

## STATE OF HAWAII

Enhanced 911 Board Meeting  
Kalanimoku Bldg., Room 322B  
1151 Punchbowl St., Honolulu  
Thursday, November 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. 2017 Legislative Investigative Committee update – Paul Ferreira
    - ii. Others.
  - b. Technical Committee – Thalia Burns
    - i. Investigative Regulatory Committee update– Davlynn Racadio
    - ii. Educational Investigative Committee update – Jeffrey Riewer
    - iii. FCC update
    - iv. Text-to-911 update
    - v. Others
  - c. Finance Committee – Kiman Wong
    - i. Review of Monthly Cash Flow & Budget Financial reports
    - ii. Others.
- VI. PSAP Status Updates
  - a. Kauai – Michael Contrades
  - b. Oahu HPD – Allan Nagata
  - c. Oahu HFD – Gary Lum
  - d. Molokai – Dean Rickard
  - e. Maui – John Jakubczak

- f. Hawaii – Paul Ferreira

## VII. Executive Director's Report

- a. The ED will provide updates on the following items:
  - i. Text-to-911 Planning Committee update
  - ii. NASNA Conference meeting review.

## VIII. Items for Discussion, Consideration and Action

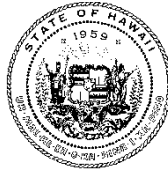
- a. 911 Timeline update
- b. Request for Approval of the FY 2016 CPA Audit Report by Egami and Ichikawa, CPAs.
- c. Request for Funding for Oahu DIT Contract 6 years (FY2017-2022)- \$1,322,632.
  - i. Request funding approval for attendance at the 911 GTW Conference (Feb.26, 2016):
    - 1. HPD (3) - \$10,500.
    - 2. Board member (1) - \$3,250.
- d. Request for approval to refund HawTelcom \$23,270 for assessing the State of Hawaii surcharge fees, in error, for mobile phone usage and remitting the amount to the E911 Fund.
- e. Request approval to exercise the option to extend the contract for CPA audit services by Egami & Ichikawa, CPAs for one year in the amount of \$13,000 (no cost increase). This one-time option for a fourth year was included in the original contract and made subject to Board approval.
- f. Request for an advisory opinion from the AG's office regarding the legality of transferring funds from the E911 special fund to the General Fund.
- g. Others

## IX. Announcements

- a. Future meeting dates (10am – 12 noon).
  - i. **Thursday, December 15, 2016** (Combined meeting)
  - ii. Thursday, January 12, 2017 (Combined meeting)
  - iii. Thursday, February 11, 2017 (Combined meeting)
  - iv. Thursday, March 9, 2017 (Combined meeting)
- b. Future Conference Dates (**3 months advanced approval required**):
  - i. Pictometry Training Conference, February 6 – 9, 2017, Nashville, TN.
  - ii. 911 Goes to Wash DC, Feb. 26, 2017.
  - iii. NENA Conference, June 3 – 8, 2017, San Antonio, TX.
  - iv. APCO Conference, August 13-16, 2017, Denver, CO.
- c. Others

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

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



## STATE OF HAWAII

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

### Meeting Minutes

**Communications Committee members present:** Thalia Burns (HPD), Paul Ferreira (HiPD), Davlynn Racadio (MPD), Lavina Taovao (KPD), and Michael Contrades (KPD).

**Communications Committee members absent:** Steven Schutte (Chair).

**Technical Committee members present:** Thalia Burns (Chair), Ahlan Leong (HPD), Rob Gausepohl (KPD), John Jakubczak (MPD), Tony Ramirez (Akimeka), Gary Lum (HFD), Tony Velasco (DIT), Kenison Tejada (APCO/NENA Pacific Chapter), David Miyasaki (KPD), Darren Horio (HiPD), and Jeff Riewer (AT&T).

**Technical Committee members absent:** Marshall Kanehailua (HiPD), Steven Schutte (Verizon), Kiman Wong (Charter Com).

**Finance Committee members present:** Paul Ferreira (HiPD), Lisa Hiraoka (Consumer Advocate Designee), Michael Contrades (KPD), and Randall Macadangdang (HPD).

**Finance Committee members absent:** Kiman Wong (Chair), Roy Irei (T-Mobile).

**Staff members present:** Stella Kam (AG), Arnold Kishi (DAGS/CIO Designee), Kerry Yoneshige (DAGS/ASO), Courtney Tagupa (ED, E911), and Melvia Kawashima (E911).

**Guests:** Owen Fukumoto (Egami & Ichikawa), John V. Freeland (Regional Dispatch Center), Victoria Garcia ((DOD/OHS), Darren Horio (HPD), Allan Nagata (HPD), Bradly Hirata (HPD), Bonnie Young (MPD), Dean Rickard (MPD), Glenn Kobashigawa (HT), Speedy Bailey (AMR), Tasha Reece (AMR), Andy Ancheta (AMR), Alan Harker (Spillman Tech), Anthony Dorsey (Spillman Tech), Cody Christensen (Spillman Tech), Wayne Hiras (Hoopii Solutions), Clay Chan (DOH/EMS/PSB), Diana Chun (ESD), Sherri Sakamoto (Consumer Advocate Designee, incoming), and Mark Wong (DIT).

### **I. Call to Order, Public Notice, Quorum**

- a. The meeting was called to order at 10:00 am by the Board Chair.
- b. Public Notice has been posted.
- c. Quorum was present for all Committees.

### **II. Public testimony on all agenda items**

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

### III. Introductions

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

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

- a. Board Chair called for approval of the October 13, 2016 meeting minutes. A/C J. Jakubczak motioned to approve minutes was entertained and passed by voice vote by all Committee Members present.

### V. Presentation of FY2016 Independent CPA Audit Report- Egami & Ichikawa, CPAs

- a. Executive Director Tagupa introduced Owen Fukumoto, CPA, who presented his firm's audit of the E911 Fund. ED Tagupa appreciated Mr. Fukumoto's working relationship and concerns regarding the Fund's expanding board and fulltime employees.
- b. Mr. Fukumoto summarized highlights of the Fund's activity at FY2016 year's end, 90% being cash that was independently confirmed with the First Hawaiian Bank. The Fund was fully collateralized at \$19.5 million cash balance from surcharge collections. Due to the size of the E911 fund balance it would be necessary to request the Legislature for an increase in the Fund's ceiling limit for future expenditures to reduce the current cash balance.
- c. Mr. Fukumoto stated that internal controls and policies and procedures were in place which consisted of: a lock box system for direct deposit of receipts to the E911 Fund account; all disbursements require board approval; and there were no non-compliance issues. Therefore, Egami & Ichikawa, CPAs issued an unmodified, or a clean opinion.
- d. Mr. Fukumoto responded to Ms. Hiraoka's question regarding any recommendations. He stated that the large cash balance needs good planning for future spending on technology upgrades and ensure that funds are being spent for what it is truly intended. With surplus balances, the board may consider reducing user fee if funds are sufficient to meet operational needs. The board should be aware of on-going issues such as increased surcharge receipts (surplus balances).

### VI. Committee Updates by Committee Chairs

- a. Communications Committee – Steven Schutte (absent)
  - i. 2017 Legislative Investigative Committee update – Paul Ferreira
    - 1. Coordinator met with the Governor and staff about the E911 legislation and there were no negatives; the ceiling increase legislation is with Budget & Finance and we haven't heard from them yet.
- b. Technical Committee – Thalia Burns
  - i. Investigative Regulatory Committee update – Davlynn Racadio
    - 1. IRC Chair had nothing to report.
    - 2. Educational Investigative Committee update – Jeffrey Riewer
    - 3. Chair Reiwer reported that the committee will meet today after the Board Meeting.
  - ii. FCC update - Executive Director Courtney Tagupa
    - 1. ED Tagupa reported on his recent National Association State 9-1-1 Administrators (NASNA) annual meeting in Kansas City with FCC updates on standard milestones:
      - a. He noted that FCC representatives were actively present and engaged throughout the meetings, which has not been their normal practice in past meetings. He surmised that they may want greater involvement and information from PSAPs operations and will be requesting more information in the future.
      - b. Among standard FCC updates reported, the FCC awarded contracts to WEST Safety Services for the National Emergency Address Data Base testing and to LCC Design Services for test beds. The vendors reported that the technology is not as difficult as anticipated and the February 2017 milestone for its first report can be met

for APCO/NENA meetings. San Francisco and Atlanta are test bed sites and will be operational shortly. April 2023 is completion date.

- c. FCC update on Text-to-911 still shows only 7 states: North Dakota, New Hampshire, Vermont, Maine, New Jersey, Indiana, and Hawaii, with the national map showing large empty spaces comprised of minimal service PSAPs with no funding source, shared duties, and no timeline information for deployment.
  - d. National Matrices on Fees Collections and Diversions: Hawaii is comparable to other jurisdictions on collection; of interest is \$223 M fees diverted as a continuing practice such as New York. HI experienced this in 2009 with the Legislature diverting \$16M E911 Special Funds to the General Fund, which we will address with the Attorney General.
  - e. NG911 cost study at national and state levels is underway for Congressional review.
  - f. A Sustaining Funding Model will be useful for PSAPS.
    - 1) PSAP Operation Apps Policy: the goal is parity in regulatory treatment to prevent regulatory "arbitrage" among service providers who seek jurisdictions with better and more favorable fee structure. Standards must provide universal functionality and reliability as do conventional 911 calls, as the standard.
    - 2) NSI phones – movement against eliminating this was halted as advocated by domestic violence groups.
    - 3) Outage Reports – an extremely detailed cumbersome FCC reporting form is required; service providers should submit your opinions to FCC on this issue.
    - 4) Other reports:
      - i. TPOFA uniform training systems website for 2016 Cybersecurity
      - ii. ESI Practical
      - iii. NG911 Planning framework and Scorecard will be good for Hawaii to compare progress against others.
      - iv. Workforce Study and resource allocation.
- iii. Text-to-911 update – Courtney Tagupa
- a. ED Tagupa convened two Planning Committee conference call meetings for information sharing on each county's community outreach public education efforts on Text-to-911 usage. Hawaii County was absent.
  - b. The PSAP representatives were satisfied with their contacts with the disabled, elderly, women's groups, schools and radio and print media and will proceed to inform the groups of the capabilities of text-to-911 individually by county.
  - c. ED Tagupa provided the committee with a public service announcement (PSA) professional services proposal with costs and effectiveness for 30 second PSA video and radio spots for a month. The counties may determine whether they want to pursue this expanded effort at a later date.
- iv. Mark Wong asked for a renewal for the 2016 Oahu DIT Imagery 6 year contract that lapsed because Pictometry and DIT could not reach an agreement prior to June 30, 2016. The contract is for the next 6 years, FY2017-2022, at the same amount, \$1,322,632. ED Tagupa recommended approval with a budget adjustment move from FY2016 to FY2017, as feasible due to Maui's deferred CAD upgrade project funding. The amount does not affect Maui's 2016 consultant costs at \$60,000. Mr. Wong clarified for Ms. Burns that DIT and City & County of Honolulu (CCHNL) will initially fund this project with E911 Funds as a reimbursement. The matter was approved and forwarded to Finance Committee for funding approval.
- v. 911 GTW Conference (February 26, 2017) for four persons @ \$3500 - \$3250 each, is already a budgeted item; therefore, the board concurred that no further spending approval is needed if it is already part of the strategic budget. However, the board requested to be informed of who is traveling, what conference, and the estimated cost.

- d. Finance Committee – Kiman Wong (absent)
  - i. Review of Monthly Cash Flow & Budget Financial Reports
    - 1. ED Tagupa reported the following:
      - a. Receipts for month - \$834,438
      - b. Disbursements for the month- \$316,062
      - c. Net Receipts - \$518,376
      - d. Net Bank Balance - \$19,021,725
      - e. Outstanding encumbrances/accruals - \$4,882,099
      - f. Unencumbered Cash Balance - \$14,139,626
  - ii. A/C Randall Macadangdang moved and Mr. Jeff Riewer seconded to approve Oahu's DIT Imagery 6 year contract for next 6 years, FY2017-2022, at \$1.3M. Motion was approved.
  - iii. ED Tagupa requested a motion to approve a HawTelcom refund of \$23,270 but it was deferred to the December Board Meeting when further information is reported on how this occurred. ED Tagupa said we cannot audit their operations by law and erroneous assessments for surcharge fees occur nationwide. ED Tagupa will follow up.
  - iv. A/C Randall Macadangdang moved and Lisa Hiraoka seconded to approve the 2016 audit report. Motion was approved.
  - v. A/C Randall Macadangdang moved and Lisa Hiraoka seconded the motion to exercise the contract option to extend the contract for professional audit services by Egami & Ichikawa, CPAs, for one year in the amount of \$13,000. Motion was approved.

## VII. PSAP Status Updates

- a. Kauai – Michael Contrades
  - i. D/C Michael Contrades reported that grant funded positions are still unfilled; status of recruiting/training from a starting 18 to a final 3 for processing. Dispatcher assisted in a live birth delivery via Dispatch phone. KPD recently received accreditation that expanded into communications. APCO shared some excellent training material.
  - ii. A/C Rob Gausepohl reported; that Spillman Tech is doing CAD training. Mock Go Live is scheduled for next week.
  - iii. Mr. David Miyasaki reported on an admin outage on Tuesday for about 7 hours attributable to a circuit problem from HawTel.
  - iv. Ms. Lavina Taovao reported on public education outreach for Text 911 initiative to every county school, hospitals and churches. Spoke on Ron Wiley Radio show about Text to 911. Lavina also manned dispatch on a lengthy air time.
- b. Oahu HPD – Allan Nagata
  - i. Maj. Allan Nagata reported on IT officers who came equipped with laptops and Wi-Fi service to successfully enrolled 40 people for SMART911 at the Leeward Fair. Made progress with School Complex Superintendents and Toys for Tots. AARP are next organizations to visit. We have over 4,000 enrolled currently. Thank you to Thalia and officers who gave up their Saturday.
  - ii. He reported that the Police Radio Dispatcher class (PRD45) hired 5 new employees and thanks to HR Director Carolee Kubo for continuous recruitment that helps build the recruitment pool; at 28 so far. Staff shortages are constant but it's a good start. Thank you to Lisa Hiraoka for her service to the Board.
- c. Oahu HFD – B/C Gary Lum reported that the city's operating budget (also Dept. of Homeland Security funds) helped a vendor add automated resource relocation software to the CAD.
- d. Molokai – Dean Rickard
  - i. D/C Dean Rickard had nothing to report.
- e. Maui – John Jakubczak
  - i. A/C Jakubczak reported that Maui's Gardner Consultants are going through 6-8 week review process for their upgrades recommendation;

- ii. Ms. Davlynn Racadio reported on Text to 911 public education outreach activities from a Facebook to a Maui News writer experiencing a live demonstration in the middle of the communications room. She met with DOE Superintendent Ms. Leila Hayashida to promote Text 911 public education and especially clarified to the hearing disabled community that the SMART911 capability is only on Oahu; however, Maui can “PIN” hearing impaired information to their CAD system. The Disability Communications Access Board (DCAB) Christine Chung was informed that SMART911 and their power point was based on Oahu’s capabilities only.
- f. Hawaii – Paul Ferreira
  - i. Lt. David Horio reported that Hawaii County lost a dispatch position; 4 persons are in training but manpower is still short 12 positions. Spillman Tech completed training and mock live identified glitches; plans to go live is January 9th. New installation of Motorola equipment radio system completed. D/C Ferreira commented on the importance of the global level training phase to accommodate the detailed level training needed by line officers.

## VIII. Items for Discussion, Consideration and Action

- a. 911 Timeline update. –
  - i. D/C Paul Ferreira stated that the Kauai Dispatch “live birth” assist should be reported in the 911 Timeline;
  - ii. Ms. Diana Burns reported that Oahu EMR and State Department of Health AMR are present as backup, and therefore, should share important CAD mapping Data. Diana requested that a non-disclosure agreement be signed. Chair Ferreira clarified that the board funds the CAD mapping operations but it is HPD who controls the Oahu contract, so it’s their role to oversee this request.
- b. Others.

## IX. Announcements

- a. Future Meeting dates (10:00am – 12:00noon):
  - i. Wednesday, December 14, 2016 (Combined meeting)
  - ii. Thursday, January 12, 2017 (Combined meeting)
  - iii. Thursday, February 9, 2017 (Combined meeting)
  - iv. Thursday, March 9, 2017 (Combined meeting)
- b. Future Conference Dates:
  - i. Pictometry Training Conference, Feb. 6-9, 2017, Nashville, TN
  - ii. 911 Goes to Wash DC, Feb. 26, 2017, Arlington, VA
  - iii. NENA Conference, June 3 – 8, 2017, San Antonio, TX.
  - iv. APCO Conference, August 13-16, 2017, Denver, CO.
- c. FirstNet Update – Victoria Garcia
  - i. Victoria Garcia, Statewide Interoperability Coordinator (SWIC) and represents FEMA Region IX, reported that a baseline for communications for Homeland Security is being developed; an assessment questionnaire will come out in 2017. She is looking for a representative from this group to help. She is looking to raise the visibility of communications and coordinate out with her network. We have a meeting in AZ this week to look for a First Net vendor in 2017 for a draft State Plan by second or third quarter 2017. The plan will need to be reviewed by stakeholders. Hawaii is one of five participants on the National Governors Assn in Hawaii Policy Academy on Interoperable Communications, Regional Planning Committee with police and fire county representation. More to come after a December meeting.
- d. Others:
  - i. Ms. Lisa Hiraoka introduced her Consumer Advocate Designee replacement, Ms. Sherri Sakamoto, who brings accounting and business degree and experience as a rate analyst to the Board. Lisa will be joining the Governor’s Chief of Staff Office as an analyst.

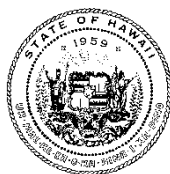


- ii. Board Chair Ferreira presented outgoing Board Member, Ms. Lisa Hiraoka, with a Certificate of Appreciation for her years of service to the E911 Board. Lisa thanked the board and will be glad to assist in however way, as she continues her public service with the Governor's Office.

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

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

**XI. Adjournment:** Having no further business, Chair Ferreira asked for a motion to adjourn the meeting. Mr. Thalia Burns move and Mr. Arnold Kishi seconded; motion passed. Meeting adjourned at 11:32 am.



