new set of GIS data onto the SFTP for Intrado to validate the upload in Molokai.
 - b. Akimeka sent notification to Molokai that the uploads should be available the following day and provided the same list of addresses which they had previously identified as missing.
 - i. If the upload was successful the same list should now appear in the mapping system.
 - c. On December 4, 2015, Molokai PD notified Akimeka that the updates were still not available in the MapFlex system.
 - i. Akimeka subsequently followed escalation with Intrado to test their system.
 - ii. On December 9, 2015, Intrado replied that they were checking on some items and asked if it could be re-verified once again.
 - iii. On December 9, 2015, Molokai PD tested the list again with the same results
 - iv. Later on December 9, 2015, Intrado reported that they would reach out to Molokai

Maui County E9-1-1 Status Report

December 1, 2015 - December 31, 2015

- v. There were no further actions reported throughout the remainder of December 2015. It is unclear whether this has been resolved to date.
 - d. On December 1, 2015, Akimeka was notified of a possible enhancement that could be made with the responder information. The currently displayed information was not as useful as utilizing the beat information, so Akimeka made some modifications to the Response Areas information that is delivered into the MapFlex system and delivered an update into the system to help provide more useful info.
 - e. On December 16, 2015, some of the information was showing correctly on three positions, while another three were blank, and two were being temperamental. Akimeka helped coordinate with Intrado so that they could review the server and MapFlex positions. Ideally since all of the workstations pull data from the same server, if there was an issue with data, it should be widespread to all positions.
 - i. Shortly after escalation, Intrado was able to resolve the issue and the responder bar was correctly displaying information again on all positions.
11. For the Honolulu MapFlex system, on November 19, 2015, Intrado notified Akimeka that the MapFlex for Honolulu should be ready to being taking uploads.
- a. On November 27, 2015, Akimeka delivered a data set onto the SFTP for the Honolulu MapFlex system so that it corresponds with all of the other system uploads during the same day.
 - b. Along with the upload, Akimeka provided a list of records that will only be available in the MapFlex if the upload was successful.
 - c. On November 30, HPD sent notification that none of the records in the list were in the MapFlex.
 - d. Intrado began troubleshooting the issues immediately.
 - e. On December 9, 2015, HPD was able to verify that the list provided with the deliverable from November 30, 2015 was available in their MapFlex.
 - i. Later on December 9, 2015, HFD also verified their MapFlex was receiving updates.
 - f. To date, EMS and Ocean Safety are pending verification.

POWER911 (VIPER) UPDATE

It was brought to Akimeka's attention that on certain Landline 911 calls, the Comments (Location) field on the Power911 ALI/ANI screen was displaying unusual and confusing information pertaining to the address of the caller. For example, **ALI DR** appeared on the ALI screen in the Comment field which was interpreted by the 911 Call Takers as Ali Drive. ALI DR is a 911 NET term for ALI (automatic location information) Discrepancy Report. Akimeka researched the 911 NET database, the ALI ANI data stream, and after several 911 tests with the PSAP, concluded that the Location Field and the TELCO Comment field from the ALI ANI Data Stream were merged together in the Power911 "ini" file which cause the TELCO information to appear on the Power911 ALI ANI Screen in the Comment Field.

On July 23rd, Akimeka and Intrado resolved this issue by reconfiguring the Power911 "ini" file as to prevent the TELCO Comments from appearing on the Power911 ALI ANI Screen. Future use of the TELCO Comment field appearing on the ALI ANI screen should contain useful information for dispatching purposes.

There were no further discrepancies in the "Location" field on the ALI Screen in the month of December, 2015.

SERVICE REQUESTS TRANSACTIONS

OPEN SERVICE REQUESTS – MAUI PSAP DECEMBER 2015

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December 1, 2015 - December 31, 2015

MAUI PSAP						
#	Date	Ticket #	Description	Category	Urgency	Comments
			None			

NOTE:

There are no Open Service Requests for the Maui PSAP for December 2015.

MAUI PSAP SERVICE REQUEST YEAR-TO-DATE (YTD) SUMMARY – 2015

MAUI PSAP				SERVICE REQUEST CATEGORIES			
2015	TOTAL		Open	911 Map		MSAG	
	Created	Closed		Created	Closed	Created	Closed
2014 Carryover*			0				
January	2	2	0	1	1	1	1
February	0	0	0	0	0	0	0
March	4	3	1	0	0	4	3
April	1	1	1	1	1	0	0
May	0	1	0	0	0	0	1
June	0	0	0	0	0	0	0
July	0	0	0	0	0	0	0
August	0	0	0	0	0	0	0
September	2	1	1	0	0	2	1
October	3	3	1	0	0	3	3
November	0	1	0	0	0	0	1
December	0	0	0	0	0	0	0
TOTAL	12	12	0	2	2	10	10

NOTE:

- *The 2014 Carry Over row indicated the number of Service Requests that remained opened in 2014.
- Detailed information on service tickets is available upon request.

Definitions:	Category	Description
	911 Map	Mapping computer not functioning or displaying properly.
	MSAG	Discrepancies with 9-1-1 MSAG addresses

OPEN SERVICE REQUESTS – MOLOKAI PSAP DECEMBER 2015

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MOLOKAI PSAP						
#	Date	Ticket #	Description	Category	Urgency	Comments
			NONE			

NOTE:

There are no Open Service Requests for the Molokai PSAP for December 2015.

MOLOKAI PSAP SERVICE REQUEST YEAR-TO-DATE (YTD) SUMMARY – 2015

MOLOKAI PSAP				SERVICE REQUEST CATEGORIES			
2015	TOTAL		Open	911 Map		MSAG	
	Created	Closed		Created	Closed	Created	Closed
2014 Carryover*			0				
January	0	0	0	0	0	0	0
February	0	0	0	0	0	0	0
March	1	1	0	0	0	1	1
April	1	1	0	0	0	1	1
May	0	0	0	0	0	0	0
June	0	0	0	0	0	0	0
July	0	0	0	0	0	0	0
August	0	0	0	0	0	0	0
September	2	2	0	0	0	2	2
October	3	3	0	0	0	3	3
November	1	1	0	0	0	1	1
December	0	0	0	0	0	0	0
TOTAL	8	8	0	0	0	8	8

NOTE:

- *The 2014 Carry Over row indicated the number of Service Requests that remained opened in 2014.
- Detailed information on service tickets is available upon request.

Definitions:	Category	Description
	911 Map	Mapping computer not functioning or displaying properly.
	MSAG	Discrepancies with 9-1-1 MSAG addresses

5. E9-1-1 DATABASE SYNCHRONIZATION

Maui County E9-1-1 Status Report

December 1, 2015 - December 31, 2015

(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 December 2015.

The database synchronization effort included comparing Maui County's 9-1-1 MSAG against its GIS Street Centerline data. A total number of **2,598** 9-1-1 MSAG (ESN 300 – 357) records were reviewed in the audit and analyzed. Results of the database synchronization audit completed on December 1, 2015 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.

AUDIT SUMMARY RESULTS – 2015

Maui County E9-1-1 Status Report

December 1, 2015 - December 31, 2015

9-1-1 MSAG TO GIS STREET CENTERLINE AUDIT COMPARISON RESULTS	Notes	As of March 1, 2015		As of June 1, 2015		As of September 1, 2015		As of December 1, 2015	
		9-1-1 MSAG Dated 3-01-15		9-1-1 MSAG Dated 6-01-15		9-1-1 MSAG Dated 9-01-15		9-1-1 MSAG Dated 12-01-15	
		# of Records	%	# of Records	%	# of Records	%	# of Records	%
Total 9-1-1 MSAG Records Reviewed		2,658		2,661		2,662		2,672	
Less: 9-1-1 MSAG Exception Records	(1)	74	2.78%	74	2.78%	74	2.7%	74	2.7%
Net 9-1-1 MSAG Records Eligible for Comparison		2,584		2,587		2,588		2,598	
Total 9-1-1 MSAG Records Match (9-1-1 MSAG -- GIS Match -- No Corrections Required)		2,584	100.00%	2,587	100.00%	2,588	100.00%	2,588	100.00%
9-1-1 MSAG -- GIS No Match - Minor Correction Required	(2)	0	0.00%	0	0.00%	0	0.0%	0	0.0%
9-1-1 MSAG Record With No GIS Record	(3)	0	0.00%	0	0.00%	0	0.0%	0	0.0%
Total 9-1-1 MSAG Records No Match		0	0.00%	0	0.00%	0	0.0%	0	0.0%

