STATE OF HAWAII

Communications, Technical and Finance Meeting (Combined Meeting)
Kalanimoku Bldg., Room 132 (DLNR Board Room)
1151 Punchbowl St., Honolulu
Thursday, March 10, 2016
10:00 am – 12:00 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. 2016 Legislative Investigative Committee update – Paul Ferreira
        ii. NENA 911 goes to Washington recap.
        iii. Others

    b. Technical Committee – Thalia Burns
        i. Investigative Regulatory Committee update – Marshall Kanehailua
        ii. FCC update
        iii. Text-to-911 update
        iv. Request for approval:
            1. NENA/NASNA Conferences, Indianapolis, IN, June 10-16, 2016.
                a. Executive Director (1) - $3,300.
                b. HPD (2) - $7,000.
                c. MPD (2) - $7,000.
                d. KPD (3) - $10,500.
                e. Board member (1) - $3,500.
        v. Others.
    c. Finance Committee – Kiman Wong
        i. Review of Monthly Cash Flow & Budget Financial Reports.
        ii. Request for funding approval:
            1. NENA/NASNA Conferences, Indianapolis, IN, June 10-16, 2016.
                a. Executive Director (1) -$3,300.

b. HPD (2) - $7,000.
    c. MPD (2) - $7,000.
    d. KPD (3)- $10,500.
    e. Board member (1) - $3,500

        iii.   Others.

VI.   PSAP Status Updates

    a. Kauai – Mark Begley
    b. Oahu – Allan Nagata
    c. Molokai – Dean Rickard
    d. Maui – John Jakubczak
    e. Hawaii – Paul Ferreira

VII.   Items for Discussion, Consideration and Action

    a. 911 Timeline update.
    b. Others.

VIII.   Announcements

    a. Meeting dates (10:00am – 12:00noon):
        i.   <u>Tuesday</u>, April 12, 2016 (Combined meeting)
        ii. Thursday, May 12, 2016 (Combined meeting)
        iii. Thursday, June 9, 2016 (Combined meeting)
        iv. Thursday, July, 14, 2016 (Combined meeting)
    b. FirstNet Update – Victoria Garcia
    c. Others

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

X.   Adjournment

DAVID Y. IGE
GOVERNOR

DOUGLAS MURDOCK
Comptroller

AUDREY HIDANO
Deputy Comptroller

STATE OF HAWAII

Communications, Technical and Finance Meeting
(Combined Meeting)
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Thursday, March 10, 2016
10:00 am – 12:00 pm

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

Technical Committee members present: Thalia Burns (Chair), Clement Chan (DIT), Rob Gausepohl (KPD), John Jakubczak (MPD), Ah Lan Leong (HPD), Steven Schutte (Verizon), Eleni Papakiristis (Hawaiian Telcom), Antonio Ramirez (Akimeka), Jeff Riewer (AT&T Mobility), Kiman Wong (Oceanic Time Warner Cable), Gary Lum (HFD), Marshall Kanehailua (HiPD) and Kenison Tejada (APCO/NENA Pacific Chapter).
Technical Committee members absent: David Miyasaki (KPD).

Finance Committee members present: Kiman Wong (Chair), Lisa Hiraoka (Consumer Advocate designee), Mark Begley (Kauai County), Paul Ferreira (HiPD), and Roy Irei (T-Mobile).
Finance Committee members absent: Randy Macadangdang (HPD).

Staff Members Present: Courtney Tagupa (E911), Kerry Yoneshige (DAGS), Audrey Hidano (DAGS) and Stella Kam (AG).

Guests: Bonnie Young (MPD), Ryan Freitas (Hawaiian Telcom), Arnold Kishi (CIO designee), Travis Ing (HiPD), Diana Chun (ESD), Ben Morgan (Hawaiian Telcom), Allan Nagata (HPD), Wayne Hirasa (Consultant), Dean Rickard (MPD), Mark Wong (DIT), Eric Butler (Pictometry), Dave Peck (Pictometry), Gary Lum (HFD), and Ken Peters (Tyler Technologies).

<u>MEETING MINUTES</u>

I.   Call to Order, Public Notice, Quorum
   a. The meeting was called to order at 10:02 am by Board Chair Paul Ferreira.
   b. Public notice has been issued.
   c. Quorum was present for all committees.

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

If you require an auxiliary aid or accommodation due to a disability, please contact 808-391-7971(voice/tty) or email at Courtney.tagupa@hawaii.gov.

Chair.

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

    a. Mr. Roy Irei motioned to approve the February 2016 meeting minutes. The motion was seconded and approved by voice vote by all Committee members present.

V.   Committee Updates by Committee Chairs

    a. Communications Committee – Steven Schutte

Communications Chair Schutte stated there has been success with the prepaid legislation movement in the Senate and the House and turned the update over to Board Chair Ferreira for further discussion.

        i. **2016 Legislative Investigative Committee update – Paul Ferreira**

            1. SB2805 SD1 relating to E911 services has passed the third reading and has been transmitted to the House. As of March 8, 2016 it has been received in the House from the Senate. There is no scheduled hearing, but there is a meeting being held this afternoon at 3:00 with the Committee on Public Safety Chair Gregg Takayama and at 3:30pm with the Consumer Protection and Commerce Chair Angus McKelvey. Everyone is welcome to attend and we are meeting with the Chairs to gather support for scheduling the bill for a hearing. These are the committees that the bill has been referred to in the past and that the companion House bill were also referred. The House bill was only introduced but did not make it to any committee hearings. It is imperative to meet with the Committee Chairs and let them know what the bill is about and what the Enhanced Board is and what we do for the community. The Executive Director was able to secure a meeting with the House Finance Chair Sylvia Luke on March 21, 2016 at 11:00 am. This is a very important meeting because during last year's session, the bill did progress through to the Finance Committee but ultimately was not scheduled for a hearing. The Board Chair thanked everyone for their support and stated he will communicate the hearing schedule to everyone and ask for their continued support at that time. The Executive Director announced that through the efforts of Mr. Kerry Yoneshige with DAGS, we were also able to schedule a meeting with the Vice Chair of Finance on Friday, March 11, 2016 at 10:00 am.

        ii. **NENA 911 goes to Washington Recap.**

            1. Committee Chair Schutte thanked the Committees and the Board for supporting the Hawaii delegation. He explained that they were very proud to be in attendance and represent Hawaii and also mentioned that some states sent no representatives, so our fourteen member Hawaii delegation sent a powerful message on our behalf. They were able to meet with all four members of

Congress and he will have each member of the group give a recap or explain something that they took away from the event. Hawaii is one of three or four states that will be Text-to-911 ready statewide and considering the geographical challenges that we have, it was a great event to attend and show our presence. Here are the individual comments from the Hawaii Delegation:

Mark Begley – In addition to the overwhelming support from our Congressmen and Congresswomen, the biggest item that he noticed during the conference was the support that FirstNet has garnered among various industry professionals as well as NENA and other government representatives. This is something we will all have to prepare for and hopefully guide the shape here in Hawaii.

Kiman Wong – Chair Schutte also announced that Mr. Wong was the group's official photographer. Mr. Wong stated it was a different atmosphere this year and that most individuals in Congress were aware of the issues that we are facing, so it was a nice shared discussion among the different members and not just the Chiefs spoke on the issues. Mr. Wong thought it sent a more powerful message to the delegates that everyone in the group spoke out on the issues.

Thalia Burns – Ms. Burns stated MLTS and the FCC guidelines were addressed in addition to providing update on Text-to-911. The Congressional delegates were very pleased to hear where we are at with Text-to-911. She also thanked the Committees and the Board for the opportunity to attend the conference and feels it is important to continue to attend.

Ryan Freitas – This is Mr. Freitas' third year attending, although it was the first year we had the opportunity to meet with every Congressional delegate. Having two representatives verbally commit to joining the NG911 Caucus was a big win for us.

Dean Rickard – Deputy Chief Rickard was a first time attendee and thought that everyone participating and every PSAP and County represented and sharing their ideas was a very good format and hopes we may continue to use this format for all future conferences. This way all of our Congressmen and Congresswomen hear not just one voice speaking for us, but everyone's voice.

John Jakubczak – A/C Jakubczak felt that all of the Reps and Senators engaged in dialogue about our issues. He would like to recognize Davlynn Racadio for organizing all of their meetings.

He would also like to recognize every member of the group that went and they all were one team and were organized and each member had something to offer and he thinks it shows in what we accomplished.

Marshall Kanehailua – This was his third time attending the event and he stated the previous two years were not as open as this year. He is grateful to the time that Senator Schatz gave to the delegation. He also mentioned that the group is traveling at a time when flights cancelled due to bad weather and they need to have a contingency plan. Moving forward, there should be an agenda item dedicated to planning future trips and costs should be factored the budget for inclement weather or unforeseen instances. Overall, this was a great lobbying session with everyone.

Eleni Papakiristis – Ms. Papakiristis felt that the strong representation and unified voice drove our agenda and it was great to meet with all four of our Congressional delegates.

Travis Ing – This was Sergeant Ing's second time attending the conference, but this time there was much smoother and more relaxed atmosphere talking to the delegates, and he was surprised how much time they gave to the group. It was great to see that two delegates joined 911 caucus and feels the new format with everyone chiming in and talking to them helped them understand the issues at hand.

Gary Lum – It was B/C Lum's first time attending the conference and he believes this was a great opportunity. It was very enlightening, and he was able to help communicate the Fire Service perspective. He thanked the Committees and the Board for allowing him to attend.

Allan Nagata – It was Major Nagata's first time participating in the conference. He welcomed the opportunity in meeting with the delegates. It was interesting to see the process and talk about the services that we provide, especially Text-to-911 and how services are of benefit to entire population of our islands.

Randy Macadangdang – A/C Macadangdang was part of the delegation, but not in attendance to provide an update during the meeting.

2. Chair Schutte stated that format that the group utilized this year would be HPD A/C Randy Macadangdang would address the issues and outline the bullet points and then everyone would

have an opportunity to speak. Touching on what A/C John Jakubczak mentioned, he would like to recognize Ms. Davlynn Racadio for all of her efforts. She did an excellent job in scheduling the meetings with the delegates and this in turn led to the group having more time in front of the delegates.

3. <u>Ms. Davlynn Racadio</u> – Ms. Racadio has provided an update regarding the interactions that she had with all our delegates. Senator Hirono's office did provide the delegation information regarding applying for Federal appropriations, which she forwarded to the Executive Director. The ASA will provide an update on the status of the Federal appropriations during the Board Meeting under the Executive Director's report. Ms. Racadio stated that everyone was very positive during the conference and she extended her appreciation the members of the delegation and to the Committees and the Board for having the opportunity to attend.

4. <u>Mr. Tony Ramirez</u> – Mr. Ramirez would like to recognize Ms. Davlynn Racadio for her efforts and also in part because this year, the State of Hawaii was recognized by the National 911 Program's NG911 Program Management Office during their briefing slides as being part of the nation for reporting 911 progress. Last year, Hawaii was not mentioned for having reported 911 progress. Hawaii is third in the nation (behind Maine and Vermont) for states that have deployed Text-to-911 statewide. It should also be recognized that the State of Hawaii is the first in the nation to deploy Text-to-911 to all the PSAPs on an IP Network, with the texts routing directly to the PSAPs and not a call answering center. He stated that we have 100% representation for our State on the 911 Caucus, which speaks volumes about our progress. During the meetings with our Congressional delegates, the group did discuss prepaid legislation and communicated to them both the parity of access and parity of protection issues in accordance with Federal laws. They communicated that prepaid providers have an unfair advantage in accessing 911 system, since they do not contribute. One delegate brought up that he would look into Federal legislation since 39 states have already passed legislation. This question was also asked by another one of our delegates. These are all positive steps that make Hawaii stand out. NENA's CEO Brian Fontes from NENA very interested in success stories in Hawaii. The group did solicit the delegates' endorsements, but they did not want to be seen as directly

participating in State matters. Chair Schutte extended his appreciation to all of the members of the delegation for attending. Board Chair Ferreira also thanked all the individuals for attending the conference and representing our State. Hawaii was speaking as one voice and believes it truly made a difference in all of the individuals speaking to the Congressional delegates.

Action Item: Representative Takai's office inquired what states have passed or are attempting to enact prepaid legislation. Ms. Racadio has put his office aide in touch with Executive Director to share information and answer any questions they may have.

Action Item: The Executive Director and the ASA have been tasked with sending letters of appreciation to the delegates on behalf of the Board.

iii.Others:

The Executive Director asked if the delegation had made contact with the FCC during the trip or if that would take place in a future meeting. Ms. Thalia Burns responded that no contact was made with the FCC during this trip, as the previous Executive Director had handled the meeting arrangements.

Action Item: The Executive Director and staff will work to ensure a meeting with the FCC will be on the agenda for future 911 Goes to Washington conferences.

b. Technical Committee – Thalia Burns

    i. Investigative Regulatory Committee update – Marshall Kanehailua
1. Committee Chair Burns announced that effective immediately, the Investigative Regulatory Committee Chair Marshall Kanehailua will be stepping down as Chair, although he will continue to be a part of the Committee. Effective immediately, Davlynn Racadio will be serving as the newly elected Chair of the Committee. Committee Chair Burns thanked Chair Racadio for agreeing to serve in her new role.

    ii. FCC update
1. The Executive Director provided an FCC update, which centered on the FCC TFOPA report issued on January 29, 2016. The importance of this report is focused on three items: 1) Optimal approach to cybersecurity 2) Optimal approach to NG911 architecture implementation by PSAPs and 3) Optimal approach to NG911 research allocation. Item 3.3 will be beneficial if anything comes up regarding financial projections in anticipation of the bill. In putting together financial projections, the ED feels it will be a focus of attention and we need to cover ourselves regarding potential questions. Two things that back up our financial analysis for the prepaid legislation is 1) HRS Section 138-4, paragraph K which states "when considering whether to discontinue, continue as is, or amend the surcharge, the Board's recommendation shall be based on the latest available information concerning cost associated with providing Enhanced 911 service and 2) TFOPA Report - Guiding Policies and Principles for any State Funding Mechanism and the ED asterisked the ones that apply to the State of Hawaii that we have implemented including: a) based on a consumer's ability to request emergency services, funding 911 service should be directed to the potential end user that such service is intended to benefit, such a user fee should be based on the use of any communication service that supports requests for

emergency service, b) reasonable equitable and non-discriminatory – 911 fees assessed on end users should be set at a reasonable rate and equitably applied based on non-recurring and recurring costs to deploy 911 services as required by State law c) assessed on all services that can access NG911 service d) technically and competitively neutral – 911 funding policy should support a technologically and competitively neutral service environment and provide 911 agencies an opportunity to deploy and upgrade 911 technologies as advancements are made. Such funding mechanisms also should be flexible enough to accommodate the evolution of communication technologies e) designed to assure fees can only be used to support 911 systems f) designed to assure revenues collected are sufficient to address transitional, provisional and ongoing operational costs. It should also include replacement of capital equipment and upgrades to 911 systems, which we have implemented. Mr. Tony Ramirez stated that there was a NG911 office report that was distributed to the Board that indicated that fees collected range from $0.75 to upwards of $2.50 and it should be noted that Hawaii is on the lower end of the spectrum.

iii. **Text-to-911 update**
   1. Committee Chair Burns stated that as of March 10, 2016 that we are waiting for Maui to soft launch. HPD has the media extremely interested to talk about Text-to-911. At HPD's Communication Center, they are receiving a lot of texts from individuals who are testing the system. We ultimately need to let the media know that Text-to-911 should be used not as a preference, but as a last resort. As we discussed last month, it takes approximately five to six minutes to process a text while other calls are waiting in the queue. We would like to move forward with educating the public with what Text-to-911 is all about. MPD stated that the delay is regarding the liability and indemnification verbiage in the contract between MPD and HT. We have had success stories, but there are liability issues that need to be resolved before Maui can soft launch. MPD has followed up with their counsel and are looking to move forward as soon as possible. **Board Chair Ferreira** stated that nothing prevents us from speaking with the media and letting them know we are in a testing phase and alerting the public that they should not test the system. **KPD Assistant Chief Rob Gausepohl** stated that Kauai is also having the same issues regarding their Text-to-911 contract, but they had a successful meeting and hope to move forward as soon as possible. Mr. Roy Irei suggested we communicate to the media that we are soft launched and beta monitoring and benchmarking each phase as opposed to testing.

iv. **Request for approval:**
1. NENA/NASNA Conferences, Indianapolis, IN, June 10-16, 2016.
   a. Executive Director (1) - $3,300.
   b. HPD (2) - $7,000
   c. MPD (2) - $7,000.
   d. KPD (3) - $10,500.
   e. Board member (1) - $3,500.

2. Committee Chair Burns clarified that the NASNA portion of the conference is only for the Executive Director to attend. The Executive Director stated that the two conferences NENA and NASNA run concurrently, so he had to add an additional $400 to attend the second conference.

3. Hawaii Police Department Deputy Chief Paul Ferreira asked to amend the agenda in order to allow two individuals from HiPD to attend the NENA conference at a total cost of $7,000.

4. Mr. Tony Ramirez made a motion (keeping in standard practice for the Board that these are standard conferences) to approve the items listed above and the additional $7,000 for HiPD for two personnel forward to the Finance Committee for approval subject to funding approval by the Finance Committee and final approval by the full Board. The motion was seconded and approved by voice vote by all Technical Committee members present.

v. **Others.**
1. The Committee Chair acknowledged that there were no other items for discussion.

c. **Finance Committee – Kiman Wong**
   i. **Review of Monthly Cash Flow & Budget Financial Reports.**
   1. Finance Committee Chair Kiman Wong provided the following statistics for the month ending February 29, 2016:
   Monthly Receipts - **$1,162,193** (little higher than normal due to delayed receipt from January)
   Disbursements - **$457,104** (27% of budget, which is normal, so please submit your reimbursement requests to the Executive Director)
   Net Receipts - **$705,090**
   Net Bank Balance - **$18,242,099**
   Unencumbered Bank Balance - **$13,502,770**

   2. Mr. Roy Irei inquired as to the A/R offset for the $100.00. The Executive Director explained there was a situation where the vendor sent a check in but it was $100 short, so that amount represents the payment of the $100 shortfall during in this period.

3. The Executive Director explained that the unencumbered cash balance is cyclical and the actual unencumbered balance will decrease to approximately $11,000,000, as the majority of reimbursements tend to be received during the fourth quarter of the fiscal year. The Executive Director is also drafting a financial forecast per the input from the Committee members received today he will indicate this as a footnote on the financial report.

    ii. **Request for funding Approval:**
1. NENA/NASNA Conferences, Indianapolis, IN, June 10-16, 2016.
   a. Executive Director (1) - $3,300.
   b. HPD (2) - $7,000.
   c. MPD (2) - $7,000.
   d. KPD (3) - $10,500.
   e. Board member (1) - $3,500.
2. Mr. Roy Irei made a motion to approve all items listed above subject to final approval by the Board. The motion was seconded and approved by voice vote by all Finance Committee members present.

d. Others
    i. **Committee Chair Wong acknowledged that there were no other items for discussion.**

VI. PSAP Status Updates

a. Kauai – Mark Begley

1. Kauai Police Department Assistant Chief Rob Gausepohl stated that they are continuing to work with HT regarding the finalized Text-to-911 contract.

b. Oahu – Allan Nagata

1. Honolulu Police Department Major Allan Nagata announced he would like to extend thanks to Ms. Thalia Burns and Ms. Melodey Lewellen. They travelled to Kalihi last night to give Smart911 presentations. The community will be holding a community day of service for the residents and bring additional first responders to educate the community. Major Nagata would like to recognize Ms. Burns for speaking about Text-to-911 and Ms. Lewellen for giving the presentation regarding Phase I and Phase II location information.

c. Molokai – Dean Rickard

1. Maui Police Department Deputy Chief Dean Rickard stated they had reported damage on Lanai, but service has been restored. Ms. Bonnie Young stated 911 was not affected, but it did affect landlines on Lanai. Ms. Eleni Papakiristis of HT stated that at 7:33 pm transformer lead had broken and services were restored by 11:13 pm.

d. **Maui – John Jakubczak**
   1. Maui Police Department Assistant Chief John Jakubczak is continuing to work on their Text-to-911 contract in order to soft launch.

e. **Hawaii – Paul Ferreira**
   1. Hawaii Police Department Sergeant Travis Ing stated that regarding their soft launch for Text-to-911 they have had a success story. On February 27, 2016 at 5:40 pm, Hawaii Fire Department received a text requesting medical assistance, but the individual was lost in Volcanoes National Park. They were with a group who also made voice calls to 911, so they were able to put them in touch with park rangers to assist navigating the group out. The call did plot correctly from an AT&T phone. He stated that they are also continuing to receive accidental texts.

   Note: Oahu - HFD Battalion Chief Gary Lum (PSAP representative) stated there is an error on the CAD routing map for Honolulu. The map seems to route directly from Auwaiolimu directly to Papakolea, but that is not possible to the connecting bridge. Mr. Tony Ramirez stated to contact their CAD vendor TriTech directly to have this issue corrected. The Board Chair acknowledged this and asked the Executive Director to provide for B/C Lum's update under PSAP Update section on future agendas.

VII.   Items for Discussion, Consideration and Action

a. **911 Timeline update**.
   i. The Board Chair requested that the PSAPs report any timeline updates to be posted on the 911 website to the Executive Director.

b. Others.

   i. Mr. Tony Ramirez stated that during the conference there was an announcement regarding the National Emergency 911 Address Database (NEAD) and they will be tasking the PSAPs to provide updates for that database once it is implemented. Application software pertaining to Text-to-911 was also addressed at the conference. Due to no national standards regarding these applications, the PSAPs may encounter a transferred text with no information showing. He also announced that the State of Hawaii is currently undergoing Verizon validation testing of their LTE towers. They are presently conducting Maui and Oahu and will be going out to Hawaii next week.