## State of Hawaii Enhanced 911 Board

Enhanced 911 Board Meeting  
Kalanimoku Bldg., Room 322B  
1151 Punchbowl St., Honolulu  
Thursday, November 10, 2016  
11:30 am – 12:00 pm

**Board members present:** Paul Ferreira (HiPD) Chair; Thalia Burns (HPD), Lisa Hiraoka (Consumer Advocate Designee), Dean Rickard (MPD), Michael Contrades (KPD), John Jakubczak (MPD), Arnold Kishi (ETS), Jeffrey Riewer (AT&T), and Mark Wong (DIT).

**Board members absent:** Roylei (T-Mobile), Ben Morgan (HawTelcom), Kiman Wong (Charter Com) and Steven Schutte (Verizon).

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

**Guests:** Bonnie Young (MPD), Tony Ramirez (Akimeka), John V. Freeland (RDC), Davlynn Racadio (MPD), Darren Horio (HiPD), Kenison Tejada (APCO/NENA Pacific Chapter), Glenn Kobashigawa (HT), Clay Chan (DOH/EMS/PSB), Wayne Hiras (Hookui Solutions), David Miyasaki (KPD), Lavina Taovao (KPD), Tony Velasco (DIT), Cody Christensen (SpillmanTech), Alan Harker (SpillmanTech), Owen Fukumoto (Egami & Ichikawa), Randall Macadangdang (HPD), Rob Gausepohl (KPD), Ah Lan Leong (HPD), Allan Nagata (HPD), Speedy Bailey (AMR), Diana Chun (ESD), Gary Lum (HFD), Tasha Reece (AMR), Andy Ancheta (AMR), Victoria Garcia (DOD-OHS), and Sheri Sakamoto (Consumer Advocate Designee, incoming).

## Meeting Minutes

### I. Call to Order, Public Notice, Quorum

- A. The meeting was called to order at 11:30 am by Chair Paul Ferreira.
- B. Public notice was issued.

C. Quorum was present.

## II. Public testimony on all agenda items

A. Chair Ferreira 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 Chair Ferreira.

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

A. Chair Ferreira called for approval of the October 13, 2016 Meeting minutes. . All board members present approved the minutes. *N.B., Mark Wong reported that he was absent but not noted in the October 13, 2016 Minutes. Correction was so noted in the online posted Minutes.*

## V. Committee Updates by Committee Chairs

A. Communications Committee – Steven Schutte absent  
B. Technical Committee – Thalia Burns had nothing to report  
C. Finance Committee – Kiman Wong absent. There were no updates to report.

## VI. PSAP Status Updates All representatives acknowledged that there were no updates to report.

A. Kauai – Michael Contrades  
B. Oahu HPD – Allan Nagata  
C. Oahu HFD – Gary Lum  
D. Molokai – Dean Rickard  
E. Maui – Davlynn Racadio  
F. Hawaii – Paul Ferreira

## VII. Executive Director's Report

A. ED Tagupa reported further on his recent National Association State Nine-One-One Administrators (NASNA) Annual Meeting in Kansas City, on the following items:

- i. The **National 911 Program update: The National 911 Grants Program** will publish rules and be open for applications in first quarter 2018, \$100 Million total, with about \$5 M for administration.
  - a. Hawaii's share is estimated to be about \$500K to \$1M with a high probability of an award along with other state who apply.
- ii. An **NG911 Cost Study** at national and state levels is being prepared for Congressional review; ED Tagupa's queries based on his cost accounting background were not satisfied so it is hoped that in time, better clarity and articulation per state on NG911 migration costs can be provided.
- iii. Uniform data systems recommendations forthcoming from TOFA; website has key training guidelines that will be useful to Mr. Jeffrey Riewer.
- iv. **FEMA Information** (usage, rules, links) on IPWS, Integrated Public Warning System: evolved from EBS, EAS, WAE for local alerting through

- wireless transmission
- v. Other reports included ESRI, GIS, and Next Gen911.

## VIII. Items for Discussion, Consideration and Action

- A. E911 Timeline update is a standing item.
- B. Mr. Mark Wong moved, Ms. Thalia Burns seconded motion to approve the FY 2016 CPA Audit Report by Egami and Ichikawa, CPAs; from the Finance Committee. Motion was carried by all board members present.
- C. Michael Contrades moved, Arnold Kishi seconded motion to approve funding for Oahu DIT Contract 6 years (FY2017-2022) at \$1.3 M, also from the Finance Committee for approval. Motion was carried by all board members present.
- D. Chair Ferreira requested to defer action on HawTelcom refund of \$23,270 to the December Board Meeting when further information is reported on how this occurred.
- E. Thalia Burns moved to exercise the option to extend the contract for CPA audit services by Egami & Ichikawa, CPAs, for one year at same cost of \$13,000 was approved.
- F. Thalia Burns moved, Michael Contrades seconded a motion that the Board request the Attorney General's (AG) formal opinion on the legality of transferring E911 Special Funds to General Funds in 2009; motion was carried by all board members present.
  - i. Stella Kam presented the matter of concern to the Board based on ED Tagupa and Melvia's request, since the opinion was never acted upon. She reported that legislative history on Act 79, 2009 Session Laws of Hawaii, that transferred \$16 Million from the E911 Special Fund to the State General Fund, clarified that an Attorney General formal opinion was never requested by the Legislature. She asked whether the Board would like to pursue this.
  - ii. Kerry Yoneshige referenced the Legislative Auditor Study (No. 12-04), which identified the 2009 inappropriate transfer of E911 funds, that the AG contributed its opinion. He added that E911 funds can still be amended in legislation moving through 2017, with proviso for specified spending purposes.
  - iii. Chair Ferreira commented on a second attempt at E911 Fund transfer (2011) for which the AG provided testimony that transfer was in violation of federal law. He added that use of E911 funds for telecomm infrastructure costs may be a possible external use of the E911 fund, subject to Legislative purview.
  - iv. Melvia commented that working papers documenting LAO reports are confidential so access to AG's opinions as well as the Auditor being a Legislative agency are considerations.
  - v. A letter of request for such a formal opinion stating the purpose and use of E911 Funds relative to Legislative directives, will be sent to the Attorney General by Chair Ferreira.

## IX. Announcements

- A. Future meeting dates (10:00 am – 12:00 pm)
  - i. Wednesday, December 14, 2016 (Combined meeting)
  - ii. Thursday, January 12, 2017 (Combined meeting)
  - iii. Thursday, February 9, 2017 (Combined meeting)
  - iv. Thursday, March 9, 2017 (Combined meeting)

- A. Future Conference Dates
  - i. Pictometry Training Conference, February 6 – 9, 2017, Nashville, TN.
  - ii. 911 Goes to Wash DC, Feb. 26, 2017.
  - iii. NENA Conference, June 3 – 8, 2017, San Antonio, TX.
  - iv. APCO Conference, August 13-16, 2017, Denver, CO.

- X. Executive Session: HRS 92-5(a)(4) and HRS 92F(a)(2) to consult with the board's attorney on questions and issues pertaining to the board's powers, duties, privileges, immunities, and liabilities.

Chair Ferreira announced that an Executive Session was not necessary during this month's Board meeting.

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

Chair Ferreira asked if anyone who wished to provide comment on issues not on the agenda for consideration for the Board agenda at the next meeting. No one came forward to testify.

- XII. Meeting Adjourned at 9:59 am

Mr. Jeffrey Riewer moved to adjourn the meeting; the motion was seconded and was passed by unanimous voice vote.

**HAWAII ENHANCED 911 BOARD STATEMENT OF CASH FLOWS**  
**For month ending November 30, 2016**

<b>Budget Analysis</b>				
<b>FY 2016-17</b>	<b>Actuals</b>		<b>Annual Budget</b>	<b>% of Budget Expended</b>
	<b>November</b>	<b>FY-to-DATE</b>		
<b>Receipts:</b>				
Enhanced 911 Surcharge Collection	864,848	4,134,885	9,650,000	43%
Interest Income	4,452	19,951	36,000	55%
<b>Receipts</b>	<b>869,300</b>	<b>4,154,836</b>	<b>9,686,000</b>	<b>43%</b>
<b>Disbursements:</b>				
New & Emerging Tech. Training	(11,026)	(10,832)	(221,830)	5%
Non-Recurring Expenses		0	(2,006,438)	0%
Recurring Expenses:				
Administration	(40,832)	(97,073)	(984,660)	10%
Maintenance	(42,630)	(406,950)	(3,456,311)	12%
Telecommunications	(56,896)	(618,599)	(2,694,625)	23%
Other			(7,600)	0%
<b>Disbursements</b>	<b>(151,384)</b>	<b>(1,133,454)</b>	<b>(9,371,464)</b>	<b>12%</b>
<b>Net Receipts/(Disbursements)</b>	<b>717,916</b>	<b>3,021,382</b>	<b>314,536</b>	
<b>Cash Flow Analysis</b>				
<b>Net Receipts/(Disbursements)</b>	<b>717,916</b>	<b>3,021,382</b>		
<b>Encumbrance Paydowns:</b>				<b>Encumb. Bal.</b>
FY 2011 (Kauai)				115,648
FY 2014	(691)	(2,173)		1,116,388
FY 2015		(1,199,450)		1,119,313
FY 2016		(2,336,205)		2,530,060
Accounts Receivable Paydown		785,960	Note 1	
Net Encumbrance Adds/(Paydown)	(691)	(2,751,868)		
Net Cash Inflow/(Outflow)	717,224	269,514		
<b>Bank Balance Analysis:</b>				
ADD: July 1, 2016 Beginning Balance		19,469,440		
Net Bank Balance		19,738,954		
Outstanding Ecumb/Accruals		(4,881,408)		
Unencumbered Cash Balance		14,857,547		
<b>Note1- Cash Refund due to early termination of HPD CAD Upgrade</b>				

**HAWAII ENHANCED 911 BOARD STATEMENT OF CASH FLOWS**  
**For month ending November 30, 2016**

**REMAINING ENCUMBRANCES**

<b>ENCUMBRANCES</b>	<b>Nov-16</b>
<b>Total FY 2011 CAD Upgrade: Kauai PSAP</b>	<b>115,647.66</b>
<i>CAD Upgrade- Hawaii PSAP</i>	1,102,944.00
AG Legal Expenses for IRC - ADMIN	13,443.64
<b>Total FY 2014 Encumbrances</b>	<b>1,116,387.64</b>
CAD Upgrade - Hawaii PSAP	1,114,830.00
Imagery License - Hawaii PSAP	4,383.32
Kauai ADC	99.56
<b>Total FY 2015 Encumbrances</b>	<b>1,119,312.88</b>
Hawaii PSAP Text-to-911	20,800.00
Kauai PSAP Text-to-911	26,900.00
Maui PSAP Text-to-911	29,000.00
Oahu PSAP Text-to-911	114,407.18
Kauai CAD Upgrade	821,841.92
Maui Equipment Purchases	40,492.00
Maui Viper Equipment	1,443,711.40
So. Maui Buildout	32,907.00
<b>Total FY 2016 Encumbrances</b>	<b>2,530,059.50</b>
<b>Total Encumbrances</b>	<b>4,881,407.68</b>

**HAWAII ENHANCED 911 BOARD STATEMENT OF CASH FLOWS**  
**For month ending November 30, 2016**

MONTH OF NOVEMBER 2016		Hawaii PSAP	Kauai PSAP	Maui PSAP	Oahu PSAP	ADMIN	TOTAL
Total RECEIPTS		-		-	-	869,300	869,300
DISBURSEMENTS:							
6200 New & Emerg. Tech Train.							
6204	APCO Conference	6,419		2,920	-	-	9,339
6212	NASNA Conference	-		-	-	1,686	1,686
Total 6200 New & Emerg. Tech Train.		6,419		2,920	-	1,686	11,026
6400 RECURRING EXPENSES							
6401 ADMINISTRATION							
6401.01	Exec Dir. Services	-		-	-	25,499	25,499
6401.05	Audit Expense	-		-	-	13,000	13,000
6401.08	Board Member Travel	-		-	-	2,124	2,124
6401.21	Cell Phone Charges	-		-	-	197	197
6401.22	Office Supplies	-		-	-	13	13
Total 6401 ADMINISTRATION		-		-	-	40,832	40,832
6402 MAINTENANCE							
6402.07	0011 9-1-1MSAG Maint.	22,482		20,148	-	-	42,630
Total 6402 MAINTENANCE		22,482		20,148	-	-	42,630
6403 Other RECURRING							
6403.01 Telcom Charges							
6403.0102	Long Distance	29		29	-	-	58
6403.0109	Telcom Trunk	25,529		23,208	-	-	48,737
6403.0114	SD Viper (OSL) (3)	-		-	6,505	-	6,505
6403.0122	HT Text-2-911 Svcs.	-		-	1,597	-	1,597
Total 6403.01 Telcom Charges		25,558		23,237	8,102	-	56,896
Total 6403 Other RECURRING		25,558		23,237	8,102	-	56,896
Total 6400 RECURRING EXPENSES		48,039		43,385	8,102	40,832	140,358
Total DISBURSEMENTS:		54,458		46,305	8,102	42,519	151,384



**HAWAII ENHANCED 911 BOARD STATEMENT OF CASH FLOWS**  
**For month ending November 30, 2016**

FY-TO-DATE NOVEMBER 2016 (5 MOS)	Hawaii PSAP	Kauai PSAP	Maui PSAP	Oahu PSAP	ADMIN	TOTAL		
	5 MOS	5 MOS	5 MOS	5 MOS	5 MOS	5 MOS	ANNUAL Budget	\$ Over/UNDER Budget
Total RECEIPTS:	-	-	-	-	4,154,836	4,154,836	9,686,000	(5,531,164)
DISBURSEMENTS:								
6200 New & Emerg. Tech Train.								
6201 911 Goes to WashDC	-	-	-	-	-	-	37,500	(37,500)
6202 IWCE Conference	-	-	-	-	-	-	2,500	(2,500)
6203 APCO Emerg. Tech Forum	-	(2,768)	-	-	-	(2,768)	-	(2,768)
6204 APCO Conference	6,419	9,307	2,920	-	2,614	21,261	41,600	(20,339)
APCO Colorado CC								
6205 E-911 PSAP Forum	-	-	-	-	-	-	13,850	(13,850)
6206 Smart911 Conference	-	-	-	(2,982)	-	(2,982)	7,000	(9,982)
6209 Pictometry Conf	-	-	-	-	-	-	7,000	(7,000)
6212 NASNA Conference	-	-	-	-	1,686	1,686	2,800	(1,114)
6213 Navigator	-	-	-	-	-	-	8,000	(8,000)
6214 Nena Conference	883	180	(4,658)	(2,052)	-	(5,648)	41,000	(46,648)
6215 NENA Tech Dev. Conf	-	-	-	-	-	-	3,500	(3,500)
6216 HiFD Comm CTR Mgr	-	-	-	-	-	-	18,580	(18,580)
6217 Spillman Conf	-	-	-	-	-	-	7,000	(7,000)
6222 TriTech CAD Users								
6222.01 EMS Users	-	-	-	-	-	-	10,000	(10,000)
HFD								
Total 6222 TriTech CAD Users	-	-	-	-	-	-	16,000	(16,000)
6228 HxGN Live Hexagon Conf	-	-	(840)	-	-	(840)	10,500	(11,340)
6230.03 Emergency Svcs Trng	-	-	122	-	-	122	-	122
6231 APCO Colorado CC	-	-	-	-	-	-	-	-
Total 6200 New & Emerg. Tech Train.	7,302	6,719	(2,456)	(5,034)	4,301	10,832	221,830	(210,998)
6300 Non-RECURRING								
6301 CAD Replac/Upgrade								
6301.01 EMS	-	-	-	-	-	-	331,000	(331,000)
6301.07 So. Maui Buildout	-	-	-	-	-	-	466,438	(466,438)
Maui Consultant								
Total 6301 CAD Replac/Upgrade	-	-	-	-	-	-	862,438	(862,438)
6303 Computers								
6303.11 PowerPhone	-	-	(0)	-	-	(0)	-	(0)
6303.25 Workstation								
HFD	-	-	-	-	-	-	40,000	(40,000)
Total 6303.25 Workstation	-	-	-	-	-	-	40,000	(40,000)
HPD	-	-	-	-	-	-	148,000	(148,000)
Total 6303 Computers	-	-	(0)	-	-	(0)	188,000	(188,000)
6307 JTMC Related Expenses								
DIT Logging Record JTMC	-	-	-	-	-	-	356,000	(356,000)
ESD JTMC Viper/CAD/Excom	-	-	-	-	-	-	-	-
HPD Viper JTMC Relocation	-	-	-	-	-	-	500,000	(500,000)
Total 6307 JTMC Related Expenses	-	-	-	-	-	-	856,000	(856,000)
6308 HiPD Comm CTR Console	-	-	-	-	-	-	60,000	(60,000)
6309 HiPD Elect Wiring	-	-	-	-	-	-	40,000	(40,000)
Total 6300 Non-RECURRING	-	-	(0)	-	-	(0)	2,006,438	(2,006,438)