AUDIT SUMMARY NOTES:

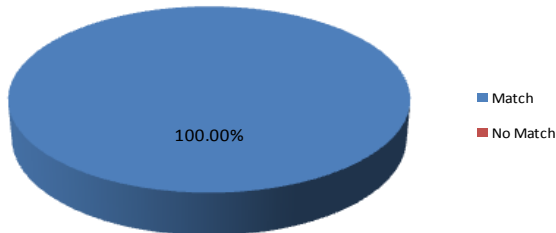
- (1)An MSAG Record that will not have a corresponding GIS Street Centerline Record but is required for the routing of E9-1-1 calls (i.e., Emergency Call Box, Foreign Exchange Records, Wireless Shell Records, etc.). No further action is required.
- (2)An MSAG Record that requires minor MSAG attention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

MSAG AUDIT SUMMARY RESULTS – DECEMBER 1, 2015- SEPTEMBER 1, 2015

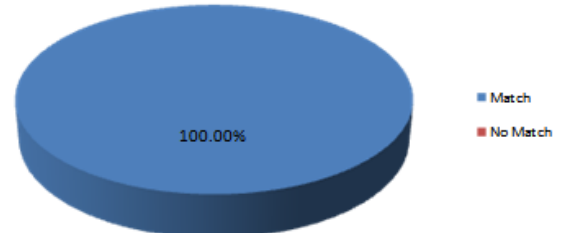
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9-1-1 MSAG Dated 12-01-15



9-1-1 MSAG Dated 09-01-15



NOTE:

Maui County's level of accuracy or 9-1-1 Match percentage remained constant at 100% as of December 1, 2015 to 100% on September 1, 2015

NENA Recommended Match Rate = 98%

MSAG AUDIT SUMMARY RESULTS NOTES:

- “MSAG - GIS Minor Corrections” remained constant with zero from September 2015 to December 2015 respectively. The zero minor corrections 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” remained constant with zero from September 2015 to December 2015 respectively. The total of zero MSAG Record with No GIS Record was due primarily to the verification of the MSAG records against multiple GIS databases to determine if the roads are existing within Maui County records.
- “GIS Record with Minor Corrections” remained constant with zero from September 2015 to December 2015 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” remained constant with zero from September 2015 to December 2015 respectively. The total of zero 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.
- 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”.

INVALID MSAG STREETS AND ADDRESS RANGES – ESN X99 RECORDS

Maui County E9-1-1 Status Report

December 1, 2015 - December 31, 2015

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:

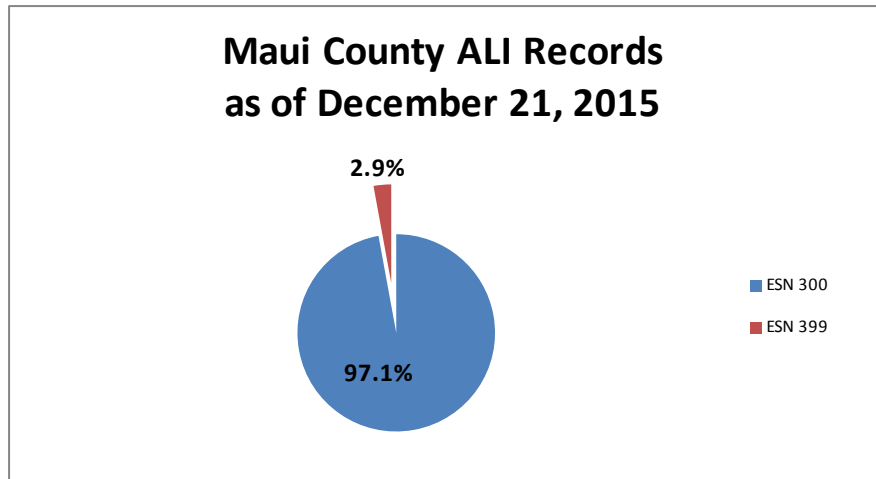
PSAP	ESN	Invalid MSAG Records							
		9-1-1 MSAG Dated 03-01-15		9-1-1 MSAG Dated 06-01-15		9-1-1 MSAG Dated 09-01-15		9-1-1 MSAG Dated 12-01-15	
		# of Records	% of Total MSAG Records (Valid and Invalid)	# of Records	% of Total MSAG Records (Valid and Invalid)	# of Records	% of Total MSAG Records (Valid and Invalid)	# of Records	% of Total MSAG Records (Valid and Invalid)
MAUI	399	120	4.7%	104	4.1%	100	3.9%	98	3.9%
MOLOKAI	359	42	16.2%	32	12.5%	28	11.1%	28	11.1%
TOTAL MAUI		162	5.7%	136	4.9%	128	4.6%	126	4.5%

AUTOMATIC LOCATION IDENTIFICATION (ALI) DISCREPANCY REPORT

Maui County E9-1-1 Status Report

December 1, 2015 - December 31, 2015

As part of Akimeka's ongoing database synchronization efforts, Akimeka reviewed and summarized the ALI discrepancy reports by community for Maui County. As of December 21, 2015, **1,956** ESN 399 (Maui/Lanai) and ESN 359 (Molokai) records, representing **2.9%** of Maui County's total ALI records, require research and corrective action, if needed.



THE TOTAL NUMBER OF ALI RECORDS REMAINS RELATIVELY CONSISTENT.

NOTES:

The number of ESN 359/399 ALI records decreased from 2,062 to 1,956 from September 2015 to December 2015 respectively. The decrease reflects the work that Akimeka has done since the last database synchronization in September 2015. Extensive research has gone into verifying the invalid TNs against current County data. This is an ongoing project, as Akimeka continues to research and correct the ESN 359/399 records.

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December 1, 2016 - December 31, 2016

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1. PSAP OPERATIONS

9-1-1 CALL VOLUME – DECEMBER 2016

(Source: West Safety Services Viper system)

(*) 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	
2016	Total 9-1-1 Calls Processed	No. of Wireline Calls	% of Total Calls	No. of Wireless Calls	% of Total Calls	% of Wireless WPH1 Calls	% of Wireless WPH2 Calls	No. of VoIP Calls	% of Total Calls	No. of Calls with No ALI	% of Total Calls	No. of Admin Calls	% of Total Calls	No. of 9-1-1 Abandoned	% of Total Calls	No. of Other Calls	% of Total Calls
December	85,930	18,527	21.56%	63,528	73.93%	51.98%	21.95%	3,815	4.44%	60	0.07%	2,151	2.50%	11,830	13.77%	639	0.74%