VIII. Announcements

a. Meeting dates (10:00 am – 12:00 noon):
   i. **Tuesday**, April 12, 2016 (Combined meeting)
   ii. Thursday, May 12, 2016 (Combined meeting)
   (Note: Meeting Time and Location TBA)
   iii. Thursday, June 9, 2016 (Combined meeting)
   iv. Thursday, July, 14, 2016 (Combined meeting)

b. **FirstNet Update – Victoria Garcia**
   i. There was no FirstNet Update available at this month's meeting, as Ms. Garcia was not in attendance.

c. **Others**

   i. Mr. Tony Ramirez stated that Homeland Security is viewing the 911 system as the initial response for terrorist activities. They are looking at the 911 system as the first means of notification, although this will not be a takeover of the system. This is importance with the convergence of FirstNet and NG911.

   ii. Ms. Thalia Burns announced that April 10-16, 2016 has been reserved for National Public Safety Telecommunicators Week. Governor Ige will be holding a ceremony and signing a proclamation that recognizes the dedicated and diligent efforts of telecommunications staff at the PSAPs. After the April 12, 2016 Board meeting, everyone is invited to be in attendance at Ceremonial Room at the Capitol Building at 1:00 pm. Ms. Burns requested those who will be in attendance to please send her your name and position titles as soon as possible to relay to the Governor. She did send a tentative list, but needs to finalize the list one week prior to the meeting. There is a maximum capacity of 50 individuals.

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

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

X. Adjournment

   i. Ms. Thalia Burns motioned to adjourn the meeting. The motion was seconded and approved by voice vote by all Committee members present. The meeting was adjourned at 11:10 am.

Oahu Civilian E9-1-1

Status Report

March 1, 2016 – March 31, 2016

Oahu Civilian E9-1-1 Status Report

March 1, 2016 - March 31, 2016

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Oahu Civilian E9-1-1 Status Report

March 1, 2016 - March 31, 2016

1. PSAP OPERATIONS

9-1-1 CALL VOLUME – MARCH 2016

(Source: **West Safety Services (Intrado) 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
March	86,041	19,385	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%

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	19,385	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																	
MAY																	
JUNE																	
JULY																	
AUG																	
SEPT																	
OCT																	
NOV																	
DEC																	
YTD	256,253	58,584		188,007				9,499		162		5,625		37,620		3,502	
MON AVG	85,418	19,528	22.87%	62,669	73.36%	50.77%	22.59%	3,166	3.71%	54	0.06%	1,875	2.19%	12,540	14.68%	1,167	1.35%

NOTE:

- *Calls with no Ali 0.07% - Statewide average = 0.18% Year 2015*

Oahu Civilian E9-1-1 Status Report

March 1, 2016 - March 31, 2016

9-1-1 CALL VOLUME BY AGENCY – MARCH 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
March	74,275	86.33%	19,350	40,633	1,193	13,099	3,256	3.78%	115	0

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
March	7,804	9.07%	121	123	64	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																		
MAY																		
JUNE																		
JULY																		
AUG																		
SEPT																		
OCT																		
NOV																		
DEC																		
YTD	221,209		57,179	122,922	3,488	37,620	7,561		301	0	23,766		1,638	377	215		198	15
MON AVG	73,736	86.33%	19,060	40,974	1,163	12,540	2,520	2.94%	100	0	7,922	9.29%	546	126	72	0.08%	66	5

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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   March 2016

TEXT TO 911 – CURRENT MONTH – MARCH 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.

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						
May						
June						
July						
August						
September						
October						
November						
December						
YTD	379	281	29	5	0	64
Monthly Avg.	126.3	93.7	9.7	1.7	0.0	21.3

NOTE:

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

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FYI…..FOR YOUR INFORMATION

NOTE: SPECIAL STATEWIDE LTE 911 TESTING COMPLETED AS SCHEDULED IN MARCH 2016.

FYI ………... For Your Information		
Special Project completed in March		
***Statewide 911 LTE Testing**		
Island	**Towers**	****Sectors/911 Calls**
Oahu	226	597
Hawaii	84	246
Maui	51	159
Lanai	3	9
Molokai	2	6
Kauai	28	88
Total	394	1,105
*Statewide testing does not include Military 911 calls.		
** appoximately 30 sectors were not on line to test as scheduled.		

WIRELESS PSAP TESTING – MARCH 2016

OAHU CIVILIAN - MARCH 2016						
Date	**WSP**	**Sites Tested**	**Sectors Tested**	**Tested By:**	**Test Pass/Fail**	**Comments:**
3/31/2016	Verizon	6	19	Oahu PSAP	Pass	

NOTES:

- **There was one (1) scheduled Wireless 911 Test for the Oahu Civilian PSAP in March 2016 due to the Special 911 LTE Testing schedule.**

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2. MSAG (MASTER STREET ADDRESS GUIDE)

MSAG TRANSACTIONS CURRENT MONTH/YEAR – MARCH 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									
MAY									
JUNE									
JULY									
AUGUST									
SEPTEMBER									
OCTOBER									
NOVEMBER									
DECEMBER									
TOTAL YTD	365	71	287	6	1				1,673
AVG PER MONTH	122	24	96	2	0				558

Definitions
(A)**M**aster **S**treet **A**ddress **G**uide - Represents corrections made to street records including, street names, address ranges, MSAG Communities and ESNs.
(B) **T**elephone **N**umber **C**hange **R**equest - 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) **A**utomatic **L**ocation **I**nformation **D**iscrepancy **R**ecord - 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) **V**oice **o**ver **I**nternet **P**rotocol **D**iscrepancy **R**ecord - 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 **97** MSAG transactions were processed in 9-1-1 Net during the month of March 2016. Twenty-two (**22**) 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 **737** customer ANI/ALI (telephone number/address) records updated as a direct result.

TELEPHONE RECORD (ALI) TRANSACTIONS CURRENT MONTH NOTES:

71 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. Three (**3**) ALI DRs were submitted as the result of 9-1-1 calls, including government facility in Kailua, a business in Ala Moana Center and a residence in Kaneohe. One (**1**) VoIP DR was submitted for a 911 caller in Kapolei. Honolulu EMS submitted this request to Akimeka to update the customer information.

OPEN TELEPHONE RECORD (ALI) DISCREPANCY STATUS:

- **There are 426 Open TN CR Transactions as of March 31, 2016.**
- **Refer to chart in the next section "TNCR Current Status"**

426 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 Intrado for correction, it must be verified against HT records and/or approved by the customer. Intrado's internal process requires calling each telephone customer individually for approval to update an address in the 9-1-1 database.

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

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TNCR (TELEPHONE NUMBER CHANGE REQUEST) CURRENT STATUS – MARCH, 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 (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 WEST SAFETY SERVICES (INTRADO)**	**OPENED TNCRS REFERRED TO TELCO BY WEST SAFETY SERVICES (INTRADO)**	**TOTAL UNOPENED TNCR RECORDS**
OAHU CIVILIAN	**426**	**13**	**177**	**236**

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 West Safety Services (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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MSAG COMMUNITIES PROJECT

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 **March 31, 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			
Mokuleia	01/30/15	02/05/15	02/12/15		02/19/15	02/25/15
Kalanianaole Hwy Project	02/09/15	03/04/15	02/19/15			
Makaha	03/05/15	03/12/15	02/17/15			
Waianae	03/13/15	03/24/15	03/09/15		03/20/15	04/02/15
Maili	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	IN PROGRESS			
Nuuanu	06/22/16	07/07/16				
Punchbowl	07/08/16	07/20/16				
Downtown	07/21/16	08/02/16				
Kakaako	08/03/16	08/08/16				
Ala Moana	08/09/16	08/11/16				
Honolulu	08/12/16	08/29/16				
Makiki	08/30/16	09/07/16				
Manoa	09/08/16	09/27/16				

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3. GEOGRAPHIC INFORMATION SYSTEM (GIS) – MARCH 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 Created/ Edits Performed**	**Date GIS Delivered**	**Other/Remarks**
	CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE **(Listed Alphabetically)**		
Address Points	3/31/2016		Added two (2) location names in Kalihi
	3/31/2016		Added four (4) address points in Kalihi
	3/31/2016		Deleted two (2) address points in Kalihi
	3/31/2016		Spatially corrected five hundred eleven (511) address points in Kalihi
	3/30/2016		Added nine (9) location names in Kalihi
	3/30/2016		Added four (4) address points in Kalihi
	3/30/2016		Corrected one (1) TMK in Kalihi
	3/30/2016		Deleted seven (7) location names in Kalihi
	3/30/2016		Corrected one (1) location name in Kalihi
	3/30/2016		Deleted three (3) address points in Kalihi
	3/30/2016		Spatially corrected four hundred sixty-one (461) address points in Kalihi
	3/29/2016		Deleted one (1) address point in Kalihi
	3/29/2016		Added eight (8) location names in Kalihi
	3/29/2016		Added three (3) address points in Kalihi
	3/29/2016		Added one (1) floor number in Kalihi
	3/29/2016		Spatially corrected three hundred sixty-two (362) address points in Kalihi
	3/28/2016		Added fifteen (15) location names in Kalihi
	3/28/2016		Corrected four (4) TMK in Kalihi
	3/28/2016		Deleted one (1) address point in Kalihi
	3/28/2016		Added three (3) address points in Kalihi
	3/28/2016		Added one (1) apartment number in Kalihi
	3/28/2016		Spatially corrected three hundred twenty-five (325) address points in Kalihi
	3/25/2016		Spatially corrected one hundred twenty-one (121) address points in Aiea
	3/25/2016		Added one hundred twenty-one (121) location names in Aiea
	3/25/2016		Added fifteen (15) location names in Kalihi
	3/25/2016		Added one (1) address point in Kalihi
	3/25/2016		Spatially corrected one hundred seventy-seven (177) address points in Kalihi
	3/24/2016		Added one (1) alias in Mapunapuna
	3/24/2016		Corrected one (1) address in Mapunapuna
	3/24/2016		Deleted two (2) address points in Moanalua V
	3/24/2016		Deleted one (1) address point in Salt Lake
	3/24/2016		Added twenty-one (21) address points in Salt Lake
	3/24/2016		Added twenty-four (24) location names in Salt Lake
	3/24/2016		Corrected one (1) location name in Salt Lake

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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.

Type of Layer	Akimeka GIS Server Date Created/ Edits Performed	Date GIS Delivered	Other/Remarks
OAHU CIVILIAN			
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Address Points	3/24/2016		Spatially corrected one thousand one hundred thirty-four (1134) address points in Salt Lake
	3/24/2016		Spatially corrected twenty-eight (28) address points in Kalihi
	3/23/2016		Corrected one (1) address in Moanalua V
	3/23/2016		Spatially corrected one thousand eighty-seven (1087) address points in Moanalua V
	3/23/2016		Added one (1) apartment number in Moanalua V
	3/23/2016		Added one (1) address point in Moanalua V
	3/23/2016		Added ten (10) location names in Moanalua V
	3/23/2016		Deleted one (1) address point in Salt Lake
	3/23/2016		Spatially corrected two hundred twenty-five (225) address points in Salt Lake
	3/22/2016		Added seventeen (17) location names in Mapunapuna
	3/22/2016		Deleted one (1) location name in Mapunapuna
	3/22/2016		Corrected one (1) address in Mapunapuna
	3/22/2016		Deleted one (1) address point in Mapunapuna
	3/22/2016		Added four (4) address points in Mapunapuna
	3/22/2016		Spatially corrected one hundred seventy-seven (177) address points in Mapunapuna
	3/22/2016		Deleted two (2) address points in Moanalua V
	3/22/2016		Added two (2) location names in Moanalua V
	3/22/2016		Added two (2) address points in Moanalua V
	3/22/2016		Spatially corrected five hundred fifty-six (556) address points in Moanalua V
	3/21/2016		Added eight (8) address points in Airport
	3/21/2016		Spatially corrected fifty-three (53) address points in Airport
	3/21/2016		Corrected four (4) addresses in Airport
	3/21/2016		Added fifteen (15) location names in Airport
	3/21/2016		Corrected two (2) TMK in Airport
	3/21/2016		Corrected one (1) msag community in Kalaeloa
	3/21/2016		Added six (6) location names in Mapunapuna
	3/21/2016		Spatially corrected forty-eight (48) address points in Mapunapuna
	3/21/2016		Deleted one (1) address point in Mapunapuna
		03/18/16	
	3/18/2016		Spatially corrected one (1) address point in Moanalua
	3/18/2016		Added nine (9) address points in Moanalua
	3/18/2016		Spatially corrected two hundred forty (240) address points in Airport

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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 Created/ Edits Performed**	**Date GIS Delivered**	**Other/Remarks**
	CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE **(Listed Alphabetically)**		
Address Points	3/18/2016		Added nine (9) location names in Airport
	3/18/2016		Added one (1) routing id in Airport
	3/18/2016		Deleted three (3) location names in Airport
	3/18/2016		Added one (1) address point in Airport
	3/18/2016		Deleted one (1) address point in Airport
	3/17/2016		Added ten (10) location names in Aiea
	3/17/2016		Deleted one (1) location name in Aiea
	3/17/2016		Added nine (9) building numbers in Aiea
	3/17/2016		Added one (1) routing id in Aiea
	3/17/2016		Deleted one (1) address point in Aiea
	3/17/2016		Spatially corrected thirteen (13) address points in Aiea
	3/17/2016		Spatially corrected eight (8) address points in PC Pen
	3/17/2016		Spatially corrected three (3) address points in Aliamanu
	3/17/2016		Added one (1) address point in Aliamanu
	3/17/2016		Spatially corrected fifty-six (56) address points in Hale Moku
	3/16/2016		Added two hundred seventy (270) address points in Aiea
	3/16/2016		Added sixty (60) apartment numbers in Aiea
	3/16/2016		Added sixty (60) location names in Aiea
	3/16/2016		Added one (1) building number in Aiea
	3/16/2016		Added one (1) routing id in Aiea
	3/16/2016		Spatially corrected seven hundred fifty-two (752) address points in Aiea
	3/16/2016		Corrected one (1) TMK in Kapolei
	3/16/2016		Corrected one (1) address in Kapolei
	3/16/2016		Added one (1) alias in Kapolei
	3/15/2016		Added two hundred forty-five (245) location names in Aiea
	3/15/2016		Added forty-six (46) address points in Aiea
	3/15/2016		Added eleven (11) apartment numbers in Aiea
	3/15/2016		Deleted one (1) address point in Aiea
	3/15/2016		Spatially corrected one thousand two hundred two (1202) in Aiea
	3/14/2016		Corrected one (1) address in Aiea
	3/14/2016		Deleted six (6) address points in Aiea
	3/14/2016		Added five (5) building numbers in Aiea
	3/14/2016		Spatially corrected one thousand five hundred (1500) address points in Aiea
	3/11/2016		Corrected one (1) TMK in Aiea

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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 Created/ Edits Performed**	**Date GIS Delivered**	**Other/Remarks**
	CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE **(Listed Alphabetically)**		
Address Points	3/11/2016		Added one (1) address point in Aiea
	3/11/2016		Spatially corrected six hundred five (605) address points in Aiea
	3/10/2016		Added five (5) location names in Aiea
	3/10/2016		Added fifteen (15) address points in Aiea
	3/10/2016		Corrected one (1) TMK in Aiea
	3/10/2016		Deleted one (1) address point in Aiea
	3/10/2016		Spatially corrected eight hundred ten (810) address points in Aiea
	3/9/2016		Deleted one (1) address point in Mililani
	3/9/2016		Added one hundred twenty (120) building numbers in Mililani
	3/9/2016		Added one hundred twenty (120) apartment numbers in Mililani
	3/9/2016		Added one hundred twenty (120) location names in Mililani
	3/9/2016		Added two (2) address points in Aiea
	3/9/2016		Added twelve (12) location names in Aiea
	3/9/2016		Deleted two (2) address points in Aiea
	3/9/2016		Corrected five (5) TMK in Aiea
	3/9/2016		Deleted one (1) location name in Aiea
	3/9/2016		Spatially corrected six hundred thirty-five (635) address points in Aiea
	3/8/2016		Added ten (10) location names in Aiea
	3/8/2016		Added eleven (11) address points in Aiea
	3/8/2016		Deleted one (1) address point in Aiea
	3/8/2016		Added three (3) building numbers in Aiea
	3/8/2016		Corrected one (1) address in Aiea
	3/8/2016		Corrected two (2) apartment numbers in Aiea
	3/8/2016		Spatially corrected eight hundred three (803) address points in Aiea
	3/7/2016		Added six (6) location names in Aiea
	3/7/2016		Added five (5) address points in Aiea
	3/7/2016		Added one (1) building number in Aiea
	3/7/2016		Corrected one (1) TMK in Aiea
	3/7/2016		Corrected one (1) address in Aiea
	3/7/2016		Spatially corrected eight hundred eighty-eight (888) address points in Aiea
		03/04/16	
	3/4/2016		Corrected one (1) TMK in Aiea
	3/4/2016		Added seven (7) location names in Aiea

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AKIMEKA | HIGH PRIORITY. HIGH IMPACT.

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.

Type of Layer	Akimeka GIS Server Date Created/ Edits Performed	Date GIS Delivered	Other/Remarks
OAHU CIVILIAN			
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE **(Listed Alphabetically)**			
Address Points	3/4/2016		Deleted one (1) address point in Aiea
	3/4/2016		Added twelve (12) address points in Aiea
	3/4/2016		Spatially corrected one thousand three hundred sixty-seven (1367) address points in Aiea
	3/3/2016		Corrected one (1) address in Pearl City
	3/3/2016		Spatially corrected six hundred seventy-four (674) address points in Pearl City
	3/2/2016		Deleted one (1) address point in Pearl City
	3/2/2016		Added two (2) address points in Pearl City
	3/2/2016		Added one (1) location name in Pearl City
	3/2/2016		Spatially corrected one thousand four hundred one (1401) address points in Pearl City
	3/1/2016		Deleted one (1) address point in Pearl City
	3/1/2016		Corrected one (1) TMK in Pearl City
	3/1/2016		Added three (3) building numbers in Pearl City
	3/1/2016		Added two (2) address points in Pearl City
	3/1/2016		Spatially corrected one thousand two hundred eighty-four (1284) address points in Pearl City
Airports			
Bridges			
Building Footprints			
Bus Stops			
Churches			
Coastal Names			
Coastline			
Common Places			
Correctional Facilities			
Emergency Callboxes			
Emergency Operation Centers			
Emergency Shelters			
ESZ/ESN		**03/18/16**	
	3/7/2016		Corrected boundaries for ESNs 123, 182, and 176
Fire Beats			
Fire Districts			

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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.

Type of Layer	Akimeka GIS Server Date Created/ Edits Performed	Date GIS Delivered	Other/Remarks
OAHU CIVILIAN			
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE **(Listed Alphabetically)**			
Fire Response Areas		03/18/16	
	3/7/2016		Corrected boundaries for STA17, STA25 and STA39
Fire Stations			
Food & Beverage			
Gas Stations			
Gate Codes			
Government Buildings			
Harbors			
Helipads			
Hiking Trails			
Hospitals			
Hydrants			
Hyrdology Layers			
Incident Response Areas			
Lodging			
Major Roads			
Medic Beats			
Medic Districts			
Medic Response Areas		03/18/16	
	3/7/2016		Corrected boundaries for MED3, MED4 and MED20
Medic Stations			
Medical Facilities			
Milepost Markers			
MSAG Communities		03/18/16	
	3/24/2016		Corrected boundaries for Punchbowl, Nuuanu, and Downtown
	3/23/2016		Corrected boundaries for Punchbowl and Nuuanu
	3/16/2016		Corrected boundaries for Kalaeloa and Kapolei
	3/8/2016		Corrected boundaries for Nuuanu and Punchbowl
	3/7/2016		Corrected boundaries for Nuuanu, Kaneohe, and Kailua
		03/04/16	
Net Junctions			
Ocean Rescue Boundaries			
Ocean Safety			
Parcels			
Parks			
Parks Polygon			

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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.