# HAWAII ENHANCED 911 BOARD STATEMENT OF CASH FLOWS

For month ending November 30, 2016

FY-TO-DATE NOVEMBER 2016 (5 MOS)	Hawaii PSAP	Kauai PSAP	Maui PSAP	Oahu PSAP	ADMIN	TOTAL		
	5 MOS	5 MOS	5 MOS	5 MOS	5 MOS	5 MOS	ANNUAL Budget	\$ Over/UNDER Budget
6400 RECURRING EXPENSES								
6401 ADMINISTRATION								
6401.01 Exec Dir. Services	-	-	-	-	79,176	79,176	180,000	(100,824)
6401.02 ElectronSignatur	-	-	-	-	-	-	260	(260)
6401.05 Audit Expense	-	-	-	-	13,000	13,000	13,000	-
6401.06 Bank Charge	-	-	-	-	-	-	50	(50)
6401.08 Board Member Travel	-	-	-	-	7,425	7,425	36,180	(28,755)
6401.09 DB&F Assessments								
6401.0101 DB&F Admin. Assess	-	-	-	-	(5,490)	(5,490)	182,280	(187,770)
6401.0102 DB&F Rev Assessment	-	-	-	-	2,773	2,773	457,640	(454,867)
Total 6401.09 DB&F Assessments	-	-	-	-	(2,717)	(2,717)	639,920	(642,637)
6401.11 Miscellaneous Expense	-	-	-	-	(0)	(0)	-	(0)
6401.13 Parking Permits	-	-	-	-	-	-	400	(400)
6401.15 WSP Cost Recovery								
6401.0101 Sprint/Nextel	-	-	-	-	37	37	-	37
6401.15 WSP Cost Recovery - Other	-	-	-	-	-	-	80,000	(80,000)
Total 6401.15 WSP Cost Recovery	-	-	-	-	37	37	80,000	(79,963)
6401.16 Meeting Expenses	-	-	-	-	117	117	500	(383)
6401.17 ADA Compliance	-	-	-	-	-	-	150	(150)
6401.18 AG Legal Fees	-	-	-	-	-	-	8,000	(8,000)
6401.19 Public Education	-	-	-	-	(1,279)	(1,279)	10,000	(11,279)
6401.21 Cell Phone Charges	-	-	-	-	299	299	1,200	(901)
6401.22 Office Supplies	-	-	-	-	1,027	1,027	5,000	(3,973)
6401.24 Office Furn EQ	-	-	-	-	(11)	(11)	7,500	(7,511)
6401.26 IntraState Travel	-	-	-	-	-	-	2,500	(2,500)
Total 6401 ADMINISTRATION	-	-	-	-	97,073	97,073	984,660	(887,587)
6402 MAINTENANCE								
6402.02 Imagery Lic Agree	-	-	-	-	-	-	1,564,447	(1,564,447)
6402.05 Logging RecordMaint	-	-	-	-	-	-	60,775	(60,775)
6402.07 0011 9-1-1MSAG Maint.	67,446	34,117	122,258	83,333	-	307,153	1,261,089	(953,936)
6402.08 CAD Maintenance	-	-	-	104,401	-	104,401	570,000	(465,599)
6402.11 GeoComm Maint	(4,604)	-	-	-	-	(4,604)	-	(4,604)
Total 6402 MAINTENANCE	62,842	34,117	122,258	187,733	-	406,950	3,456,311	(3,049,361)
6403 Other RECURRING								
6403.01 Telcom Charges								
6304.0118 KPD Viper ADC	-	104,810	-	-	-	104,810	-	104,810
6403.0101 Alt. PSAP 9-1-1 Del	-	(202)	-	-	-	(202)	600,804	(601,006)
6403.0102 Long Distance	86	(30)	(109)	-	-	(53)	2,103	(2,156)
6403.0109 Telcom Trunk	76,586	0	92,833	315,627	-	485,046	1,643,243	(1,158,197)
6403.0112 HPD CML Viper-Kapolei	-	-	-	(2,038)	-	(2,038)	122,330	(124,368)
6403.0113 HPDCML Viper-Alapai	-	-	-	3,501	-	3,501	14,003	(10,502)
6403.0114 SD Viper (OSL) (3)	-	-	-	13,485	-	13,485	40,202	(26,717)
6403.0115 Text-to-911 Service								
Wailuku Maui Station	-	-	880	-	-	880	3,500	(2,620)
Total 6403.0115 Text-to-911 Service	-	-	880	-	-	880	3,500	(2,620)
6403.0116 Alt PSAP Call Route	-	-	-	-	-	-	300	(300)
6403.0118 Smart911								
EMS	-	-	-	-	-	-	78,600	(78,600)
HPD	-	-	-	1,754	-	1,754	27,540	(25,786)
Total 6403.0118 Smart911	-	-	-	1,754	-	1,754	106,140	(104,386)
6403.0119 KPD VIPER	-	9,820	-	-	-	9,820	-	9,820
6403.0121 HFD Viper	-	-	-	-	-	-	162,000	(162,000)
6403.0122 HT Text-2-911 Svcs.	-	-	-	1,597	-	1,597	-	1,597
Total 6403.01 Telcom Charges	76,672	114,398	93,604	333,925	-	618,599	2,694,625	(2,076,026)
6403.02 EMS Tower Lease	-	-	-	-	-	-	7,600	(7,600)
Total 6403 Other RECURRING	76,672	114,398	93,604	333,925	-	618,599	2,702,225	(2,083,626)
Total 6400 RECURRING EXPENSES	139,514	148,515	215,862	521,658	97,073	1,122,623	7,143,196	(6,020,573)
Total DISBURSEMENTS	146,816	155,234	213,405	516,624	101,374	1,133,454	9,371,464	(8,238,010)

**HAWAII ENHANCED 911 BOARD STATEMENT OF CASH FLOWS**  
**For month ending November 30, 2016**

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

**HAWAII ENHANCED 911 BOARD STATEMENT OF CASH FLOWS**  
**For month ending November 30, 2016**

FY-TO-DATE NOVEMBER 2016 (5 MOS)		Hawaii PSAP		
		5 MOS	ANNUAL Budget	\$ Over/UNDER Budget
6400	RECURRING EXPENSES			
6402	MAINTENANCE			
6402.02	Imagery Lic Agree	-	926,570	(926,570)
6402.05	Logging RecordMaint	-	-	-
6402.07	0011 9-1-1MSAG Maint.	67,446	307,647	(240,201)
6402.08	CAD Maintenance	-	-	-
6402.11	GeoComm Maint	(4,604)	-	(4,604)
Total 6402 MAINTENANCE		62,842	1,234,217	(1,171,375)
6403	Other RECURRING			
6403.01	Telcom Charges			
6304.0118	KPD Viper ADC	-	-	-
6403.0101	Alt. PSAP 9-1-1 Del	-	-	-
6403.0102	Long Distance	86	1,200	(1,114)
6403.0109	Telcom Trunk	76,586	306,348	(229,762)
6403.0112	HPD CML Viper-Kapolei	-	-	-
6403.0113	HPDCMLViper-Alapai	-	-	-
6403.0114	SD Viper (OSL) (3)	-	-	-
6403.0115	Text-to-911 Service			
	Wailuku Maui Station	-	-	-
Total 6403.0115 Text-to-911 Service		-	-	-
6403.0116	Alt PSAP Call Route	-	-	-
6403.0118	Smart911			
	EMS	-	-	-
	HPD	-	-	-
Total 6403.0118 Smart911		-	-	-
6403.0119	KPD VIPER	-	-	-
6403.0121	HFD Viper	-	-	-
6403.0122	HT Text-2-911 Svcs.	-	-	-
Total 6403.01 Telcom Charges		76,672	307,548	(230,876)
6403.02	EMS Tower Lease	-	-	-
Total 6403 Other RECURRING		76,672	307,548	(230,876)
Total 6400 RECURRING EXPENSES		139,514	1,541,765	(1,402,251)
Total DISBURSEMENTS		146,816	1,688,345	(1,541,529)

**HAWAII ENHANCED 911 BOARD STATEMENT OF CASH FLOWS**  
**For month ending November 30, 2016**

FY-TO-DATE NOVEMBER 2016 (5 MOS)		Kauai PSAP		
		5 MOS	ANNUAL Budget	\$ Over/UNDER Budget
6400	RECURRING EXPENSES			
6402	MAINTENANCE			
6402.02	Imagery Lic Agree	-	197,000	(197,000)
6402.05	Logging Record Maint	-	-	-
6402.07	0011 9-1-1MSAG Maint.	34,117	211,880	(177,763)
6402.08	CAD Maintenance	-	-	-
6402.11	GeoComm Maint	-	-	-
Total 6402 MAINTENANCE		34,117	408,880	(374,763)
6403	Other RECURRING			
6403.01	Telcom Charges			
6304.0118	KPD Viper ADC	104,810	-	104,810
6403.0101	Alt. PSAP 9-1-1 Del	(202)	237,736	(237,938)
6403.0102	Long Distance	(30)	480	(510)
6403.0109	Telcom Trunk	0	111,400	(111,400)
6403.0112	HPD CML Viper-Kapolei	-	-	-
6403.0113	HPDCMLViper-Alapai	-	-	-
6403.0114	SD Viper (OSL) (3)	-	-	-
6403.0115	Text-to-911 Service			
	Wailuku Maui Station	-	-	-
Total 6403.0115 Text-to-911 Service		-	-	-
6403.0116	Alt PSAP Call Route	-	300	(300)
6403.0118	Smart911			
	EMS	-	-	-
	HPD	-	-	-
Total 6403.0118 Smart911		-	-	-
6403.0119	KPD VIPER	9,820	-	9,820
6403.0121	HFD Viper	-	-	-
6403.0122	HT Text-2-911 Svcs.	-	-	-
Total 6403.01 Telcom Charges		114,398	349,916	(235,518)
6403.02	EMS Tower Lease	-	-	-
Total 6403 Other RECURRING		114,398	349,916	(235,518)
Total 6400 RECURRING EXPENSES		148,515	758,796	(610,281)
Total DISBURSEMENTS		155,234	779,796	(624,562)

**HAWAII ENHANCED 911 BOARD STATEMENT OF CASH FLOWS**  
**For month ending November 30, 2016**

FY-TO-DATE NOVEMBER 2016 (5 MOS)		Maui PSAP		
		5 MOS	ANNUAL Budget	\$ Over/UNDER Budget
6400	RECURRING EXPENSES			
6402	MAINTENANCE			
6402.02	Imagery Lic Agree	-	-	-
6402.05	Logging RecordMaint	-	-	-
6402.07	0011 9-1-1MSAG Maint.	122,258	241,562	(119,304)
6402.08	CAD Maintenance	-	170,000	(170,000)
6402.11	GeoComm Maint	-	-	-
Total 6402 MAINTENANCE		122,258	411,562	(289,304)
6403	Other RECURRING			
6403.01	Telcom Charges			
6304.0118	KPD Viper ADC	-	-	-
6403.0101	Alt. PSAP 9-1-1 Del	-	363,068	(363,068)
6403.0102	Long Distance	(109)	423	(532)
6403.0109	Telcom Trunk	92,833	278,495	(185,662)
6403.0112	HPD CML Viper-Kapolei	-	-	-
6403.0113	HPDCMLViper-Alapai	-	-	-
6403.0114	SD Viper (OSL) (3)	-	-	-
6403.0115	Text-to-911 Service			
	Wailuku Maui Station	880	3,500	(2,620)
Total 6403.0115 Text-to-911 Service		880	3,500	(2,620)
6403.0116	Alt PSAP Call Route	-	-	-
6403.0118	Smart911			
	EMS	-	-	-
	HPD	-	-	-
Total 6403.0118 Smart911		-	-	-
6403.0119	KPD VIPER	-	-	-
6403.0121	HFD Viper	-	-	-
6403.0122	HT Text-2-911 Svcs.	-	-	-
Total 6403.01 Telcom Charges		93,604	645,486	(551,882)
6403.02	EMS Tower Lease	-	-	-
Total 6403 Other RECURRING		93,604	645,486	(551,882)
Total 6400 RECURRING EXPENSES		215,862	1,057,048	(841,186)
Total DISBURSEMENTS		213,405	1,633,986	(1,420,581)

**HAWAII ENHANCED 911 BOARD STATEMENT OF CASH FLOWS**  
**For month ending November 30, 2016**

FY-TO-DATE NOVEMBER 2016 (5 MOS)		Oahu PSAP		
		5 MOS	ANNUAL Budget	\$ Over/UNDER Budget
6400	RECURRING EXPENSES			
6402	MAINTENANCE			
6402.02	Imagery Lic Agree	-	440,877	(440,877)
6402.05	Logging RecordMaint	-	60,775	(60,775)
6402.07	0011 9-1-1MSAG Maint.	83,333	500,000	(416,667)
6402.08	CAD Maintenance	104,401	400,000	(295,599)
6402.11	GeoComm Maint	-	-	-
Total 6402 MAINTENANCE		187,733	1,401,652	(1,213,919)
6403	Other RECURRING			
6403.01	Telcom Charges			
6304.0118	KPD Viper ADC	-	-	-
6403.0101	Alt. PSAP 9-1-1 Del	-	-	-
6403.0102	Long Distance	-	-	-
6403.0109	Telcom Trunk	315,627	947,000	(631,373)
6403.0112	HPD CML Viper-Kapolei	(2,038)	122,330	(124,368)
6403.0113	HPDCMLViper-Alapai	3,501	14,003	(10,502)
6403.0114	SD Viper (OSL) (3)	13,485	40,202	(26,717)
6403.0115	Text-to-911 Service			
	Wailuku Maui Station	-	-	-
Total 6403.0115 Text-to-911 Service		-	-	-
6403.0116	Alt PSAP Call Route	-	-	-
6403.0118	Smart911			
	EMS	-	78,600	(78,600)
	HPD	1,754	27,540	(25,786)
Total 6403.0118 Smart911		1,754	106,140	(104,386)
6403.0119	KPD VIPER	-	-	-
6403.0121	HFD Viper	-	162,000	(162,000)
6403.0122	HT Text-2-911 Svcs.	1,597	-	1,597
Total 6403.01 Telcom Charges		333,925	1,391,675	(1,057,750)
6403.02	EMS Tower Lease	-	7,600	(7,600)
Total 6403 Other RECURRING		333,925	1,399,275	(1,065,350)
Total 6400 RECURRING EXPENSES		521,658	2,800,927	(2,279,269)
Total DISBURSEMENTS		516,624	4,250,227	(3,733,603)

**HAWAII ENHANCED 911 BOARD STATEMENT OF CASH FLOWS**  
**For month ending November 30, 2016**

FY-TO-DATE NOVEMBER 2016 (5 MOS)		ADMIN		
		5 MOS	ANNUAL Budget	\$ Over/UNDER Budget
<b>Total RECEIPTS:</b>		4,154,836	-	4,154,836
<b>DISBURSEMENTS:</b>				
	6200 New & Emerg. Tech Train.			
	6201 911 Goes to WashDC	-	6,000	(6,000)
	6202 IWCE Conference	-	2,500	(2,500)
	6203 APCO Emerg. Tech Forum	-	-	-
	6204 APCO Conference	2,614	3,300	(686)
	APCO Colorado CC			
	6205 E-911 PSAP Forum	-	13,850	(13,850)
	6206 Smart911 Conference	-	-	-
	6209 Pictometry Conf	-	-	-
	6212 NASNA Conference	1,686	2,800	(1,114)
	6213 Navigator	-	-	-
	6214 Nena Conference	-	6,000	(6,000)
	6215 NENA Tech Dev. Conf	-	-	-
	6216 HiFD Comm CTR Mgr	-	-	-
	6217 Spillman Conf	-	-	-
	6222 TriTech CAD Users			
	6222.01 EMS Users	-	-	-
	HFD			
	<b>Total 6222 TriTech CAD Users</b>	-	-	-
	6228 HxGN Live Hexagon Conf	-	-	-
	6230.03 Emergency Svcs Trng	-	-	-
	6231 APCO Colorado CC	-	-	-
	<b>Total 6200 New &amp; Emerg. Tech Train.</b>	4,301	34,450	(30,149)
	6400 RECURRING EXPENSES			
	6401 ADMINISTRATION			
	6401.01 Exec Dir. Services	79,176	180,000	(100,824)
	6401.02 Electron Signatur	-	260	(260)
	6401.05 Audit Expense	13,000	13,000	-
	6401.06 Bank Charge	-	50	(50)
	6401.08 Board Member Travel	7,425	36,180	(28,755)
	6401.09 DB&F Assessments			
	6401.0101 DB&F Admin. Assess	(5,490)	182,280	(187,770)
	6401.0102 DB&F Rev Assessment	2,773	457,640	(454,867)
	<b>Total 6401.09 DB&amp;F Assessments</b>	(2,717)	639,920	(642,637)
	6401.11 Miscellaneous Expense	(0)	-	(0)
	6401.13 Parking Permits	-	400	(400)
	6401.15 WSP Cost Recovery			
	6401.0101 Sprint/Nextel	37	-	37
	6401.15 WSP Cost Recovery - Other	-	80,000	(80,000)
	<b>Total 6401.15 WSP Cost Recovery</b>	37	80,000	(79,963)
	6401.16 Meeting Expenses	117	500	(383)
	6401.17 ADA Compliance	-	150	(150)
	6401.18 AG Legal Fees	-	8,000	(8,000)
	6401.19 Public Education	(1,279)	10,000	(11,279)
	6401.21 Cell Phone Charges	299	1,200	(901)
	6401.22 Office Supplies	1,027	5,000	(3,973)
	6401.24 Office Furn EQ	(11)	7,500	(7,511)
	6401.26 IntraState Travel	-	2,500	(2,500)
	<b>Total 6401 ADMINISTRATION</b>	97,073	984,660	(887,587)
	<b>Total 6400 RECURRING EXPENSES</b>	97,073	984,660	(887,587)
	<b>Total DISBURSEMENTS</b>	101,374	1,019,110	(917,736)



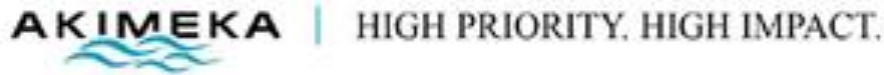
# Hawaii County E9-1-1 Status Report

*November 1, 2016 – November 30, 2016*



# Hawaii County E9-1-1 Status Report

November 1, 2016 – November 30, 2016



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November 1, 2016 – November 30, 2016

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# Hawaii County E9-1-1 Status Report

November 1, 2016 – November 30, 2016

## 1. PSAP OPERATIONS

### 9-1-1 CALL VOLUME HAWAII COUNTY PSAPS – NOVEMBER 2016

(Source: West Safety Services Viper system)

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

9-1-1 Call Volume																	
HAWAII COUNTY PSAPs		Wireline		Wireless				VOIP		Calls With No ALI		Admin Calls		Abandoned Calls		Other Calls	
2016	Total 9-1-1 Calls Processed	No. of Wireline Calls	% of Total Calls	No. of Wireless Calls	% of Total Calls	% of Wireless WPH1 Calls	% of Wireless WPH2 Calls	No. of VoIP Calls	% of Total Calls	No. of Calls with No ALI	% of Total Calls	No. of Admin Calls	% of Total Calls	No. of 9-1-1 Abandoned	% of Total Calls	No. of Other Calls	% of Total Calls
NOV	14,720	2,571	17.47%	10,216	69.40%	45.26%	54.74%	771	5.24%	29	0.20%	0	0.00%	1,133	7.70%	0	0.00%

### CALL VOLUME HAWAII COUNTY PSAP NOTES:

\*The percentage of Wireless Phase 2 calls (54.74%) has increased from the number of Wireless Phase 1 calls (45.26%) in November 2016.