9-1-1 CALL VOLUME – CALENDAR YEAR 2016

9-1-1 Primary PSAP Call Volume																	
Honolulu City & County PSAPs		Wireline		Wireless				VOIP Calls		Calls with No ALI		Admin Calls		Abandoned Calls		Other Calls	
2016	Total 9-1-1 Calls Processed	No. of Wireline Calls	% of Total Calls	No. of Wireless Calls	% of Total Calls	% of Wireless WPH1 Calls	% of Wireless WPH2 Calls	No. of VoIP Calls	% of Total Calls	No. of Calls with No ALI	% of Total Calls	No. of Admin Calls	% of Total Calls	No. of 9-1-1 Abandoned	% of Total Calls	No. of Total Call Received	% of Total Calls
JAN	88,400	20,120	22.76%	64,868	73.38%	51.49%	21.89%	3,359	3.80%	53	0.06%	2,193	2.48%	12,706	14.37%	2,249	2.54%
FEB	81,812	19,079	23.32%	59,641	72.90%	50.74%	22.16%	3,043	3.72%	49	0.06%	1,950	2.38%	11,815	14.44%	611	0.75%
MAR	86,041	19,386	22.53%	63,498	73.80%	50.08%	23.72%	3,097	3.60%	60	0.07%	1,482	1.72%	13,099	15.22%	642	0.75%
APR	85,009	19,510	22.95%	62,431	73.44%	49.70%	23.74%	3,026	3.56%	42	0.05%	2,332	2.74%	11,895	13.99%	635	0.75%
MAY	86,950	19,555	22.49%	64,108	73.73%	50.05%	23.68%	3,235	3.72%	52	0.06%	2,003	2.30%	12,015	13.82%	838	0.96%
JUNE	80,312	18,255	22.73%	58,821	73.24%	48.33%	24.91%	3,180	3.96%	56	0.07%	1,981	2.47%	11,411	14.21%	776	0.97%
JULY	86,586	19,231	22.21%	64,108	74.04%	49.47%	24.57%	3,186	3.68%	61	0.07%	2,281	2.63%	11,999	13.86%	512	0.59%
AUG	85,574	18,964	22.16%	63,410	74.10%	51.22%	22.88%	3,166	3.70%	34	0.04%	2,000	2.34%	11,786	13.77%	671	0.78%
SEPT	79,098	17,884	22.61%	58,255	73.65%	51.40%	22.25%	2,935	3.71%	24	0.03%	1,928	2.44%	10,284	13.00%	669	0.85%
OCT	83,447	18,108	21.70%	62,151	74.48%	52.56%	21.92%	3,146	3.77%	42	0.05%	2,581	3.09%	11,448	13.72%	662	0.79%
NOV	79,900	17,538	21.95%	59,022	73.87%	53.40%	20.47%	3,268	4.09%	72	0.09%	1,879	2.35%	11,143	13.95%	585	0.73%
DEC	85,930	18,527	21.56%	63,528	73.93%	51.98%	21.95%	3,815	4.44%	60	0.07%	2,151	2.50%	11,830	13.77%	639	0.74%
YTD	1,009,059	226,157		743,841				38,456		605		24,761		141,431		9,489	
MON AVG	84,088	18,846	22.41%	61,987	73.71%	50.87%	22.85%	3,205	3.81%	50	0.06%	2,063	2.45%	11,786	14.01%	791	0.93%

NOTE:

- * Calls with no Ali 0.07% - Statewide average = 0.15% Year 2016

Oahu Civilian E9-1-1 Status Report

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9-1-1 CALL VOLUME BY AGENCY – DECEMBER 2016

2016	9-1-1 Call Volume by Agency									
	Honolulu Police Department						Honolulu Fire Department			
	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
December	74,223	86.38%	18,886	42,367	1,140	11,830	2,221	2.58%	87	47

2016	9-1-1 Call Volume by Agency							
	Emergency Medical Services				Ocean Safety			
	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
December	8,788	10.23%	871	130	59	0.07%	53	8

9-1-1 CALL VOLUME BY AGENCY – CALENDAR YEAR 2016

2016	9-1-1 Call Volume by Agency																	
	Honolulu Police Department						Honolulu Fire Department				Emergency Medical Services				Ocean Safety			
	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
JAN	76,128	86.12%	19,451	42,722	1,249	12,706	2,284	2.58%	103	0	7,648	8.65%	755	146	91	0.10%	86	6
FEB	70,806	86.55%	18,378	39,567	1,046	11,815	2,021	2.47%	83	0	8,314	10.16%	762	108	60	0.07%	59	1
MAR	74,275	86.33%	19,350	40,633	1,193	13,099	3,256	3.78%	115	0	7,804	9.07%	121	123	64	0.07%	53	8
APR	73,760	86.77%	19,959	40,560	1,346	11,895	2,388	2.81%	119	0	8,179	9.62%	824	140	47	0.06%	43	14
MAY	75,195	86.48%	20,540	41,427	1,213	12,015	2,655	3.05%	55	0	8,204	9.44%	682	107	58	0.07%	53	11
JUNE	69,658	86.73%	18,803	38,227	1,217	11,411	1,957	2.44%	58	0	7,851	9.78%	647	109	70	0.09%	59	8
JULY	74,558	86.11%	20,966	40,311	1,282	11,999	2,750	3.18%	93	0	8,693	10.04%	837	116	73	0.08%	69	19
AUG	74,042	86.52%	41,441	19,624	1,191	11,786	2,535	2.96%	67	0	8,284	9.68%	701	115	42	0.05%	41	1
SEPT	68,803	86.98%	18,589	38,759	1,171	10,284	1,783	2.25%	62	0	7,792	9.85%	645	215	51	0.06%	50	2
OCT	71,700	85.92%	19,437	39,569	1,246	11,448	2,385	2.86%	74	0	8,652	10.37%	1,214	90	48	0.06%	47	0
NOV	68,572	85.82%	17,756	38,623	1,050	11,143	2,755	3.45%	76	0	7,941	9.94%	709	110	47	0.06%	44	11
DEC	74,223	86.38%	18,886	42,367	1,140	11,830	2,221	2.58%	87	47	8,788	10.23%	871	130	59	0.07%	53	8
YTD	871,720		253,556	462,389	14,344	141,431	28,990		992	47	98,150		8,768	1,509	710		657	89
MON AVG	72,643	86.39%	21,130	38,532	1,195	11,786	2,416	2.87%	83	4	8,179	9.74%	731	126	59	0.07%	55	7

Oahu Civilian E9-1-1 Status Report

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PSAP OPERATION NOTES:

- Total call volumes does not include Administrative Calls. Administrative calls = Calls originating on Administrative lines that required 911 service.
- Abandoned Calls represent the number of incoming 9-1-1 calls for which the caller had hung up before a call-taker answered. Dropped Calls are hang ups after transfers.
- Abandoned Calls are not included in the Wireline and Wireless total counts respectively.
- All VoIP (Voice over Internet Protocol) types of 911 calls are combined in the Call Volume statistic.

Oahu Civilian E9-1-1 Status Report

December 1, 2016 - December 31, 2016

TEXT TO 911 – CURRENT MONTH – DECEMBER 2016

NOTE:

- The Oahu Civilian PSAPs have deployed a soft launch for Text to 911 on December 21, 2015.
- During this soft launch period, PSAP personnel will utilize this period to sharpen their Texting skills and procedures.
- Although there is a “Text to 911” plot on the MapFlex, the location of the plot is not reliable. Text to 911 Dispatchers should use their skills to ascertain the exact location of the emergency response.
- In a press conference on October 13, 2016, an official announcement was made by the Governor of the State of Hawaii introducing “TEXT TO 911” as an emergency public service now available in the State of Hawaii.

TEXT TO 911 Oahu Civilian PSAPs 2016						
Month	Total	HPD	HFD	EMS	OS	911 (handled)
January	110	96	1	0	0	13
February	109	75	0	3	0	31
March	160	110	28	2	0	20
April	132	124	1	4	0	3
May	143	131	2	0	0	10
June	137	135	1	0	0	1
July	156	143	1	1	0	11
August	133	115	2	3	0	13
September	148	130	2	1	0	15
October	209	195	10	4	0	0
November	219	198	11	0	0	10
December	390	181	5	0	0	204
YTD	2046	1633	64	18	0	331
Monthly Avg.	170.5	136.1	5.3	1.5	0.0	27.6

NOTE:

The 9-1-1 handled texts were incidents in which the Division conducted testing or the texter texted 911 in error.

Oahu Civilian E9-1-1 Status Report

December 1, 2016 - December 31, 2016

WIRELESS PSAP TESTING – DECEMBER 2016

OAHU CIVILIAN - DECEMBER 2016						
Date	WSP	Sites Tested	Sectors Tested	Tested By:	Test Pass/Fail	Comments:
12/6/2016	AT&T	1	6	Oahu PSAP	Pass	
12/8/2016	Verizon	7	50	Oahu PSAP	Pass	4 testers
12/9/2016	AT&T	1	14	Oahu PSAP	Pass	15 sectors scheduled

NOTES:

- There were six (6) scheduled Wireless 911 Tests for the Oahu Civilian PSAP in December, 2016.

WIRELESS PSAP TESTING – YEARLY TOTALS 2016

OAHU CIVILIAN - 2016						
WIRELESS 911 PSAP TESTING TOTALS 2016	WSP	Sites Tested	Sectors Tested	Tested By:	Test Pass/Fail	Comments:
	AT&T	5	67	Oahu PSAP	Pass	
	SPRINT	1	4	Oahu PSAP	Pass	
	VERIZON	160	529	Oahu PSAP	Pass	
	Total	166	600			

NOTES:

The Oahu Civilian PSAP tested a total of 166 cell tower sites and 600 cell sectors in 2016.