Type of Layer	Akimeka GIS Server Date Created/ Edits Performed	Date GIS Delivered	Other/Remarks
OAHU CIVILIAN			
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Points of Interest	3/31/2016		Spatially corrected three (3) locations in Kalihi
	3/30/2016		Spatially corrected thirteen (13) locations in Kalihi
	3/29/2016		Spatially corrected eight (8) locations in Kalihi
	3/28/2016		Spatially corrected six (6) locations in Kalihi
	3/25/2016		Spatially corrected six (6) locations in Kalihi
	3/24/2016		Spatially corrected sixty-nine (69) locations in Salt Lake
	3/23/2016		Spatially corrected twenty-eight (28) locations in Moanalua V
	3/22/2016		Spatially corrected ten (10) locations in Mapunapuna
	3/22/2016		Spatially corrected four (4) locations in Moanalua V
	3/21/2016		Spatially corrected fourteen (14) locations in Airport
	3/21/2016		Spatially corrected five (5) locations in Miller Pk
	3/21/2016		Spatially corrected six (6) locations in Mapunapuna
		03/18/16	
	3/18/2016		Spatially corrected ten (10) locations in Moanalua
	3/18/2016		Spatially corrected six (6) locations in Airport
	3/17/2016		Spatially corrected three (3) locations in Aliamanu
	3/16/2016		Spatially corrected one (1) location in Aiea
	3/15/2016		Spatially corrected seven (7) locations in Aiea
	3/14/2016		Spatially corrected ten (10) locations in Aiea
	3/11/2016		Spatially corrected five (5) locations in Aiea
	3/10/2016		Spatially corrected twenty (20) locations in Aiea
	3/9/2016		Spatially corrected twenty-one (21) locations in Aiea
	3/8/2016		Spatially corrected twenty-nine (29) locations in Aiea
	3/7/2016		Spatially corrected three (3) locations in Aiea
		03/04/16	
	3/4/2016		Spatially corrected eight (8) locations in Aiea
	3/3/2016		Corrected one (1) location in Pearl City
	3/2/2016		Spatially corrected ten (10) locations in Pearl City
	3/1/2016		Spatially corrected eight (8) locations in Pearl City
	3/1/2016		Corrected one (1) address in Pearl City
Police Beats	3/31/2016		Corrected boundaries for Beats 566 and 568
	3/24/2016		Corrected Police Beat 150 and 151 according to the HPD written policies and procedures, and began correcting 152 and 154
	3/23/2016		Corrected Police Beat 573 according to the HPD written policies and procedures, and began correcting 158

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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 Created/ Edits Performed**	**Date GIS Delivered**	**Other/Remarks**
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE **(Listed Alphabetically)**			
Police Beats		03/18/16	
	3/16/2016		Corrected boundaries for Beats 870 and 871
	3/8/2016		Corrected Police Beat 572 according to the HPD written policies and procedures, and began correcting 573
	3/8/2016		Corrected boundaries for Beats 158, 160, and 161
	3/7/2016		Corrected Police Beat 572 according to the HPD written policies and procedures, and continued correcting 573
	3/7/2016		Corrected boundaries for Beats 455 and 465
Police Districts		03/04/16	
Police Response Areas			
Police Stations			
Post Offices	3/23/2016		Corrected boundaries for zipcodes 96813 and 96817
	3/7/2016		Corrected boundaries for Honolulu, Kaneohe, and Kailua
Schools			
Street Centerlines	3/31/2016		Spatially corrected one hundred fifty (150) street segments in Kalihi
	3/31/2016		Added nineteen (19) street segments in Kalihi
	3/31/2016		Split four (4) street segments in Kalihi
	3/31/2016		Corrected one (1) street name in Kalihi
	3/31/2016		Deleted one (1) bad street segment in Kalihi
	3/30/2016		Added two (2) street segments in Kalihi
	3/30/2016		Split one (1) street segments in Kalihi
	3/29/2016		Split one (1) street segment in Kalihi
	3/29/2016		Corrected four (4) street ranges in Kalihi
	3/29/2016		Spatially corrected sixty-two (62) street segments in Kalihi
	3/28/2016		Corrected two (2) elevation values in Nuuanu
	3/28/2016		Corrected two (2) elevation values in Punchbowl
	3/24/2016		Corrected one (1) street range in Mapunapuna
	3/24/2016		Deleted one (1) bad street segment in Downtown
	3/24/2016		Spatially corrected seventeen (17) street segments in Downtown
	3/24/2016		Spatially corrected sixty-three (63) street segments in Kalihi
	3/23/2016		Split five (5) street segments in Kalihi
	3/23/2016		Added three (3) street segments in Kalihi
	3/23/2016		Spatially corrected sixty-nine (69) street segments in Kalihi
	3/23/2016		Deleted one (1) bad street segment in Kalihi
	3/22/2016		Spatially corrected sixteen (16) street segments in Kalihi

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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 Created/ Edits Performed**	**Date GIS Delivered**	**Other/Remarks**
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE **(Listed Alphabetically)**			
Street Centerlines	3/21/2016		Flipped five (5) street segments in Airport
	3/21/2016		Corrected five (5) street ranges in Airport
	3/21/2016		Deleted one (1) bad street segment in Kalihi
	3/21/2016		Spatially corrected sixty (60) street segments in Kalihi
		03/18/16	
	3/17/2016		Corrected two (2) street ranges in Downtown
	3/17/2016		Corrected four (4) street ranges in Kalihi
	3/17/2016		Spatially corrected thirty-six (36) street segments in Kalihi
	3/14/2016		Spatially corrected seventy-nine (79) street segments in Moanalua V
	3/9/2016		Spatially corrected nine (9) street segments in Punchbowl
	3/9/2016		Split one (1) street segment in Punchbowl
	3/8/2016		Spatially corrected ninety-six (96) street segments in Moanalua V
	3/7/2016		Corrected two (2) MSAG Community in Nuuanu
	3/7/2016		Corrected four (4) street ranges in Nuuanu
	3/7/2016		Split one (1) street segment in Nuuanu
	3/7/2016		Spatially corrected twenty-eight (28) street segments in Nuuanu
		03/04/16	
	3/4/2016		Spatially corrected twenty-one (21) street segments in Moanalua V
	3/3/2016		Spatially corrected twenty-seven (27) street segments in Salt Lake
	3/3/2016		Split four (4) street segments in Moanalua V
	3/3/2016		Added three (3) street segments in Moanalua V
	3/3/2016		Spatially corrected five (5) street segments in Moanalua V
	3/3/2016		Spatially corrected fifty-six (56) street segments in Mapunapuna
	3/1/2016		Spatially corrected two (2) street segments in Pearl City
Subdivisions			
Tow Jurisdictions			
Tsunami Evacuation Zones			
Tsunami Heights			
Waste Water Plants			

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MAPPING LAYERS UPDATED (PART X)

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.

Type of Layer	Akimeka GIS Server Date Created/ Edits Performed	Date GIS Delivered	Other/Remarks
OAHU CIVILIAN			
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE **(Listed Alphabetically)**			
WSP Cell Sectors	3/30/2016		Per VZW CRS
		03/28/16	
	3/28/2016		Per ATT CRS
	3/28/2016		Per VZW CRS
	3/24/2016		Per VZW CRS
		03/21/16	
	3/21/2016		Per ATT CRS
	3/21/2016		Per VZW CRS
		03/18/16	
	3/17/2016		Per VZW CRS
	3/15/2016		Per VZW CRS
		03/14/16	
	3/14/2016		Per VZW CRS
	3/9/2016		Per ATT CRS
		03/07/16	
		03/04/16	
	3/2/2016		Per VZW CRS
WSP Cell Towers	3/30/2016		Per VZW CRS
		03/28/16	
	3/28/2016		Per ATT CRS
	3/28/2016		Per VZW CRS
	3/24/2016		Per VZW CRS
		03/21/16	
	3/21/2016		Per ATT CRS
	3/21/2016		Per VZW CRS
		03/18/16	
	3/17/2016		Per VZW CRS
	3/15/2016		Per VZW CRS
		03/14/16	
	3/14/2016		Per VZW CRS
	3/9/2016		Per ATT CRS
		03/07/16	
		03/04/16	
	3/2/2016		Per VZW CRS

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GEOGRAPHIC INFORMATION SYSTEM (GIS) NARRATIVE

GIS KEY ACTIVITIES/UPDATES

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

Date	Key Activities/Updates
3/28/2016	Cell Towers and Cell Sectors for GeoComm at HPD, HFD and EMS
3/21/2016	Cell Towers and Cell Sectors for GeoComm at HPD, HFD and EMS
3/18/2016	Street Centerlines, Common Places, Police Beats, MSAG Communities to HPD for Motorola CAD
3/18/2016	Street Centerlines, Address Points, Fire Response Areas, Medic Response Areas, and Display Address Points to HFD, EMS, and Ocean Safety for TriTech CAD
3/18/2016	Address Points, Common Places, Street Centerlines, Police Response Areas, Fire Response Areas, Medic Response Areas, Ocean Safety Response Areas, ESN, MSAG Communities, Cell Towers, Cell Sectors to the Honolulu MapFlex system for HPD, HFD, EMS, and Ocean Safety
3/14/2016	Cell Towers and Cell Sectors for GeoComm at HPD, HFD and EMS
3/7/2016	Cell Towers and Cell Sectors for GeoComm at HPD, HFD and EMS
3/4/2016	Street Centerlines, Common Places, Police Beats, MSAG Communities to HPD for Motorola CAD
3/4/2016	Street Centerlines, Address Points, Fire Response Areas, Medic Response Areas, and Display Address Points to HFD, EMS, and Ocean Safety for TriTech CAD
3/4/2016	Address Points, Common Places, Street Centerlines, Police Response Areas, Fire Response Areas, Medic Response Areas, Ocean Safety Response Areas, ESN, MSAG Communities, Cell Towers, Cell Sectors to the Honolulu MapFlex system for HPD, HFD, EMS, and Ocean Safety

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POLICE BEATS CORRECTIONS

Background

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

Based on HPD PMT's confirmation, Akimeka continued to make corrections to the Police Beats during the month of March 2016 and has corrected two (2) more Police Beats (572, and 573), and is in the process of correcting seven (7) additional Police Beat boundaries (152, 154, 156, 157, 158, 160, and 161) according to the HPD written Policies and Procedures and performed routing maintenance on six (6) Police Beats (566, 568, 455, 465, 870, and 871).

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.

MAPFLEX SYSTEM

During the month of March 2016, the MapFlex system performed without any issues and deliverables continued on schedule.

Considering that the MapFlex initiative being provided by Hawaiian Telecom and sub-contractor, Intrado, 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 March 2016, there were continued GIS deliverables into the MapFlex system for Hawaii County, Maui County, Kauai County, and Honolulu Civilian PSAPs. The MapFlex deployment has been 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 March 2016
    a. **Hawaii County** – March 3rd, March 16th and March 30th
    b. **Maui County** – March 2nd and March 16th and March 30th
    c. **Kauai County** – March 3rd, March 17th and March 31st
    d. **Honolulu** – March 4th and March 18t

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MAPFLEX ISSUE

During the Month of March 2016, the Honolulu Police Department identified an issue with the MapFlex responder bar. There was information that was missing in the responder bar, previously displayed.

1. On March 18, 2016, HPD contacted Akimeka, West (formerly known as Intrado), and HT to see if there was any identified issues.
2. Akimeka reviewed the issue and didn't recognize any changes in the GIS data, however prepared an out-of-schedule upload to trigger a system change in case there was data backlogged.
3. A few days later, HPD identified that the Responder Bar in the MapFlex began displaying the correct information again.
4. There were no further issues identified however the MapFlex will continue to be monitored.

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 February 22, 2016 and March 25, 2016.

Street Utility Check				
	First Report 06/01/13	2/22/2016	3/25/2016	Improvements/Corrections
Total Number of GIS Records	26,602	29,339	29,355	Increased by 16 records
Errors Identified				
Zero Errors	5,112	368	16	Decreased by 352 errors
Low > High Errors	3	0	0	No Change
Mixed Parity Errors	1	0	0	No Change
Changed Parity Errors	105	0	0	No Change
Address Gap Errors	2,629	0	2	Increased by 2 errors
Address Overlap Errors	423	0	0	No Change
Flipped Link Errors	1,030	637	590	Decreased by 47 errors
Total Errors	9,303	1,009	608	Decreased by 401 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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WIRELESS ANNUAL AUDIT

During the month of February 2016, the wireless annual audit for Verizon was coordinated and completed as indicated in the Wireless Audit Chart. However during the audit process, it was identified that changes which had been sent through the CRS process for all WSPs were possibly not making their way back to the wireless FMCC database (responsible for information provided via the ALI).

1. On February 29, 2016, after completing the review of the Annual Audit for Verizon wireless Akimeka contacted West to discuss the reason why the annual audit synchronization has degraded in the match accuracy.
    a. Note – The CRS process performed throughout the year for all WSPs deals with routine maintenance performed on the sites/sectors. The Annual Audit is intended to identify any possible gaps in that process and seeks reconciliation in an effort to re-synchronize the databases. If there are no missed CRSs throughout the year and the database match percentage decreases, then there are apparent issues.
2. On March 15, 2016, Akimeka and West held a conference call to discuss the matter. During the conversation it was identified that the changes sent back from Akimeka to West after accuracy validation, are processed into the FMCC. The issue that Akimeka is seeing when the Annual Audit is provided is resulting from a script West put in place in 2013 to output the CRSs into the approved format at that time.
    a. The issue is that the format has changed over time due to new technology and more hexadecimal numbering of the wireless sectors. In order to accommodate those changes, Akimeka has developed a translation into an applicable format which the PSAPs are able to use. The format that West is providing each Annual Audit and CRS is overriding the changes within the FMCC, therefore give the appearance of not being synchronized in that process but are. This helps to explain why the wireless testing results are accurate, and the PSAPs are not experiencing a large number of discrepancies in the Mapping Systems when matched with the ALI.
3. Akimeka followed up with West on March 30, 2016, to see if West has re-scripted the format.
    a. West replied that unfortunately it will require system development at West. Melissa Norton of West did mention that the particular system that needs to be changed is currently backlogged with a few large projects. She opened a Product Development Request at West but there is no ETA on the enhancement. In order to speed up the request, she is working to bundle the request with several other State's requests.
4. Akimeka will continue to follow up on the process to ensure the wireless databases are maintained accurately. With the big push by the WSPs for more LTE sites, which are having the impact on the hexadecimal numbering, Akimeka is hopeful that West can resolve this issue. The additional work involved to re-validate information takes a significant effort and allows for discrepancy. The Annual Audit is supposed to be a raw comparison to the condition of the data in both the FMCC and the GIS database provided in the Mapping Systems. Without both in its raw format, the comparison becomes unclear as to the real condition of the FMCC database.

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REQUEST FOR 9-1-1 JURISDICTIONAL BOUNDARIES

On March 17, 2016, West had requested information for each of the PSAPs in the State of Hawaii, with the exception of the Honolulu Police Department and Regional Dispatch Center. Akimeka has followed up with West to see if the Honolulu Police Department PSAP was supposed to be included in this request.

1. On March 17, 2016, West requested that each PSAP fill out an attached questionnaire and to provide the PSAP Jurisdictional Boundaries (to include VoIP, Wireless, Text, and Alarms).
2. Akimeka prepared the boundaries of each of the PSAP Jurisdictional Boundaries which included all requested attribution. Given the geography of the Hawaiian Islands, and the operational responses of each PSAP which includes ocean responses, Akimeka included a buffer for each of the PSAP Boundaries that extend into the ocean. This reflects the true nature of the PSAP Jurisdictional Boundary response area and also covers the distance over water which can account for possible Lat/Longs provided during a Text-to-911 call to the PSAP. Since the system is intended to use the location information to determine routing, inclusion of the water area into the PSAP polygons was a more accurate approach.
3. On March 23, 2016, the Akimeka GIS Manager notified West that this information was ready and requested a secure method of transferring the data. Throughout the remainder of March 2016, there was no reply from West.

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 SYNCRONIZATION – APRIL 2016

AUDIT SUMMARY RESULTS – 2016 -- TBA

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

AUDIT SUMMARY RESULTS – APRIL 1, 2016 MSAG VS. JANUARY 1, 2016 MSAG CONTIUNED

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

AUTOMATIC LOCATION IDENTIFICATION (ALI) DISCREPANCY REPORT -- TBA

Hawaii County E9-1-1 Status Report

March 1, 2016 – March 31, 2016

AKIMEKA | HIGH PRIORITY. HIGH IMPACT.

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Hawaii County E9-1-1 Status Report

March 1, 2016 – March 31, 2016

1. PSAP OPERATIONS

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

(Source: West Safety Services (Intrado) 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
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	0.00%

CALL VOLUME HAWAII COUNTY PSAP NOTES:

*The percentage of Wireless Phase 2 calls (52.57%) has increased from the number of Wireless Phase 1 calls (47.43%) in March 2016.

*911 Calls with no Ali = 0.06% - Statewide average = 0.18% Year 2015

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	0.00%
APR																	
MAY																	
JUNE																	
JULY																	
AUG																	
SEPT																	
OCT																	
NOV																	
DEC																	
YTD	53,684	10,096		36,862				2,341		57		0		4,328		0	
MON AVG	17,895	3,365	18.78%	12,287	68.69%	47.84%	52.16%	780	4.36%	19	0.11%	0	0.00%	1,443	8.06%	0	0.00%

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9-1-1 CALL VOLUME BY AGENCY – MARCH 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
March	15,966	85.15%	0	1,461	0	2,784	14.85%	0	60	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										
May										
June										
July										
August										
September										
October										
November										
December										
YTD	43,363		0	4,219	0	7,514		0	109	0
MON AVG	14,454	80.66%	0	1,406	0	2,505	13.98%	0	36	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.**

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TEXT TO 911 – CURRENT MONTH – MARCH 2016

NOTE:

- Hawaii County deployed a soft launch of Text to 911 on February 1, 2016.
- Sprint PCS conducted a Text to 911 test with the Hawaii Police 911 PSAP on February 1, 2016. During the test, the location received at the PSAP from the 911 texting device was a "Coarse Location" (centroid of a sector coverage area) plot, several miles away from the texter's actual location.
  911 Text message was transferred to the Hawaii Fire Department successfully as part of the test agenda.
  Additional Text to 911 tests were also performed internally with personal telephones of the other Wireless Service Providers. The results showed that T-Mobile's location of the Texter was similar to Sprint's "Coarse Location". The AT&T and Verizon tests revealed that the location of the texter sent to the PSAP was utilizing a Location Based Service (LBS) that plotted within 50 meters of the texter's location.
- 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.

TEXT TO 911 Hawaii County PSAPs 2016		
Month	Received at Police	Received at Fire
January	39	20
February	26	8
March	31	5
April		
May		
June		
July		
August		
September		
October		
November		
December		
YTD	96	33
Monthly Avg.	32	11

NOTE:

- 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.

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FYI…..FOR YOUR INFORMATION

NOTE: SPECIAL STATEWIDE LTE 911 TESTING COMPLETED AS SCHEDULED IN MARCH 2016.

FYI ………... For Your Information		
Special Project completed in March		
***Statewide 911 LTE Testing**		
Island	**Towers**	****Sectors/911 Calls**
Oahu	226	597
Hawaii	84	246
Maui	51	159
Lanai	3	9
Molokai	2	6
Kauai	28	88
Total	394	1,105
*Statewide testing does not include Military 911 calls.		
** appoximately 30 sectors were not on line to test as scheduled.		

WIRELESS PSAP TESTING – MARCH 2016

HAWAII COUNTY - MARCH 2016						
Date	**WSP**	**Sites Tested**	**Sectors Tested**	**Tested By:**	**Test Pass/Fail**	**Comments:**
03/24/16	Verizon	1	3	Hawaii PSAP	Pass	LTE
03/24/16	Verizon	2	9	Hawaii PSAP	Pass	part of LTE Project catch-up
03/30/16	AT&T	1	1	Hawaii PSAP	Pass	SmallCell LTE TAC Test

NOTES:

- There were two (2) scheduled Wireless 911 Tests for the month of March 2016.
- There was one (1) un-scheduled Wireless 911 LTE test to catch up for the LTE project.

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2. MSAG (MASTER STREET ADDRESS GUIDE)

MSAG TRANSACTIONS CURRENT MONTH/YEAR – MARCH 2016

HAWAII COUNTY	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	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									
MAY									
JUNE									
JULY									
AUGUST									
SEPTEMBER									
OCTOBER									
NOVEMBER									
DECEMBER									
TOTAL YTD	799	90	697	10	2				1,009
AVG PER MONTH	266	30	232	3	1				336

Definitions

(A) **M**aster **S**treet **A**ddress **G**uide - Represents corrections made to street records including, street names, address ranges, MSAG Communities and ESNs.

(B) **T**elephone **N**umber **C**hange **R**equest - 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) **A**utomatic **L**ocation **I**nformation **D**iscrepancy **R**ecord - 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) **V**oice **o**ver **I**nternet **P**rotocol **D**iscrepancy **R**ecord - 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 **236** MSAG transactions were processed in 9-1-1 Net during the month of March 2016. Twenty-seven (**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 **302** customer ANI/ALI (telephone number/address) records updated as a direct result.

TELEPHONE RECORD (ALI) TRANSACTIONS CURRENT MONTH NOTES:

207 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. ESN 299 TN CRs must be validated against HT records and approved by the end user Hawaiian Telcom customer before updating the ALI record. One (**1**) ALI DR was submitted as the result of a 9-1-1 call from a residence in Pahoa. Hawaii County Fire submitted this request to Akimeka to update the customer information and the discrepancy was corrected in 9-1-1 Net. One (**1**) VoIP DR was submitted to Time Warner Cable for correction.

OPEN TELEPHONE RECORD (ALI) DISCREPANCY STATUS:

- **There are 2,259 Open TN CR Transactions as of March 31, 2016.**
- **Refer to chart in the next section "TNCR Current Status"**

2,184 Open TN CR transactions are a direct result of the ESN 299 clean-up and are awaiting approval from Hawaiian Telcom, Inc. **75** Open TN CR transactions are a result of the Dispatchable Location project submitted in September. (Refer to the "Dispatchable Location" chart below) Akimeka continues to monitor and track the progress of the Referred records. Once a telephone number is submitted to Intrado for correction, it must be verified against HT records and/or approved by the customer. Intrado's internal process requires calling each telephone customer individually for approval to update an address in the 9-1-1 database.

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

The Open ALI-DR was submitted for correction in 9-1-1 Net in August 2014. This discrepancy has been referred to the telco since that time. Akimeka requested a status update from West Safety Services (Intrado) in February 2016 and is awaiting further information.

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TNCR (TELEPHONE NUMBER CHANGE REQUEST) CURRENT STATUS – MARCH 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 (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 WEST SAFETY SERVICES (INTRADO)**	**OPENED TNCRS REFERRED TO TELCO BY WEST SAFETY SERVICES (INTRADO)**	**TOTAL UNOPENED TNCR RECORDS**
HAWAII	**2,259**	**171**	**56**	**2032**

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 West Safety Services (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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DISPATCHABLE LOCATION – STATUS AS OF – MARCH 2016 – "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 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. Seventy-five **(75)** 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 West Safety Services (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 March 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
		Jan	0	0
		Feb	0	0
		Mar	0	0
		Apr		
		Total	75	0

*project currently on hold by West Safety Services (Intrado)/Hawaiian Telcom.

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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3. GEOGRAPHIC INFORMATION SYSTEM (GIS) – MARCH 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+AA7:D40		
Type of Layer	**Akimeka GIS Server** **Date Created/ Edits Performed**	**Date GIS Delivered**	**Other/Remarks**
		CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)	
		03/30/16	
	3/30/2016		Spatially corrected twenty-seven (27) address points in Pahoa.
	3/29/2016		Spatially corrected ninety-seven (97) address points in Pahoa.
	3/28/2016		Spatially corrected forty-three (43) address points in Pahoa.
	3/24/2016		Added one (1) address point (750794 Ihona St) in Holualoa.
	3/24/2016		Corrected address to one (1) address point (734596 Old Mamalahoa Hwy) in Kailua Kona.
	3/24/2016		Spatially corrected eighteen (18) address points in Kailua Kona.
	3/18/2016		Added one (1) address point (730221 Uu St) in Kailua Kona.
	3/17/2016		Corrected address to four (4) address points in Kailua Kona.
	3/17/2016		Spatially corrected fourteen (14) address points in Kailua Kona.
	3/16/2016		Added three (3) address points (881553 Awapuhi Ave, 880220 Kai Ave and 821016 Meli Rd) in Captain Cook.
	3/16/2016		Added twenty-three (23) address points in Hilo.
	3/16/2016		Added nine (9) address points in Kailua Kona.
	3/16/2016		Added one (1) address point (661466 Kamala Rd) in Kamuela.
	3/16/2016		Added nineteen (19) address points in Keaau.
Address Points	3/16/2016		Added thirteen (13) address points in Kurtistown.
	3/16/2016		Added three (3) address points (350275 Ahoa Rd, 352127 Hokumahoe Rd A and 360576 Spencer Rd) in Laupahoehoe.
	3/16/2016		Added eight (8) address points in Mountain View.
	3/16/2016		Added five (5) address points in Naalehu.
	3/16/2016		Added one (1) address point (310566 Lepoloa Rd) in Ninole.
	3/16/2016		Added twelve (12) address points in Ocean View.
	3/16/2016		Added ten (10) address points in Pahoa.
	3/16/2016		Added one (1) address point (320760 Hawaii Belt Rd) in Papaaloa.
	3/16/2016		Added two (2) address points (270651 Kaieie Rd and 270414 Old Mamalahoa Hwy) in Papaikou.
	3/16/2016		Added seven (7) address points in Volcano.
	3/16/2016		Added three (3) address points (683670 Haena Pl, and 683559 and 683592 Haia St) in Waikoloa.
	3/16/2016		Corrected address to one (1) address point in Paauilo.
	3/16/2016		Spatially corrected thirty-seven (37) address points in Pahoa.
	3/16/2016		Spatially corrected ten (10) address points in Waikoloa.
	3/16/2016		Completed monthly update on address points.