\*911 Calls with no Ali = 0.20% - 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	0.49%
APR	17,112	3,074	17.96%	12,026	70.28%	46.50%	53.50%	707	4.13%	21	0.12%	0	6.24%	1,284	7.50%	0	2.30%
MAY	17,343	3,048	17.57%	12,121	69.89%	45.67%	54.33%	798	4.60%	17	0.10%	0	0.05%	1,359	7.84%	0	2.30%
JUNE	17,176	3,148	18.33%	11,641	67.77%	45.00%	55.00%	755	4.40%	26	0.15%	0	0.00%	1,606	9.35%	0	0.00%
JULY	17,869	3,330	18.64%	12,437	69.60%	40.69%	59.31%	737	4.12%	32	0.18%	0	0.00%	1,333	7.46%	0	0.00%
AUG	17,560	3,081	17.55%	12,229	69.64%	42.06%	57.94%	766	4.36%	21	0.12%	0	0.00%	1,463	8.33%	0	0.00%
SEPT	16,085	2,836	17.63%	11,240	69.88%	42.22%	57.78%	682	4.24%	11	0.07%	0	0.00%	1,316	8.18%	0	0.00%
OCT	16,671	2,842	17.05%	11,660	69.94%	46.79%	53.21%	792	4.75%	21	0.13%	0	0.00%	1,356	8.13%	0	0.00%
NOV	14,720	2,571	17.47%	10,216	69.40%	45.26%	54.74%	771	5.24%	29	0.20%	0	0.00%	1,133	7.70%	0	0.00%
DEC																	
YTD	188,220	34,026		130,432				8,349		235		0		15,178		0	
MON AVG	17,111	3,093	18.05%	11,857	69.32%	45.25%	54.75%	759	4.45%	21	0.13%	0	0.57%	1,380	8.06%	0	0.46%

# Hawaii County E9-1-1 Status Report

November 1, 2016 – November 30, 2016

## 9-1-1 CALL VOLUME BY AGENCY – NOVEMBER 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
November	11,499	78.12%	0	1,091	0	2,088	14.18%	0	42	0

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

2016	9-1-1 Call Volume by Agency									
	Hawaii Police Department					Hawaii Fire Department				
	Number of Total Calls Received	% of Total Calls	Number of Admin Calls	Number of Abandoned Dropped Calls	Number of Other Calls	Number of Total Calls Received	% of Total Calls	Number of Admin Calls	Number of Abandoned Dropped Calls	Number of Other Calls
January	14,138	78.73%	0	1,427	0	2,367	13.18%	0	26	0
February	13,259	78.10%	0	1,331	0	2,363	13.92%	0	23	0
March	15,966	85.15%	0	1,461	0	2,784	14.85%	0	60	0
April	13,624	79.62%	0	1,243	0	2,204	12.88%	0	41	0
May	13,866	79.95%	0	1,333	0	2,118	12.21%	0	26	0
June	13,526	78.75%	0	1,576	0	2,044	11.90%	0	30	0
July	14,136	79.11%	0	1,296	0	2,400	13.43%	0	37	0
August	14,030	79.90%	0	1,445	0	2,067	11.77%	0	18	0
September	12,844	79.85%	0	1,301	0	1,925	11.97%	0	15	0
October	13,033	78.18%	0	1,322	0	2,282	13.69%	0	34	0
November	11,499	78.12%	0	1,091	0	2,088	14.18%	0	42	0
December										
YTD	149,921		0	14,826	0	24,642		0	352	0
MON AVG	13,629	79.59%	0	1,348	0	2,240	13.09%	0	32	0

### PSAP OPERATION NOTES:

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

## Hawaii County E9-1-1 Status Report

November 1, 2016 – November 30, 2016

### TEXT TO 911 – CURRENT MONTH – NOVEMBER 2016

#### NOTE:

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

TEXT TO 911 Hawaii County PSAPs 2016		
Month	Received at Police	Received at Fire
January	39	20
February	26	8
March	31	5
April	22	2
May	13	3
June	22	6
July	22	1
August	16	0
September	20	1
October	21	1
November	18	2
December		
YTD	250	49
Monthly Avg.	22.73	4.45

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

## Hawaii County E9-1-1 Status Report

November 1, 2016 – November 30, 2016

### WIRELESS PSAP TESTING – NOVEMBER 2016

HAWAII COUNTY - NOVEMBER 2016						
Date	WSP	Sites Tested	Sectors Tested	Tested By:	Test Pass/Fail	Comments:
11/07/16	Verizon	1	3	Hawaii PSAP	Pass	
11/18/16	Verizon	1	6	Hawaii PSAP	Pass	
11/18/16	AT&T	1	1	Hawaii PSAP	Failed	re-scheduled
11/28/16	AT&T	1	1	Hawaii PSAP	Failed	re-scheduled to Dec

### NOTES:

- There were four (4) scheduled Wireless 911 Tests for the month of November 2016.

### FOR YOUR INFORMATION

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

**December 2016**

Week	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
48					1	2	3
49	4	5	6	7	8	9	10
50	11	12	13	14	15	16	17
51	18	19	20	21	22	23	24
52	25 Christmas Day	26	27	28	29	30	31

[www.blankcalendar2016.com](http://www.blankcalendar2016.com)

**January 2017**

Week	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
1	1 New Year's Day	2	3	4	5	6	7
2	8	9	10	11	12	13	14
3	15	16 Makuhiki Day	17	18	19	20	21
4	22	23	24	25	26	27	28
5	29	30	31				

[www.blankcalendar2017.com](http://www.blankcalendar2017.com)



# Hawaii County E9-1-1 Status Report

November 1, 2016 – November 30, 2016

## 2. MSAG (MASTER STREET ADDRESS GUIDE)

### MSAG TRANSACTIONS CURRENT MONTH/YEAR – NOVEMBER 2016

HAWAII COUNTY	9-1-1 TRANSACTIONS								
	Total	MSAG	ALI Submitted			Open ALI Discrepancy Records			Customer Addresses Affected
		MSAG (A)	TN CR (B)	ALI DR (C)	VoIP (D)	TNCR	ALI DR	VoIP DR	
2016									
JANUARY	293	22	262	8	1	1,924	1	1	282
FEBRUARY	270	41	228	1	0	2,154	1	0	425
MARCH	236	27	207	1	1	2,259	1	0	302
APRIL	336	129	201	6	0	1,965	2	0	945
MAY	218	134	79	5	0	1,504	2	0	613
JUNE	160	29	129	2	0	630	2	0	2,162
JULY	278	60	215	3	0	358	3	0	1,550
AUGUST	308	80	226	2	0	326	3	0	461
SEPTEMBER	479	50	428	1	0	274	3	0	581
OCTOBER	374	17	356	1	0	265	1	0	365
NOVEMBER	406	18	388	0	0	282	1	0	370
DECEMBER									
TOTAL YTD	3,358	607	2,719	30	2				8,056
AVG PER MONTH	305	55	247	3	0				732

### Definitions

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

## Hawaii County E9-1-1 Status Report

November 1, 2016 – November 30, 2016

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### MSAG CURRENT MONTH NOTES:

A total of **406** MSAG transactions were processed in 9-1-1 Net during the month of November 2016. **18** 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 **370** customer ANI/ALI (telephone number/address) records updated as a direct result.

### TELEPHONE RECORD (ALI) TRANSACTIONS CURRENT MONTH NOTES:

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

### OPEN TELEPHONE RECORD (ALI) DISCREPANCY STATUS:

- **There are 282 Open TN CR Transactions as of November 30, 2016.**
- **Refer to chart in the next section "TNCR Current Status"**

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

- **There is one (1) Open ALI-DR as of November 30, 2016**

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

# Hawaii County E9-1-1 Status Report

November 1, 2016 – November 30, 2016

## TNCR (TELEPHONE NUMBER CHANGE REQUEST) CURRENT STATUS – NOVEMBER 2016

### NOTE:

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

PSAP 9-1-1 Telephone Number Location Change Request (Telephone Number Change Request (TNCR) Status)				
PSAP	TOTAL TNCR RECORDS SUBMITTED BY AKIMEKA	OPENED TNCRS PENDING FURTHER ACTION BY WEST SAFETY SERVICES (INTRADO)	OPENED TNCRS REFERRED TO TELCO BY WEST SAFETY SERVICES (INTRADO)	TOTAL UNOPENED TNCR RECORDS
HAWAII	282	119	138	25

STATUS
<b><u>TOTAL TNCRs SUBMITTED</u></b> - The total number of TNCR requests for modification that have been submitted in 9-1-1
<b><u>PENDING STATUS</u></b> - 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.
<b><u>REFERRED STATUS</u></b> - TNCRs assigned this status are requests which have been reviewed by the 9-1-1 Database Service Provider Data Analyst, and the request requires additional information to validate. The West Safety Services Data Analysts assigns this status to a TNCR and the request is referred to the telephone service providers for further research.
<b><u>TOTAL UNOPENED TNCR RECORDS STATUS</u></b> - 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.

# Hawaii County E9-1-1 Status Report

November 1, 2016 – November 30, 2016

## DISPATCHABLE LOCATION – STATUS AS OF – NOVEMBER 2016

### NARRATIVE:

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

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

Dispatchable Location				
Common Name Place	MSAG Address	2016	Number of TNCR* Transactions Submitted	Number of Transactions Processed**
KINGS SHOPS	CARRY OVER	2015	75	0
KINGS SHOPS	690250 WAIKOLOA BEACH DR, WAIKOLOA	Jan-	125	197
MAUNA LANI SHOPS	681330 MAUNA LANI DR, KAMUELA	July		
QUEENS MARKETPLACE	690201 WAIKOLOA BEACH DR, WAIKOLOA	Aug	88	88
MAUNA LANI SHOPS	681330 MAUNA LANI DR, KAMUELA		59	59
HILTON WAIKOLOA RESORT	690425 WAIKOLOA BEACH DR, WAIKOLOA	Sept	224	225
KUHIO PLAZA	111 E PUAINAKO ST, HILO			
KUHIO PLAZA	111 E PUAINAKO ST, HILO	Oct	129	129
KUHIO PLAZA	111 E PUAINAKO ST, HILO	Nov	264	266
		Total	964	964

Definition
<b>Dispatchable Location</b> 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.
<b>TNCR*</b> Telephone Number Change Request - Transactions submitted to Intrado to update/edit Dispatchable Location in the Exact field on the ALI Screen.
<b>Processed**</b> may include inactive telephone numbers that were removed from the ALI Database.

# Hawaii County E9-1-1 Status Report

November 1, 2016 – November 30, 2016

## CHARTER COMMUNICATIONS (TIME WARNER) VOIP DATABASE TNCR

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

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

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

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

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## 3. GEOGRAPHIC INFORMATION SYSTEM (GIS) – NOVEMBER 2016

### MAPPING LAYERS UPDATED (PART I)

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

HAWAII COUNTY			
Type of Layer	Akimeka GIS Server	Date GIS Delivered	Other/Remarks
	Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Address Points	11/30/2016		Spatially corrected one hundred twenty-three (123) address points in Hilo.
	11/29/2016		Spatially corrected one hundred forty-four (144) address points in Hilo.
	11/21/2016		Corrected address to one (1) address point (174198 Ualani Rd) in Kurtistown.
	11/18/2016		Spatially corrected five (5) address points in Kealahou.
	11/17/2016		Corrected location name to one (1) address point (845085 Mamalahou Hwy) in Honaunau.
	11/17/2016		Corrected location name to one (1) address point (954995 Mamalahou Hwy) in Naalehu.
	11/17/2016		Corrected location name to two (2) address points (421027 Hawaii Belt Rd and 421027 Old Mamalahou Hwy) in Paauilo.
	11/17/2016		Corrected location name to two (2) address points (193948 Old Volcano Rd and 194084 Old Volcano Rd) in Volcano.
	11/17/2016		Completed monthly update on address points.
	11/17/2016		Deleted three (3) address points in Pahala.
	11/16/2016		Added four (4) address points in Captain Cook.
	11/16/2016		Added two (2) address points (293788 Hawaii Belt Rd and 293790 Hawaii Belt Rd) in Hakalau.
	11/16/2016		Added eight (8) address points in Hilo.
	11/16/2016		Added one (1) address point (797110 Mamalahou Hwy) in Holualoa.
	11/16/2016		Added three (3) address point (450485 Lehua St, 453314 Kamani St and 463997 Old Mamalahou Hwy) in Honokaa.
	11/16/2016		Added seven (7) address points in Kailua Kona.
	11/16/2016		Added six (6) address points in Kamuela.
	11/16/2016		Added one (1) address point (520225 Makapala Rd) in Kapaau.
	11/16/2016		Added ten (10) address points in Keaau.
	11/16/2016		Added one (1) address point (816429 Punana Rd) in Kealahou.
	11/16/2016		Added nine (9) address points in Kurtistown.
	11/16/2016		Added thirteen (13) address points in Mountain View.
	11/16/2016		Added two (2) address points (941381 Kaulua Cir and 946856 Mamalahou Hwy) in Naalehu.
	11/16/2016		Added nine (9) address points in Ocean View.
	11/16/2016		Added eleven (11) address points in Pahoa.
	11/16/2016		Added eight (8) address points in Volcano.
	11/16/2016		Added one (1) address point in Waikoloa.

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## MAPPING LAYERS UPDATED (PART II)

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

HAWAII COUNTY			
Type of Layer	Akimeka GIS Server	Date GIS Delivered	Other/Remarks
	Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Address Points	11/15/2016		Corrected address to four (4) address points in Kamuela.
	11/14/2016		Spatially corrected one hundred ninety-two (192) address points in Hilo.
	11/10/2016		Aliased two (2) address points (19 Pamala Pl and 310 Kaumana Dr) in Hilo.
	11/10/2016		Corrected location name to six (6) address points in Hilo.
	11/10/2016		Corrected location name to seven (7) address points in Kailua Kona.
	11/10/2016		Corrected location name to two (2) address points (640720 Keaka Kea Pl and 675165 Kamamalu St) in Kamuela.
	11/10/2016		Aliased sixty-eight (68) address points in Keauhou.
	11/10/2016		Corrected location name to nineteen (19) address points in Keauhou.
	11/10/2016		Corrected location name to three (3) address points in Pepekeo.
	11/10/2016		Corrected location name to three (3) address points in Waikoloa.
	11/9/2016		Corrected location name to one (1) address point (691033 Nawahine Pl) in Waikoloa.
	11/9/2016		Corrected location name to one (1) address point (816229 Hind Dr) in Captain Cook.
	11/9/2016		Corrected location name to one (1) address point (33 Hualalai St) in Hilo.
	11/9/2016		Corrected location name to one (1) address point (453615 Mamane St) in Honokaa.
	11/9/2016		Corrected location name to eleven (11) address points in Kailua Kona.
	11/9/2016		Corrected location name to one (1) address point (651231 Opelo Rd) in Kamuela.
	11/9/2016		Corrected location name to one (1) address point (797261 Nahenahe Loop) in Kealahou.
	11/9/2016		Deleted four (4) address points in Kailua Kona.
	11/2/2016		Corrected location name to one (1) address point (553435 Akoni Pule Hwy) in Hawi.
	11/2/2016		Aliased fourteen (14) address points in Hilo.
	11/2/2016		Corrected location name to twelve (12) address points in Hilo.
	11/2/2016		Corrected location name to six (6) address points in Kailua Kona.
	11/2/2016		Aliased one (1) address point (780221 Makolea St) in Keauhou.
Airports			
Bridges			
Building Footprints			
Bus Stops			

# Hawaii County E9-1-1 Status Report

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## MAPPING LAYERS UPDATED (PART III)

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

HAWAII COUNTY			
Type of Layer	Akimeka GIS Server	Date GIS Delivered	Other/Remarks
	Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Churches			
Coastal Names			
Coastline			
Common Places			
Correctional Facilities			
Emergency Callboxes			
Emergency Operation Centers			
Emergency Shelters			
ESZ/ESN			
Fire Beats			
Fire Districts			
Fire Response Areas			
Fire Stations			
Food & Beverage			
Gas Stations			
Gate Codes			
Government Buildings			
Harbors			
Helipads			
Hiking Trails			
Hospitals			
Hydrants			
Hyrdology Layers			
Incident Response Areas			
Lodging			
Major Roads			
Medic Beats			
Medic Districts			
Medic Response Areas			
Medic Stations			
Medical Facilities			



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## MAPPING LAYERS UPDATED (PART IV)

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

HAWAII COUNTY			
Type of Layer	Akimeka GIS Server	Date GIS Delivered	Other/Remarks
	Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Milepost Markers			
MSAG Communities	11/21/2016		Corrected boundary to two (2) MSAG Communities (Kurtistown and Mountain View).
Net Junctions			
Ocean Rescue Boundaries			
Ocean Safety			
Parcels			
Parks			
Parks Polygon			
Points of Interest	11/29/2016		Spatially corrected one (1) point of interest (Ainaola Park) in Hilo.
	11/17/2016		Added one (1) point of interest (Lions Gate) in Honaunau.
	11/17/2016		Corrected location name to one (1) point of interest (T And T Parel Mini Mart And Snack Shoppe) in Paauilo.
	11/17/2016		Corrected location name to one (1) point of interest (Kilauea Lodge And Restaurant) in Volcano.
	11/17/2016		Deleted three (3) points of interest in Pahala.
	11/17/2016		Deleted three (3) points of interest in Laupahoehoe.
	11/14/2016		Spatially corrected three (3) points of interest in Hilo.
	11/10/2016		Added six (6) points of interest in Hilo.
	11/10/2016		Aliased two (2) points of interest in Hilo.
	11/10/2016		Added six (6) points of interest in Kailua Kona.
	11/10/2016		Corrected location name to one (1) point of interest (Kalanikai Apartments) in Kailua Kona.
	11/10/2016		Added two (2) points of interest (Kamuela Senior Housing and Waimea Elderly Housing) in Kamuela.
	11/10/2016		Added four (4) points of interest in Keauhou.
	11/10/2016		Aliased four (4) points of interest in Keauhou.
	11/10/2016		Corrected location name to one (1) point of interest (Keauhou Palena Condos) in Keauhou.
	11/10/2016		Corrected location name to one (1) point of interest (Kauhale Olu Apartments) in Pepekeo.
	11/10/2016		Corrected location name to three (3) points of interest in Waikoloa.
	11/9/2016		Added one (1) point of interest (Hind Drive Apartments) in Captain Cook.
	11/9/2016		Added one (1) point of interest (Hualalai Apartments) in Hilo.