FOR YOUR INFORMATION

A “911 Wireless Testing Holiday Blackout” was in effect starting on December 11th, 2016 until January 3rd, 2017 for Kauai PD, Maui PD, Molokai PD, and the Honolulu PD PSAPs. Hawaii County PD PSAP extends their blackout until January 17th, 2017 due to new PSAP equipment installation.

Oahu Civilian E9-1-1 Status Report

December 1, 2016 - December 31, 2016

2. MSAG (MASTER STREET ADDRESS GUIDE)

MSAG TRANSACTIONS CURRENT MONTH/YEAR – DECEMBER 2016

OAHU CIVILIAN	9-1-1 TRANSACTIONS								
	Total	MSAG	ALI Submitted			Open ALI Discrepancy Records			Customer Addresses Affected
2016		MSAG (A)	TN CR (B)	ALI DR (C)	VoIP (D)	TNCR	ALI DR	VoIP DR	
JANUARY	24	23	0	1	0	468	0	0	515
FEBRUARY	244	26	216	2	0	497	0	1	421
MARCH	97	22	71	3	1	426	0	0	737
APRIL	96	25	71	0	0	358	0	0	955
MAY	106	22	83	1	0	295	0	0	93
JUNE	133	46	87	0	0	280	0	0	3,537
JULY	117	29	86	2	0	208	0	0	2,561
AUGUST	108	29	79	0	0	156	0	0	724
SEPTEMBER	79	14	65	0	0	93	1	0	208
OCTOBER	68	24	43	1	0	93	0	0	3,336
NOVEMBER	61	9	52	0	0	94	0	0	128
DECEMBER	67	11	56	0	0	80	0	0	147
TOTAL YTD	1,200	280	909	10	1				13,362
AVG PER MONTH	100	23	76	1	0				1,114

Definitions

(A) **Master Street Address Guide** - Represents corrections made to street records including, street names, address ranges, MSAG Communities and ESNs.

(B) **Telephone Number Change Request** - Represents address corrections on a specific TN or group of TNs. These "invalid" TNs usually have an associated ESN 199 attached to them which indicates the need for validation.

(C) **Automatic Location Information Discrepancy Record** - Represents an address discrepancy discovered during a live 9-1-1 call, from a landline. These record corrections are treated with a higher priority and should be processed within 48 hours as a general guideline.

(D) **Voice over Internet Protocol Discrepancy Record** - Represents an address discrepancy discovered during a live 9-1-1 call, from a VoIP phone. These record corrections are treated with a higher priority and should be processed within 72 hours as a general guideline per Time Warner Operations Center. MSR tracking effective April 2014.

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December 1, 2016 - December 31, 2016

MSAG CURRENT MONTH NOTES:

A total of **67** MSAG transactions were processed in 9-1-1 Net during the month of December 2016. Eleven (**11**) requests were processed relating to the MSAG database changes which include: changes to high – low street ranges, combining street records, deletion of invalid records, splitting street records to align with Police, Fire, EMS and Military response areas, and inserting new MSAG records.

There were **147** customer ANI/ALI (telephone number/address) records updated as a direct result.

TELEPHONE RECORD (ALI) TRANSACTIONS CURRENT MONTH NOTES:

56 Telephone Number Change Requests (TN CR) transactions were processed in 9-1-1 Net with valid MSAG addresses, as a result of the ESN 199 clean-up effort. ESN 199 TN CRs must be validated against HT records and approved by the end user Hawaiian Telcom customer before updating the ALI record.

OPEN TELEPHONE RECORD (ALI) DISCREPANCY STATUS:

- **There are 80 Open TN CR Transactions as of December 31, 2016.**
- **Refer to chart in the next section “TNCR Current Status”**

80 Open TN CR transactions are a direct result of the ESN 199 clean-up and are awaiting approval from Hawaiian Telcom, Inc. Once a telephone number is submitted to West for correction, it must be verified against HT records and/or approved by the customer. West’s internal process requires calling each telephone customer individually for approval to update an address in the 9-1-1 database.

- **There is zero Open ALI-DR as of December 31, 2016.**
- **There is zero Open VoIP DR as of December 31, 2016.**

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TNCR (TELEPHONE NUMBER CHANGE REQUEST) CURRENT STATUS – DECEMBER, 2016

NOTE:

- 9-1-1 NET is a secure web-based application that provides access to request changes to the MSAG, ALI, TN, and ESN/ELT data supported and maintained by West Safety Services for the Telephone Company (TelCo).
- TNCRs are not requests to change Telephone Numbers (TNs); however, it is a corrective process within 9-1-1 NET to modify location information associated with an Automatic Location Identification (ALI) record to a valid MSAG address for 9-1-1 purposes.

PSAP 9-1-1 Telephone Number Location Change Request (Telephone Number Change Request (TNCR) Status)				
PSAP	TOTAL TNCR RECORDS SUBMITTED BY AKIMEKA	OPENED TNCRS PENDING FURTHER ACTION BY WEST SAFETY SERVICES	OPENED TNCRS REFERRED TO TELCO BY WEST SAFETY SERVICES	TOTAL UNOPENED TNCR RECORDS
OAHU CIVILIAN	80	0	74	6

STATUS
TOTAL TNCRs SUBMITTED - The total number of TNCR requests for modification that have been submitted in 9-1-1
PENDING STATUS - TNCRs assigned this status are requests which have been reviewed by the 9-1-1 Database Service Provider Data Analyst, and are pending investigation whether the request is valid or invalid, and/or whether the request requires additional information to validate.
REFERRED STATUS - TNCRs assigned this status are requests which have been reviewed by the 9-1-1 Database Service Provider Data Analyst, and the request requires additional information to validate. The West Safety Services Data Analysts assigns this status to a TNCR and the request is referred to the telephone service providers for further research.
TOTAL UNOPENED TNCR RECORDS STATUS - The request is submitted by Akimeka on behalf the PSAP; however, processing by the 9-1-1 Database Service Provider Data Analyst has not begun.

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December 1, 2016 - December 31, 2016

CHARTER COMMUNICATIONS (TIME WARNER) VOIP DATABASE TNCR

Akimeka received Automatic Location Identification (ALI) records from Charter Communications (formally known as Time Warner) which is the predominant Voice over Internet Protocol (VoIP) provider in the State of Hawaii. As Akimeka had access to these ALI Records, Akimeka was able to perform a three way comparison. This comparison is a validation of the ALI Record to ensure the location as provided by the VoIP provider matches the GIS Information utilized by the Public Safety Agencies within their specific County 9-1-1 Service Area. This validation reduces the potential of address or location dispute during a 9-1-1 call.

The Analysis of the database records indicated there were invalid MSAG addresses utilized by the VoIP Provider, however, the majority of these records were corrected, or sent back to Charter for further location clarifications. Akimeka was able to verify the majority of the VoIP records had a valid MSAG address assigned and matched with the GIS information. Akimeka has also initiated a correction process with Charter Communications on behalf of the PSAPs in order to perform timely corrections to the remaining VoIP 9-1-1 Records, and to ensure new VoIP customers receive valid MSAG addresses to improve their 9-1-1 location service.

Charter Communications 9-1-1 Telephone Number Location Change Request (Telephone Number Change Request (TNCR) Status)			
PSAP	TOTAL RECORDS SUBMITTED BY CHARTER (A)	RECORDS REQUIRING FURTHER INFORMATION BY CHARTER (B)	RECORDS CORRECTED AND RETURNED TO CHARTER BY AKIMEKA (C)
HAWAII County	19,135	5	33
KAUAI County	7,911	7	39
MAUI County	15,629	0	7
OAHU Civilian	82,256	5	66
TOTAL	124,931	17	145

(A)	VoIP Database records submitted by Charter to Akimeka for research and MSAG address validation.
(B)	Akimeka was not able to determine an MSAG valid address with the information provided. Charter is advised to contact customer and provide Akimeka with a TMK or driving directions.
(C)	Akimeka researched and provided Charter with an MSAG valid address.