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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.

Type of Layer	Akimeka GIS Server Date Created/ Edits Performed	Date GIS Delivered	Other/Remarks
HAWAII COUNTY+AA7:D40			
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Address Points		03/15/16	
	3/15/2016		Spatially corrected ten (10) address points in Kurtistown.
	3/14/2016		Corrected address to one (1) address point (925 Hoaka Rd) in Hilo.
	3/14/2016		Corrected address to one (1) address point (734255 Ane Keohokalole Hwy) in Kailua Kona.
	3/14/2016		Spatially corrected one (1) address point (734255 Ane Keohokalole Hwy) in Kailua Kona.
	3/14/2016		Corrected routing id to eight (8) address points in Kealakekua.
	3/14/2016		Corrected address to two (2) address points (814845 & 814856 Mahiku Lani Pl) in Kealakekua.
	3/14/2016		Corrected address to one (1) address point (360433 Spencer Rd) in Laupahoehoe.
	3/14/2016		Corrected address to four (4) address points in Naalehu.
	3/11/2016		Spatially corrected forty-four (44) address points in Volcano.
	3/10/2016		Spatially corrected one hundred ninety-three (193) address points in Volcano.
	3/9/2016		Spatially corrected thirty-nine (39) address points in Volcano.
	3/4/2016		Spatially corrected seven (7) address points in Captain Cook.
	3/4/2016		Corrected address to nine (9) address points in Captain Cook.
	3/4/2016		Corrected address to six (6) address points in Holualoa.
	3/4/2016		Corrected address to eleven (11) address points in Hilo.
	3/4/2016		Spatially corrected eighteen (18) address points in Hilo.
		03/03/16	
	3/3/2016		Spatially corrected eight (8) address points in Hakalau.
	3/3/2016		Corrected address to six (6) address points in Hakalau.
	3/3/2016		Spatially corrected twenty-two (22) address points in HVNP.
	3/3/2016		Added one (1) address point (755699 Kopiko St) in Kailua Kona.
Airports			
Bridges			
Building Footprints			
Bus Stops			
Churches			
Coastal Names			
Coastline			
Common Places			

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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.

Type of Layer	Akimeka GIS Server Date Created/ Edits Performed	Date GIS Delivered	Other/Remarks
HAWAII COUNTY+AA7:D40			
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Correctional Facilities			
Emergency Callboxes			
Emergency Operation Centers			
Emergency Shelters			
ESZ/ESN		03/30/16	
	3/23/2016		Corrected boundary to two (2) ESNs (201 and 207).
	3/22/2016		Corrected boundary to four (4) ESNs.
Fire Beats	3/23/2016		Corrected boundary to two (2) fire beats (9 and 15).
	3/22/2016		Corrected boundary to two (2) fire beats.
Fire Districts		03/30/16	
	3/23/2016		Corrected boundary to two (2) fire districts (9 and 15).
	3/22/2016		Corrected boundary to two (2) fire districts (2 and 3).
Fire Response Areas	3/23/2016		Corrected boundary to four (4) fire response areas.
	3/22/2016		Corrected boundary to twelve (12) fire response areas.
	3/9/2016		Corrected boundary to fifteen (15) fire response areas.
	3/8/2016		Corrected boundary to five (5) fire response areas.
	3/7/2016		Corrected boundary to ten (10) fire response areas.
	3/2/2016		Corrected boundary to six (6) fire response areas.
	3/1/2016		Corrected boundary to seven (7) fire response areas.
Fire Stations			
Food & Beverage			
Gas Stations			
Gate Codes			
Government Buildings			
Harbors			
Helipads			
Hiking Trails			
Hospitals			
Hydrants			

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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.

Type of Layer	Akimeka GIS Server Date Created/ Edits Performed	Date GIS Delivered	Other/Remarks
HAWAII COUNTY+AA7:D40			
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Hyrdology Layers			
Incident Response Areas			
Lodging			
Major Roads			
Medic Beats			
Medic Districts			
Medic Response Areas			
Medic Stations			
Medical Facilities			
Milepost Markers			
MSAG Communities		03/30/16	
	3/22/2016		Corrected boundary to six (6) MSAG communities.
Net Junctions			
Ocean Rescue Boundaries			
Ocean Safety			
Parcels			
Parks			
Parks Polygon			
Points of Interest		03/15/16	
	3/14/2016		Deleted one (1) point of interest (Pine Tree Café Palani Rd) in Kailua Kona.
		03/03/16	
	3/3/2016		Spatially corrected fifty-one (51) points of interest in Hilo.
Police Beats	3/22/2016		Corrected boundary to six (6) police beats.
Police Districts		03/30/16	
	3/22/2016		Corrected boundary to two (2) police districts.
Police Response Areas	3/24/2016		Corrected boundary to seventy-four (74) police response areas.
Police Stations			
Post Offices			
Schools			
Street Centerlines		03/30/16	
	3/30/2016		Spatially corrected ten (10) street segments in Kailua Kona.
	3/25/2016		Spatially corrected twenty-two (22) street segments in Kailua Kona.
	3/25/2016		Split one (1) segment of Loloku St in Kailua Kona.
	3/24/2016		Corrected range to one (1) segment of Ihona St in Holualoa.
	3/24/2016		Corrected name to one (1) segment of Ihona St in Holualoa.

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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+AA7:D40			
Type of Layer	**Akimeka GIS Server** **Date Created/ Edits Performed**	**Date GIS Delivered**	**Other/Remarks**
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE **(Listed Alphabetically)**			
Street Centerlines	3/24/2016		Flipped one (1) segment of Ihona St in Holualoa.
	3/24/2016		Split four (4) street segments in Hilo.
	3/24/2016		Split one (1) segment of Keanakolu Rd in Honokaa.
	3/24/2016		Split one (1) segment of Hawaii Belt Rd in Paauhau.
	3/23/2016		Split two (2) segments of Mamalahoa Hwy in Captain Cook.
	3/23/2016		Split four (4) street segments in Hilo.
	3/23/2016		Split one (1) segment of Queen Kaahumanu Hwy in Kailua Kona.
	3/23/2016		Split four (4) street segments in Kamuela.
	3/23/2016		Split four (4) street segments in Keaau.
	3/23/2016		Split two (2) segments of Keanakolu Rd in Laupahoehoe.
	3/23/2016		Split one (1) segment of Hawaii Belt Rd in Naalehu.
	3/23/2016		Deleted one (1) segment of Inia Ln in Hilo.
	3/22/2016		Spatially corrected eighteen (18) street segments in Kailua Kona.
	3/22/2016		Split one (1) street segment of Eleele St in Waikoloa.
	3/21/2016		Added five (5) street segments in Hilo.
	3/21/2016		Corrected range to one (1) segment of Keokea Loop Rd in Hilo.
	3/21/2016		Spatially corrected forty-eight (48) street segments in Hilo.
	3/21/2016		Split six (6) street segments in Hilo.
	3/21/2016		Deleted six (6) street segments in Hilo.
	3/18/2016		Added six (6) street segments in Kailua Kona.
	3/18/2016		Spatially corrected twenty (20) street segments in Kailua Kona.
	3/18/2016		Split six (6) street segments in Kailua Kona.
	3/18/2016		Corrected one-way to ten (10) street segments in Kailua Kona.
	3/18/2016		Corrected speed to one (1) segment of Oomawaena Rd in Kailua Kona.
	3/17/2016		Added one (1) street (Donahue Rd) in Kailua Kona.
	3/17/2016		Spatially corrected six (6) streets in Kailua Kona.
	3/17/2016		Split one (1) segment of Old Mamalahoa Hwy in Kailua Kona.
	3/16/2016		Completed monthly update on street centerlines.
		03/15/16	
	3/15/2016		Corrected range to one (1) street segment of Keonelua Pl in Kailua Kona.
	3/14/2016		Flipped one (1) segment of Ane Keohokalole Hwy in Kailua Kona.
	3/14/2016		Split one (1) segment of Halolani St in Kailua Kona.
	3/14/2016		Added one (1) street (Mahiku Lani Pl) in Kealakekua.
	3/14/2016		Split one (1) segment of Mamalahoa Hwy in Kealakekua.

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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.

HAWAII COUNTY+AA7:D40			
Type of Layer	**Akimeka GIS Server** **Date Created/ Edits Performed**	**Date GIS Delivered**	**Other/Remarks**
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE **(Listed Alphabetically)**			
Street Centerlines	3/14/2016		Corrected street name to one (1) segment of Pohaku Rd in Naalehu.
	3/14/2016		Corrected street name to two (2) segments of Maulua Nui in Laupahoehoe.
	3/14/2016		Corrected range to two (2) segments of Maulua Nui in Laupahoehoe.
	3/14/2016		Flipped two (2) segments of Maulua Nui in Laupahoehoe.
		03/03/16	
	3/3/2016		Flipped one (1) segment of Kanna Rd in Hakalau.
	3/3/2016		Corrected range to one (1) segment of Kopiko St in Kailua Kona.
	3/3/2016		Flipped one (1) segment of Kopiko St in Kailua Kona.
Subdivisions			
Tow Jurisdictions			
Tsunami Evacuation Zones			
Tsunami Heights			
Waste Water Plants			
WSP Cell Sectors		**03/30/16**	
	3/28/2016		Per ATT CRS
	3/28/2016		Per VZW CRS
	3/17/2016		Per VZW CRS
		03/15/16	
	3/14/2016		Per VZW CRS
	3/9/2016		Per ATT CRS
		03/03/16	
	3/2/2016		Per VZW CRS
WSP Cell Towers		**03/30/16**	
	3/28/2016		Per ATT CRS
	3/28/2016		Per VZW CRS
	3/17/2016		Per VZW CRS
		03/15/16	
	3/14/2016		Per VZW CRS
	3/9/2016		Per ATT CRS
		03/03/16	
	3/2/2016		Per VZW CRS

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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
3/30/2016	MapFlex deliverable which included the following updated layers: Address Points, Cell Sectors, Cell Towers, Common Places, Street Centerlines, MSAG Communities, ESN, Fire Districts and Police Districts.
3/15/2016	MapFlex deliverable which included the following updated layers: Address Points, Cell Sectors, Cell Towers, Common Places and Street Centerlines.
3/3/2016	MapFlex deliverable which included the following updated layers: Address Points, Cell Sectors, Cell Towers, Common Places and Street Centerlines.

ADDRESS POINTS AND STREET CENTERLINES UPDATE COMPARISON

On a routine basis, upon receipt of Hawaiʻi County Planning Department's Address Points and Street Centerlines layer updates, Akimeka compares and incorporates any of the County's additions, changes, and deletions into the Akimeka Address Points and Street Centerlines layers 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 Hawaiʻi County Planning Department on **March 16, 2016**. Results are as follows:

HAWAII COUNTY	Address Points Layer	Street Centerlines Layer
New Addresses Added	120	
Addresses Removed	0	
Address Street Name Changes	1	
Address Street Number Changes	1	
New Street Segments Added		0
Street Segments Removed		0
Street Segment Range Changes		2
Street Segment Name Changes		2

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.

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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.

FIRE RESPONSE AREA REVIEW

Beginning in late February 2016 and continuing in March 2016, Akimeka reviewed the Hawaii County Fire Response Areas as part of an annual update as well as for preparation for the CAD system deployment. The Fire Response Areas layer contains information not contained within the Fire Beats and Fire Districts in regards to station run order as well as a higher level of boundary divisions, making it a highly robust layer that will play an integral role in the CAD system and routing of first responders.

1. To ensure that Hawaii County's new CAD system operates with full potential and with the most robust data possible, Akimeka reviewed the Fire Response Areas layer and made all necessary corrections to make it as accurate as possible.

    a. During February and March 2016, Akimeka reviewed the Hawaii County Fire Response Areas. The boundaries to all fifty-two fire response areas were edited for greater accuracy to ensure that a high level of efficiency occurs in regards to the proper personnel being called upon as first responders for the various location and asset based situations.

    b. During the month of March 2016, Akimeka corrected the boundaries to the GIS layers that are associated with the Fire Response Areas so that proper alignment would occur between the associated layers. This process also included correcting the street segments that were affected by the boundary updates so that potential confusion and discrepancies would be nonexistent.

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MILE MARKER PROJECT

In March 2016, Hawaii County Fire Department requested Akimeka to furnish mile markers for the new section of Daniel K Inouye Highway (Route 200). Akimeka proceeded by performing the research necessary for obtaining precise coordinates of all new mile markers.

1. On March 16, 2016, Hawaii County Fire Department requested Akimeka to furnish mile markers for the new section of Daniel K Inouye Highway (Route 200), opened to the public since September 2013, so that mile markers would be both visible and query able to the dispatchers for both the new and old sections of the Highway.

   a. Akimeka immediately began researching for any available updates to the mile markers and it was discovered that there was no current data available via Hawaii Department of Transportation's website or any other reputable organization's website.

   b. On March 21, 2016, Akimeka contacted Hawaii Department of Transportation via email to inquire if there were any new mile markers in place for the new stretch of Route 200, and if so if we could acquire the necessary data from them to include in our current mile marker spatial data set that we provide to the PSAPs. We also inquired if the mile markers for the old section of Route 200 were still in place, and if so if the old stretch of Route 200 had a different route number now, so that confusion would not arise between the mile markers of the new and old routes. In order to clarify and expedite our request for information, Akimeka created a map illustrating the new and old sections of Route 200 for Hawaii Department of Transportation's perusal.

   c. As of March 28, 2016, Akimeka still had not heard back from Hawaii Department of Transportation regarding the request for updated mile marker information, so we proceeded to phone the organization to check on the status of our request. They informed us that they are processing the request and will get back to us with the information as soon as possible.

MAPFLEX SYSTEM

During the month of March 2016, the MapFlex system performed without any issues and deliverables continued on schedule.

Considering that the MapFlex initiative being provided by Hawaiian Telecom and sub-contractor, Intrado, 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 March 2016, there were continued GIS deliverables into the MapFlex system for Hawaii County, Maui County, Kauai County, and Honolulu Civilian PSAPs. The MapFlex deployment has been 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 March 2016
   a. **Hawaii County** – March 3rd, March 16th and March 30th
   b. **Maui County** – March 2nd and March 16th and March 30th
   c. **Kauai County** – March 3rd, March 17th and March 31st
   d. **Honolulu** – March 4th and March 18th

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WIRELESS ANNUAL AUDIT

During the month of February 2016, the wireless annual audit for Verizon was coordinated and completed as indicated in the Wireless Audit Chart. However during the audit process, it was identified that changes which had been sent through the CRS process for all WSPs were possibly not making their way back to the wireless FMCC database (responsible for information provided via the ALI).

1. On February 29, 2016, after completing the review of the Annual Audit for Verizon wireless Akimeka contacted West to discuss the reason why the annual audit synchronization has degraded in the match accuracy.
    a. Note – The CRS process performed throughout the year for all WSPs deals with routine maintenance performed on the sites/sectors. The Annual Audit is intended to identify any possible gaps in that process and seeks reconciliation in an effort to re-synchronize the databases. If there are no missed CRSs throughout the year and the database match percentage decreases, then there are apparent issues.
2. On March 15, 2016, Akimeka and West held a conference call to discuss the matter. During the conversation it was identified that the changes sent back from Akimeka to West after accuracy validation, are processed into the FMCC. The issue that Akimeka is seeing when the Annual Audit is provided is resulting from a script West put in place in 2013 to output the CRSs into the approved format at that time.
    a. The issue is that the format has changed over time due to new technology and more hexadecimal numbering of the wireless sectors. In order to accommodate those changes, Akimeka has developed a translation into an applicable format which the PSAPs are able to use. The format that West is providing each Annual Audit and CRS is overriding the changes within the FMCC, therefore give the appearance of not being synchronized in that process but are. This helps to explain why the wireless testing results are accurate, and the PSAPs are not experiencing a large number of discrepancies in the Mapping Systems when matched with the ALI.
3. Akimeka followed up with West on March 30, 2016, to see if West has re-scripted the format.
    a. West replied that unfortunately it will require system development at West. Melissa Norton of West did mention that the particular system that needs to be changed is currently backlogged with a few large projects. She opened a Product Development Request at West but there is no ETA on the enhancement. In order to speed up the request, she is working to bundle the request with several other State's requests.
4. Akimeka will continue to follow up on the process to ensure the wireless databases are maintained accurately. With the big push by the WSPs for more LTE sites, which are having the impact on the hexadecimal numbering, Akimeka is hopeful that West can resolve this issue. The additional work involved to re-validate information takes a significant effort and allows for discrepancy. The Annual Audit is supposed to be a raw comparison to the condition of the data in both the FMCC and the GIS database provided in the Mapping Systems. Without both in its raw format, the comparison becomes unclear as to the real condition of the FMCC database.

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REQUEST FOR 9-1-1 JURISDICTIONAL BOUNDARIES

On March 17, 2016, West had requested information for each of the PSAPs in the State of Hawaii, with the exception of the Honolulu Police Department and Regional Dispatch Center. Akimeka has followed up with West to see if the Honolulu Police Department PSAP was supposed to be included in this request.

1. On March 17, 2016, West requested that each PSAP fill out an attached questionnaire and to provide the PSAP Jurisdictional Boundaries (to include VoIP, Wireless, Text, and Alarms).
2. Akimeka prepared the boundaries of each of the PSAP Jurisdictional Boundaries which included all requested attribution. Given the geography of the Hawaiian Islands, and the operational responses of each PSAP which includes ocean responses, Akimeka included a buffer for each of the PSAP Boundaries that extend into the ocean. This reflects the true nature of the PSAP Jurisdictional Boundary response area and also covers the distance over water which can account for possible Lat/Longs provided during a Text-to-911 call to the PSAP. Since the system is intended to use the location information to determine routing, inclusion of the water area into the PSAP polygons was a more accurate approach.
3. On March 23, 2016, the Akimeka GIS Manager notified West that this information was ready and requested a secure method of transferring the data. Throughout the remainder of March 2016, there was no reply from West.

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4. SERVICE REQUESTS TRANSACTIONS

OPEN SERVICE REQUESTS – MARCH 2016

#	Date	Ticket #	Description	PSAP	Urgency	Comments
1	08/19/14	716	Updated Address	FIRE	Normal	TN has been referred to telco via email by West Safety Services (Intrado). RMS
2						
3						
4						

Note* There is one (1) opened service request pending for March 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									
May									
June									
July									
August									
September									
October									
November									
December									
TOTAL	**12**	**14**	**1**	**10**	**10**	**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.

	Category	Description
Definitions:	**Wireline**	Telephone Number (ALI) Discrepancies from land line phones that have been submitted to West Safety Services (Intrado) 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

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 is May 2016

AUDIT SUMMARY RESULTS – MAY 2016 -- TBA

AUDIT SUMMARY RESULTS – CONTINUED

AUDIT SUMMARY RESULTS COMPARISION – MAY 1, 2016 VS FEBRUARY 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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1. PSAP OPERATIONS

9-1-1 CALL VOLUME MAUI PSAP – MARCH 2016

(**Source:** West Safety Services (Intrado) Viper system

(*) 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	
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	Other Calls	% of Total Calls
MAR	11,240	2,216	19.72%	7,452	66.30%	57.11%	42.89%	262	2.33%	12	0.11%	0	0.00%	1,298	11.55%	0	0.00%

CALL VOLUME MAUI PSAP NOTES:

*Calls with no Ali 0.11% - Statewide average = 0.18% Year 2015

9-1-1 CALL VOLUME MAUI PSAP – CALENDAR YEAR 2016

9-1-1 Call Volume																
MAUI PSAP		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	Other Calls	% of Total Calls
JAN	11,627	2,130	18.32%	7,796	67.05%	60.31%	39.69%	334	2.87%	19	0.16%	0	0.00%	1,348	11.59%	0	0.00%
FEB	9,968	1,941	19.47%	6,639	66.60%	56.64%	43.36%	263	2.64%	7	0.07%	0	0.00%	1,118	11.22%	0	0.00%
MAR	11,240	2,216	19.72%	7,452	66.30%	57.11%	42.89%	262	2.33%	12	0.11%	0	0.00%	1,298	11.55%	0	0.00%
APR																	
MAY																	
JUNE																	
JULY																	
AUG																	
SEPT																	
OCT																	
NOV																	
DEC																	
YTD	32,835	6,287		21,887				859		38		0		3,764		0	
MON AVG	10,945	2,096	19.17%	7,296	66.65%	58.02%	41.98%	286	2.61%	13	0.11%	0	0.00%	1,255	11.45%	0.00	0.00%

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9-1-1 CALL VOLUME MOLOKAI PSAP – MARCH 2016

		9-1-1 Call Volume														
MOLOKAI PSAP		**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	Other Calls	% of Total Calls
MAR	355	106	29.86%	205	57.75%	45.85%	54.15%	3	0.85%	2	0.56%	0	0.00%	39	10.99%	0	0.00%

CALL VOLUME MOLOKAI PSAP NOTES:

Calls with no Ali 0.56% - Statewide average = 0.18% Year 2015

9-1-1 CALL VOLUME MOLOKAI PSAP – CALENDAR YEAR 2016

		9-1-1 Call Volume														
MOLOKAI PSAP		**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	Other Calls	% of Total Calls
JAN	371	109	29.38%	210	56.60%	58.57%	41.43%	6	1.62%	2	0.54%	0	0.00%	44	11.86%	0	0.00%
FEB	337	126	37.39%	178	52.82%	54.49%	45.51%	3	0.89%	2	0.59%	0	0.00%	28	8.31%	0	0.00%
MAR	355	106	29.86%	205	57.75%	45.85%	54.15%	3	0.85%	2	0.56%	0	0.00%	39	10.99%	0	0.00%
APR																	
MAY																	
JUNE																	
JULY																	
AUG																	
SEPT																	
OCT																	
NOV																	
DEC																	
YTD	1,063	341		593				12		6		0		111		0	
MON AVG	354	114	32.21%	198	55.72%	52.97%	47.03%	4.00	1.12%	2	0.57%	0	0.00%	37	10.38%	0	0.00%

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9-1-1 CALL VOLUME (COMBINED MAUI & MOLOKAI PSAPS) – MARCH 2016

		Wireline		Wireless				VOIP Calls		Calls With No ALI		Admin Calls		Abandoned Calls		Other Calls	
MAUI COUNTY PSAPs																	
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	Other Calls	% of Total Calls
MAR	11,595	2,322	20.03%	7,657	66.04%	56.81%	43.19%	265	2.29%	14	0.12%	0	0.00%	1,337	11.53%	0	0.00%

9-1-1 CALL VOLUME (COMBINED MAUI & MOLOKAI PSAPS) – CALENDAR YEAR 2016

		Wireline		Wireless				VOIP		Calls with No ALI		Admin Calls		Abandoned Calls		Other Calls	
MAUI COUNTY PSAPs																	
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	Other Calls	% of Total Calls
JAN	11,998	2,239	18.66%	8,006	66.73%	60.27%	39.73%	340	2.83%	21	0.18%	0	0.00%	1,392	11.60%	0	0.00%
FEB	10,305	2,067	20.06%	6,817	66.15%	56.58%	43.42%	266	2.58%	9	0.09%	0	0.00%	1,146	11.12%	0	0.00%
MAR	11,595	2,322	20.03%	7,657	66.04%	56.81%	43.19%	265	2.29%	14	0.12%	0	0.00%	1,337	11.53%	0	0.00%
APR																	
MAY																	
JUNE																	
JULY																	
AUG																	
SEPT																	
OCT																	
NOV																	
DEC																	
YTD	33,898	6,628		22,480				871		44		0		3,875		0	
MON AVG	11,299	2,209	19.58%	7,493	66.31%	57.89%	42.11%	290	2.57%	15	0.13%	0.00	0.00%	1,292	11.42%	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 911calls made from the Viper System.**

Maui County E9-1-1 Status Report

March 1, 2016 - March 31, 2016

TEXT TO 911 – CURRENT MONTH – MARCH 2016

NOTE:

- Maui County initiated a soft launch of the Text to 911 service on March 15, 2016.
- 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 Chart also includes internal testing of Text to 911 for training purposes.