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## MAPPING LAYERS UPDATED (PART V)

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

HAWAII COUNTY			
Type of Layer	Akimeka GIS Server	Date GIS Delivered	Other/Remarks
	Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Points of Interest	11/9/2016		Added one (1) point of interest (Honokaa Hale Apartments) in Honokaa.
	11/9/2016		Added eight (8) points of interest in Kailua Kona.
	11/9/2016		Corrected location name to three (3) points of interest in Kailua Kona.
	11/9/2016		Added one (1) point of interest (Kala Cottage) in Kamuela.
	11/9/2016		Added one (1) point of interest (Honalo Plaza Apartments) in Kealahou.
	11/9/2016		Deleted four (4) points of interest in Kailua Kona.
	11/2/2016		Added one (1) point of interest (Hawi Hale Apartments) in Hawi.
	11/2/2016		Added eleven (11) points of interest in Hilo.
	11/2/2016		Aliased three (3) points of interest in Hilo.
	11/2/2016		Corrected location name to one (1) point of interest (Grand Naniloa Hotel) in Hilo.
	11/2/2016		Added three (3) points of interest in Kailua Kona.
	11/2/2016		Aliased one (1) point of interest (Hale O Kahalu Condos) in Keauhou.
	11/2/2016		Added one (1) point of interest (Halii Kai) in Waikoloa.
Police Beats			
Police Districts			
Police Response Areas			
Police Stations			
Post Offices			
Schools			
Street Centerlines	11/28/2016		Spatially corrected sixty-two (62) streets in Hilo.
	11/28/2016		Spatially corrected fifty-five (55) streets in Pahoa.
	11/23/2016		Spatially corrected eleven (11) streets in Hilo.
	11/17/2016		Completed monthly update on street centerlines.
	11/16/2016		Corrected range to two (2) segments of Mamalahoa Hwy in Holualoa.
	11/15/2016		Added one (1) street segment of Pulelehua Pl in Hilo.
	11/15/2016		Split one (1) segment of Young Rd in Hilo.
	11/15/2016		Added one (1) segment of Hoomalie Pl in Kailua Kona.
	11/15/2016		Split one (1) segment of Hawaii Belt Rd in Kailua Kona.
	11/15/2016		Corrected range to one (1) segment of Ehiku Pl in Kamuela.
	11/15/2016		Added three (3) segments of Malamalamaiki Rd in Pepeekeo.
	11/15/2016		Split two (2) street segments (Lauhulu Rd and Mauka Cross Country Rd) in Pepeekeo.

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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			
Type of Layer	Akimeka GIS Server	Date GIS Delivered	Other/Remarks
	Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Subdivisions			
Tow Jurisdictions			
Tsunami Evacuation Zones			
Tsunami Heights			
Waste Water Plants			
WSP Cell Sectors	11/14/2016		Per AT&T CRS
WSP Cell Towers	11/14/2016		Per AT&T CRS

## 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
11/22/2016	Spillman deliverable which included the following updated layers: Address Points, Cell Sectors, Common Names Alt Table, Display Streets, Points of Interest, POI Alt Names, Street Centerlines, Street Alt Names, Street Routes, City
11/8/2016	Spillman deliverable which included the following updated layers: Address Points, Cell Sectors, Common Names Alt Table, Display Streets, Points of Interest, POI Alt Names, Street Centerlines, Street Alt Names, Street Routes

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### ADDRESS POINTS AND STREET CENTERLINES UPDATE COMPARISON

On a routine basis, upon receipt of Hawai'i County Planning Department's Address Points and Street Centerlines layer updates, Akimeka compares and incorporates any of the County's additions, changes, and deletions into the Akimeka Address Points and Street Centerlines layers that appear necessary for the dispatch and response of 911 personnel.

The Address Points and Street Centerlines layer comparative analysis was completed on the updates received from the Hawai'i County Planning Department on **November 17, 2016**. Results are as follows:

HAWAII COUNTY	Address Points Layer	Street Centerlines Layer
New Addresses Added	97	
Addresses Removed	0	
Address Street Name Changes	0	
Address Street Number Changes	0	
New Street Segments Added		5
Street Segments Removed		0
Street Segment Range Changes		0
Street Segment Name Changes		0

#### NOTE:

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

# Hawaii County E9-1-1 Status Report

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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 17<sup>th</sup>.
  - e. During the month of March 2016, Akimeka corrected the boundaries to the Police Response Areas so they would be aligned properly with the Police Beats and be topologically error free. This included correcting the boundaries to all seventy-six police response areas as well as the area falling within the jurisdiction of the Hawaii Volcanoes National Park.
  - f. During the month of August 2016, Akimeka is awaiting the final review process of the Police Beat layer with the Hawaii Police Department. Besides the Police Beat layer, the review process with the Hawaii Police Department will also likely include a review process of the Police Districts layer as well as the Police Response Areas layer.
  - g. During the month of September 2016, Akimeka began creating a series of large-scale maps to illustrate in detail the police beat boundaries. The maps are anticipated to be completed during October 2016, at which time they will be made available for examination by the Hawaii Police Department for accuracy.
  - h. During the month of October 2016, Akimeka created the first draft of a series of seventy-seven large-scale maps – one map for each police beat as well as one map of the entire county. Besides police beat boundaries, streets, and aerial imagery, the maps also contain points of interest that are referenced within the written descriptions of the Hawaii

# Hawaii County E9-1-1 Status Report

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Police Beat Boundaries, as well as other important features such as high schools, colleges, and major attractions so that the maps will be easier to validate the accuracy of. After reviewing the maps, Akimeka recognized enhancements that could be made to them to further their value as a communication device so that a more thorough review process can take place, which will ultimately result in greater informed decision making in regards to boundary and written description revisions. These enhancements will be completed in December 2016, at which time the maps will be shared with the Hawaii Police Department for their recommendations.

## CAD SYSTEM DEPLOYMENT

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

1. The Hawaii Police Department, Akimeka, and Spillman Technologies have begun introductory coordination and information sharing to ensure a successful deployment of the new CAD system, which will improve dispatch efficiency.
  - a. On January 15, 2016, Spillman Technologies held a webinar and discussion on their Geobase process which HPD, Spillman Technologies, and Akimeka were in attendance. The discussion was high-level and pertaining to the GIS database and how it is integrated within the Spillman Technologies CAD architecture.
  - b. In February 2016, Spillman Technologies was on-site at the Hawaii Police Department to host an official kick-off meeting and technical discussion which Akimeka was also in attendance. During the meeting Akimeka presented the entire GIS dataset via webinar. Spillman Technologies was impressed with the quality of the GIS data and is looking forward to the project.
  - c. In May 2016, the final NDA were completed with Akimeka, Spillman Technologies, and the Hawaii Police Department.
  - d. On May 31, 2016, Akimeka's GIS Manager and two representatives from the Spillman Technologies team met to discuss the timeline, requirements, and where they can work together to make this a successful project and on schedule.
    - i. Spillman Technologies is currently in the process of getting the server(s) packaged/shipped on site. Once these are in place, more timeline milestones will be established with preparing the data for configuration on the server, etc.
  - e. During the month of August 2016, there was significant coordination done between Akimeka and Spillman Technologies to get an initial GIS dataset ready for configuration.
    - i. There was a slight delay in getting a connection to the Hawaii County server during the beginning of August but was quickly remediated. In the meantime while, Spillman was on-site getting server connections set up, Akimeka was preparing the GIS data for the CAD system. Several preparation took place and included a variety of QA items to ensure the best possible data to be configured.
    - ii. On August 24, 2016, Akimeka uploaded an initial GIS dataset containing the core data, meaning the functional data that makes the system work. The display layers intended to perform labeling, set up different symbols, and establish the basemaps will come after the initial data has been given the go ahead.
    - iii. On August 29, 2016, Spillman Technologies followed up with Akimeka to let them know the data looked good on their end. They ran testing on addresses, common places, and mile markers and all were good.
    - iv. On August 30, 2016, Akimeka was on-site to meet with the Hawaii Police Department and Spillman Technologies. Akimeka, along with the supervisors of the Hawaii Police 911 Center, observed during a Spillman Cad Mapping demonstration that the initial base GIS layers that were provided by Akimeka were

## Hawaii County E9-1-1 Status Report

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installed and functioning flawlessly with no issues. CAD project proceeding as planned. Previous issues regarding the 911 GIS layers for the Hawaii Fire Department were discussed and resolved. Spillman Technologies will be reaching out to the Hawaii Fire Department personnel regarding data input into the Spillman CAD System. This information was conveyed to the Hawaii Fire Department representative along with the Hawaii County Information Technology Manager during a separate meeting that Akimeka and Hawaii Police Department attended at the Hawaii County ITD office.

- v. During the month of September, Akimeka continued with routing deliverables for the Spillman CAD system. One deliverable during the beginning of September included 45 display layers to be used for making the pin maps more aesthetically pleasing and useful for the dispatchers.
- vi. During the month of October, Hawaii County Police and Fire, Akimeka, and Spillman was on-site for the mock Go-Live.
  - 1. The on-site meetings were a success and Akimeka and Spillman worked together to provide some enhancements to the mapping, such as hillshades to provide some terrain features in the mapping.
  - 2. Spillman rolled out their new mapping display which was well received by Hawaii County.
  - 3. Akimeka met with Hawaii Fire to go over the First In boundaries and agreed to make some slight modifications to include third, fourth, and fifth level responses, which will be a follow on item to work on.
  - 4. There were some records that needed some updating and Akimeka took this as an action item.
- vii. Throughout the remainder of October 2016, Akimeka and Spillman continued to work together to ensure the project is successful.
  - 1. Akimeka provided several addition GIS updates, which included new Water Response Areas for Police, Fire, and Medics. In addition, several deliverables that included new Common Names and updates as well.
- viii. During the month of November 2016, Akimeka created a new layer to be used in the Spillman CAD. This new layer, *Fire EMS Zone*, replaces the layer *First In*, and is configured to provide enhanced labeling.

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### COMMON NAMES UPDATE

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

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

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### MAPFLEX SYSTEM



# Hawaii County E9-1-1 Status Report

**November 1, 2016 – November 30, 2016**

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During the month of November 2016, the MapFlex system did not receive updates as a result of MapFlex having several issues pertaining to the automated upload processes.

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

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

1. Akimeka delivered GIS data to the MapFlex system on the following dates in November 2016
  - a. **Hawaii County**
  - b. **Maui County**
  - c. **Kauai County**
  - d. **Honolulu**

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## MAPFLEX ISSUE

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

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

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



## Hawaii County E9-1-1 Status Report

November 1, 2016 – November 30, 2016

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

#### 4. SERVICE REQUESTS TRANSACTIONS

# Hawaii County E9-1-1 Status Report

November 1, 2016 – November 30, 2016

## OPEN SERVICE REQUESTS – NOVEMBER 2016

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

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

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

HAWAII COUNTY				MSAG SERVICE REQUEST CATEGORIES					
2016	TOTAL		Open	WIREDLINE		WIRELESS		VoIP	
	Created	Closed		Created	Closed	Created	Closed	Created	Closed
2015 Carryover*			3						
January	9	10	2	8	8	0	1*	1	1
February	1	2	1	1	1	0	0	0	1*
March	2	2	1	1	1	0	0	1	1
April	6	5	2	6	5	0	0	0	0
May	5	5	2	5	5	0	0	0	0
June	2	2	2	2	2	0	0	0	0
July	3	2	3	3	2	0	0	0	0
August	2	2	3	2	2	0	0	0	0
September	1	1	3	1	1	0	0	0	0
October	1	3	1	1	3	0	0	0	0
November	0	0	1	0	0	0	0	0	0
December									
<b>TOTAL</b>	<b>32</b>	<b>34</b>	<b>1</b>	<b>30</b>	<b>30</b>	<b>0</b>	<b>1</b>	<b>2</b>	<b>3</b>

**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.

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

## Hawaii County E9-1-1 Status Report

November 1, 2016 – November 30, 2016

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### 5. E9-1-1 DATABASE SYNCHRONIZATION

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

As part of Akimeka's value added services, Akimeka conducted a quarterly database synchronization audit for Hawaii County in November 2016.

The database synchronization effort included comparing Hawaii County's 9-1-1 MSAG against its GIS Street Centerline data. A total number of **4,488** 9-1-1 MSAG records were reviewed in the audit and analyzed. Results of the database synchronization audit completed on November 1, 2016 for Hawaii 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.

# Hawaii County E9-1-1 Status Report

November 1, 2016 – November 30, 2016

## AUDIT SUMMARY RESULTS – NOVEMBER 2016

9-1-1 MSAG TO GIS STREET CENTERLINE AUDIT COMPARISON RESULTS	Notes	As of February 1, 2016		As of May 1, 2016		As of August 1, 2016		As of November 1, 2016	
		9-1-1 MSAG Dated 02-01-16		9-1-1 MSAG Dated 05-01-16		9-1-1 MSAG Dated 08-01-16		9-1-1 MSAG Dated 11-01-16	
		# of Records	%	# of Records	%	# of Records	%	# of Records	%
Total 9-1-1 MSAG Records Reviewed		4,453		4,474		4,482		4,488	
Less: 9-1-1 MSAG Exception Records	(1)	53	1.2%	48	1.1%	49	1.1%	48	1.1%
Net 9-1-1 MSAG Records Eligible for Comparison		4,400		4,426		4,433		4,440	
Total 9-1-1 MSAG Records Match (9-1-1 MSAG – GIS Match – No Corrections Required)		4,398	100.0%	4,426	100.0%	4,431	100.0%	4,438	100.0%
9-1-1 MSAG -- GIS No Match Minor Correction Required	(2)	2	0.0%	0	0.0%	2	0.0%	2	0.0%
9-1-1 MSAG Record With No GIS Record	(3)	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Total 9-1-1 MSAG Records No Match		2	0.0%	0	0.0%	2	0.0%	2	0.0%

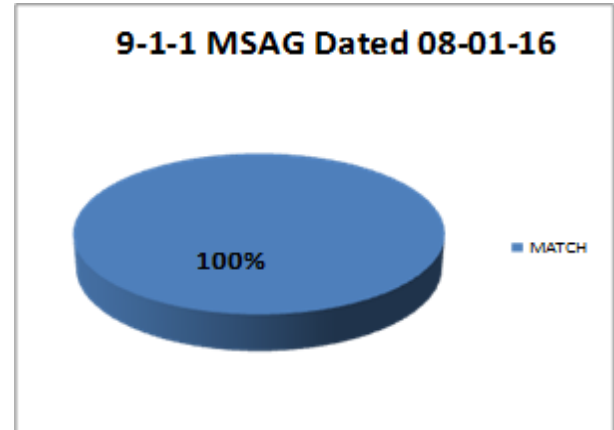
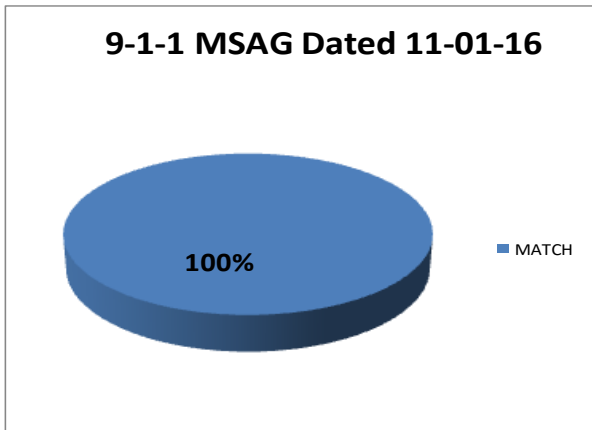
### Notes:

- (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.

# Hawaii County E9-1-1 Status Report

November 1, 2016 – November 30, 2016

## AUDIT SUMMARY RESULTS COMPARISON – NOVEMBER 1, 2016 VS AUGUST 1, 2016



### NOTE:

**Hawaii County's level of accuracy or 9-1-1 Match percentage remained constant from 100% as of August 1, 2016 to 100% as of November 1, 2016**

**NENA Recommended Match Rate = 98%**

## AUDIT SUMMARY RESULTS

### COMPARISON NOTES:

- ❖ There continues to be a tremendous work effort to synchronize the MSAG and GIS data. Akimeka continues to work closely with County Planning to address problem areas. Hawai'i County has worked very hard to assign addresses and name and range street centerlines which have helped facilitate Akimeka's synchronization efforts.
- ❖ "MSAG - MSAG with Missing GIS Records" remained consistent at 100% from August 2016 to November 2016 respectively.
- ❖ "MSAG - GIS Minor Corrections" remained consistent with two (2) records from August 2016 to November 2016. The non-match condition of the two records are a result in which MSAG records submitted in 9-1-1 Net were not completed prior to the end of month. The MSAG section will monitor these records to ensure they are processed in 9-1-1Net prior to the November 2016 re-analysis
- ❖ "GIS Record with No Matching MSAG Record" remained consistent at 100% from August 2016 to November 2016. This includes GIS records that have no MSAG records, and/or GIS records that do not match the MSAG record exactly.
- ❖ "GIS Record with No MSAG Record" remained consistent at 100% from August 2016 to November 2016. This was primarily the result of edits made to the GIS Street Centerlines layer in order to meet new 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 "touched".

# Hawaii County E9-1-1 Status Report

November 1, 2016 – November 30, 2016

## INVALID MSAG STREETS AND ADDRESS RANGES – ESN X99 RECORDS

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

HAWAII	Invalid MSAG Records							
	9-1-1 MSAG Dated 02-01-16		9-1-1 MSAG Dated 05-01-16		9-1-1 MSAG Dated 08-01-16		9-1-1 MSAG Dated 11-01-16	
	Number of Records	% of Total Invalid MSAG Records	Number of Records	% of Total Invalid MSAG Records	Number of Records	% of Total Invalid MSAG Records	Number of Records	% of Total Invalid MSAG Records
ESN 299	724	16.5%	683	15.4%	518	10.5%	429	8.8%

These invalid MSAG records represent **8.8%** of the Total MSAG records for Hawai‘i County. The individual ALI records associated with these records are provided below.