Oahu Civilian E9-1-1 Status Report

December 1, 2016 - December 31, 2016

MSAG COMMUNITIES PROJECT -- COMPLETED

MSAG COMMUNITY AND STREET SEGMENT SWEEP – PHASE VII

MSAG Community and Street Segment Sweep – Phase VII

Subsequent to the completion of the MSAG Community and Street Segment Sweep - Phase V work on **June 27, 2014**, and the Database Synchronization Phase VI in **July 2014**, a project plan for Phase VII, with regards to the spatial accuracy of Street Centerlines, was approved by the Honolulu Police Department on **July 31, 2014**. The MSAG Community and Street Segment Sweep – Phase VII project is aimed to identify and correct the spatial accuracy of Street Centerlines throughout the island of Oahu, through a methodical counter-clockwise approach, following the same community correction path in the previous phases, to ultimately increase the accuracy of the data and to be in compliance with NENA standards. Street Centerlines that are corrected through this process will then achieve the NENA recommended standard of being accurate to within 10 feet or less.

Below is the latest Phase VII work effort as of **November 30, 2016**:

MSAG COMMUNITY (In Order of Effort)	MSAG COMMUNITY AND STREET SEGMENT SWEEP -- PHASE VII				GIS UPDATES	
	TARGET START DATE	TARGET COMPLETION DATE	AKIMEKA COMPLETION DATE	NOTES/COMMENTS	DATE GIS DELIVERED TO HPD	DATE GIS LOADED TO CAD BY HPD
Waimanalo	08/01/14	08/12/14	08/09/14		08/11/14	08/22/14
Kailua	08/13/14	09/16/14	09/11/14		09/19/14	09/26/14
Kaneohe	09/17/14	10/24/14	10/27/14	Completed 1 business day behind schedule due to approved special requests	10/31/14	11/07/14
Kahaluu	10/27/14	11/04/14	10/29/14			
Kaaawa	11/05/14	11/07/14	10/31/14			
Punaluu	11/10/14	11/11/14	11/05/14		11/14/14	11/21/14
Hauula	11/12/14	11/17/14	11/06/14			
Laie	11/18/14	11/24/14	11/14/14			
Kahuku	11/25/14	12/02/14	11/25/14		11/28/14	12/08/14
Sunset	12/03/14	12/10/14	12/08/14		12/12/14	12/18/14
Haleiwa	12/12/14	12/24/14	01/14/15	There are many farming and cane roads that require lengthy and detailed editing, slowing down progress	01/23/15	02/05/15
Wahiawa	01/02/15	01/21/15	02/03/15		02/06/15	02/13/15
Waialua	01/22/15	01/29/15	02/09/15		02/19/15	02/25/15
Mokuleia	01/30/15	02/05/15	02/12/15			
Kalaniana'ole Hwy Project	02/09/15	03/04/15	02/19/15			
Makaha	03/05/15	03/12/15	02/17/15		03/20/15	04/02/15
Waianae	03/13/15	03/24/15	03/09/15			
Mali	03/25/15	04/02/15	03/17/15			
Nanakuli	04/03/15	04/13/15	03/27/15		04/06/15	04/17/15
Makakilo	04/14/15	04/28/15	04/15/15		04/17/15	04/29/15
Kapolei	04/29/15	05/21/15	05/19/15		5/1/2015, 5/15/2015	

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MSAG Community and Street Segment Sweep – Phase VII continued

MSAG COMMUNITY (In Order of Effort)	MSAG COMMUNITY AND STREET SEGMENT SWEEP -- PHASE VII				GIS UPDATES	
	TARGET START DATE	TARGET COMPLETION DATE	AKIMEKA COMPLETION DATE	NOTES/COMMENTS	DATE GIS DELIVERED TO HPD	DATE GIS LOADED TO CAD BY HPD
Kalaeloa	05/22/15	06/08/15	06/08/15		06/12/15	06/25/15
Ewa Beach	06/09/15	07/27/15	07/24/15		06/26/15	07/13/15
Iroquois	07/28/15	08/03/15	07/27/15		07/10/15	07/14/15
Waipahu	08/04/15	09/07/15	08/25/15		08/7/15, 08/21/15	
Kunia	09/08/15	09/11/15	08/26/15			
Waipio	09/14/15	09/29/15	09/18/15		09/18/15	10/12/15
Mililani	09/30/15	11/19/15	11/10/15		11/10/15	12/14/16
Pearl City	11/20/15	12/17/15	12/02/16		12/11/16	
Aiea	12/18/15	01/26/16	01/19/16		12/23/16	01/14/16
PC PEN	01/27/16	02/02/16	01/19/16		01/08/16	
McGrew PT	02/03/16	02/04/16	01/20/16	ArcGIS License Issues at HPD on workstation	01/22/16	
Halawa	02/05/16	02/08/16	01/20/16			
Aliamanu	02/12/16	02/17/16	01/21/16			
Moanalua T	02/18/16	02/23/16	01/26/16			
Hale Moku	02/24/16	02/29/16	01/26/16			
Maloelap	03/01/16	03/02/16	01/27/16			
Hokulani	03/03/16	03/07/16	02/08/16		02/05/16	
Moanalua	03/08/16	03/10/16	02/12/16	ArcGIS License Item was resolved	02/19/16	02/23/16
Airport	03/11/16	03/25/16	02/12/16			
Catlin Pk	03/28/16	03/31/16	02/16/16			
Miller Pk	04/01/16	04/05/16	02/19/16			
Halsey T	04/06/16	04/11/16	02/22/16		03/04/16	03/15/16
Radford T	04/12/16	04/14/16	02/23/16			
Mapunapuna	04/15/16	04/20/16	03/03/16			
Salt Lake	04/21/16	Not Defined	03/03/16	Salt Lake was Missing from the list and was inserted		
Moanalua V	04/21/16	04/29/16	03/14/16		03/18/16	03/30/16
Kalihi	05/02/16	06/21/16	06/24/16	ArcGIS License Issues at HPD on workstation	04/01/16 - 05/27/16	
Nuuanu	06/22/16	07/07/16	06/28/16		06/24/16	
Punchbowl	07/08/16	07/20/16	07/07/16		07/08/16	
Downtown	07/21/16	08/02/16	07/20/16		07/22/16	08/08/16
Kakaako	08/03/16	08/08/16	07/20/16			
Ala Moana	08/09/16	08/11/16	07/26/16		08/05/16	08/19/16
Honolulu	08/12/16	08/29/16	08/02/16			
Makiki	08/30/16	09/07/16	08/08/16		08/19/16	
Manoa	09/08/16	09/27/16	09/01/16	Motorola ftp issue delayed ArcMap connection	09/02/16	

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MSAG Community and Street Segment Sweep – Phase VII continued

MSAG COMMUNITY (In Order of Effort)	MSAG COMMUNITY AND STREET SEGMENT SWEEP -- PHASE VII				GIS UPDATES	
	TARGET START DATE	TARGET COMPLETION DATE	AKIMEKA COMPLETION DATE	NOTES/COMMENTS	DATE GIS DELIVERED TO HPD	DATE GIS LOADED TO CAD BY HPD
McCully	09/28/16	10/12/16	09/19/16		09/16/16	09/29/16
Ft Derussy	10/13/16	10/13/16	09/21/16		09/30/16	
Waikiki	10/14/16	10/26/16	09/27/16			
Kahala	10/27/16	11/08/16	10/05/16		10/14/16	
Kapahulu	11/09/16	11/17/16	10/11/16	FTP connectivity issues	10/28/16	
Kaimuki	11/18/16	12/19/16	11/03/16		11/11/16	
Waialae	12/20/16	12/28/16	11/07/16			
Aina Haina	12/29/16	01/11/17	11/14/16		11/23/16	
Hawaii Kai	01/12/17	02/08/17	11/29/16		12/09/16	

The Phase VII Project was completed on November 29, 2016, three months ahead of schedule. Akimeka is now entering a review process throughout the month of January and will make further updates island-wide as needed.

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December 1, 2016 - December 31, 2016

3. GEOGRAPHIC INFORMATION SYSTEM (GIS) – DECEMBER 2016

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 and NG9-1-1 systems.