TEXT TO 911 Maui County PSAPs 2016		
Month	Received at Maui	Received at Molokai
January	1	0
February	0	0
March	38	5
April		
May		
June		
July		
August		
September		
October		
November		
December		
YTD	39	5
Monthly Avg.	13	1.7

Maui County E9-1-1 Status Report

March 1, 2016 - March 31, 2016

FYI…..FOR YOUR INFORMATION

NOTE: SPECIAL STATEWIDE LTE 911 TESTING COMPLETED AS SCHEDULED IN MARCH 2016.

FYI ………... For Your Information		
Special Project completed in March		
*Statewide 911 LTE Testing		
Island	**Towers**	****Sectors/911 Calls**
Oahu	226	597
Hawaii	84	246
Maui	51	159
Lanai	3	9
Molokai	2	6
Kauai	28	88
Total	394	1,105
*Statewide testing does not include Military 911 calls.		
** appoximately 30 sectors were not on line to test as scheduled.		

WIRELESS PSAP TESTING – MARCH 2016

MAUI COUNTY - MARCH 2016						
Date	**WSP**	**Sites Tested**	**Sectors Tested**	**Tested By:**	**Test Pass/Fail**	**Comments:**
3/24/2016	Verizon	1	3	Maui PSAP	Pass	LTE Project sector repaired for test

NOTES:

- There was one (1) LTE 911 test conducted as a catch up for LTE project in March for the Maui and Molokai PSAPs.

Maui County E9-1-1 Status Report

March 1, 2016 - March 31, 2016

2. MSAG (MASTER STREET ADDRESS GUIDE)

MSAG TRANSACTIONS CURRENT MONTH/YEAR – MARCH 2016

MAUI COUNTY	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	176	8	167	0	1	1,893	0	0	173
FEBRUARY	148	13	135	0	0	2,026	0	0	158
MARCH	79	14	65	0	0	1,938	0	0	170
APRIL									
MAY									
JUNE									
JULY									
AUGUST									
SEPTEMBER									
OCTOBER									
NOVEMBER									
DECEMBER									
TOTAL YTD	403	35	367	0	1				501
AVG PER MONTH	134	8	167	0	1				173

Definitions
(A)**M**aster **S**treet **A**ddress **G**uide - Represents corrections made to street records including, street names, address ranges, MSAG Communities and ESNs.
(B) **T**elephone **N**umber **C**hange **R**equest - Represents address corrections on a specific TN or group of TNs.   These "invalid" TNs usually have an associated ESN 399/359 attached to them which indicates the need for validation.
(C) **A**utomatic **L**ocation **I**nformation **D**iscrepancy **R**ecord - 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) **V**oice **o**ver **I**nternet **P**rotocol **D**iscrepancy **R**ecord - 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.

Maui County E9-1-1 Status Report

March 1, 2016 - March 31, 2016

MSAG CURRENT MONTH NOTES:

A total of **79** MSAG transactions were processed in 9-1-1 Net during the month of March 2016. Thirteen (**14**) 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 inserting new MSAG records.

There were **170** customer ANI/ALI (telephone number/address) records updated as a direct result.

TELEPHONE RECORD (ALI) TRANSACTIONS CURRENT MONTH NOTES:

Sixty-five **(65)** Telephone Number Change Requests (TN CR) transactions were processed in 9-1-1 Net with valid MSAG addresses, as a result of the ESN 399 clean-up effort. ESN 399 TN CRs must be validated against HT records and approved by the end user Hawaiian Telcom customer before updating the ALI record. Akimeka is awaiting feedback from Intrado on the TN CRs that have been submitted for correction. In March 2016, there were 162 TN CRs completed and as a result, seven (7) ESN 399 and one (1) ESN 359 street records were deleted from the MSAG database.

OPEN TELEPHONE RECORD (ALI) DISCREPANCY STATUS:

- **There are 1,938 Open TN CR Transactions as of March 31, 2016.**
- **Refer to chart in the next section "TNCR Current Status"**

1,875 Open TN CR transactions are a direct result of the ESN 399 clean-up and are awaiting approval from Hawaiian Telcom, Inc. **63** Open TN CR transactions are a result of the Dispatchable Location project submitted in September. (Refer to the "Dispatchable Location" chart below) Akimeka continues to monitor and track the progress of the Referred records. Once a telephone number is submitted to Intrado for correction, it must be verified against HT records and/or approved by the customer. Intrado's internal process requires calling each telephone customer individually for approval to update an address in the 9-1-1 database.

- **There are no ALI DRs Open as of March 31, 2016**
- **There are no VoIP DRs Open as of March 31, 2016**

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TNCR (TELEPHONE NUMBER CHANGE REQUEST) CURRENT STATUS – MARCH, 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 (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)				
County	**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**
MAUI	1,515	94	75	**1346**
MOLOKAI	423	21	19	**383**
TOTAL	1,938	115	94	**1729**

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 West Safety Services (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.

Maui County E9-1-1 Status Report

March 1, 2016 - March 31, 2016

DISPATCHABLE LOCATION – STATUS AS OF – MARCH 2016 - 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 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 West Safety Services (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. There are currently 243 transactions prepared for submission. No further developments as of March 2016.

Dispatchable Location					
Common Name Place	MSAG Address	2016	Number of TNCR* Transactions Prepared	Number of TNCR* Transactions Submitted	Number of Transactions Processed**
Queen Kaahumanu Center	Carryover from 2015	2015		368	299
		Jan		0	0
		Feb		0	0
Lahaina Outlets	900 Front St, Lahaina	Mar	155	0	6
Maui Mall	70 E Kaahumanu Ave, Kahului		88	0	
		Apr			
		Total	243	368	305

*project currently on hold by West Safety Services (Intrado)/Hawaiian Telcom.

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

March 1, 2016 - March 31, 2016

3. GEOGRAPHIC INFORMATION SYSTEM (GIS) – MARCH 2016

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 Created/ Edits Performed**	**Date GIS Delivered**	**Other/Remarks**
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE **(Listed Alphabetically)**			
Address Points	3/31/2016		Spatially corrected two (2) address points in Kihei
		03/30/16	
	3/30/2016		Spatially corrected eight (8) address points in Kihei
	3/29/2016		Spatially corrected two (2) address points in Haiku
	3/29/2016		Added Location Name for one (1) address in Haiku
	3/29/2016		Added one (1) address in Kihei
	3/29/2016		Added one (1) address in Kaanapali
	3/24/2016		Changed one (1) address in Haiku per DSA
	3/24/2016		Added one (1) address in Hana
	3/24/2016		Assigned MSAG address to one (1) address in Kula
	3/24/2016		Spatially corrected one (1) address point in Pukalani
		03/16/16	
	3/15/2016		Added one (1) address in Haiku
	3/15/2016		Spatially corrected one (1) address point in Kihei
	3/15/2016		Added one (1) address point in Kihei
	3/15/2016		Added one (1) address in Makawao
	3/14/2016		Added one (1) address in Kaanapali
	3/14/2016		Spatially corrected one (1) address in Kahului
	3/14/2016		Added one (1) address in Kahului
	3/14/2016		Added one (1) address in Kaunakakai
	3/14/2016		Added two (2) addresses in Kula
	3/9/2016		Spatially corrected five (5) address points in Kihei
	3/9/2016		Added Location Name to one (1) address in Kihei
	3/9/2016		Added one (1) address in Kahului
	3/8/2016		Added one (1) address in Haiku
	3/8/2016		Spatially corrected one (1) address point in Hana
	3/8/2016		Added one (1) address in Hana
	3/8/2016		Spatially corrected three (3) address points in Kihei
	3/8/2016		Added one (1) address in Kula
	3/8/2016		Added one (1) address in Lahaina
	3/8/2016		Spatially corrected one (1) address point in Napili
	3/8/2016		Added one (1) address in Napili

Maui County E9-1-1 Status Report

March 1, 2016 - March 31, 2016

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 Created/ Edits Performed**	**Date GIS Delivered**	**Other/Remarks**
	CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)		
Address Points	3/7/2016		Added one (1) address in Hana
	3/7/2016		Spatially corrected one (1) address point in Kahului
	3/7/2016		Added one (1) address in Kahului
	3/7/2016		Spatially corrected one (1) address point in Kualapuu
	3/7/2016		Added one (1) address in Kualapuu
	3/7/2016		Added one (1) address in Makawao
	3/7/2016		Spatially corrected six hundred thirty-five (635) address points in Kihei
		03/02/16	
	3/1/2016		Spatially corrected two hundred forty-two (242) address points in Kahului
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		**03/16/16**	
	3/16/2016		Added one (1) gate code in Paia
Government Buildings			
Harbors			
Helipads			
Hiking Trails			

Maui County E9-1-1 Status Report

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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.

Type of Layer	Akimeka GIS Server Date Created/ Edits Performed	Date GIS Delivered	Other/Remarks
MAUI COUNTY			
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Hospitals			
Hydrants			
Hyrdology Layers			
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		03/30/16	
	3/29/2016		Added one (1) POI in Haiku
	3/29/2016		Added one (1) POI in Kaanapali
		03/16/16	
	3/9/2016		Spatially corrected four (4) POI in Kihei
	3/9/2016		Corrected Location Name for one (1) address in Kihei
	3/9/2016		Added thirteen (13) POI in Kihei
	3/8/2016		Spatially corrected five (5) POI in Kihei
	3/8/2016		Added six (6) POI in Kihei
	3/7/2016		Spatially corrected twelve (12) POI in Kihei
	3/7/2016		Corrected one (1) POI name in Kihei
	3/7/2016		Added ten (10) POI in Kihei
		03/02/16	
Police Beats			
Police Districts			

Maui County E9-1-1 Status Report

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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.

Type of Layer	Akimeka GIS Server Date Created/ Edits Performed	Date GIS Delivered	Other/Remarks
MAUI COUNTY			
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE **(Listed Alphabetically)**			
Police Response Areas			
Police Stations			
Post Offices			
Schools			
Street Centerlines	3/31/2016		Spatially corrected twenty-three (23) street centerline segments in Kihei
		03/30/16	
	3/30/2016		Spatially corrected twelve (12) street centerline segments in Kihei
	3/29/2016		Added two (2) street centerline segments in Kapalua
	3/25/2016		Spatially corrected one (1) street centerline in Kaanapali
	3/25/2016		Spatially corrected one (1) street centerline segment in Kapalua
	3/25/2016		Spatially corrected eight (8) street centerline segments in Kihei
	3/25/2016		Spatially corrected two (2) street centerline segments in Lahaina
	3/25/2016		Spatially corrected two (2) street centerline segments in Napili
	3/24/2016		Spatially corrected one (1) street centerline segment in Kapalua
	3/24/2016		Added one (1) street centerline segment in Kahului
	3/23/2016		Spatially corrected eight (8) street centerline segments in Kapalua
	3/22/2016		Spatially corrected three (3) street centerline segments in Kapalua
		03/16/16	
	3/15/2016		Spatially corrected two (2) street centerline segments in Kapalua
	3/14/2016		Spatially corrected nine (9) street centerline segments in Kapalua
	3/10/2016		Spatially corrected six (6) street centerline segments in Kapalua
	3/9/2016		Spatially corrected five (5) street centerline segments in Kapalua
	3/8/2016		Split two (2) street centerline ranges in Kula
		03/02/16	
	3/1/2016		Modified range on one (1) street centerline segment in Spreckelsville
	3/1/2016		Changed street name on one (1) street centerline segment in Spreckelsville
Subdivisions			
Tow Jurisdictions			
Tsunami Evacuation Zones			
Tsunami Heights			
Waste Water Plants			
WSP Cell Sectors		**03/16/16**	
	3/9/2016		Per ATT CRS
WSP Cell Towers		**03/16/16**	
	3/9/2016		Per ATT CRS

Maui County E9-1-1 Status Report

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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.**

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
3/30/2016	Delivered updated Address Points, Points of Interest, Street Centerlines, WSP Cell Sectors and WSP Cell Towers for MapFlex
3/30/2016	Delivered the following data for an Intergraph CAD map update: Maui Cell Coverage .csv, .str, .rte and .map which included updated Address Points, Common Lookup Table, Street Centerlines and WSP Cell Towers
3/30/2016	Deleted duplicate Street Centerline labels and added Street Centerline labels for new streets
3/29/2016	Prepared Address Points, Points of Interest, Street Centerlines, WSP Cell Sectors and WSP Cell Towers for Intergraph and MapFlex delivery's
3/16/2016	Delivered the following data for an Intergraph CAD map update: Maui Cell Coverage .csv, .str, .rte and .map which included updated Address Points, Common Lookup Table, Gate Codes, Street Centerlines and WSP Cell Towers
3/16/2016	Delivered updated Address Points, Points of Interest, Street Centerlines, WSP Cell Sectors and WSP Cell Towers
3/16/2016	Changed Street Name in Intergraph CAD Map
3/15/2016	Prepared data for MapFlex deliverable: Address Points, POI, Street Centerlines, WSP Cell Sectors and WSP Cell Towers
3/15/2016	Prepared data for Intergraph CAD Map: Address Points, Street Centerlines and WSP Cell Towers
3/3/2016	Maui Dispatch reported MapFlex was not updated. Worked with Dispatch to pin point when the updates stopped.
3/2/2016	Delivered the following data for an Intergraph CAD map update: Maui Cell Coverage .csv, .str, .rte and .map which included updated Address Points, Gate Codes, Street Centerlines and WSP Cell Towers
3/2/2016	Delivered updated Address Points, Points of Interest, WSP Cell Towers and Street Centerlines
3/1/2016	Prepared the Address Points, Gate Codes, Points of Interest, WSP Cell Towers and Street Centerlines for an Intergraph CAD Map delivery.

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 March 2, 2016, the following data was delivered for an Intergraph CAD Map update:
   a. Address Points, Gate Codes, 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 March 16, 2016 which included:
   a. Address Points, Gate Codes, Street Centerlines and WSP Cell Towers.
   b. .map, .str, .rte, CAD Map Build database and Cell Coverage.csv
3. Akimeka also delivered an updated Intergraph CAD map on March 30, 2016 which included:
   a. Address Points, Street Centerlines and WSP Cell Towers.
   b. .map, .str, .rte, CAD Map Build database and Cell Coverage.csv
4. Throughout March, Street Centerline labels were added for new centerlines and overlapping and duplicate street labels were deleted. This is an ongoing process.

During April 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 SYSTEM

During the month of March 2016, in was reported that on March 3rd, the MapFlex system at the Maui PSAP was not being updated through its automated process. It was discovered through West's and Akimeka's trouble shooting processes that there was an incorrect naming file being processed that prevented the updates to complete. File naming issues have been resolved and results will be sent to respective parties after testing is complete. Updates on this matter will be reflected on the next monthly report. The monthly deliverables continued as scheduled.

Considering that the MapFlex initiative being provided by Hawaiian Telecom and sub-contractor, Intrado, 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 March 2016, there were continued GIS deliverables into the MapFlex system for Hawaii County, Maui County, Kauai County, and Honolulu Civilian PSAPs. The MapFlex deployment has been 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 March 2016
   a. **Hawaii County** – March 3rd, March 16th and March 30th
   b. **Maui County** – March 2nd and March 16th and March 30th
   c. **Kauai County** – March 3rd, March 17th and March 31st
   d. **Honolulu** – March 4th and March 18th

WIRELESS ANNUAL AUDIT

During the month of February 2016, the wireless annual audit for Verizon was coordinated and completed as indicated in the Wireless Audit Chart. However during the audit process, it was identified that changes which had been sent through the CRS process for all WSPs were possibly not making their way back to the wireless FMCC database (responsible for information provided via the ALI).

1. On February 29, 2016, after completing the review of the Annual Audit for Verizon wireless Akimeka contacted West to discuss the reason why the annual audit synchronization has degraded in the match accuracy.
    a. Note – The CRS process performed throughout the year for all WSPs deals with routine maintenance performed on the sites/sectors. The Annual Audit is intended to identify any possible gaps in that process and seeks reconciliation in an effort to re-synchronize the databases. If there are no missed CRSs throughout the year and the database match percentage decreases, then there are apparent issues.
2. On March 15, 2016, Akimeka and West held a conference call to discuss the matter. During the conversation it was identified that the changes sent back from Akimeka to West after accuracy validation, are processed into the FMCC. The issue that Akimeka is seeing when the Annual Audit is provided is resulting from a script West put in place in 2013 to output the CRSs into the approved format at that time.
    a. The issue is that the format has changed over time due to new technology and more hexadecimal numbering of the wireless sectors. In order to accommodate those changes, Akimeka has developed a translation into an applicable format which the PSAPs are able to use. The format that West is providing each Annual Audit and CRS is overriding the changes within the FMCC, therefore give the appearance of not being synchronized in that process but are. This helps to explain why the wireless testing results are accurate, and the PSAPs are not experiencing a large number of discrepancies in the Mapping Systems when matched with the ALI.
3. Akimeka followed up with West on March 30, 2016, to see if West has re-scripted the format.
    a. West replied that unfortunately it will require system development at West. Melissa Norton of West did mention that the particular system that needs to be changed is currently backlogged with a few large projects. She opened a Product Development Request at West but there is no ETA on the enhancement. In order to speed up the request, she is working to bundle the request with several other State's requests.
4. Akimeka will continue to follow up on the process to ensure the wireless databases are maintained accurately. With the big push by the WSPs for more LTE sites, which are having the impact on the hexadecimal numbering, Akimeka is hopeful that West can resolve this issue. The additional work involved to re-validate information takes a significant effort and allows for discrepancy. The Annual Audit is supposed to be a raw comparison to the condition of the data in both the FMCC and the GIS database provided in the Mapping Systems. Without both in its raw format, the comparison becomes unclear as to the real condition of the FMCC database.

REQUEST FOR 9-1-1 JURISDICTIONAL BOUNDARIES

On March 17, 2016, West had requested information for each of the PSAPs in the State of Hawaii, with the exception of the Honolulu Police Department and Regional Dispatch Center. Akimeka has followed up with West to see if the Honolulu Police Department PSAP was supposed to be included in this request.

1. On March 17, 2016, West requested that each PSAP fill out an attached questionnaire and to provide the PSAP Jurisdictional Boundaries (to include VoIP, Wireless, Text, and Alarms).
2. Akimeka prepared the boundaries of each of the PSAP Jurisdictional Boundaries which included all requested attribution. Given the geography of the Hawaiian Islands, and the operational responses of each PSAP which includes ocean responses, Akimeka included a buffer for each of the PSAP Boundaries that extend into the ocean. This reflects the true nature of the PSAP Jurisdictional Boundary response area and also covers the distance over water which can account for possible Lat/Longs provided during a Text-to-911 call to the PSAP. Since the system is intended to use the location information to determine routing, inclusion of the water area into the PSAP polygons was a more accurate approach.
3. On March 23, 2016, the Akimeka GIS Manager notified West that this information was ready and requested a secure method of transferring the data. Throughout the remainder of March 2016, there was no reply from West.

Maui County E9-1-1 Status Report

March 1, 2016 - March 31, 2016

4. SERVICE REQUESTS TRANSACTIONS

OPEN SERVICE REQUESTS – MAUI COUNTY PSAPS - MARCH 2016

			MAUI COUNTY			
#	Date	Ticket #	Description	PSAP	Urgency	Comments
			NONE			

NOTE:

There are no Open Service Requests for the Maui County PSAPs for March 2016.

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

MAUI COUNTY				MSAG SERVICE REQUEST CATEGORIES					
	TOTAL		Open	WIRELINE		WIRELESS		VoIP	
2016	Created	Closed		Created	Closed	Created	Closed	Created	Closed
2015 Carryover*			0						
January	1	1	0	0	0	0	0	1	1
February	0	0	0	0	0	0	0	0	0
March	0	0	0	0	0	0	0	0	0
April									
May									
June									
July									
August									
September									
October									
November									
December									
TOTAL	**1**	**1**	**0**	**0**	**0**	**0**	**0**	**1**	**1**

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 (Intrado) 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

5. E9-1-1 DATABASE SYNCHRONIZATION

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

As part of Akimeka's value added services, Akimeka conducted the next quarterly database synchronization audit for Maui County in March 2016.

The database synchronization effort included comparing Maui County's 9-1-1 MSAG against its GIS Street Centerline data. A total number of **2,606** 9-1-1 MSAG (ESN 300 – 357) records were reviewed in the audit and analyzed. Results of the database synchronization audit completed on March 1, 2016 for Maui County are reported below.