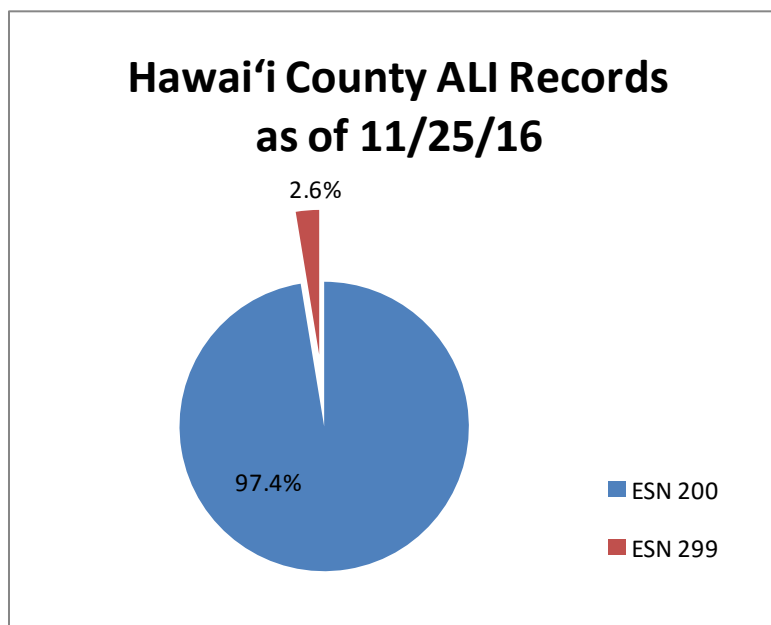
TN CRs are submitted by Akimeka when valid MSAG addresses are identified and validated against the GIS data. Akimeka will continue to investigate and report on these ESN 299 MSAG records as a separate project and add-on to the Database Synchronization quarterly report.

## Hawaii County E9-1-1 Status Report

November 1, 2016 – November 30, 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 Hawai'i County. As of November 25, 2016, **1,811** ESN 299 records, representing **2.6%** of Hawai'i County's total ALI records, require research and corrective action, if needed. These ALI discrepancy reports may result in a No Record Found (NRF) condition during a 9-1-1 call.



# Kauai County E9-1-1 Status Report

*November 1, 2016 – November 30, 2016*





# Kauai County E9-1-1 Status Report

November 1, 2016 - November 30, 2016

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# Kauai County E9-1-1 Status Report

November 1, 2016 - November 30, 2016

## 1. PSAP OPERATIONS

### 9-1-1 CALL VOLUME – NOVEMBER 2016

(Source: West Safety Services 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
Nov	4,002	672	16.79%	2,562	64.02%	43.29%	56.71%	150	3.75%	5	0.12%	0	0.00%	613	15.32%	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	4,447	673	15.13%	2,944	66.20%	47.52%	52.48%	131	2.95%	12	0.27%	0	0.00%	687	15.45%	0	0.00%
MAY	4,177	580	13.89%	2,861	68.49%	45.51%	54.49%	131	3.14%	9	0.22%	0	0.00%	596	14.27%	0	0.00%
JUNE	4,020	605	15.05%	2,681	66.69%	42.15%	57.85%	129	3.21%	10	0.25%	0	0.00%	595	14.80%	0	0.00%
JULY	4,757	697	14.65%	3,194	67.14%	45.77%	54.23%	144	3.03%	11	0.23%	0	0.00%	711	14.95%	0	0.00%
AUG	4,386	687	15.66%	2,926	66.71%	41.66%	58.34%	162	3.69%	10	0.23%	0	0.00%	601	13.70%	0	0.00%
SEPT	4,105	585	14.25%	2,677	65.21%	45.05%	54.95%	159	3.87%	13	0.32%	0	0.00%	671	16.35%	0	0.00%
OCT	3,949	589	14.92%	2,624	66.45%	42.72%	57.28%	174	4.41%	6	0.15%	0	0.00%	556	14.08%	0	0.00%
NOV	4,002	672	16.79%	2,562	64.02%	43.29%	56.71%	150	3.75%	5	0.12%	0	0.00%	613	15.32%	0	0.00%
DEC																	
YTD	46,852	7,076		30,961				1582		117		0		7,116		0	
MON AVG	4,259	643	15.10%	2,815	66.08%	44.75%	55.25%	144	3.39%	11	0.25%	0	0.00%	647	15.18%	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 0.12% - Statewide average = 0.18% Year 2015

## Kauai County E9-1-1 Status Report

November 1, 2016 - November 30, 2016

### TEXT TO 911 – CURRENT MONTH – NOVEMBER 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.
- In a press conference on October 13, 2016, an official announcement was made by the Governor of the State of Hawaii introducing “TEXT TO 911” as an emergency public service now available in the State of Hawaii.

TEXT TO 911 Kauai County	
Month	Total received
January	23
February	11
March	22
April	4
May	2
June	11
July	26
August	42
September	25
October	18
November	16
December	
YTD	200
Monthly Avg.	18.2

## Kauai County E9-1-1 Status Report

November 1, 2016 - November 30, 2016

### WIRELESS PSAP TESTING – NOVEMBER 2016

KAUAI COUNTY - NOVEMBER 2016						
Date	WSP	Sites Tested	Sectors Tested	Tested By:	Test Pass/Fail	Comments:
11/11/2016	AT&T	1	3	Kauai PSAP	Pass	

### NOTES:

- There was one (1) scheduled Wireless 911 test for the month of November, 2106 for the Kauai PSAP.

### FOR YOUR INFORMATION

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

#### December 2016

Week	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
48					1	2	3
49	4	5	6	7	8	9	10
50	11	12	13	14	15	16	17
51	18	19	20	21	22	23	24
52	25 Christmas Day	26	27	28	29	30	31

[www.blankcalendar2016.com](http://www.blankcalendar2016.com)

#### January 2017

Week	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
1	1 New Year's Day	2	3	4	5	6	7
2	8	9	10	11	12	13	14
3	15	16 M.L.King Day	17	18	19	20	21
4	22	23	24	25	26	27	28
5	29	30	31				

[www.blankcalendar2017.com](http://www.blankcalendar2017.com)

# Kauai County E9-1-1 Status Report

November 1, 2016 - November 30, 2016

## 2. MSAG (MASTER STREET ADDRESS GUIDE)

### MSAG TRANSACTIONS CURRENT MONTH/YEAR – NOVEMBER 2016

KAUAI COUNTY	9-1-1 TRANSACTIONS								
	Total	MSAG	ALI Submitted			Open ALI Discrepancy Records			Customer Addresses Affected
		MSAG (A)	TN CR (B)	ALI DR (C)	VoIP (D)	TNCR	ALI DR	VoIP DR	
2016									
JANUARY	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	25	21	4	0	0	234	0	0	19
MAY	37	30	7	0	0	208	0	0	78
JUNE	14	9	5	0	0	125	0	0	89
JULY	23	8	15	0	0	119	0	0	63
AUGUST	105	13	92	0	0	54	0	0	158
SEPTEMBER	9	8	0	0	1	44	0	0	11
OCTOBER	96	5	91	0	0	42	0	0	91
NOVEMBER	*23	0	0	0	0	40	0	0	2
DECEMBER									
TOTAL YTD	436	169	266	0	1				650
AVG PER MONTH	44	15	24	0	0				59

### Definitions

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

(B) **Telephone Number Change Request** - Represents address corrections on a specific TN or group of TNs. These "invalid" TNs usually have an associated ESN 499 attached to them which indicates the need for validation.

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

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

## Kauai County E9-1-1 Status Report

November 1, 2016 - November 30, 2016

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### MSAG CURRENT MONTH NOTES:

\*Twenty-three (23) Dispatchable Location transactions were prepared during the month of November 2016. As of November 30, 2016 Akimeka has prepared nearly 900 Dispatchable Location transactions for Kauai County.

### 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 West on the TN CRs that have been submitted for correction. There were two (2) ESN 499 TN CRs completed by West Safety Service in November 2016.

### OPEN TELEPHONE RECORD (ALI) DISCREPANCY STATUS:

- **There are 40 Open TN CR Transactions as of November 30, 2016.**
- **Please refer to “TNCR Current Status” chart in the next section.**

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

- **There are no Open ALI-DRs as of November 30, 2016**
- **There are no Open VoIP DRs as of November 30, 2016**

## Kauai County E9-1-1 Status Report

November 1, 2016 - November 30, 2016

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

#### NOTE:

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

PSAP 9-1-1 Telephone Number Location Change Request (Telephone Number Change Request (TNCR) Status)				
PSAP	TOTAL TNCR RECORDS SUBMITTED BY AKIMEKA	OPENED TNCRS PENDING FURTHER ACTION BY WEST SAFETY SERVICES (INTRADO)	OPENED TNCRS REFERRED TO TELCO BY WEST SAFETY SERVICES (INTRADO)	TOTAL UNOPENED TNCR RECORDS
KAUAI	40	19	9	12

STATUS
<b><u>TOTAL TNCRs SUBMITTED</u></b> - The total number of TNCR requests for modification that have been submitted in 9-1-1
<b><u>PENDING STATUS</u></b> - 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.
<b><u>REFERRED STATUS</u></b> - TNCRs assigned this status are requests which have been reviewed by the 9-1-1 Database Service Provider Data Analyst, and the request requires additional information to validate. The West Safety Services Data Analysts assigns this status to a TNCR and the request is referred to the telephone service providers for further research.
<b><u>TOTAL UNOPENED TNCR RECORDS STATUS</u></b> - 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

November 1, 2016 - November 30, 2016

## DISPATCHABLE LOCATION – STATUS AS OF – NOVEMBER 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.

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 **1169** telephone records are complete and ready for submittal, and transactions that were submitted in 2015 are now being processed.

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
*Common Name Place and MSAG Addresses available upon request		Jan-Mar	544	0	0
		Apr	0	0	0
		May	0	0	2
Kukuiula Shopping Center	2829 Ala Kalanikaumaka, Kukuiula	June	87	0	56
Kukui Grove Center	302600 Kaumualii Hwy, Lihue	July	74	44	26
		Aug	30	0	22
		Sept	125	0	0
		Oct	0	0	0
Halelani Village	1970 Hanalima St, Puh	Nov	23	0	0
		Total	1169	106	106

Definition
<b>Dispatchable Location</b> 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
<b>TNCR*</b> Telephone Number Change Request - Transactions submitted to WEST to update/edit Dispatchable Location
in the Exact field on the ALI Screen.
<b>Processed**</b> may include inactive telephone numbers that were removed from the ALI Database.

## Kauai County E9-1-1 Status Report

November 1, 2016 - November 30, 2016

### CHARTER COMMUNICATIONS (TIME WARNER) VOIP DATABASE TNCR

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

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

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

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

# Kauai County E9-1-1 Status Report

November 1, 2016 - November 30, 2016

## 3. GEOGRAPHIC INFORMATION SYSTEM (GIS) – NOVEMBER 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 GIS Delivered	Other/Remarks
	Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Address Points	11/29/2016		Added sixty (60) addresses in Puhī
	11/29/2016		Added one (1) address in Wailua
	11/29/2016		Spatially corrected one (1) address point in Wailua
	11/28/2016		Added one hundred sixteen (116) addresses in Puhī
		11/23/16	
	11/23/2016		Spatially corrected one (1) address point in Waipouli
	11/23/2016		Added one hundred sixteen (116) addresses in Puhī
		11/10/16	
	11/8/2016		Removed Location Name for one (1) address in Lihue
	11/7/2016		Corrected one (1) address point in Waimea
	11/7/2016		Modified Location Name for one (1) address in Waimea per Kauai Dispatch
	11/7/2016		Added one (1) address in Wailua
	11/7/2016		Spatially corrected one (1) address point in Port Allen
	11/7/2016		Corrected Street Name for one (1) address in Poipu
	11/7/2016		Added two (2) addresses in Lihue
	11/7/2016		Spatially corrected two (2) address points in Lihue
	11/7/2016		Changed Location Name for one (1) address in Lihue
	11/7/2016		Removed Location Name for one (1) address in Lihue
	11/7/2016		Corrected Street Name for two (2) addresses in Lihue
	11/7/2016		Spatially corrected two hundred fifty-eight (258) address points in Kalaheo
	11/7/2016		Spatially corrected twenty-three (23) address points in Lawai
	11/2/2016		Spatially corrected four hundred eighteen (418) address points in Kihei
Airports			
Bridges			
Building Footprints			
Bus Stops			
Churches			
Coastal Names			
Coastline			
Common Places			
Correctional Facilities			
Emergency Callboxes			

# Kauai County E9-1-1 Status Report

November 1, 2016 - November 30, 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.*

KAUAI COUNTY			
Type of Layer	Akimeka GIS Server	Date GIS Delivered	Other/Remarks
	Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Emergency Operation Centers			
Emergency Shelters			
ESZ/ESN			
Fire Beats			
Fire Districts			
Fire Response Areas	11/25/2016		Modified boundaries per KFD boundary changes
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	11/25/2016		Created Medic Response Areas
Medic Stations			
Medical Facilities			
Milepost Markers			
MSAG Communities			
Net Junctions			
Ocean Rescue Boundaries			
Ocean Safety			
Parcels			

# Kauai County E9-1-1 Status Report

November 1, 2016 - November 30, 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 GIS Delivered	Other/Remarks
	Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Parks			
Parks Polygon			
Points of Interest		11/10/16	
	11/7/2016		Added one (1) POI in Lihue
	11/7/2016		Corrected Street Name for one (1) POI in Poipu
	11/7/2016		Spatially corrected one (1) POI in Port Allen
	11/7/2016		Added one (1) POI in Port Allen
	11/7/2016		Added one (1) POI in Puhi
	11/7/2016		Added one (1) POI in Wailua
	11/7/2016		Modified Location Name of one (1) POI in Waimea
Police Beats			
Police Districts			
Police Response Areas	11/15/2016		Modified Police RA 350 & 356 to match spatially corrected street centerlines
Police Stations			
Post Offices			
Schools			
Street Centerlines	11/25/2016		Split two (2) street centerlines in Puhi to match Medic RA boundary
	11/25/2016		Split one (1) street centerline in Wailua to match Medic RA boundary
	11/25/2016		Modified four (4) street centerline segment ranges in Puhi
	11/25/2016		Modified two (2) street centerline segment ranges in Wailua
		11/23/16	
	11/16/2016		Spatially corrected two (2) street centerline segments in Lawai
	11/15/2016		Spatially corrected one (1) street centerline segment in Lawai
	11/15/2016		Spatially corrected forty-two (42) street centerline segments in Koloa
	11/14/2016		Spatially corrected fifteen (15) street centerline segments in Koloa
		11/10/16	
	11/10/2016		Spatially corrected eight (8) street centerline segments in Koloa
	11/9/2016		Spatially corrected one (1) street centerline segment in Koloa
Subdivisions			
Tow Jurisdictions			
Tsunami Evacuation Zones			
Tsunami Heights			

# Kauai County E9-1-1 Status Report

November 1, 2016 - November 30, 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.*

KAUAI COUNTY			
Type of Layer	Akimeka GIS Server	Date GIS Delivered	Other/Remarks
	Date Created/Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Waste Water Plants			
WSP Cell Sectors	11/29/2016		Per AT&T CRS
		11/23/16	
WSP Cell Towers	11/29/2016		Per AT&T CRS
		11/23/16	

### 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.

## GEOGRAPHIC INFORMATION SYSTEM (GIS) NARRATIVES

## Kauai County E9-1-1 Status Report

November 1, 2016 - November 30, 2016

### GIS KEY ACTIVITIES/UPDATES

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

Date	Key Activities/Updates
11/29/2016	Delivered updated Fire Response Areas, Medic Response Areas, Milepost Markers, Water Response Zones Fire, Water Response Zone Medic, Database Time Stamp and Street Centerlines for Spillman
11/23/2016	Delivered Address Points, IRA, Points Of Interest, Street Centerlines, WSP Cell Sectors, WSP Cell Towers, IRA.xml and GEO. xml files for a GeoComm update.
11/23/2016	Delivered Address Points, Points Of Interest, Street Centerlines and WSP Cell Sectors for a Spillman update
11/10/2016	Delivered Address Points, Fire Beats, Points of Interest, Street Centerlines, WSP Cell Sectors, WSP Cell Towers and GEO and LANDMARK xml files for a GeoComm update
11/10/2016	Delivered Address Points, Fire Hydrants, Points Of Interest, Street Centerlines and WSP Cell Sectors

### MAPFLEX SYSTEM

During the month of November 2016, the MapFlex system did not receive updates as a result of MapFlex having several issues pertaining to the automated upload processes.

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

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

1. Akimeka delivered GIS data to the MapFlex system on the following dates in November 2016
  - a. **Hawaii County**
  - b. **Maui County**
  - c. **Kauai County**
  - d. **Honolulu**

### MAPFLEX ISSUES

## Kauai County E9-1-1 Status Report

**November 1, 2016 - November 30, 2016**

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

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

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



# Kauai County E9-1-1 Status Report

**November 1, 2016 - November 30, 2016**

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Kauai County is moving forward with the implementation of their new Spillman Technologies CAD system and there has been some significant progress beginning in May 2016.

1. At the end of May 2016, Akimeka started preparing GIS data for Kauai's Spillman CAD system.
  - a. Akimeka configured the Spillman Toolbox to process GIS data into Spillman's data specifications.
2. During June 2016, an initial data deliverable included Address Points, MSAG Communities, Street Centerlines, Fire Response Areas, Medic Beats, Police Response Areas, Points of Interest and Street Centerline Alternate Names.
3. On June 30, 2016, Akimeka delivered this data to Spillman Technologies and worked with Spillman Technologies to stand up data on Kauai's server.
  - a. The GIS data was copied over into the Kauai Spillman server and loaded into file designation used for staging.
4. On July 20, 2016, Akimeka met with Spillman via teleconference.
  - a. Reviewed pinmaps
  - b. Discussed closest route module
    - i. Akimeka will be sending data to support this module once Spillman is ready
5. On July 26, 2016, Akimeka sent Spillman the data to support the closest route module, which were mostly street centerlines containing the necessary attribution with speed limits, one way codes, etc.
6. On August 18, 2016, Akimeka recognized a change needed for the law zones and included the update into the next deliverable to Spillman.
7. On August 19, 2016, Akimeka sent Spillman the supporting map layers for display. There may be additional layers to configured subsequently to getting the initial maps set up, and Akimeka will work with Kauai and Spillman on getting any additional content into the system.
8. Akimeka received the updated City Codes from Spillman on August 23, 2016 and began incorporating them into the source GIS data to be used for all following GIS deliverables to the CAD system.
9. During the month of September 2016, Akimeka continued to send routine deliverables for the Spillman CAD system.
10. During the month of October 2016, Akimeka continued to send routine deliverables for the Spillman CAD system.
11. On October 26, 2016, Akimeka sent Fire Hydrant data along with Water Response Zones for Fire, Medic and Police.
12. On October 30, 2016, Akimeka sent updated Fire Beat Zones as requested by the Kauai Fire Department.
13. During the month of November, Akimeka continued to work with Spillman and the Kauai Fire Department on the Fire Beat Zones.
14. The Kauai Police Department is on schedule for their "Go Live" Spillman CAD implementation on December 5<sup>th</sup>, 2016.