OAHU CIVILIAN				
Type of Layer	Akimeka GIS Server	Date GIS Delivered	Other/Remarks	
	Date Created/ Edits Performed			
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)				
Address Points	12/30/2016		Added thirty-two (32) address points in Waialae	
	12/30/2016		Added one (1) building number in Waialae	
	12/30/2016		Added fifteen (15) address points in Kaneohe	
	12/30/2016		Added nineteen (19) address points in Kahala	
	12/30/2016		Deleted two (2) location names in Haleiwa	
	12/30/2016		Added one (1) location name in Haleiwa	
	12/30/2016		Spatially corrected eighty-four (84) address points in Haleiwa	
	12/29/2016		Deleted one (1) address point in Haleiwa	
	12/29/2016		Added two (2) location names in Haleiwa	
	12/29/2016		Spatially corrected one hundred twenty-four (124) address points in Haleiwa	
	12/29/2016		Added one hundred four (104) address points in Kaneohe	
	12/28/2016		Added one (1) location name in Sunset	
	12/28/2016		Added one (1) address point in Sunset	
	12/28/2016		Deleted two (2) address points in Sunset	
	12/28/2016		Corrected two (2) tmk in Sunset	
	12/28/2016		Spatially corrected one hundred ninety-four (194) address points in Sunset	
	12/28/2016		Added seventy-six (76) address points in Waialae	
	12/28/2016		Added twenty-seven (27) address points in Manoa	
	12/27/2016		Added six (6) address points in Kahuku	
	12/27/2016		Added one (1) location name in Kahuku	
	12/27/2016		Spatially corrected fifteen (15) address points in Kahuku	
	12/27/2016		Added one (1) building number in Kahuku	
	12/27/2016		Added sixty-nine (69) address points in Kahala	
	12/27/2016		Added two (2) building numbers in Laie	
	12/27/2016		Added one (1) apartment number in Laie	
	12/27/2016		Added forty-six (46) address points in Laie	
	12/27/2016		Added one (1) building number in Downtown	
	12/27/2016		Added thirty-one (31) address points in Downtown	
		12/23/16		
	12/23/2016			Added one (1) building number in Waianae
	12/23/2016			Spatially corrected one (1) address point in Waianae
	12/23/2016			Added forty-five (45) address points in Waianae

Oahu Civilian E9-1-1 Status Report

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MAPPING LAYERS UPDATED (PART II)

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

OAHU CIVILIAN			
Type of Layer	Akimeka GIS Server	Date GIS Delivered	Other/Remarks
	Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Address Points	12/23/2016		Added thirty-five (35) address points in Kahala
	12/23/2016		Added one (1) building number in Kahala
	12/23/2016		Added one (1) building number in Kahuku
	12/23/2016		Added one hundred seven (107) address points in Kahuku
	12/22/2016		Deleted three (3) address points in Laie
	12/22/2016		Added two (2) location names in Laie
	12/22/2016		Added one (1) apartment number in Laie
	12/22/2016		Corrected two (2) apartment numbers in Laie
	12/22/2016		Spatially corrected one hundred thirty-four (134) address points in Laie
	12/22/2016		Spatially corrected three (3) address points in Kahuku
	12/22/2016		Added one (1) location name in Kahuku
	12/22/2016		Added thirteen (13) address points in Kaimuki
	12/22/2016		Added six (6) building numbers in Kaimuki
	12/22/2016		Spatially corrected one (1) address point in Kapahulu
	12/22/2016		Added one (1) building number in Kapahulu
	12/22/2016		Added six (6) address points in Kapahulu
	12/21/2016		Spatially corrected twenty-one (21) address points in Kaaawa
	12/21/2016		Added one (1) location name in Kaaawa
	12/21/2016		Spatially corrected sixty-six (66) address points in Punaluu
	12/21/2016		Deleted one (1) address point in Punaluu
	12/21/2016		Added two (2) location names in Hauula
	12/21/2016		Spatially corrected one hundred two (102) address points in Hauula
	12/21/2016		Deleted three (3) address points in Hauula
	12/21/2016		Added one (1) routing id in Hauula
	12/21/2016		Corrected one (1) apartment number in Hauula
	12/21/2016		Added one (1) address point in Hauula
	12/21/2016		Spatially corrected one hundred (100) address points in Laie
	12/21/2016		Added two (2) location names in Laie
	12/21/2016		Added five (5) address points in Laie
	12/20/2016		Added seven (7) address points in Hawaii Kai
	12/20/2016		Deleted two (2) address points in Hawaii Kai
	12/20/2016		Added one (1) location name in Hawaii Kai

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MAPPING LAYERS UPDATED (PART III)

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

OAHU CIVILIAN			
Type of Layer	Akimeka GIS Server	Date GIS Delivered	Other/Remarks
	Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Address Points	12/20/2016		Spatially corrected nineteen (19) address points in Hawaii Kai
	12/20/2016		Spatially corrected one (1) address points in Waimanalo
	12/20/2016		Corrected eight (8) address points in Kailua
	12/20/2016		Deleted one (1) address point in Kailua
	12/20/2016		Spatially corrected fifty (50) address points in Kaneohe
	12/20/2016		Added nine (9) location names in Kaneohe
	12/20/2016		Added four (4) address points in Kaneohe
	12/20/2016		Deleted three (3) address points in Kaneohe
	12/20/2016		Corrected one (1) address in Kaneohe
	12/20/2016		Deleted two (2) location names in Kaneohe
	12/20/2016		Corrected one (1) location name in Kaneohe
	12/20/2016		Spatially corrected thirty-one (31) address points in Kaaawa
	12/20/2016		Deleted three (3) address points in Kaaawa
	12/19/2016		Deleted one (1) location name in Hawaii Kai
	12/19/2016		Added one (1) routing id in Hawaii Kai
	12/19/2016		Added fourteen (14) location names in Hawaii Kai
	12/19/2016		Added sixteen (16) address points in Hawaii Kai
	12/19/2016		Deleted two (2) address points in Hawaii Kai
	12/19/2016		Corrected one (1) tmk in Hawaii Kai
	12/19/2016		Spatially corrected eight hundred sixteen (816) address points in Hawaii Kai
	12/16/2016		Deleted two (2) address points in Hawaii Kai
	12/16/2016		Added one (1) location name in Hawaii Kai
	12/16/2016		Added one (1) address point in Hawaii Kai
	12/16/2016		Spatially corrected one thousand three hundred forty-four (1344) address points in Hawaii Kai
	12/15/2016		Added three (3) location names in Hawaii Kai
	12/15/2016		Deleted two (2) location names in Hawaii Kai
	12/15/2016		Added one (1) address point in Hawaii Kai
	12/15/2016		Spatially corrected two thousand one hundred thirty-one (2131) address points in Hawaii Kai
	12/15/2016		Spatially corrected nine (9) locations in Hawaii Kai
	12/14/2016		Deleted four (4) address points in Hawaii Kai
	12/14/2016		Added one (1) location name in Hawaii Kai

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MAPPING LAYERS UPDATED (PART IV)

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

OAHU CIVILIAN			
Type of Layer	Akimeka GIS Server	Date GIS Delivered	Other/Remarks
	Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Address Points	12/14/2016		Spatially corrected two thousand one hundred forty-five (2145) address points in Hawaii Kai
	12/13/2016		Added one (1) location name in Aina Haina
	12/13/2016		Spatially corrected forty-four (44) address points in Aina Haina
	12/13/2016		Added sixty-four (64) address points in Hawaii Kai
	12/13/2016		Added one (1) location name in Hawaii Kai
	12/13/2016		Spatially corrected one thousand one hundred forty (1140) address points in Hawaii Kai
	12/12/2016		Deleted five (5) address points in Aina Haina
	12/12/2016		Added one (1) location name in Aina Haina
	12/12/2016		Spatially corrected three hundred sixty (360) address points in Aina Haina
		12/09/16	
	12/9/2016		Added one (1) location name in Aina Haina
	12/9/2016		Deleted five (5) address points in Aina Haina
	12/9/2016		Corrected one (1) address in Aina Haina
	12/9/2016		Spatially corrected one thousand seventy-one (1071) address points in Aina Haina
	12/9/2016		Spatially corrected thirty-seven (37) address points in Hawaii Kai
	12/8/2016		Deleted one (1) location name in Aina Haina
	12/8/2016		Spatially corrected nine hundred seventy-one (971) address points in Aina Haina
	12/7/2016		Spatially corrected ninety-eight (98) address points in Aina Haina
	12/6/2016		Added one (1) routing id in Waialae
	12/6/2016		Deleted two (2) address points in Waialae
	12/6/2016		Spatially corrected five hundred fifty-seven (557) address points in Waialae
	12/6/2016		Added five (5) location names in Aina Haina
	12/6/2016		Corrected one (1) tmk in Aina Haina
	12/6/2016		Added four (4) address points in Aina Haina
	12/6/2016		Added two (2) aliases in Aina Haina
	12/6/2016		Corrected two (2) addresses in Aina Haina
	12/6/2016		Spatially corrected one thousand three hundred seventy-one (1371) address points in Aina Haina
	12/6/2016		Added one (1) address point in Kalaeloa
	12/5/2016		Added one (1) location name in Kaimuki