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

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

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Maui County E9-1-1 Status Report

March 1, 2016 - March 31, 2016

AUDIT SUMMARY RESULTS – 2015-2016

9-1-1 MSAG TO GIS STREET CENTERLINE AUDIT COMPARISON RESULTS	Notes	As of June 1, 2015 9-1-1 MSAG Dated 6-01-15		As of September 1, 2015 9-1-1 MSAG Dated 9-01-15		As of December 1, 2015 9-1-1 MSAG Dated 12-01-15		As of March 1, 2016 9-1-1 MSAG Dated 3-01-16	
		# of Records	%	# of Records	%	# of Records	%	# of Records	%
Total 9-1-1 MSAG Records Reviewed		2,661		2,662		2,672		2,681	
Less: 9-1-1 MSAG Exception Records	(1)	74	2.78%	74	2.7%	74	2.7%	75	2.7%
Net 9-1-1 MSAG Records Eligible for Comparison		2,587		2,588		2,598		2,606	
Total 9-1-1 MSAG Records Match (9-1-1 MSAG -- GIS Match -- No Corrections Required)		2,587	100.00%	2,588	100.00%	2,598	100.00%	2,606	100.00%
9-1-1 MSAG -- GIS No Match - Minor Correction Required	(2)	0	0.00%	0	0.0%	0	0.0%	0	0.0%
9-1-1 MSAG Record With No GIS Record	(3)	0	0.00%	0	0.0%	0	0.0%	0	0.0%
Total 9-1-1 MSAG Records No Match		0	0.00%	0	0.0%	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.**

Maui County E9-1-1 Status Report

March 1, 2016 - March 31, 2016

MSAG AUDIT SUMMARY RESULTS – MARCH 1, 2016 - DECEMBER 1, 2015

9-1-1 MSAG Dated 3-01-16

100.00%

■ Match
■ No Match

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

100.00%
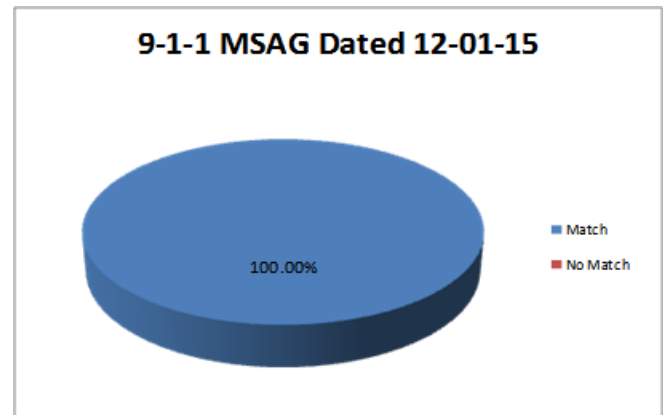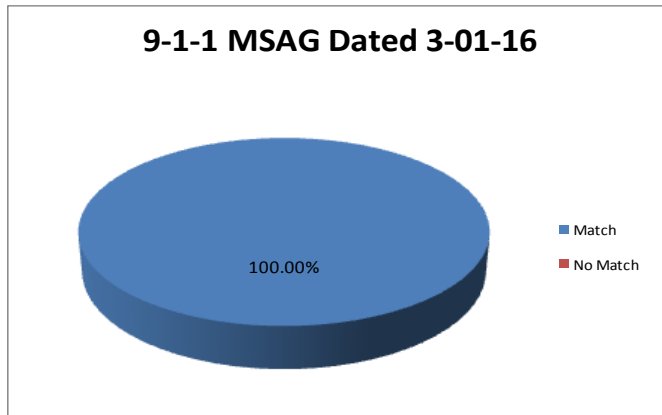
■ Match
■ No Match

NOTE:

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

at 100% as of March 1, 2016 to 100% on December 1, 2015

NENA Recommended Match Rate = 98%

MSAG AUDIT SUMMARY RESULTS NOTES:

- **"MSAG - GIS Minor Corrections" remained constant with zero from December 2015 to March 2016 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 December 2015 to March 2016 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 December 2015 to March 2016 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 December 2015 to March 2016 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".**

Maui County E9-1-1 Status Report

March 1, 2016 - March 31, 2016

INVALID MSAG STREETS AND ADDRESS RANGES – ESN X99 RECORDS

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

PSAP	ESN	Invalid MSAG Records	
		9-1-1 MSAG Dated 03-01-16	
		# of Records	% of Total MSAG Records (Valid and Invalid)
MAUI	399	97	3.8%
MOLOKAI	359	27	10.7%
TOTAL MAUI		124	4.4%

Maui County E9-1-1 Status Report

March 1, 2016 - March 31, 2016

AUTOMATIC LOCATION IDENTIFICATION (ALI) DISCREPANCY REPORT

. As part of Akimeka's ongoing database synchronization efforts, Akimeka reviewed and summarized the ALI discrepancy reports by community for Maui County. As of March 29, 2016, **1,767** ESN 399 (Maui/Lanai) and ESN 359 (Molokai) records, representing **2.6%** of Maui County's total ALI records, require research and corrective action, if needed.

**Maui County ALI Records
as of March 29, 2016**

2.6%

97.4%

- ESN 300
- ESN 399
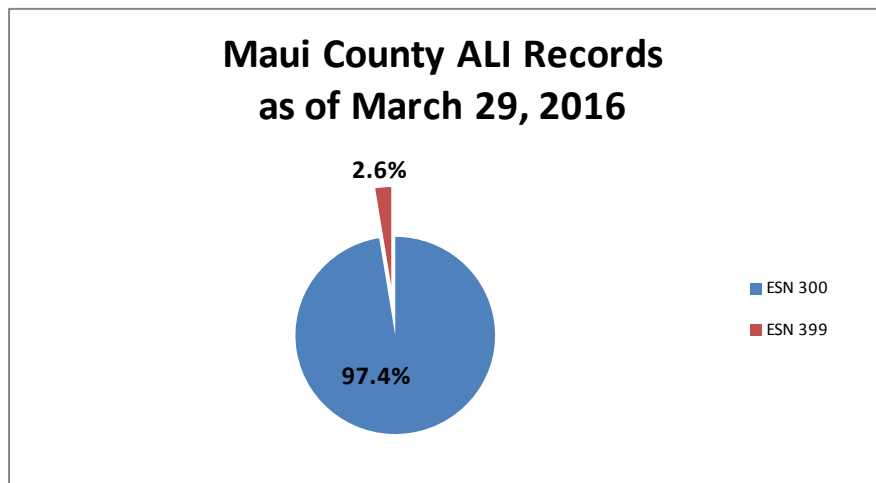
THE TOTAL NUMBER OF ALI RECORDS REMAINS RELATIVELY CONSISTENT.

NOTES:

The number of ESN 359/399 ALI records decreased from 1,956 to 1,767 from December 2015 to March 2016 respectively. The decrease reflects the work that Akimeka has done since the last database synchronization in December 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.

Kauai County E9-1-1 Status Report

March 1, 2016 – March 31, 2016

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Kauai County E9-1-1 Status Report

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1. PSAP OPERATIONS

9-1-1 CALL VOLUME – MARCH 2016

(**Source:** West Safety Services (Intrado) Viper system

9-1-1 Call Volume															
KAUAI PSAP	**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	Other	% of Total Calls
MAR	4,638	742	16.00%	2,986	64.38%	46.28%	53.72%	133	2.87%	15	0.32%	0	0.00%	762	16.43%	0	0.00%

9-1-1 CALL VOLUME – CALENDAR YEAR 2016

9-1-1 Call Volume															
KAUAI PSAP	**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	Other	% of Total Calls
JAN	4,281	637	14.88%	2,816	65.78%	46.27%	53.73%	153	3.57%	10	0.23%	0	0.00%	665	15.53%	0	0.00%
FEB	4,090	609	14.89%	2,690	65.77%	46.02%	53.98%	116	2.84%	16	0.39%	0	0.00%	659	16.11%	0	0.00%
MAR	4,638	742	16.00%	2,986	64.38%	46.28%	53.72%	133	2.87%	15	0.32%	0	0.00%	762	16.43%	0	0.00%
APR																
MAY																
JUNE																
JULY																
AUG																
SEPT																
OCT																
NOV																
DEC																
YTD	13,009	1,988		8,492				402		41		0		2,086		0	
MON AVG	4,336	663	15.26%	2,831	65.31%	46.19%	53.81%	134	3.09%	14	0.32%	0	0.00%	695	16.03%	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 0.32% - Statewide average = 0.18% Year 2015*

Kauai County E9-1-1 Status Report

March 1, 2016 - March 31, 2016

TEXT TO 911 – CURRENT MONTH – MARCH 2016

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
January	23
February	11
March	22
April	
May	
June	
July	
August	
September	
October	
November	
December	
YTD	56
Monthly Avg.	18.7

Kauai County E9-1-1 Status Report

March 1, 2016 - March 31, 2016

FYI…..FOR YOUR INFORMATION

NOTE: SPECIAL STATEWIDE LTE 911 TESTING COMPLETED AS SCHEDULED IN MARCH 2016.

FYI ………... For Your Information		
Special Project completed in March		
***Statewide 911 LTE Testing**		
Island	**Towers**	****Sectors/911 Calls**
Oahu	226	597
Hawaii	84	246
Maui	51	159
Lanai	3	9
Molokai	2	6
Kauai	28	88
Total	394	1,105
*Statewide testing does not include Military 911 calls.		
** appoximately 30 sectors were not on line to test as scheduled.		

WIRELESS PSAP TESTING – MARCH 2016

KAUAI COUNTY - MARCH 2016						
Date	**WSP**	**Sites Tested**	**Sectors Tested**	**Tested By:**	**Test Pass/Fail**	**Comments:**
3/30/2016	Verizon	1	1	Kauai PSAP	Pass	OMNI site

NOTES:

- There was only one (1) scheduled Wireless 911 test for the month of March 2106 due to the special 911 LTE Testing schedule.

Kauai County E9-1-1 Status Report

March 1, 2016 - March 31, 2016

2. MSAG (MASTER STREET ADDRESS GUIDE)

MSAG TRANSACTIONS CURRENT MONTH/YEAR – MARCH 2016

KAUAI COUNTY	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	14	14	0	0	0	198	0	0	70
FEBRUARY	83	53	30	0	0	217	0	0	60
MARCH	30	8	22	0	0	232	0	0	9
APRIL									
MAY									
JUNE									
JULY									
AUGUST									
SEPTEMBER									
OCTOBER									
NOVEMBER									
DECEMBER									
TOTAL YTD	127	75	52	0	0				139
AVG PER MONTH	42	25	17	0	0				46

Definitions
(A)**M**aster **S**treet **A**ddress **G**uide - Represents corrections made to street records including, street names, address ranges, MSAG Communities and ESNs.
(B) **T**elephone **N**umber **C**hange **R**equest - 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.
(C) **A**utomatic **L**ocation **I**nformation **D**iscrepancy **R**ecord - 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) **V**oice **o**ver **I**nternet **P**rotocol **D**iscrepancy **R**ecord - 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.

Kauai County E9-1-1 Status Report

March 1, 2016 - March 31, 2016

MSAG CURRENT MONTH NOTES:

A total of thirty (**30**) MSAG transactions were processed in 9-1-1 Net during the month of March 2016. Eight (**8**) requests were processed relating to the MSAG database, 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 **9** customer ANI/ALI (telephone number/address) records updated as a direct result.

TELEPHONE RECORD (ALI) TRANSACTIONS CURRENT MONTH NOTES:

All Kauai Telephone Number Change Requests (TN CR) transactions have been processed in 9-1-1 Net with valid MSAG addresses, as a result of the ESN 499 clean-up effort. ESN 499 TN CRs must be validated against HT records and approved by the end user Hawaiian Telcom customer before updating the ALI record. Akimeka is awaiting feedback from Intrado on the TN CRs that have been submitted for correction. In March 2016, there were 5 TN CRs completed and as a result, one (1) ESN 499 street record was deleted from the MSAG database.

OPEN TELEPHONE RECORD (ALI) DISCREPANCY STATUS:

- **There are 232 Open TN CR Transactions as of March 31, 2016.**
- **Please refer to "TNCR Current Status" chart in the next section.**

170 Open TN CR transactions are a direct result of the ESN 499 clean-up and are awaiting approval from Hawaiian Telcom, Inc. **62** Open TN CR transactions are a result of the Dispatchable Location project submitted in September (refer to the "Dispatchable Location" chart below). Akimeka continues to monitor and track the progress of the Referred records. Once a telephone number is submitted to Intrado for correction, it must be verified against HT records and/or approved by the customer. Intrado's internal process requires calling each telephone customer individually for approval to update an address in the 9-1-1 database.

- **There are no Open ALI-DRs as of March 31, 2016**
- **There are no Open VoIP DRs as of March 31, 2016**

Kauai County E9-1-1 Status Report

March 1, 2016 - March 31, 2016

TNCR (TELEPHONE NUMBER CHANGE REQUEST) CURRENT STATUS – MARCH, 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 (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 WEST SAFETY SERVICES (INTRADO)**	**OPENED TNCRS REFERRED TO TELCO BY WEST SAFETY SERVICES (INTRADO)**	**TOTAL UNOPENED TNCR RECORDS**
KAUAI	**232**	**29**	**50**	**153**

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 West Safety Services (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.

Kauai County E9-1-1 Status Report

March 1, 2016 - March 31, 2016

DISPATCHABLE LOCATION – STATUS AS OF – MARCH 2016 - 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 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 West Safety Services (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, December, and January 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 830 telephone records are complete and ready for submittal, however there were no further developments as of March 2016 to proceed.

Dispatchable Location					
Common Name Place	**MSAG Address**	**2016**	**Number of TNCR* Transactions Prepared**	**Number of TNCR* Transactions Submitted**	**Number of Transactions Processed****
	2015 Carryover	**2015**	**286**	**62**	0
Ching Young Shopping Center	505190 Kuhio Hwy, Hanalei	Jan	**84**		
Eleele Shopping Center	4469 Waialo Rd, Port Allen		**77**		
Hanalei Center	505161 Kuhio Hwy, Hanalei		**46**		
Princeville Center	504280 Kuhio Hwy, Princeville	Feb	**181**		
Alii Kai Resort	3830 Edward Rd, Princeville	Mar	**37**		
Sealodge	3700 Kamehameha Rd, Princeville		**48**		
Nihi Kai Villlas	1870 Hoone Rd, Poipu		**71**		
		Apr			
		Total	**830**	**62**	**0**

*project currently on hold by West Safety Services (Intrado)/Hawaiian Telcom.

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

March 1, 2016 - March 31, 2016

3. GEOGRAPHIC INFORMATION SYSTEM (GIS) – MARCH 2016

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 Created/ Edits Performed**	**Date GIS Delivered**	**Other/Remarks**
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Address Points		**03/31/16**	
	3/18/2016		Spatially corrected six (6) address points in Hanalei
		03/17/16	
	3/17/2016		Spatially corrected seventy-four (74) address points in Hanapepe
	3/16/2016		Spatially corrected thirty-nine (39) address points in Hanapepe
	3/11/2016		Spatially corrected three (3) address points in Kapaa
	3/11/2016		Spatially corrected nine (9) address points in Pakala
	3/11/2016		Added four (4) addresses in Pakala
	3/11/2016		Spatially corrected eighty-five (85) address points in Waimea
	3/4/2016		Spatially corrected one (1) address point in Hanapepe
	3/4/2016		Spatially corrected twenty-seven (27) address points in Kalaheo
	3/4/2016		Added Location Name for three (3) addresses in Kalaheo
	3/4/2016		Spatially corrected three (3) address points in Lawai
	3/4/2016		Added Location Name to two (2) addresses in Lawai
	3/4/2016		Added Location Name for five (5) address in Poipu
	3/4/2016		Spatially corrected five (5) address points in Poipu
	3/4/2016		Spatially corrected one (1) address point in Port Allen
	3/4/2016		Added Location Name for one (1) address in Waimea
		03/03/16	
Airports			
Bridges			
Building Footprints			
Bus Stops			
Churches			
Coastal Names			
Coastline			
Common Places			
Correctional Facilities			
Emergency Callboxes			
Emergency Operation Centers			
Emergency Shelters			
ESZ/ESN			

Kauai County E9-1-1 Status Report

March 1, 2016 - March 31, 2016

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.

Type of Layer	Akimeka GIS Server Date Created/ Edits Performed	Date GIS Delivered	Other/Remarks
KAUAI COUNTY			
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Fire Beats			
Fire Districts			
Fire Response Areas			
Fire Stations			
Food & Beverage		**03/17/16**	
	3/11/2016		Added two (2) locations in Waipouli
	3/11/2016		Spatially corrected seven (7) locations in Waipouli
Gas Stations			
Gate Codes			
Government Buildings			
Harbors			
Helipads			
Hiking Trails			
Hospitals			
Hydrants			
Hyrdology Layers			
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		**03/31/16**	
	3/18/2016		Spatially corrected one (1) POI in Hanalei
	3/18/2016		Added one (1) POI in Hanalei
	3/18/2016		Changed business name for one (1) POI in Poipu

Kauai County E9-1-1 Status Report

March 1, 2016 - March 31, 2016

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 Created/ Edits Performed**	**Date GIS Delivered**	**Other/Remarks**
		CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)	
Points of Interest		03/17/16	
	3/11/2016		Updated business name for two (2) POI in Poipu
	3/11/2016		Added one (1) POI in Poipu
	3/11/2016		Corrected address for one (1) POI in Poipu
	3/11/2016		Spatially corrected one (1) POI in Poipu
	3/11/2016		Spatially corrected one (1) POI in Waipouli
	3/11/2016		Updated business name for one (1) POI in Waipouli
	3/11/2016		Added one (1) POI in Waipouli
	3/11/2016		Updated address with the Apt # for two (2) POI in Waipouli
	3/9/2016		Spatially corrected two (2) POI in Wailua
	3/4/2016		Spatially corrected thirteen (13) POI in Kalaheo
	3/4/2016		Added two (2) POI in Kalaheo
	3/4/2016		Added six (6) POI in Koloa
	3/4/2016		Spatially corrected one (1) POI in Koloa
	3/4/2016		Spatially corrected one (1) POI in Lawai
	3/4/2016		Spatially corrected four (4) POI in Koloa
	3/4/2016		Added one (1) POI in Koloa
		03/03/16	
Police Beats			
Police Districts			
Police Response Areas			
Police Stations			
Post Offices			
Schools			
Street Centerlines		03/31/16	
	3/18/2016		Spatially corrected twenty-four (24) street centerline segments in Hanapepe
		03/17/16	
	3/17/2016		Spatially corrected thirty-two (32) street centerline segments in Hanapepe
	3/16/2016		Spatially corrected six (6) street centerline ranges in Hanapepe
	3/9/2016		Corrected ESN for one (1) street centerline segment in Waipouli
	3/9/2016		Modified range for one (1) street centerline segment in Mana
	3/9/2016		Corrected MSAG Community for one (1) street centerline segment in Waipouli
		03/03/16	
	3/3/2016		Spatially corrected five (5) street centerline segments in Hanapepe
	3/3/2016		Spatially corrected four (4) street centerline segments in Kaumakani

Kauai County E9-1-1 Status Report

March 1, 2016 - March 31, 2016

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.

Type of Layer	Akimeka GIS Server Date Created/ Edits Performed	Date GIS Delivered	Other/Remarks
KAUAI COUNTY			
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE **(Listed Alphabetically)**			
Street Centerlines	3/3/2016		Added one (1) street centerline segment in Nawiliwili
	3/3/2016		Spatially corrected ten (10) street centerline segments in Olokele
	3/3/2016		Spatially corrected two (2) street centerline segments in Pakala
	3/2/2016		Added one (1) street centerline segment in Kukuiula
	3/2/2016		Split two (2) street centerlines in Kukuiula
	3/2/2016		Spatially corrected twenty-five (25) street centerline segments in Pakala
Subdivisions			
Tow Jurisdictions			
Tsunami Evacuation Zones			
Tsunami Heights			
Waste Water Plants			
WSP Cell Sectors		03/31/16	
	3/30/2016		Per VZW CRS
	3/28/2016		Per VZW CRS
		03/17/16	
	3/14/2016		Per VZW CRS
		03/03/16	
	3/2/2016		Per VZW CRS
WSP Cell Towers		03/31/16	
	3/30/2016		Per VZW CRS
	3/28/2016		Per VZW CRS
		03/17/16	
	3/14/2016		Per VZW CRS
		03/03/16	
	3/2/2016		Per VZW CRS

NOTE:

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

Kauai County E9-1-1 Status Report

March 1, 2016 - March 31, 2016

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
3/31/2016	Delivered updated Address Points, Points of Interest, Street Centerlines, WSP Cell Sectors and WSP Cell Towers for MapFlex
3/31/2016	Delivered updated Address Points, Points of Interest, Street Centerlines, WSP Cell Sectors, WSP Cell Towers and GEO and LANDMARK xml files for GeoComm
3/30/2016	Prepared Address Points, Points of Interest, Street Centerlines, WSP Cell Sectors and WSP Cell Towers for GeoComm and MapFlex deliveries
3/17/2016	Delivered updated Address Points, Food & Beverage, Points of Interest, Street Centerlines, WSP Cell Sectors and WSP Cell Towers for MapFlex
3/17/2016	Delivered updated Address Points, Food & Beverage, Points of Interest, Street Centerlines, WSP Cell Sectors, WSP Cell Towers, GEO and LANDMARK xml for GeoComm
3/3/2016	Delivered updated Address Points, Points of Interest, WSP Cell Sectors, WSP Cell Towers, and Street Centerline for MapFlex
3/3/2016	Delivered updated Address Points, Points of Interest, WSP Cell Sectors, WSP Cell Towers, Street Centerline, GEO and LANDMARK .xml for a GeoComm update

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GPS DATA COLLECTION AND SITE VERIFICATION

During the month of March 2016, there were no scheduled GPS data collection and site verifications required. Data capture will continue to be coordinated on an as needed basis.

Kauai County E9-1-1 Status Report

March 1, 2016 - March 31, 2016

MAPFLEX SYSTEM

During the month of March 2016, the MapFlex system performed without any issues and deliverables continued on schedule.

Considering that the MapFlex initiative being provided by Hawaiian Telecom and sub-contractor, Intrado, 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 March 2016, there were continued GIS deliverables into the MapFlex system for Hawaii County, Maui County, Kauai County, and Honolulu Civilian PSAPs. The MapFlex deployment has been 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 March 2016
    a. **Hawaii County** – March 3rd, March 16th and March 30th
    b. **Maui County** – March 2nd and March 16th and March 30th
    c. **Kauai County** – March 3rd, March 17th and March 31st
    d. **Honolulu** – March 4th and March 18th

PMRF PROJECT

Beginning on April 1, 2016, Akimeka will be kicking off a project to incorporate new data provided by the Navy from the Navy Emergency Management Addressing Project (NEMAP) on the Pacific Missile Range Facility (PMRF). These changes to the PMRF in Mana will include Address Points and Street Centerline range changes that will be translated into a more accurate application for the Kauai Police Department.