OPEN SERVICE REQUESTS – NOVEMBER 2016

# Kauai County E9-1-1 Status Report

November 1, 2016 - November 30, 2016

#	Date	Ticket #	Description	Category	Urgency	Comments
			None			

## NOTE:

There are no open service requests for November 2016.

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

KAUAI COUNTY				MSAG SERVICE REQUEST CATEGORIES					
2016	TOTAL		Open	WIREFLINE		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	0	0	0	0	0	0	0	0	0
May	0	0	0	0	0	0	0	0	0
June	0	0	0	0	0	0	0	0	0
July	0	0	0	0	0	0	0	0	0
August	0	0	0	0	0	0	0	0	0
September	1	1	0	0	0	0	0	1	1
October	0	0	0	0	0	0	0	0	0
November	0	0	0	0	0	0	0	0	0
December									
<b>TOTAL</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

### 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.

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

## 5. E9-1-1 DATABASE SYNCHRONIZATION

## Kauai County E9-1-1 Status Report

November 1, 2016 - November 30, 2016

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

### Next Scheduled Database Synchronization – January 2017

AUDIT SUMMARY RESULTS – 2016 -- TBA

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

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

AUTOMATIC LOCATION IDENTIFICATION (ALI) DISCREPANCY REPORT -- TBA

# Maui County E9-1-1 Status Report

*November 1, 2016 – November 30, 2016*



# Maui County E9-1-1 Status Report

November 1, 2016 - November 30, 2016

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# Maui County E9-1-1 Status Report

November 1, 2016 - November 30, 2016

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# Maui County E9-1-1 Status Report

November 1, 2016 - November 30, 2016

## 1. PSAP OPERATIONS

### 9-1-1 CALL VOLUME MAUI PSAP – NOVEMBER 2016

(Source: West Safety Services 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
NOV	10,238	1,923	18.78%	6,842	66.83%	57.48%	42.52%	301	2.94%	19	0.19%	0	0.00%	1,153	11.26%	0	0.00%

### CALL VOLUME MAUI PSAP NOTES:

\*Calls with no Ali 0.19% - 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	11,162	2,180	19.53%	7,376	66.08%	57.57%	42.43%	249	2.23%	19	0.17%	0	0.00%	1,338	11.99%	0	0.00%
MAY	11,672	2,012	17.24%	7,929	67.93%	57.94%	42.06%	295	2.53%	17	0.15%	0	0.00%	1,419	12.16%	0	0.00%
JUNE	11,010	1,910	17.35%	7,470	67.85%	56.83%	43.17%	297	2.70%	7	0.06%	0	0.00%	1,326	12.04%	0	0.00%
JULY	12,362	2,216	17.93%	8,304	67.17%	54.29%	45.71%	328	2.65%	21	0.17%	0	0.00%	1,493	12.08%	0	0.00%
AUG	11,409	1,979	17.35%	7,798	68.35%	54.92%	45.08%	269	2.36%	14	0.12%	0	0.00%	1,349	11.82%	0	0.00%
SEPT	10,445	1,860	17.81%	7,033	67.33%	57.78%	42.22%	270	2.58%	8	0.08%	0	0.00%	1,274	12.20%	0	0.00%
OCT	10,528	1,960	18.62%	7,093	67.37%	58.30%	41.70%	292	2.77%	14	0.13%	0	0.00%	1,169	11.10%	0	0.00%
NOV	10,238	1,923	18.78%	6,842	66.83%	57.48%	42.52%	301	2.94%	19	0.19%	0	0.00%	1,153	11.26%	0	0.00%
DEC																	
YTD	121,661	22,327		81,732				3,160		157		0		14,285		0	
MON AVG	11,060	2,030	18.37%	7,430	67.17%	57.20%	42.80%	287	2.60%	14	0.13%	0	0.00%	1,299	11.73%	0.00	0.00%

# Maui County E9-1-1 Status Report

November 1, 2016 - November 30, 2016

## 9-1-1 CALL VOLUME MOLOKAI PSAP – NOVEMBER 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
NOV	364	139	38.19%	174	47.80%	59.77%	40.23%	4	1.10%	2	0.55%	0	0.00%	45	12.36%	0	0.00%

## CALL VOLUME MOLOKAI PSAP NOTES:

\*Calls with no Ali 0.55% - 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	435	153	35.17%	232	53.33%	51.29%	48.71%	1	0.23%	2	0.46%	0	0.00%	47	10.80%	0	0.00%
MAY	360	141	39.17%	182	50.56%	52.75%	47.25%	0	0.00%	2	0.56%	0	0.00%	35	9.72%	0	0.00%
JUNE	505	114	22.57%	317	62.77%	62.46%	37.54%	0	0.00%	2	0.40%	0	0.00%	72	14.26%	0	0.00%
JULY	398	125	31.41%	229	57.54%	60.70%	39.30%	1	0.25%	0	0.00%	0	0.00%	43	10.80%	0	0.00%
AUG	416	128	30.77%	219	52.64%	62.10%	37.90%	1	0.24%	2	0.48%	0	0.00%	66	15.87%	0	0.00%
SEPT	397	122	30.73%	206	51.89%	59.71%	40.29%	4	1.01%	22	5.54%	0	0.00%	43	10.83%	0	0.00%
OCT	339	109	32.15%	194	57.23%	53.09%	46.91%	0	0.00%	1	0.29%	0	0.00%	35	10.32%	0	0.00%
NOV	364	139	38.19%	174	47.80%	59.77%	40.23%	4	1.10%	2	0.55%	0	0.00%	45	12.36%	0	0.00%
DEC																	
YTD	4,277	1,372		2,346				23		39		0		497		0	
MON AVG	389	125	32.44%	213	54.63%	56.44%	43.56%	2.09	0.56%	4	0.91%	0	0.00%	45.182	11.47%	0	0.00%



# Maui County E9-1-1 Status Report

November 1, 2016 - November 30, 2016

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

9-1-1 Call Volume																	
MAUI 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	Other Calls	% of Total Calls
NOV	10,602	2,062	19.45%	7,016	66.18%	57.54%	42.46%	305	2.88%	21	0.20%	0	0.00%	1,198	11.30%	0	0.00%

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

9-1-1 Call Volume																	
MAUI 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	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	11,597	2,333	20.12%	7,608	65.60%	57.37%	42.63%	250	2.16%	21	0.18%	0	0.00%	1,385	11.94%	0	0.00%
MAY	12,032	2,153	17.89%	8,111	67.41%	57.82%	42.18%	295	2.45%	19	0.16%	0	0.00%	1,454	12.08%	0	0.00%
JUNE	11,515	2,024	17.58%	7,787	67.62%	57.06%	42.94%	297	2.58%	9	0.08%	0	0.00%	1,398	12.14%	0	0.00%
JULY	12,760	2,341	18.35%	8,533	66.87%	54.46%	45.54%	329	2.58%	21	0.16%	0	0.00%	1,536	12.04%	0	0.00%
AUG	11,825	2,107	17.82%	8,017	67.80%	55.12%	44.88%	270	2.28%	16	0.14%	0	0.00%	1,415	11.97%	0	0.00%
SEPT	10,842	1,982	18.28%	7,239	66.77%	57.84%	42.16%	274	2.53%	30	0.28%	0	0.00%	1,317	12.15%	0	0.00%
OCT	10,867	2,069	19.04%	7,287	67.06%	58.16%	41.84%	292	2.69%	15	0.14%	0	0.00%	1,204	11.08%	0	0.00%
NOV	10,602	2,062	19.45%	7,016	66.18%	57.54%	42.46%	305	2.88%	21	0.20%	0	0.00%	1,198	11.30%	0	0.00%
DEC																	
YTD	125,938	23,699		84,078				3,183		196		0		14,782		0	
MON AVG	11,449	2,154	18.84%	7,643	66.75%	57.18%	42.82%	289	2.53%	18	0.16%	0.00	0.00%	1,344	11.72%	0	0.00%

### PSAP OPERATION NOTES:

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

## Maui County E9-1-1 Status Report

November 1, 2016 - November 30, 2016

### TEXT TO 911 – CURRENT MONTH – NOVEMBER 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.
- In a press conference on October 13, 2016, an official announcement was made by the Governor of the State of Hawaii introducing “TEXT TO 911” as an emergency public service now available in the State of Hawaii.

TEXT TO 911 Maui County PSAPs 2016		
Month	Received at Maui	Received at Molokai
January	1	0
February	0	0
March	38	5
April	12	2
May	25	3
June	19	4
July	43	4
August	23	1
September	30	9
October	87	5
November	24	0
December		
YTD	302	33
Monthly Avg.	27.45	3.00

# Maui County E9-1-1 Status Report

November 1, 2016 - November 30, 2016

## WIRELESS PSAP TESTING – NOVEMBER 2016

MAUI COUNTY - NOVEMBER 2016						
Date	WSP	Sites Tested	Sectors Tested	Tested By:	Test Pass/Fail	Comments:
11/11/2016	Verizon	1	4	Maui PSAP	Pass	Haleakala

### NOTES:

- There was one (1) scheduled Wireless 911 test conducted in November, 2016 for the Maui and Molokai PSAP.

### FOR YOUR INFORMATION

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

**December 2016**

Week	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
48					1	2	3
49	4	5	6	7	8	9	10
50	11	12	13	14	15	16	17
51	18	19	20	21	22	23	24
52	25 Christmas Day	26	27	28	29	30	31

911 TESTING BLACKOUT PERIOD  
All 911 Centers

[www.blankcalendar.com](http://www.blankcalendar.com)

**January 2017**

Week	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
1	1 New Year's Day	2	3	4	5	6	7
2	8	9	10	11	12	13	14
3	15	16 U.S. Army Day	17	18	19	20	21
4	22	23	24	25	26	27	28
5	29	30	31				

Hawaii County Extended 911 Testing Blackout Period

[www.blankcalendar.com](http://www.blankcalendar.com)

# Maui County E9-1-1 Status Report

November 1, 2016 - November 30, 2016

## 2. MSAG (MASTER STREET ADDRESS GUIDE)

### MSAG TRANSACTIONS CURRENT MONTH/YEAR – NOVEMBER 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	132	25	107	0	0	1,795	0	0	895
MAY	79	45	31	3	0	1,281	0	0	726
JUNE	60	38	21	1	0	823	0	0	608
JULY	37	16	20	1	0	467	0	0	402
AUGUST	83	18	64	1	0	421	0	0	477
SEPTEMBER	37	8	27	1	1	386	0	0	110
OCTOBER	23	7	15	1	0	359	0	0	36
NOVEMBER	16	15	1	0	0	323	0	0	36
DECEMBER									
TOTAL YTD	870	207	653	8	2				3,791
AVG PER MONTH	79	8	167	0	1				173

### Definitions

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

(B) **Telephone Number Change Request** - Represents address corrections on a specific TN or group of TNs. These "invalid" TNs usually have an associated ESN 399/359 attached to them which indicates the need for validation.

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

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

## Maui County E9-1-1 Status Report

November 1, 2016 - November 30, 2016

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### MSAG CURRENT MONTH NOTES:

A total of **16** MSAG transactions were processed in 9-1-1 Net during the month of November 2016. Fifteen (**15**) 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 **36** customer ANI/ALI (telephone number/address) records updated as a direct result.

### TELEPHONE RECORD (ALI) TRANSACTIONS CURRENT MONTH NOTES:

One (**1**) Telephone Number Change Requests (TN CR) transaction was processed in 9-1-1 Net with a valid MSAG address, 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 West on the TN CRs that have been submitted for correction. In November 2016, there were **36** TN CRs completed and as a result, three (**3**) ESN 359/399 street records were deleted from the MSAG database. No ALI DR's were submitted this month.

### OPEN TELEPHONE RECORD (ALI) DISCREPANCY STATUS:

- **There are 323 Open TN CR Transactions as of November 30, 2016.**
- **Refer to chart in the next section "TNCR Current Status"**

**286** Open TN CR transactions are a direct result of the ESN 399 clean-up and are awaiting approval from Hawaiian Telcom, Inc. **37** 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 West for correction, it must be verified against HT records and/or approved by the customer. West's internal process requires calling each telephone customer individually for approval to update an address in the 9-1-1 database.

- **There are no ALI DRs Open as of November 30, 2016**
- **There are no VoIP DRs Open as of November 30, 2016**

## Maui County E9-1-1 Status Report

November 1, 2016 - November 30, 2016

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

#### NOTE:

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

PSAP 9-1-1 Telephone Number Location Change Request (Telephone Number Change Request (TNCR) Status)				
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	241	62	103	76
MOLOKAI	82	15	55	12
TOTAL	323	77	158	88

STATUS
<b><u>TOTAL TNCRs SUBMITTED</u></b> - The total number of TNCR requests for modification that have been submitted in 9-1-1
<b><u>PENDING STATUS</u></b> - 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.
<b><u>REFERRED STATUS</u></b> - TNCRs assigned this status are requests which have been reviewed by the 9-1-1 Database Service Provider Data Analyst, and the request requires additional information to validate. The West Safety Services Data Analysts assigns this status to a TNCR and the request is referred to the telephone service providers for further research.
<b><u>TOTAL UNOPENED TNCR RECORDS STATUS</u></b> - 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

November 1, 2016 - November 30, 2016

## DISPATCHABLE LOCATION – STATUS AS OF – NOVEMBER 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. There are currently 1478 transactions prepared for submission. Present observations indicate that previous transactions that were submitted in 2015 are currently being processed.

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
*Common Name Place and Address Available Upon Request		Jan-July	877	6	27
Azeka Kihei	1280 S. Kihei Rd, Kihei	Aug	49	0	0
Piilani Shopping Center	Piikea Ave, Kihei		118	0	0
Maui Marketplace	270 Dairy Rd, Kahului	Sept	129	0	1
University of Hawaii, Maui Campus	310 Kaahumanu Ave, Kahului	Oct	120	0	9
University of Hawaii, Maui Campus	310 Kaahumanu Ave, Kahului	Nov	125	0	0
Honua Kai Resort	130 Kai Malina Pkwy, Kaanapali		60	0	0
		<b>Total</b>	<b>1478</b>	<b>374</b>	<b>336</b>

Definition
<b>Dispatchable Location</b> 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.
<b>TNCR*</b> Telephone Number Change Request - Transactions submitted to WEST to update/edit Dispatchable Location in the Exact field on the ALI Screen.
<b>Processed**</b> may include inactive telephone numbers that were removed from the ALI Database.

## Maui County E9-1-1 Status Report

November 1, 2016 - November 30, 2016

### CHARTER COMMUNICAATIONS (TIME WARNER) VOIP DATABASE TNCR

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

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

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

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



# Maui County E9-1-1 Status Report

November 1, 2016 - November 30, 2016

## 3. GEOGRAPHIC INFORMATION SYSTEM (GIS) – NOVEMBER 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 GIS Delivered	Other/Remarks
	Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Address Points	11/30/2016		Added thirty-three (33) addresses in Kaanapali
	11/30/2016		Spatially corrected one (1) address point in Kaanapali
	11/30/2016		Spatially corrected one (1) address point in Napili
	11/30/2016		Added one hundred fifty two (152) addresses in Napili
	11/29/2016		Spatially corrected one (1) address point in Wailea
	11/29/2016		Added forty-five (45) addresses in Napili
	11/29/2016		Added two (2) addresses in Makawao
	11/29/2016		Added one (1) address in Kualapuu
	11/29/2016		Added one (1) address in Kaanapali
	11/29/2016		Added one (1) address in Hoolehua
		11/28/16	
	11/22/2016		Added one (1) address in Haiku
	11/22/2016		Added one (1) address in Kahului
	11/22/2016		Added one (1) address in Kaunakakai
	11/22/2016		Spatially corrected two (2) address points in Kihei
	11/22/2016		Added twenty-seven (27) addresses in Kihei
	11/22/2016		Added one (1) address in Kula
	11/22/2016		Added one (1) address in Maunaloa
	11/22/2016		Added one (1) address in Paia
	11/22/2016		Added one (1) address in Pukalani
	11/14/2016		Spatially corrected one (1) address point in Wailuku
	11/14/2016		Spatially corrected one (1) address point in Kahului
	11/14/2016		Added ninety (90) addresses in Wailuku
	11/3/2016		Added one (1) address in Kahului
	11/3/2016		Added one (1) address in Hana
	11/3/2016		Added three (3) addresses in Lahaina
	11/3/2016		Added one (1) address in Kihei
	11/3/2016		Spatially corrected thirty-seven (37) address points in Kihei
	11/3/2016		Added three (3) addresses in Hana
	11/2/2016		Added one (1) address in Kihei
	11/2/2016		Spatially corrected four hundred eighteen (418) address points in Kihei
	11/1/2016		Spatially corrected sixty-two (62) address points in Kihei

# Maui County E9-1-1 Status Report

November 1, 2016 - November 30, 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 GIS Delivered	Other/Remarks
	Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Address Points	11/1/2016		Added three (3) addresses in Hana
	11/1/2016		Added one (1) address in Haiku
	11/1/2016		Added one (1) address in Makawao
	11/1/2016		Added one (1) address in Kaunakakai
	11/1/2016		Added one (1) address in Kihei
	11/1/2016		Added one (1) address in Waikapu
Airports			
Bridges			
Building Footprints			
Bus Stops			
Churches			
Coastal Names	11/29/2016		Added three (3) Coastal Names in Napili
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	11/30/2016		Spatially corrected one (1) restaurant in Kaanapali
	11/30/2016		Added two (2) restaurants in Kapalua
	11/30/2016		Spatially corrected one (1) restaurant in Kapalua
	11/30/2016		Added three (3) restaurants in Wailea
	11/30/2016		Spatially corrected two (2) restaurants in Wailea
Gas Stations			
Gate Codes			
Government Buildings			

# Maui County E9-1-1 Status Report

November 1, 2016 - November 30, 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.*