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MAPPING LAYERS UPDATED (PART V)

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

OAHU CIVILIAN			
Type of Layer	Akimeka GIS Server	Date GIS Delivered	Other/Remarks
	Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Address Points	12/5/2016		Deleted one (1) address point in Kaimuki
	12/5/2016		Spatially corrected two hundred twenty-one (221) address points in Kaimuki
	12/5/2016		Deleted two (2) address points in Waialae
	12/5/2016		Deleted one (1) location name in Waialae
	12/5/2016		Added one (1) location name in Waialae
	12/5/2016		Added one (1) address point in Waialae
	12/5/2016		Added one (1) apartment number in Waialae
	12/5/2016		Spatially corrected two thousand ninety (2090) address points in Waialae
	12/2/2016		Deleted four (4) address points in Kaimuki
	12/2/2016		Corrected one (1) TMK in Kaimuki
	12/2/2016		Spatially corrected two (2) address points in Ewa Beach
	12/2/2016		Spatially corrected two (2) address points in Nuuanu
	12/2/2016		Spatially corrected one (1) address point in Kalihi
	12/2/2016		Spatially corrected one thousand two hundred twenty-one (1221) address points in Kaimuki
	12/1/2016		Added two (2) location names in Kaimuki
	12/1/2016		Corrected three (3) tmk in Kaimuki
	12/1/2016		Deleted six (6) address points in Kaimuki
	12/1/2016		Spatially corrected eight hundred forty-four (844) address points in Kaimuki
	Airports		
Bridges			
Building Footprints			
Bus Stops			
Churches			
Coastal Names			
Coastline			
Common Places		12/23/16	
	12/23/2016		Spatially corrected one (1) location in Kapahulu
	12/23/2016		Spatially corrected four (4) locations in Kahuku
	12/20/2016		Spatially corrected three (3) locations in Hawaii Kai
	12/20/2016		Corrected three (3) locations in Kailua
	12/20/2016		Spatially corrected twenty-four (24) locations in Kaneohe
	12/19/2016		Spatially corrected forty-two (42) locations in Hawaii Kai

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MAPPING LAYERS UPDATED (PART VI)

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

OAHU CIVILIAN			
Type of Layer	Akimeka GIS Server	Date GIS Delivered	Other/Remarks
	Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Common Places	12/16/2016		Spatially corrected ten (10) locations in Hawaii Kai
	12/14/2016		Spatially corrected one (1) location in Hawaii Kai
	12/13/2016		Spatially corrected one (1) location in Aina Haina
	12/13/2016		Spatially corrected twenty (20) locations in Hawaii Kai
	12/12/2016		Spatially corrected five (5) locations in Aina Haina
		12/09/16	
	12/9/2016		Spatially corrected four (4) locations in Aina Haina
	12/8/2016		Spatially corrected two (2) locations in Aina Haina
	12/6/2016		Spatially corrected fifteen (15) locations in Aina Haina
	12/5/2016		Spatially corrected two (2) locations in Kaimuki
	12/5/2016		Spatially corrected twenty-four (24) locations in Waialae
	12/2/2016		Spatially corrected two (2) locations in Kaimuki
	12/1/2016		Spatially corrected five (5) locations in Kaimuki
Correctional Facilities			
Emergency Callboxes			
Emergency Operation Centers			
Emergency Shelters			
ESZ/ESN	12/12/2016		Corrected boundary for ESN 131
Fire Beats			
Fire Districts			
Fire Response Areas			
Fire Stations			
Food & Beverage			
Gas Stations			
Gate Codes			
Government Buildings			
Harbors			
Helipads			
Hiking Trails			
Hospitals			
Hydrants			
Hyrdology Layers			

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MAPPING LAYERS UPDATED (PART VII)

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

OAHU CIVILIAN			
Type of Layer	Akimeka GIS Server	Date GIS Delivered	Other/Remarks
	Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Incident Response Areas			
Lodging			
Major Roads			
Medic Beats			
Medic Districts			
Medic Response Areas			
Medic Stations			
Medical Facilities			
Milepost Markers			
MSAG Communities			
Net Junctions			
Ocean Rescue Boundaries			
Ocean Safety			
Parcels			
Parks			
Parks Polygon			
Points of Interest			
Police Beats			
Police Districts			
Police Response Areas			
Police Stations			
Post Offices			
Schools			
Street Centerlines	12/27/2016		Split six (6) street segments in Ala Moana
	12/27/2016		Added thirty (30) street segments in Ala Moana
		12/23/16	
	12/23/2016		Corrected seven (7) elevations in Mililani
	12/21/2016		Split one (1) street segment in Kaaawa
	12/16/2016		Added nineteen (19) street segments in Ewa Beach
	12/16/2016		Split one (1) street segment in Ewa Beach
	12/12/2016		Split one (1) street segment in Mililani

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MAPPING LAYERS UPDATED (PART VIII)

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

OAHU CIVILIAN			
Type of Layer	Akimeka GIS Server	Date GIS Delivered	Other/Remarks
	Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Street Centerlines	12/12/2016		Split six (6) street segments in Airport
	12/12/2016		Split two (2) street segments in Waipio
	12/12/2016		Split one (1) street segment in Kalihi
	12/12/2016		Split one (1) street segment in Honolulu
	12/12/2016		Split one (1) street segment in Kapahulu
	12/12/2016		Split one (1) street segment in Downtown
	12/12/2016		Split one (1) street segment in Waikiki
		12/09/16	
	12/7/2016		Split six (6) street segments in Pearl City
	12/7/2016		Split six (6) street segments in Waipio
	12/7/2016		Split nine (9) street segments in Mililani
	12/7/2016		Split two (2) street segments in Kaneohe
	12/7/2016		Split two (2) street segments in Honolulu
	12/7/2016		Split two (2) street segments in Kaimuki
	12/7/2016		Split one (1) street segment in Waipahu
	12/7/2016		Split one (1) street segment in Kalihi
	12/7/2016		Split four (4) street segments in Hawaii Kai
	12/7/2016		Split one (1) street segment in Nuuanu
	12/7/2016		Split one (1) street segment in Waialae
	12/7/2016		Split one (1) street segment in Aiea
	12/7/2016		Corrected range to four (4) street segments in Mililani
	12/1/2016		Added one (1) street segment in Kaimuki
	12/1/2016		Split one (1) street segment in Kaimuki
	12/1/2016		Split one (1) street segment in Wahiawa
Subdivisions			
Tow Jurisdictions			
Tsunami Evacuation Zones			
Tsunami Heights			
Waste Water Plants			

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MAPPING LAYERS UPDATED (PART IX)

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

OAHU CIVILIAN			
Type of Layer	Akimeka GIS Server	Date GIS Delivered	Other/Remarks
	Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
WSP Cell Sectors	12/14/2016		Per AT&T CRS
		12/09/16	
	12/8/2016		Per Sprint CRS
	12/6/2016		Per AT&T CRS
	12/2/2016		Per VZW CRS
WSP Cell Towers	12/14/2016		Per AT&T CRS
		12/09/16	
	12/8/2016		Per Sprint CRS
	12/6/2016		Per AT&T CRS
	12/2/2016		Per VZW CRS

GIS Summary for 2016		
OAHU CIVILIAN		
Type of Layer	Totals	Remarks
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE		
Address Points	119,078	Approximate number of new and/or edited *Address Points added to the Oahu Civilian GIS map and database in 2016.
Street Centerlines	9,007	Approximate number of new and/or edited *Street Centerlines added to the Oahu Civilian GIS map and database in 2016.
Points of Interest	3,032	Approximate number of new and/or edited *Points of Interest/Common Name Places added to the Oahu Civilian GIS map and database in 2016.