The PMRF updates will be tracked and recorded in April's MSR as this will be an ongoing project until all updates are incorporated. In addition, any subsequent changes to the MSAG database will also be coordinate by Akimeka's MSAG Coordinators.

Kauai County E9-1-1 Status Report

March 1, 2016 - March 31, 2016

WIRELESS ANNUAL AUDIT

During the month of February 2016, the wireless annual audit for Verizon was coordinated and completed as indicated in the Wireless Audit Chart. However during the audit process, it was identified that changes which had been sent through the CRS process for all WSPs were possibly not making their way back to the wireless FMCC database (responsible for information provided via the ALI).

1. On February 29, 2016, after completing the review of the Annual Audit for Verizon wireless Akimeka contacted West to discuss the reason why the annual audit synchronization has degraded in the match accuracy.
    a. Note – The CRS process performed throughout the year for all WSPs deals with routine maintenance performed on the sites/sectors. The Annual Audit is intended to identify any possible gaps in that process and seeks reconciliation in an effort to re-synchronize the databases. If there are no missed CRSs throughout the year and the database match percentage decreases, then there are apparent issues.
2. On March 15, 2016, Akimeka and West held a conference call to discuss the matter. During the conversation it was identified that the changes sent back from Akimeka to West after accuracy validation, are processed into the FMCC. The issue that Akimeka is seeing when the Annual Audit is provided is resulting from a script West put in place in 2013 to output the CRSs into the approved format at that time.
    a. The issue is that the format has changed over time due to new technology and more hexadecimal numbering of the wireless sectors. In order to accommodate those changes, Akimeka has developed a translation into an applicable format which the PSAPs are able to use. The format that West is providing each Annual Audit and CRS is overriding the changes within the FMCC, therefore give the appearance of not being synchronized in that process but are. This helps to explain why the wireless testing results are accurate, and the PSAPs are not experiencing a large number of discrepancies in the Mapping Systems when matched with the ALI.
3. Akimeka followed up with West on March 30, 2016, to see if West has re-scripted the format.
    a. West replied that unfortunately it will require system development at West. Melissa Norton of West did mention that the particular system that needs to be changed is currently backlogged with a few large projects. She opened a Product Development Request at West but there is no ETA on the enhancement. In order to speed up the request, she is working to bundle the request with several other State's requests.
4. Akimeka will continue to follow up on the process to ensure the wireless databases are maintained accurately. With the big push by the WSPs for more LTE sites, which are having the impact on the hexadecimal numbering, Akimeka is hopeful that West can resolve this issue. The additional work involved to re-validate information takes a significant effort and allows for discrepancy. The Annual Audit is supposed to be a raw comparison to the condition of the data in both the FMCC and the GIS database provided in the Mapping Systems. Without both in its raw format, the comparison becomes unclear as to the real condition of the FMCC database.

Kauai County E9-1-1 Status Report

March 1, 2016 - March 31, 2016

REQUEST FOR 9-1-1 JURISDICTIONAL BOUNDARIES

On March 17, 2016, West had requested information for each of the PSAPs in the State of Hawaii, with the exception of the Honolulu Police Department and Regional Dispatch Center. Akimeka has followed up with West to see if the Honolulu Police Department PSAP was supposed to be included in this request.

1. On March 17, 2016, West requested that each PSAP fill out an attached questionnaire and to provide the PSAP Jurisdictional Boundaries (to include VoIP, Wireless, Text, and Alarms).
2. Akimeka prepared the boundaries of each of the PSAP Jurisdictional Boundaries which included all requested attribution. Given the geography of the Hawaiian Islands, and the operational responses of each PSAP which includes ocean responses, Akimeka included a buffer for each of the PSAP Boundaries that extend into the ocean. This reflects the true nature of the PSAP Jurisdictional Boundary response area and also covers the distance over water which can account for possible Lat/Longs provided during a Text-to-911 call to the PSAP. Since the system is intended to use the location information to determine routing, inclusion of the water area into the PSAP polygons was a more accurate approach.
3. On March 23, 2016, the Akimeka GIS Manager notified West that this information was ready and requested a secure method of transferring the data. Throughout the remainder of March 2016, there was no reply from West.

Kauai County E9-1-1 Status Report

March 1, 2016 - March 31, 2016

4. SERVICE REQUESTS TRANSACTIONS

OPEN SERVICE REQUESTS – MARCH 2016

#	Date	Ticket #	Description	Category	Urgency	Comments
			None			

NOTE:

There are no open service requests for March 2016.

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

	KAUAI COUNTY			MSAG SERVICE REQUEST CATEGORIES					
2016	**TOTAL**		**Open**	**WIRELINE**		**WIRELESS**		**VoIP**	
	Created	**Closed**		**Created**	**Closed**	**Created**	**Closed**	**Created**	**Closed**
2015 Carryover*			0						
January	0	0	0	0	0	0	0	0	0
February	0	0	0	0	0	0	0	0	0
March	0	0	0	0	0	0	0	0	0
April									
May									
June									
July									
August									
September									
October									
November									
December									
TOTAL	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**

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.

	Category	Description
Definitions:	**Wireline**	Telephone Number (ALI) Discrepancies from land line phones that have been submitted to West Safety Services (Intrado) 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

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 DATA SYNCHRONIZATION REPORT – APRIL 2016

AUDIT SUMMARY RESULTS – 2016—TBA

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

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

AUTOMATIC LOCATION IDENTIFICATION (ALI) DISCREPANCY REPORT -- TBA

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

Budget Analysis						
FY 2015-16	**Actuals**		**Annual Budget**	**% of Budget Expended**	**Forecast**	**$ Better/(Worse) Budget**
	MARCH	**FY-T-D**				
Receipts:						
Enhanced 911 Surcharge Collection	853,089	7,162,859	9,252,500	77%	9,450,000	197,500
Interest Income	3,594	12,419	2,500	497%	23,200	20,700
Receipts	856,683	7,175,278	9,255,000	78%	9,473,200	218,200
Disbursements:						
New & Emerging Tech. Training	(11,383)	(52,165)	(246,650)	21%	(179,249)	67,401
Non-Recurring Expenses		(3,374)	(2,722,515)	0%	(2,663,489)	59,026
Recurring Expenses:						-
Administration	(153,494)	(543,065)	(1,104,700)	49%	(922,975)	181,725
Maintenance	(67,596)	(1,041,176)	(2,474,524)	42%	(2,410,546)	63,978
Telecommunications	(231,707)	(1,202,546)	(2,146,289)	56%	(2,058,840)	87,449
Other		(7,200)	(7,600)	95%	(7,200)	400
			-			
Disbursements	(464,180)	(2,849,528)	(8,702,278)	33%	(8,242,300)	459,978
Net Receipts/(Disbursements)	392,503	4,325,751	552,722		1,230,900	678,178
Cash Flow Analysis						
Net Receipts/(Disbursements)	392,503	4,325,751				
Encumbrance Paydowns:				Encumb. Bal.		
FY 2011 (Kauai)	(170,019)	(274,185)		144,814		
FY 2012 (HFD/EDS/HPD)		(56,040)		695,392		
FY 2014	(1,126)	(138,288)		1,383,317		
FY 2015	(10,359)	(2,196,307)		2,334,302		
Accounts Receivable (Offset)		2,952	see note 1			
Net Encumbrance Adds/(Paydown)	(181,505)	(2,661,869)				
Net Cash Inflow/(Outflow)	210,998	1,663,881.43				
Bank Balance Analysis:						
ADD: July 1, 2015 Beginning Balance		16,789,216				
Net Bank Balance		18,453,097				
Outstanding Ecumb/Accruals		(4,557,824)				
Unencumbered Cash Balance		13,895,273				

Note 1- Balance paid e911 fund for non payment due to Chapter 11 filing.

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

MONTH OF MARCH 2016	Hawaii PSAP	Kauai PSAP	Maui PSAP	Oahu PSAP	ADMIN	TOTAL
Total Receipts:	**0**	**0**	**0**	**0**	**856,683**	**856,683**
Disbursements:						
6200 New&Emerg. Tech Train.						
6201 911 Goes to WashDC	0	0	0	0	11,383	11,383
Total 6200 New&Emerg. Tech Train.	0	0	0	0	11,383	11,383
6400 RECURRING EXPENSES						
6401 ADMINISTRATION						
6401.01 Exec Dir. Services	0	0	0	0	14,493	14,493
6401.08 Board Member Travel	0	0	0	0	3,503	3,503
6401.09 DB&F Assessments						
6401.0101 DB&F Admin. Assess	0	0	0	0	25,397	25,397
6401.0102 DB&F Rev Assessment	0	0	0	0	100,925	100,925
Total 6401.09 DB&F Assessments	0	0	0	0	126,321	126,321
6401.19 Public Education	0	0	0	0	8,594	8,594
6402.22 Office Supplies	0	0	0	0	584	584
Total 6401 ADMINISTRATION	0	0	0	0	153,494	153,494
6402 MAINTENANCE						
6402.07 0011 9-1-1MSAG Maint.	0	0	19,459	48,137	0	67,596
Total 6402 MAINTENANCE	0	0	19,459	48,137	0	67,596
6403 Other RECURRING						
6403.01 Telcom Charges						
6403.0102 Long Distance	0	85	29	0	0	114
6403.0109 Telcom Trunk	0	27,849	23,208	157,814	0	208,871
6403.0112 HPD CML Viper-Kapolei	0	0	0	20,388	0	20,388
6403.0113 HPDCMLViper-Alapai	0	0	0	2,334	0	2,334
Total 6403.01 Telcom Charges	0	27,935	23,237	180,536	0	231,707
Total 6403 Other RECURRING	0	27,935	23,237	180,536	0	231,707
Total 6400 RECURRING EXPENSES	0	27,935	42,696	228,672	153,494	452,797
Total DISBURSEMENTS	**0**	**27,935**	**42,696**	**228,672**	**164,877**	**464,180**

FY-T-DATE MARCH 31, 2016 (9 mos.)	HAWAII PSAP 9 mos	KAUAI PSAP 9 mos	MAUI PSAP 9 mos	MOLOKAI PSAP 9 mos	OAHU PSAP 9 mos	ADMIN 9 mos	TOTAL 9 mos	TOTAL ANNUAL Budget	$ (Under)/Over Budget
Total RECEIPTS	-	-	-	-	-	7,175,278	(7,175,278)	9,255,000	(16,430,278)
DISBURSEMENTS:									
6200 New&Emerg. Tech Train.									
6201 911 Goes to WashDC	-	-	(494)	-	-	14,455	13,961	46,500	(32,539)
6203 APCO New Tech Conference	-	-	-	-	-	2,207	2,207	11,200	(8,993)
6204 APCO Conference	-	-	7,238	-	13,123	4,193	24,554	31,560	(7,006)
6210 IWCE	-	-	-	-	-	-	-	5,000	(5,000)
6212 NASNA Conference	-	-	-	-	-	2,148	2,148	2,150	(2)
6214 Nena Conference	(2,588)	2,090	18	-	(1,070)	132	(1,417)	34,800	(36,217)
6215 NENA Tech Dev. Conf	-	-	2,821	-	-	-	2,821	2,830	(9)
6216 Smart911	-	-	-	-	-	-	-	5,200	(5,200)
6222 TriTech CAD Users									
6222.01 EMS Users	-	-	-	-	-	-	-	6,000	(6,000)
6222.02 HFD Users	-	-	-	-	-	-	-	6,000	(6,000)
Total 6222 TriTech CAD Users	-	-	-	-	-	-	-	12,000	(12,000)
6228 HxGN Live Hexagon Conf	-	-	(1,005)	-	-	-	(1,005)	18,875	(19,880)
6230 Other Training									
6230.01 HPD (O/T)	-	-	-	-	8,897	-	8,897	8,900	(3)
Total 6230 Other Training	-	-	-	-	8,897	-	8,897	8,900	(3)
6200 New&Emerg. Tech Train. - Other	-	-	-	-	-	-	-	67,635	(67,635)
Total 6200 New&Emerg. Tech Train.	(2,588)	2,090	8,579	-	20,950	23,134	52,165	246,650	(194,485)
6300 Non-RECURRING									
6301 CAD Replac/Upgrade									
6301.05 Kauai Police Dept	-	-	-	-	-	-	-	2,300,000	(2,300,000)
6301.06 Maui PD	-	-	-	-	-	-	-	82,000	(82,000)
6301.07 So. Maui Buildout	-	-	-	-	-	-	-	200,000	(200,000)
CAD Related Expenses	-	-	-	-	3,374	-	3,374	-	3,374
Total 6301 CAD Replac/Upgrade	-	-	-	-	3,374	-	3,374	2,582,000	(2,578,626)
6303 Computers									
6303.13 UPS Battery-HPD	-	-	-	-	-	-	-	3,115	(3,115)
6303.23 HPD SMART911 S/W	-	-	-	-	-	-	-	62,400	(62,400)
6303.24 PRI Install	-	-	-	-	-	-	-	10,000	(10,000)
6303.25 Workstation	-	-	-	-	-	-	-	65,000	(65,000)
Total 6303 Computers	-	-	-	-	-	-	-	140,515	(140,515)
Total 6300 Non-RECURRING	-	-	-	-	3,374	-	3,374	2,722,515	(2,719,141)

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

FY-T-DATE MARCH 31, 2016 (9 mos.)	HAWAII PSAP 9 mos	KAUAI PSAP 9 mos	MAUI PSAP 9 mos	MOLOKAI PSAP 9 mos	OAHU PSAP 9 mos	ADMIN 9 mos	TOTAL 9 mos	ANNUAL Budget	$ (Under)/Over Budget
6400 RECURRING EXPENSES									
6401 ADMINISTRATION									
6401.01 Exec Dir. Services	-	-	-	-	-	91,563	91,563	198,000	(106,437)
6401.02 ElectronSignatur	-	-	-	-	-	-	-	250	(250)
6401.05 Audit Expense	-	-	-	-	-	13,000	13,000	13,025	(25)
6401.06 Bank Charge	-	-	-	-	-	-	-	50	(50)
6401.08 Board Member Travel	-	-	-	-	-	21,581	21,581	25,000	(3,419)
6401.09 DB&F Assessments									
6401.0101 DB&F Admin. Assess	-	-	-	-	-	45,578	45,578	155,000	(109,422)
6401.0102 DB&F Rev Assessment	-	-	-	-	-	319,652	319,652	462,625	(142,973)
Total 6401.09 DB&F Assessments	-	-	-	-	-	365,230	365,230	617,625	(252,395)
6401.11 Miscellaneous Expense	-	-	-	-	-	(0)	(0)	-	(0)
6401.12 NASNA Dues	-	-	-	-	-	150	150	150	-
6401.13 Parking Permits	-	-	-	-	-	400	400	400	-
6401.15 WSP Cost Recovery									
6401.0101 Sprint/Nextel	-	-	-	-	-	4,253	4,253	-	4,253
6401.15 WSP Cost Recovery - Other	-	-	-	-	-	39,120	39,120	70,000	(30,880)
Total 6401.15 WSP Cost Recovery	-	-	-	-	-	43,372	43,372	70,000	(26,628)
6401.17 ADA Compliance	-	-	-	-	-	-	-	200	(200)
6401.19 Public Education	-	-	-	-	-	8,721	8,721	30,000	(21,279)
6401.20 RCUH Contract	-	-	-	-	-	(5,881)	(5,881)	-	(5,881)
6402.21 Cell Phone Charges	-	-	-	-	-	700	700	-	700
6402.22 Office Supplies	-	-	-	-	-	4,230	4,230	5,000	(770)
6402.23 NG911 Transition Plan	-	-	-	-	-	-	-	145,000	(145,000)
Total 6401 ADMINISTRATION	-	-	-	-	-	543,065	543,065	1,104,700	(561,635)
6402 MAINTENANCE									
6402.02 Imagery Lic Agree	-	-	0	-	-	-	0	447,015	(447,015)
6402.05 Logging RecordMaint	-	-	-	-	-	-	-	60,775	(60,775)
6402.07 0011 9-1-1MSAG Maint.	124,043	33,349	155,673	-	385,092	-	698,156	1,323,378	(625,222)
6402.08 CAD Maintenance	(0)	-	170,000	-	173,021	-	343,020	638,752	(295,732)
6402.13 Software Maintenance									
6402.131 Integraph DB S/W Maint	-	-	-	-	-	-	-	4,604	(4,604)
Total 6402.13 Software Maintenance	-	-	-	-	-	-	-	4,604	(4,604)
Total 6402 MAINTENANCE	124,042	33,349	325,673	-	558,112	-	1,041,176	2,474,524	(1,433,348)
6403 Other RECURRING									
6403.01 Telcom Charges									
6403.0102 Long Distance	169	84	90	(35)	-	-	308	2,103	(1,795)
6403.0109 Telcom Trunk	153,172	55,699	185,692	-	710,161	-	1,104,724	1,687,134	(582,410)
6403.0111 WiringAltDispatch	-	673	-	-	-	-	673	237,736	(237,063)
6403.0112 HPD CML Viper-Kapolei	-	-	-	-	60,292	-	70,486	140,916	(70,430)
6403.0113 HPDCMLViper-Alapai	-	-	-	-	15,900	-	5,706	-	5,706
6403.0114 SD Viper (OSL) (3)	-	-	-	-	20,478	-	20,478	54,000	(33,522)
6403.0115 Text-to-911 Service	-	-	-	-	-	-	-	24,100	(24,100)
6403.0116 Alt PSAP Call Route	-	-	-	-	-	-	-	300	(300)
6403.0117 Telecom Chgs-Other	-	171	-	-	-	-	171	-	171
Total 6403.01 Telcom Charges	153,341	56,627	185,782	(35)	806,831	-	1,202,546	2,146,289	(943,743)
6403.02 EMS Tower Lease	-	-	-	-	7,200	-	7,200	7,600	(400)
Total 6403 Other RECURRING	153,341	56,627	185,782	(35)	814,031		1,209,746	2,153,889	(944,143)
Total 6400 RECURRING EXPENSES	277,384	89,976	511,455	(35)	1,372,143	543,065	2,793,988	5,733,113	(2,939,125)
Total DISBURSEMENTS	274,796	92,066	520,034	(35)	1,396,467	566,199	2,849,528	8,702,278	(5,852,750)

FY 2016 STRATEGIC BUDGET PLAN	HAWAII PSAP	OAHU PSAP	MAUI PSAP	Molokai PSAP	KAUAI PSAP	ADMIN	New & Emerging Technology Training	TOTAL	Board Approval Date
Approved FY 2016 Strategic Budget Plan	992,547	2,577,329	946,873	65,335	3,065,729	1,103,700	246,650	8,998,163	6/9/2015
NASNA						2,650	(2,650)		
Board Approved Changes:									
Executive Director (1) - APCO						3,000	(3,000)		6/9/2015
Board member (1) - APCO						3,000	(3,000)		6/9/2015
Oahu DIT (1) - APCO		3,000					(3,000)		6/9/2015
HPD (2+1 Board member) - APCO		10,500					(10,500)		7/15/2015
MPD (2) - APCO			7,240				(7,240)		7/15/2015
KPD (2) - APCO					7,000		(7,000)		7/15/2015
HawPD (2) - APCO	7,000						(7,000)		7/15/2015
HawPD (2) - APCO (retracted)	(7,000)						7,000		7/15/2015
HFD (1) - APCO		3,000					(3,000)		7/15/2015
HawPD Imagery Adjustment	(300,000)							(300,000)	7/15/2015
MPD (1) - NENA Development Conf -Oct4-8			2,830				(2,830)		8/13/2015
Board member (1) - APCO New Emerging Tech						2,500	(2,500)		9/10/2015
MPD - PowerPhone EMD digital S/W			3,115					3,115	10/8/2015
HFD (2)TriCon2016 Conference, San Diego, Feb28 to March 2, 2016		6,000					(6,000)		11/12/2015
EMS (2)TriCon2016 Conference, San Diego, Feb28 to March 2, 2016		6,000					(6,000)		11/12/2015
Boardmembers (3) 911 GTW Conf., Feb 21-24, 2016						9,500	(9,500)		11/12/2015
HFD (1) 911 GTW Conf., Feb 21-24, 2016		3,000					(3,000)		11/12/2015
HiPD(2) 911 GTW Conf., Feb 21-24, 2016	7,000						(7,000)		11/12/2015
HPD (3) 911 GTW Conf., Feb 21-24, 2016		10,500					(10,500)		11/12/2015
HawTelcom (1) 911 GTW Conf., Feb 21-24, 2016						3,000	(3,000)		11/12/2015
KPD (3) - APCO Western Regional Conf., March 3-10-2016					8,700		(8,700)		11/12/2015
Admin- Office Supplies						1,000		1,000	11/12/2015
MPD (3) 911 GTW, Feb 21-24, 2016			10,500				(10,500)		11/12/2015
Board member - IWCE Conference, Las Vegas, NV; March 21-25,2016.						2,500	(2,500)		12/10/2015
MPD (6)2016 HeXagon (Intergraph) Conference, Anaheim, June 13-17. 2016			18,875				(18,875)		1/12/2016
IWCE (1) - March 21-25,2016						2,500	(2,500)		2/11/2016
IWCE (1) - March 21-25,2017 (R. Freitas)						(2,500)	2,500		
HPD (2) - Smart911 Summit and Training; Boston, MA, May 9-12, 2016		5,200					-		2/11/2016
Exec Dir (1) - NENA/NASNA Conference 6/10/2016						(3,300)	(3,300)		3/10/2016
HPD (2) - NENA Conference 6/11/16 - 6/16/2016		7,000					(7,000)		3/10/2016
MPD (2) - NENA Conference 6/11/2016 - 6/16/2016			7,000				(7,000)		3/10/2016
KPD (3) - NENA Conference 6/11/2016 - 6/16/2016					10,500		(10,500)		3/10/2016
HiPD (2) - NENA Conference 6/11/2016-6/16/2016	7,000						(7,000)		3/10/2016
								-	
Totals	706,547	2,631,529	996,433	65,335	3,091,929	1,127,550	81,555	8,702,278	

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

ENCUMBRANCES	Oahu	Maui	Molokai	Kauai	Hawaii	Admin	FY 2015 Total	Sep.30.2015 Balance	PAYDOWN	Dec.31.2015	PAYDOWN	Jan.31.2016	Paydown	Feb.29, 2016	PAYDOWN	Mar.31.2016
FY 2011 Encumbrances:																
CAD Upgrade:				419,000			419,000	314,834		314,834		314,834		314,834	(170,019)	144,814
FY 2012 Encumbrances:							-	-								
CAD Upgrades:							-									
EMS/FIRE	56,040						56,040			-						
HPD	695,392						695,392	695,392	-	695,392		695,392		695,392		695,392
Total FY 2012 Encumbrances	751,432	-		-	-	-	751,432	695,392	-	695,392	-	695,392		695,392		695,392
FY 2014 Accruals																
CAD Upgrade				1,500,000			1,500,000	1,500,000	-	1,500,000	(133,685.00)	1,366,315		1,366,315		1,366,315
AG Legal Expenses for IRC						21,605	21,605	20,913	(1,481)	19,432	(711.00)	18,721	(593)	18,128	(1,126)	17,002
Total FY 2014 Encumbrances	-	-	-	-	1,500,000	21,605	1,521,605	1,520,913	(1,481)	1,519,432	(134,396)	1,385,036	(593)	1,384,443	(1,126)	1,383,317
FY 2015 Encumbrances																
CAD Upgrade				2,300,000			2,300,000	2,300,000		2,300,000		2,300,000	-	2,300,000		2,300,000
HPD Smart911 S/W	76,400						76,400	76,400	(25,863)	55,717		50,537	(10,359)	40,178	(10,359.27)	29,819
Imagery License				926,400			926,400	926,400	(922,017)	4,383		4,383		4,383		4,383
Kauai ADC				307,000			307,000	1,564	(1,464)	100		100		100		100
							-	-								
Board Travel					6,000		6,000	-								
NENA	9,999	10,500		9,900	10,500	4,086	44,985	-								
NASNA					650		650	-								
911 Goes to WA		7,000					7,000	-								
HxGN Live Hexagon Conf		6,600					6,600	-								
WSP Cost Recovery -SprintNextel						35,000	35,000	-								
MSAG	46,614	37,590		73,291	39,885		197,380	-								
CAD Maint				66,307			66,307	-								
HT Telcom Trunk		23,207		27,849	51,057		102,113	-								
HPD CML Viper-Kapolei/Alapai	41,650						41,650	-								
CML Viper (OSL)	2,973						2,973	-								
Imagery Lic Agree		387,892					387,892	-								
Office Supplies						110	110	-								
RCUH Contract						14,570	14,570	-								
HT Long Distance		139	35	145	60		379	-								
Microwave Antennat Lease	7,200						7,200	-				-				
							-	-								
Total Encumbrances/Accruals	184,836	472,928	35	418,185	3,394,209	60,416	4,530,609	3,304,364	(949,344)	2,360,200	-	2,355,020	(10,359)	2,344,661	(10,359)	2,334,302
														-	-	
Total	936,268	472,928	35	837,185	4,894,209	82,021	7,222,646	5,835,502	(950,825)	4,889,857	(134,396)	4,750,281	(10,952)	4,739,329	(181,505)	4,557,824

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

		HAWAII PSAP	
FY-T-DATE MARCH 31, 2016 (9 mos.)	**9 mos**	**ANNUAL Budget**	**$ (Under)/Over Budget**
Total RECEIPTS	–	–	–
DISBURSEMENTS:			
6200　New&Emerg. Tech Train.			
6201　911　Goes to WashDC	–	7,000	(7,000)
6203　APCO New Tech Conference	–	–	–
6204　APCO Conference	–	–	–
6210　IWCE	–	–	–
6212　NASNA Conference	–	–	–
6214　Nena Conference	(2,588)	7,000	(9,588)
6215　NENA Tech Dev. Conf	–	–	–
6216　Smart911	–	–	–
6222　TriTech CAD Users			
6222.01　EMS Users	–	–	–
6222.02　HFD Users	–	–	–
Total 6222　TriTech CAD Users	–	–	–
6228 HxGN Live Hexagon Conf	–	–	–
6230　Other Training			
6230.01　HPD (O/T)	–	–	–
Total 6230　Other Training	–	–	–
6200　New&Emerg. Tech Train. - Other	–	–	–
Total 6200　New&Emerg. Tech Train.	(2,588)	14,000	(16,588)
6300　Non-RECURRING			
6301　CAD Replac/Upgrade			
6301.05　Kauai Police Dept	–	–	–
6301.06　Maui PD	–	–	–
6301.07　So. Maui Buildout	–	–	–
CAD Related Expenses	–	–	–
Total 6301　CAD Replac/Upgrade	–	–	–
6303　Computers			
6303.13　UPS Battery-HPD	–	–	–
6303.23　HPD SMART911 S/W	–	–	–
6303.24　PRI Install	–	–	–
6303.25　Workstation	–	–	–
Total 6303　Computers	–	–	–
Total 6300　Non-RECURRING	–	–	–
6400　RECURRING EXPENSES			
6402　MAINTENANCE			
6402.02　Imagery Lic Agree	–	–	–
6402.05　Logging RecordMaint	–	–	–
6402.07　0011 9-1-1MSAG Maint.	124,043	307,647	(183,604)
6402.08　CAD Maintenance	(0)	68,752	(68,752)
6402.13　Software Maintenance			
6402.131 Integraph DB S/W Maint	–	4,604	(4,604)
Total 6402.13　Software Maintenance	–	4,604	(4,604)
Total 6402　MAINTENANCE	124,042	381,003	(256,961)
6403　Other RECURRING			
6403.01 Telcom Charges			
6403.0102　Long Distance	169	1,200	(1,031)
6403.0109　Telcom Trunk	153,172	306,344	(153,172)
6403.0111　WiringAltDispatch	–	–	–
6403.0112 HPD CML Viper-Kapolei	–	–	–
6403.0113　HPDCMLViper-Alapai	–	–	–
6403.0114　SD Viper (OSL) (3)	–	–	–
6403.0115　Text-to-911 Service	–	4,000	(4,000)
6403.0116　Alt PSAP Call Route	–	–	–
6403.0117 Telcom Chgs-Other	–	–	–
Total 6403.01 Telcom Charges	153,341	311,544	(158,203)
6403.02　EMS Tower Lease	–	–	–
Total 6403　Other RECURRING	153,341	311,544	(158,203)
Total 6400　RECURRING EXPENSES	277,384	692,547	(415,163)
Total DISBURSEMENTS	274,796	706,547	(431,751)

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

FY-T-DATE MARCH 31, 2016 (9 mos.)	9 mos	KAUAI PSAP ANNUAL Budget	$ (Under)/Over Budget
Total RECEIPTS	-	-	-
DISBURSEMENTS:			
6200 New&Emerg. Tech Train.			
6201 911 Goes to WashDC	-	-	-
6203 APCO New Tech Conference	-	8,700	(8,700)
6204 APCO Conference	-	7,000	(7,000)
6210 IWCE	-	-	-
6212 NASNA Conference	-	-	-
6214 Nena Conference	2,090	10,500	(8,410)
6215 NENA Tech Dev. Conf	-	-	-
6216 Smart911	-	-	-
6222 TriTech CAD Users			
6222.01 EMS Users	-	-	-
6222.02 HFD Users	-	-	-
Total 6222 TriTech CAD Users	-	-	-
6228 HxGN Live Hexagon Conf			
6230 Other Training			
6230.01 HPD (O/T)	-	-	-
Total 6230 Other Training	-	-	-
6200 New&Emerg. Tech Train. - Other	-	-	-
Total 6200 New&Emerg. Tech Train.	2,090	26,200	(24,110)
6300 Non-RECURRING			
6301 CAD Replac/Upgrade			
6301.05 Kauai Police Dept	-	2,300,000	(2,300,000)
6301.06 Maui PD	-	-	-
6301.07 So. Maui Buildout	-	-	-
CAD Related Expenses	-	-	-
Total 6301 CAD Replac/Upgrade	-	2,300,000	(2,300,000)
6303 Computers			
6303.13 UPS Battery-HPD	-	-	-
6303.23 HPD SMART911 S/W	-	-	-
6303.24 PRI Install	-	10,000	(10,000)
6303.25 Workstation	-	-	-
Total 6303 Computers	-	10,000	(10,000)
Total 6300 Non-RECURRING	-	2,310,000	(2,310,000)
6400 RECURRING EXPENSES			
6402 MAINTENANCE			
6402.02 Imagery Lic Agree	-	197,015	(197,015)
6402.05 Logging RecordMaint	-	-	-
6402.07 0011 9-1-1MSAG Maint.	33,349	204,700	(171,351)
6402.08 CAD Maintenance	-	-	-
6402.13 Software Maintenance			
6402.131 Integraph DB S/W Maint	-	-	-
Total 6402.13 Software Maintenance	-	-	-
Total 6402 MAINTENANCE	33,349	401,715	(368,366)
6403 Other RECURRING			
6403.01 Telcom Charges			
6403.0102 Long Distance	84	480	(396)
6403.0109 Telcom Trunk	55,699	111,398	(55,699)
6403.0111 WiringAltDispatch	673	237,736	(237,063)
6403.0112 HPD CML Viper-Kapolei	-	-	-
6403.0113 HPDCMLViper-Alapai	-	-	-
6403.0114 SD Viper (OSL) (3)	-	-	-
6403.0115 Text-to-911 Service	-	4,100	(4,100)
6403.0116 Alt PSAP Call Route	-	300	(300)
6403.0117 Telcom Chgs-Other	171	-	171
Total 6403.01 Telcom Charges	56,627	354,014	(297,387)
6403.02 EMS Tower Lease	-	-	-
Total 6403 Other RECURRING	56,627	354,014	(297,387)
Total 6400 RECURRING EXPENSES	89,976	755,729	(665,753)
Total DISBURSEMENTS	92,066	3,091,929	(2,999,863)

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

FY-T-DATE MARCH 31, 2016 (9 mos.)	MAUI PSAP		
	9 mos	ANNUAL Budget	$ (Under)/Over Budget
Total RECEIPTS	-	-	-
DISBURSEMENTS:			
6200 New&Emerg. Tech Train.			
6201 911 Goes to WashDC	(494)	10,500	(10,994)
6203 APCO New Tech Conference	-	-	-
6204 APCO Conference	7,238	7,240	(2)
6210 IWCE	-	-	-
6212 NASNA Conference	-	-	-
6214 Nena Conference	18	7,000	(6,982)
6215 NENA Tech Dev. Conf	2,821	2,830	(9)
6216 Smart911	-	-	-
6222 TriTech CAD Users			
6222.01 EMS Users	-	-	-
6222.02 HFD Users	-	-	-
Total 6222 TriTech CAD Users	-	-	-
6228 HxGN Live Hexagon Conf	(1,005)	18,875	(19,880)
6230 Other Training			
6230.01 HPD (O/T)	-	-	-
Total 6230 Other Training	-	-	-
6200 New&Emerg. Tech Train. - Other	-	-	-
Total 6200 New&Emerg. Tech Train.	8,579	46,445	(37,866)
6300 Non-RECURRING			
6301 CAD Replac/Upgrade			
6301.05 Kauai Police Dept	-	-	-
6301.06 Maui PD	-	82,000	(82,000)
6301.07 So. Maui Buildout	-	200,000	(200,000)
CAD Related Expenses	-	-	-
Total 6301 CAD Replac/Upgrade	-	282,000	(282,000)
6303 Computers			
6303.13 UPS Battery-HPD	-	3,115	(3,115)
6303.23 HPD SMART911 S/W	-	-	-
6303.24 PRI Install	-	-	-
6303.25 Workstation	-	-	-
Total 6303 Computers	-	3,115	(3,115)
Total 6300 Non-RECURRING	-	285,115	(285,115)
6400 RECURRING EXPENSES			
6402 MAINTENANCE			
6402.02 Imagery Lic Agree	0	-	0
6402.05 Logging RecordMaint	-	-	-
6402.07 0011 9-1-1MSAG Maint.	155,673	233,393	(77,720)
6402.08 CAD Maintenance	170,000	170,000	-
6402.13 Software Maintenance			
6402.131 Integraph DB S/W Maint	-	-	-
Total 6402.13 Software Maintenance	-	-	-
Total 6402 MAINTENANCE	325,673	403,393	(77,720)
6403 Other RECURRING			
6403.01 Telcom Charges			
6403.0102 Long Distance	90	366	(276)
6403.0109 Telcom Trunk	185,692	257,914	(72,222)
6403.0111 WiringAltDispatch	-	-	-
6403.0112 HPD CML Viper-Kapolei	-	-	-
6403.0113 HPDCMLViper-Alapai	-	-	-
6403.0114 SD Viper (OSL) (3)	-	-	-
6403.0115 Text-to-911 Service	-	3,200	(3,200)
6403.0116 Alt PSAP Call Route	-	-	-
6403.0117 Telecom Chgs-Other	-	-	-
Total 6403.01 Telcom Charges	185,782	261,480	(75,698)
6403.02 EMS Tower Lease	-	-	-
Total 6403 Other RECURRING	185,782	261,480	(75,698)
Total 6400 RECURRING EXPENSES	511,455	664,873	(153,418)
Total DISBURSEMENTS	520,034	996,433	(476,399)

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

FY-T-DATE MARCH 31, 2016 (9 mos.)	MOLOKAI PSAP		
	9 mos	ANNUAL Budget	$ (Under)/Over Budget
Total RECEIPTS	-	-	-
DISBURSEMENTS:			
6200 New&Emerg. Tech Train.			
6201 911 Goes to WashDC	-	-	-
6203 APCO New Tech Conference	-	-	-
6204 APCO Conference	-	-	-
6210 IWCE	-	-	-
6212 NASNA Conference	-	-	-
6214 Nena Conference	-	-	-
6215 NENA Tech Dev. Conf	-	-	-
6216 Smart911	-	-	-
6222 TriTech CAD Users			
6222.01 EMS Users	-	-	-
6222.02 HFD Users	-	-	-
Total 6222 TriTech CAD Users	-	-	-
6228 HxGN Live Hexagon Conf	-	-	-
6230 Other Training			
6230.01 HPD (O/T)	-	-	-
Total 6230 Other Training	-	-	-
6200 New&Emerg. Tech Train. - Other	-	-	-
Total 6200 New&Emerg. Tech Train.	-	-	-
6300 Non-RECURRING			
6301 CAD Replac/Upgrade			
6301.05 Kauai Police Dept	-	-	-
6301.06 Maui PD	-	-	-
6301.07 So. Maui Buildout	-	-	-
CAD Related Expenses	-	-	-
Total 6301 CAD Replac/Upgrade	-	-	-
6303 Computers			
6303.13 UPS Battery-HPD	-	-	-
6303.23 HPD SMART911 S/W	-	-	-
6303.24 PRI Install	-	-	-
6303.25 Workstation	-	-	-
Total 6303 Computers	-	-	-
Total 6300 Non-RECURRING	-	-	-
6400 RECURRING EXPENSES			
6402 MAINTENANCE			
6402.02 Imagery Lic Agree	-	-	-
6402.05 Logging RecordMaint	-	-	-
6402.07 0011 9-1-1MSAG Maint.	-	-	-
6402.08 CAD Maintenance	-	-	-
6402.13 Software Maintenance			
6402.131 Integraph DB S/W Maint	-	-	-
Total 6402.13 Software Maintenance	-	-	-
Total 6402 MAINTENANCE	-	-	-
6403 Other RECURRING			
6403.01 Telcom Charges			
6403.0102 Long Distance	(35)	57	(92)
6403.0109 Telcom Trunk	-	64,478	(64,478)
6403.0111 WiringAltDispatch	-	-	-
6403.0112 HPD CML Viper-Kapolei	-	-	-
6403.0113 HPDCMLViper-Alapai	-	-	-
6403.0114 SD Viper (OSL) (3)	-	-	-
6403.0115 Text-to-911 Service	-	800	(800)
6403.0116 Alt PSAP Call Route	-	-	-
6403.0117 Telecom Chgs-Other	-	-	-
Total 6403.01 Telcom Charges	(35)	65,335	(65,370)
6403.02 EMS Tower Lease	-	-	-
Total 6403 Other RECURRING	(35)	65,335	(65,370)
Total 6400 RECURRING EXPENSES	(35)	65,335	(65,370)
Total DISBURSEMENTS	(35)	65,335	(65,370)

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

FY-T-DATE MARCH 31, 2016 (9 mos.)	OAHU PSAP		
	9 mos	ANNUAL Budget	$ (Under)/Over Budget
Total RECEIPTS	–	–	–
DISBURSEMENTS:			
6200 New &Emerg. Tech Train.			
6201 911 Goes to WashDC	–	13,500	(13,500)
6203 APCO New Tech Conference	–	–	–
6204 APCO Conference	13,123	13,125	(2)
6210 IWCE	–	–	–
6212 NASNA Conference	–	–	–
6214 Nena Conference	(1,070)	7,000	(8,070)
6215 NENA Tech Dev. Conf	–	–	–
6216 Smart911	–	5,200	(5,200)
6222 TriTech CAD Users			
6222.01 EMS Users	–	6,000	(6,000)
6222.02 HFD Users	–	6,000	(6,000)
Total 6222 TriTech CAD Users	–	12,000	(12,000)
6228 HxGN Live Hexagon Conf	–	–	–
6230 Other Training			
6230.01 HPD (O/T)	8,897	8,900	(3)
Total 6230 Other Training	8,897	8,900	(3)
6200 New &Emerg. Tech Train. - Other	–	–	–
Total 6200 New &Emerg. Tech Train.	20,950	59,725	(38,775)
6300 Non-RECURRING			
6301 CAD Replac/Upgrade			
6301.05 Kauai Police Dept	–	–	–
6301.06 Maui PD	–	–	–
6301.07 So. Maui Buildout	–	–	–
CAD Related Expenses	3,374	–	3,374
Total 6301 CAD Replac/Upgrade	3,374	–	3,374
6303 Computers			
6303.13 UPS Battery-HPD	–	–	–
6303.23 HPD SMART911 S/W	–	62,400	(62,400)
6303.24 PRI Install	–	–	–
6303.25 Workstation	–	65,000	(65,000)
Total 6303 Computers	–	127,400	(127,400)
Total 6300 Non-RECURRING	3,374	127,400	(124,026)
6400 RECURRING EXPENSES			
6402 MAINTENANCE			
6402.02 Imagery Lic Agree	–	250,000	(250,000)
6402.05 Logging RecordMaint	–	60,775	(60,775)
6402.07 0011 9-1-1MSAG Maint.	385,092	577,638	(192,547)
6402.08 CAD Maintenance	173,021	400,000	(226,979)
6402.13 Software Maintenance			
6402.131 Integraph DB S/W Maint	–	–	–
Total 6402.13 Software Maintenance	–	–	–
Total 6402 MAINTENANCE	558,112	1,288,413	(730,301)
6403 Other RECURRING			
6403.01 Telcom Charges			
6403.0102 Long Distance	–	–	–
6403.0109 Telcom Trunk	710,161	947,000	(236,839)
6403.0111 WiringAltDispatch	–	–	–
6403.0112 HPD CML Viper-Kapolei	60,292	140,916	(80,624)
6403.0113 HPDCMLViper-Alapai	15,900	–	15,900
6403.0114 SD Viper (OSL) (3)	20,478	54,000	(33,522)
6403.0115 Text-to-911 Service	–	12,000	(12,000)
6403.0116 Alt PSAP Call Route	–	–	–
6403.0117 Telecom Chgs-Other	–	–	–
Total 6403.01 Telcom Charges	806,831	1,153,916	(347,085)
6403.02 EMS Tower Lease	7,200	7,600	(400)
Total 6403 Other RECURRING	814,031	1,161,516	(347,485)
Total 6400 RECURRING EXPENSES	1,372,143	2,449,929	(1,077,786)
Total DISBURSEMENTS	1,396,467	2,637,054	(1,240,587)

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

FY-T-DATE MARCH 31, 2016 (9 mos.)	ADMIN		
	9 mos	ANNUAL Budget	$ (Under)/Over Budget
Total RECEIPTS	7,175,278	-	7,175,278
DISBURSEMENTS:			
6200 New&Emerg. Tech Train.			
6201 911 Goes to WashDC	14,455	15,500	(1,045)
6203 APCO New Tech Conference	2,207	2,500	(293)
6204 APCO Conference	4,193	4,195	(2)
6210 IWCE	-	5,000	(5,000)
6212 NASNA Conference	2,148	2,150	(2)
6214 Nena Conference	132	3,300	(3,168)
6215 NENA Tech Dev. Conf	-	-	-
6216 Smart911	-		-
6222 TriTech CAD Users			
6222.01 EMS Users	-	-	-
6222.02 HFD Users	-	-	-
Total 6222 TriTech CAD Users	-	-	-
6228 HxGN Live Hexagon Conf	-	-	-
6230 Other Training			
6230.01 HPD (O/T)	-	-	-
Total 6230 Other Training	-	-	-
6200 New&Emerg. Tech Train. - Other	-	67,635	(67,635)
Total 6200 New&Emerg. Tech Train.	23,134	100,280	(77,146)
6400 RECURRING EXPENSES			
6401 ADMINISTRATION			
6401.01 Exec Dir. Services	91,563	198,000	(106,437)
6401.02 ElectronSignatur	-	250	(250)
6401.05 Audit Expense	13,000	13,025	(25)
6401.06 Bank Charge	-	50	(50)
6401.08 Board Member Travel	21,581	25,000	(3,419)
6401.09 DB&F Assessments			
6401.0101 DB&F Admin. Assess	45,578	155,000	(109,422)
6401.0102 DB&F Rev Assessment	319,652	462,625	(142,973)
Total 6401.09 DB&F Assessments	365,230	617,625	(252,395)
6401.11 Miscellaneous Expense	(0)	-	(0)
6401.12 NASNA Dues	150	150	-
6401.13 Parking Permits	400	400	-
6401.15 WSP Cost Recovery			
6401.0101 Sprint/Nextel	4,253	-	4,253
6401.15 WSP Cost Recovery - Other	39,120	70,000	(30,880)
Total 6401.15 WSP Cost Recovery	43,372	70,000	(26,628)
6401.17 ADA Compliance	-	200	(200)
6401.19 Public Education	8,721	30,000	(21,279)
6401.20 RCUH Contract	(5,881)	-	(5,881)
6402.21 Cell Phone Charges	700	-	700
6402.22 Office Supplies	4,230	5,000	(770)
6402.23 NG911 Transition Plan	-	145,000	(145,000)
Total 6401 ADMINISTRATION	543,065	1,104,700	(561,635)
Total 6400 RECURRING EXPENSES	543,065	1,104,700	(561,635)
Total DISBURSEMENTS	566,199	1,204,980	(638,781)