* Specific details available upon request.

NOTE:

The above summary does not capture the entire GIS effort for the 2016 year, only a list of some of the more critical layer updates. There were a significant amount of updates that took place with other layers such as response layers, and other supporting GIS information. Also, for a summary regarding wireless updates, please refer to the CRS sections to see the 2016 year totals, which are also largely impacting to the PSAPs.

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GEOGRAPHIC INFORMATION SYSTEM (GIS) NARRATIVES

GIS KEY ACTIVITIES/UPDATES

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

Date	Key Activities/Updates
12/23/2016	Street Centerlines, Common Places, Police Beats, MSAG Communities to HPD for Motorola CAD
12/23/2016	Street Centerlines, Address Points, Fire Response Areas, Medic Response Areas, and Display Address Points to HFD, EMS, and Ocean Safety for TriTech CAD
12/9/2016	Street Centerlines, Common Places, Police Beats, MSAG Communities to HPD for Motorola CAD
12/9/2016	Street Centerlines, Address Points, Fire Response Areas, Medic Response Areas, and Display Address Points to HFD, EMS, and Ocean Safety for TriTech CAD
12/9/2016	Address Points, Common Places, Street Centerlines, Cell Towers, Cell Sectors to the Honolulu MapFlex system for HPD, HFD, EMS, and Ocean Safety

POLICE BEATS CORRECTIONS

The Police Beats layer 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

Akimeka had completed the Police Beats review process and corrections on November 2, 2016. All recommend changes to the written descriptions were sent to HPD PMT. The final Police Beats GIS data was provided for the HPD CAD system on November 11, 2016.

Upload Process

It was agreed that the Police Beats layer will be uploaded to the current Motorola CAD system given some delays with the new Motorola PremierOne CAD system. During the month of April 2015, Akimeka had worked with HPD PMT to design a new upload procedure that would provide the updated Police Beats into the system, along with other corrected layers now previously loaded to the Motorola CAD system. For more information regarding the latest CAD upload procedure, refer to the May 2015 Monthly Status Report, section on Motorola CAD Upload. Updated Police Beats are continuously delivered with this new process on a bi-monthly update with the other GIS deliverables.

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MAPFLEX SYSTEM

During the month of December 2016, the MapFlex system received one manual update as a result of MapFlex having several issues pertaining to the automated upload processes.

Considering that the MapFlex initiative being provided by Hawaiian Telecom and sub-contractor, West, was implemented across the State of Hawaii, in the below narrative there is some information pertaining to all of the Hawaiian Islands. For a record of historical information regarding the MapFlex system, please see MSRs during the 2015 year.

Due to the issues MapFlex is having regarding the automatic updates, all of the PSAPs had agreed to hold on all GIS updates until West has made the necessary system changes. Manual GIS uploads took place on December 9, 2016.

1. Akimeka delivered GIS data to the MapFlex system on the following dates in December 2016
 - a. **Hawaii County** – December 9, 2016
 - b. **Maui County** – December 9, 2016
 - c. **Kauai County** – December 9, 2016
 - d. **Honolulu** – December 9, 2016
2. Although there were no official confirmation that the manual updates were completed, Akimeka confirmed on December 20th that the GIS data was successfully updated in the MapFlex system.

MAPFLEX ISSUE

During the month of August 2016, there were some identified issues regarding the MapFlex system, some of which were a continuation of previous issues identified.

On August 3, 2016, during the all PSAP conference call with West, Akimeka, and Hawaiian Telcom also in attendance, there were several issues that were discussed.

1. There was an upload issue with the Kauai MapFlex system on July 24, 2016 which was related to an issue which Maui PD experienced earlier in the year. The MapFlex screen went blank and there was no mapping capability.
 - a. West relayed that there is an issue with the automatic update script and there are updates required for them to make to the system.
 - b. All of the PSAPs agreed to hold off on all GIS updates in MapFlex until West has resolved the issue.
2. The MapFlex system began displaying wireless information incorrectly during the month of August 2016.
 - a. The issue described is that when wireless calls are coming into the PSAPs, the ALI information appears to be correct and it matches with the GIS data, so it subsequently displays a Phase I location for Phase I calls. What is occurring directly after this, is the MapFlex system is doing a reverse query for additional information in the GIS and this is overriding the ALI information with the closest address in the GIS.
 - b. West and HT are looking into the issue and are planning a software update that should help resolve the issue.
3. The Text-to-911 icons have stopped displaying at the PSAPs.
 - a. It was identified that the icons for text calls have stopped displaying in the MapFlex maps. Previously when calls came in as a text call, there would be an icon displaying “TEXT” where the call was plotted.
 - b. West and HT will be researching the issue.
4. Throughout October 2016 West and HT continued to work on the patches to fix some of the above issues.
5. During November 2016, the updates were installed on the MapFlex systems throughout the State of Hawaii.
 - a. After the updates had taken place, issues were identified with the display of Phase I coverage areas in MapFlex – identified by the Honolulu Fire Department. In addition, the only information that was being displayed for Phase I calls were Lat/Longs with a static coverage of approximately 330 meters for all calls. The issue was first identified when calls had plotted in the ocean, while the caller was surely on land.

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- b. The issue was brought to West and HT's attention for resolution.
- c. West had worked internally with their team and determined that it was an issue with the confidence with Sprint wireless and that Sprint was the source of the issue in MapFlex.
- d. The discussions on this issue circled for some time throughout November without resolution until it was discovered later in November that the reason the coverage area was not being displayed was due to the MapFlex upgrade that was installed. After installation, the configurations for Wireless Phase I were not set up properly by West, in which the mapping did not point to the correct information in MapFlex.
- e. The additional issue with MapFlex plotting the centroid of the sector as the tower location still remains and is being troubleshooted by West and HT.
- f. West and HT will be following up with the PSAPs with a resolution in December 2016.
- g. The next conference call with West, HawaiianTel, and the PSAPs is scheduled for January 11th.

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 on October 3, 2016 and November 21, 2016. There were no Street Checks performed in December, 2016.

Street Utility Check				
	First Report 06/01/13	10/3/2016	11/21/2016	Improvements/Corrections
Total Number of GIS Records	26,602	29,655	29,752	Increased by 97 records
Errors Identified				
Zero Errors	5,112	18	6	Decreased by 12 errors
Low > High Errors	3	0	0	No change
Mixed Parity Errors	1	0	0	No change
Changed Parity Errors	105	3	0	Decreased by 3 errors
Address Gap Errors	2,629	2	1	Decreased by 1 error
Address Overlap Errors	423	3	1	Decreased by 2 errors
Flipped Link Errors	1,030	620	277	Decreased by 343 errors
Total Errors	9,303	646	285	Decreased by 361 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.

Due to the MSAG Community and Street Sweep – Phase VII project, Akimeka expects there to be fluctuation in the results of the Street Check Utility moving forward, especially with regards to Zero Errors, Flipped Link Errors, Address Gap Errors, and Address Overlap Errors. These errors are as a direct result of the spatial corrections made on the Street Centerline network, where many new ingress segments are added. The preference is that the system can generate these non-impacting and non-critical errors instead of overriding them beforehand. The errors that are identified through this process are subsequently corrected based on the results of the Street Check.

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4. E9-1-1 DATABASE SYNCHRONIZATION

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

Next Scheduled Database Synchronization – January 2017

AUDIT SUMMARY RESULTS – 2016 -- TBA

AUDIT SUMMARY RESULTS – JANUARY 1, 2017 MSAG VS. OCTOBER 1, 2016 MSAG -- TBA

AUDIT SUMMARY RESULTS – OCTOBER 1, 2016 MSAG VS. JULY 1, 2016 MSAG CONTINUED

INVALID MSAG STREETS AND ADDRESS RANGES – ESN X99 RECORDS -- TBA

AUTOMATIC LOCATION IDENTIFICATION (ALI) DISCREPANCY REPORT -- TBA