MAUI COUNTY			
Type of Layer	Akimeka GIS Server	Date GIS Delivered	Other/Remarks
	Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Harbors			
Helipads			
Hiking Trails			
Hospitals			
Hydrants			
Hyrdology Layers			
Incident Response Areas			
Lodging	11/30/2016		Added one (1) hotel in Kaanapali
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	11/29/2016		Added two (2) POI in Kaanapali
	11/29/2016		Spatially corrected two (2) POI in Kaanapali
	11/29/2016		Removed special character from one (1) POI Name in Kahului
	11/29/2016		Added eight (8) POI in Kapalua
	11/29/2016		Spatially corrected one (1) POI in Kapalua
	11/29/2016		Corrected address for one (1) POI in Kapalua
	11/29/2016		Added two (2) POI in Napili
	11/29/2016		Added three (3) POI in Wailea
	11/29/2016		Spatially corrected two (2) POI in Wailea
	11/29/2016		Removed special character from one (1) POI Name in Wailea

# Maui County E9-1-1 Status Report

November 1, 2016 - November 30, 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.*

MAUI COUNTY			
Type of Layer	Akimeka GIS Server	Date GIS Delivered	Other/Remarks
	Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Points of Interest		11/28/16	
	11/22/2016		Added one (1) POI in Kahului
	11/3/2016		Added five (5) POI in Kihei
Police Beats			
Police Districts			
Police Response Areas			
Police Stations			
Post Offices			
Schools			
Street Centerlines		11/28/16	
	11/22/2016		Added eleven (11) street centerlines in Kihei
	11/22/2016		Split one (1) street centerline in Kihei
	11/22/2016		Modified two (2) street centerline ranges in Kihei
	11/14/2016		Added seven (7) street centerline segments in Wailuku
	11/9/2016		Spatially corrected one (1) street centerline segment in Kula
	11/8/2016		Spatially corrected two (2) street centerline segments in Kula
	11/4/2016		Spatially corrected one (1) street centerline segment in Kula
	11/3/2016		Added one (1) street centerline in Kahului
	11/3/2016		Spatially corrected eight (8) street centerline segments in Kula
	11/1/2016		Added one (1) street centerline in Hana
Subdivisions			
Tow Jurisdictions			
Tsunami Evacuation Zones			
Tsunami Heights			
Waste Water Plants			
WSP Cell Sectors		11/28/16	
	11/9/2016		Per VZW CRS
	11/8/2016		Per VZW CRS
WSP Cell Towers		11/28/16	
	11/9/2016		Per VZW CRS
	11/8/2016		Per VZW 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
11/28/2016	Added street labels on the Intergraph CAD Map
11/28/2016	Delivered .map, .str., rte., and Maui Cell Coverage.cvs which included updated Address Points, MPD Look Up Table, Street Centerlines and WSP Cell Towers for Intergraph CAD Map

# Maui County E9-1-1 Status Report

November 1, 2016 - November 30, 2016

## INTERGRAPH CAD UPGRADE

1. On November 9, 2016 – While Akimeka conducted the Intergraph CAD Map deliverable process, the Build workspace could not process the street centerline data needed for a deliverable. This delayed the deliverable of a complete CAD Map. Akimeka contacted Angie Maier of Hexagon, Support Services. Angie Maier, Support Services remotely connected via WebEx to the Intergraph Build Machine located in Akimeka's Kihei office to assess the situation. Angie was unable to diagnose the problem. Angie sent screenshots of the Build workspace to Hexagon's Development section.
  - a. Note, the entire Intergraph CAD Map Build Machine was built and created by Mike Rawls, Geospatial Analyst/Engineer III, Map Implementation/Training, formerly of Intergraph Corporation the week of April 21, 2014 and is no longer with the company.
2. On November 10, 2016 – Akimeka continued to troubleshoot the Build workspace. Akimeka notified Maui Dispatch including Charles Davis of the deliverable delay.
3. On November 11, 2016 – Angie emailed Akimeka that Development concluded the Build workspace would have to be recreated because it was corrupt.
4. On November 14, 2016 – Akimeka started creating a new Build workspace. Akimeka could not correctly make a New Connection to the SQL Server within the Build workspace without the SQL Server password. Akimeka also reached out to Angie for assistance. Akimeka contacted Charles Davis of Maui PD IT to locate the correct password.
5. On November 15, 2016 – Akimeka contacted Angie with Hexagon again. Angie created a SR with Hexagon's Helpdesk.
6. On November 16, 2016 – Akimeka's SR was assigned to Joe Carper. Akimeka worked with another department which confirmed the Connection path needed the Login and password for SQL. MPD IT did not have the correct SQL Server password so Akimeka contacted Angie again. Angie was able to find the correct Login and password for the SQL Server. The Connection was completed but the Build workspace still had some query issues. Akimeka was able to finish creating all the necessary queries and was ready to run the street centerline data. Again, the street centerline data was not able to be processed.
7. On November 22, 2016 – An updated Cell Sector .csv was delivered to MPD. Akimeka followed up with Angie from Hexagon and was able to WebEx. Angie mentioned a patch fix for the GeoMedia 2014 version but would need to contact Development. Angie later corrected her previous statement and referred back to waiting on Development.
8. On November 23, 2016 – Akimeka continued to WebEx with Angie of Hexagon with no solution. Angie requested the Build .xml and Build workspace so she could pass it on to Development.
9. On November 28, 2016 – Akimeka followed up with Angie. Later, Akimeka connected via WebEx with Angie and Kiran Vadlani of Hexagon Development. Kiran was able to trouble shoot the issue and successfully complete the creation of the new Build workspace. Akimeka delivered an updated Intergraph CAD map which included:
  - a. Address Points, Common Places Lookup Table, Street Centerlines, and WSP Cell Towers.
  - b. .map, .str, .rte, CAD Map Build database and Cell Coverage.csv
  - c. Added Street labels to the CAD map.
10. During December 2016, the Intergraph CAD map will continue to be delivered every other week, which has been coordinated with all mapping system updates and synchronizations with other 911 databases.

# Maui County E9-1-1 Status Report

November 1, 2016 - November 30, 2016

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## MAPFLEX SYSTEM

During the month of November 2016, the MapFlex system did not receive updates as a result of MapFlex having several issues pertaining to the automated upload processes.

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

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

1. Akimeka delivered GIS data to the MapFlex system on the following dates in November 2016
  - a. **Hawaii County**
  - b. **Maui County**
  - c. **Kauai County**
  - d. **Honolulu**

## MAPFLEX SYSTEM ISSUES

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

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

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

## Maui County E9-1-1 Status Report

**November 1, 2016 - November 30, 2016**

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- a. After the updates had taken place, issues were identified with the display of Phase I coverage areas in MapFlex – identified by the Honolulu Fire Department. In addition, the only information that was being displayed for Phase I calls were Lat/Longs with a static coverage of approximately 330 meters for all calls. The issue was first identified when calls had plotted in the ocean, while the caller was surely on land.
- b. The issue was brought to West and HT's attention for resolution.
- c. West had worked internally with their team and determined that it was an issue with the confidence with Sprint wireless and that Sprint was the source of the issue in MapFlex.
- d. The discussions on this issue circled for some time throughout November without resolution until it was discovered later in November that the reason the coverage area was not being displayed was due to the MapFlex upgrade that was installed. After installation, the configurations for Wireless Phase I were not set up properly by West, in which the mapping did not point to the correct information in MapFlex.
- e. The additional issue with MapFlex plotting the centroid of the sector as the tower location still remains and is being troubleshooted by West and HT.
- f. West and HT will be following up with the PSAPs with a resolution in December 2016.



# Maui County E9-1-1 Status Report

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## 4. SERVICE REQUESTS TRANSACTIONS

### OPEN SERVICE REQUESTS – MAUI COUNTY PSAPS - NOVEMBER 2016

MAUI COUNTY						
#	Date	Ticket #	Description	PSAP	Urgency	Comments
			None			

#### NOTE:

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

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

MAUI COUNTY				MSAG SERVICE REQUEST CATEGORIES					
2016	TOTAL		Open	WIRELINE		WIRELESS		VoIP	
	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	1	1	0	1	1	0	0	0	0
May	3	3	0	3	3	0	0	0	0
June	1	1	0	1	1	0	0	0	0
July	1	1	0	1	1	0	0	0	0
August	1	1	0	1	1	0	0	0	0
September	2	2	0	1	1	0	0	1	1
October	3	3	0	3	3	0	0	0	0
November	0	0	0	0	0	0	0	0	0
December									
<b>TOTAL</b>	<b>13</b>	<b>13</b>	<b>0</b>	<b>11</b>	<b>11</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>2</b>

#### Note:

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

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

## Maui County E9-1-1 Status Report

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### 5. E9-1-1 DATABASE SYNCHRONIZATION

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

## Next Scheduled Database Synchronization – December 2016

AUDIT SUMMARY RESULTS – 2015-2016 -- TBA

MSAG AUDIT SUMMARY RESULTS – DECEMBER 1, 2016 VS SEPTEMBER 1, 2016 -- TBA

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

AUTOMATIC LOCATION IDENTIFICATION (ALI) DISCREPANCY REPORT -- TBA

# Oahu Civilian E9-1-1 Status Report

*November 1, 2016 – November 30, 2016*

# Oahu Civilian E9-1-1 Status Report

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# Oahu Civilian E9-1-1 Status Report

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## 1. PSAP OPERATIONS

### 9-1-1 CALL VOLUME – NOVEMBER 2016

(Source: West Safety Services Viper system)

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

9-1-1 Primary PSAP Call Volume																	
Honolulu City & County PSAPs		Wireline		Wireless				VOIP		Calls With No ALI		Admin Calls		Abandoned Calls		Other Calls	
2016	Total 9-1-1 Calls Processed	No. of Wireline Calls	% of Total Calls	No. of Wireless Calls	% of Total Calls	% of Wireless WPH1 Calls	% of Wireless WPH2 Calls	No. of VoIP Calls	% of Total Calls	No. of Calls with No ALI	% of Total Calls	No. of Admin Calls	% of Total Calls	No. of 9-1-1 Abandoned	% of Total Calls	No. of Other Calls	% of Total Calls
November	79,900	17,538	21.95%	59,022	73.87%	53.40%	20.47%	3,268	4.09%	72	0.09%	1,879	2.35%	11,143	13.95%	585	0.73%

### 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	85,009	19,510	22.95%	62,431	73.44%	49.70%	23.74%	3,026	3.56%	42	0.05%	2,332	2.74%	11,895	13.99%	635	0.75%
MAY	86,950	19,555	22.49%	64,108	73.73%	50.05%	23.68%	3,235	3.72%	52	0.06%	2,003	2.30%	12,015	13.82%	838	0.96%
JUNE	80,312	18,255	22.73%	58,821	73.24%	48.33%	24.91%	3,180	3.96%	56	0.07%	1,981	2.47%	11,411	14.21%	776	0.97%
JULY	86,586	19,231	22.21%	64,108	74.04%	49.47%	24.57%	3,186	3.68%	61	0.07%	2,281	2.63%	11,999	13.86%	512	0.59%
AUG	85,574	18,963	22.16%	63,410	74.10%	51.22%	22.88%	3,166	3.70%	34	0.04%	2,000	2.34%	11,786	13.77%	671	0.78%
SEPT	79,098	17,884	22.61%	58,255	73.65%	51.40%	22.25%	2,935	3.71%	24	0.03%	1,928	2.44%	10,284	13.00%	669	0.85%
OCT	83,447	18,108	21.70%	62,151	74.48%	52.56%	21.92%	3,146	3.77%	42	0.05%	2,581	3.09%	11,448	13.72%	662	0.79%
NOV	79,900	17,538	21.95%	59,022	73.87%	53.40%	20.47%	3,268	4.09%	72	0.09%	1,879	2.35%	11,143	13.95%	585	0.73%
DEC																	
YTD	923,129	207,628		680,313				34,641		545		22,610		129,601		8,850	
MON AVG	83,921	18,875	22.49%	61,847	73.69%	50.77%	22.93%	3,149	3.76%	50	0.06%	2,055	2.45%	11,782	14.03%	805	0.95%

#### NOTE:

- \*Calls with no Ali 0.09% - Statewide average = 0.18% Year 2015

# Oahu Civilian E9-1-1 Status Report

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## 9-1-1 CALL VOLUME BY AGENCY – NOVEMBER 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
November	68,572	85.82%	17,756	38,623	1,050	11,143	2,755	3.45%	76	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
November	7,941	9.94%	709	110	47	0.06%	44	11

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

2016	9-1-1 Call Volume by Agency																	
	Honolulu Police Department						Honolulu Fire Department				Emergency Medical Services				Ocean Safety			
	Number of Total Calls Received	% of Total Calls	No. of Emergency Calls	No. of Non Emergency Calls	No. of Admin Calls	No. of Dropped Calls	No. of Total Calls Received	% of Total Calls	No. of Admin Calls	No. of Dropped Calls	No. of Total Calls Received	% of Total Calls	No. of Admin Calls	No. of Dropped Calls	No. of Total Calls Received	% of Total Calls	No. of Admin Calls	No. of Dropped Calls
JAN	76,128	86.12%	19,451	42,722	1,249	12,706	2,284	2.58%	103	0	7,648	8.65%	755	146	91	0.10%	86	6
FEB	70,806	86.55%	18,378	39,567	1,046	11,815	2,021	2.47%	83	0	8,314	10.16%	762	108	60	0.07%	59	1
MAR	74,275	86.33%	19,350	40,633	1,193	13,099	3,256	3.78%	115	0	7,804	9.07%	121	123	64	0.07%	53	8
APR	73,760	86.77%	19,959	40,560	1,346	11,895	2,388	2.81%	119	0	8,179	9.62%	824	140	47	0.06%	43	14
MAY	75,195	86.48%	20,540	41,427	1,213	12,015	2,655	3.05%	55	0	8,204	9.44%	682	107	58	0.07%	53	11
JUNE	69,658	86.73%	18,803	38,227	1,217	11,411	1,957	2.44%	58	0	7,851	9.78%	647	109	70	0.09%	59	8
JULY	74,558	86.11%	20,966	40,311	1,282	11,999	2,750	3.18%	93	0	8,693	10.04%	837	116	73	0.08%	69	19
AUG	74,042	86.52%	41,441	19,624	1,191	11,786	2,535	2.96%	67	0	8,284	9.68%	701	115	42	0.05%	41	1
SEPT	68,803	86.98%	18,589	38,759	1,171	10,284	1,783	2.25%	62	0	7,792	9.85%	645	215	51	0.06%	50	2
OCT	71,700	85.92%	19,437	39,569	1,246	11,448	2,385	2.86%	74	0	8,652	10.37%	1,214	90	48	0.06%	47	0
NOV	68,572	85.82%	17,756	38,623	1,050	11,143	2,755	3.45%	76	0	7,941	9.94%	709	110	47	0.06%	44	11
DEC																		
YTD	797,497		234,670	420,022	13,204	129,601	26,769		905	0	89,362		7,897	1,379	651		604	81
MON AVG	72,500	86.39%	21,334	38,184	1,200	11,782	2,434	2.89%	82	0	8,124	9.69%	718	125	59	0.07%	55	7

# Oahu Civilian E9-1-1 Status Report

November 1, 2016 - November 30, 2016

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## PSAP OPERATION NOTES:

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



## Oahu Civilian E9-1-1 Status Report

November 1, 2016 - November 30, 2016

### TEXT TO 911 – CURRENT MONTH – NOVEMBER 2016

#### NOTE:

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

TEXT TO 911 Oahu Civilian PSAPs 2016						
Month	Total	HPD	HFD	EMS	OS	911 (handled)
January	110	96	1	0	0	13
February	109	75	0	3	0	31
March	160	110	28	2	0	20
April	132	124	1	4	0	3
May	143	131	2	0	0	10
June	137	135	1	0	0	1
July	156	143	1	1	0	11
August	133	115	2	3	0	13
September	148	130	2	1	0	15
October	209	195	10	4	0	0
November	219	198	11	0	0	10
December						
YTD	1656	1452	59	18	0	127
Monthly Avg.	150.5	132.0	5.4	1.6	0.0	11.5

#### NOTE:

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

# Oahu Civilian E9-1-1 Status Report

November 1, 2016 - November 30, 2016

## WIRELESS PSAP TESTING – NOVEMBER 2016

OAHU CIVILIAN - NOVEMBER 2016						
Date	WSP	Sites Tested	Sectors Tested	Tested By:	Test Pass/Fail	Comments:
11/01/16	Verizon	1	6	Oahu PSAP	Pass	Site re-scheduled from Oct.
11/09/16	Verizon	1	3	Oahu PSAP	Pass	
11/09/16	AT&T	1	25	Oahu PSAP	Pass	re-scheduled Stadium COW
11/18/16	Verizon	2	15	Oahu PSAP	Pass	Waipahu/Maili
11/29/16	Verizon	2	13	Oahu PSAP	Pass	Makiki/Diamond Head

### NOTES:

- There were seven (7) scheduled Wireless 911 Tests for the Oahu Civilian PSAP in November, 2016.
- On November 28<sup>th</sup>, Sprint conducted numerous unscheduled 911 test calls to the Oahu PSAP to trouble shoot a MapFlex issue for Phase I Wireless 911 calls.

### FOR YOUR INFORMATION

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

**December 2016**

Week	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
48					1	2	3
49	4	5	6	7	8	9	10
50	11	12	13	14	15	16	17
51	18	19	20	21	22	23	24
52	25 Christmas Day	26	27	28	29	30	31

[www.blankcalendar2016.com](http://www.blankcalendar2016.com)

**January 2017**

Week	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
1	1 New Year's Day	2	3	4	5	6	7
2	8	9	10	11	12	13	14
3	15	16 M.L.K. Day	17	18	19	20	21
4	22	23	24	25	26	27	28
5	29	30	31				

[www.blankcalendar2017.com](http://www.blankcalendar2017.com)

# Oahu Civilian E9-1-1 Status Report

November 1, 2016 - November 30, 2016

## 2. MSAG (MASTER STREET ADDRESS GUIDE)

### MSAG TRANSACTIONS CURRENT MONTH/YEAR – NOVEMBER 2016

OAHU CIVILIAN	9-1-1 TRANSACTIONS								
	Total	MSAG	ALI Submitted			Open ALI Discrepancy Records			Customer Addresses Affected
2016		MSAG (A)	TN CR (B)	ALI DR (C)	VoIP (D)	TNCR	ALI DR	VoIP DR	
JANUARY	24	23	0	1	0	468	0	0	515
FEBRUARY	244	26	216	2	0	497	0	1	421
MARCH	97	22	71	3	1	426	0	0	737
APRIL	96	25	71	0	0	358	0	0	955
MAY	106	22	83	1	0	295	0	0	93
JUNE	133	46	87	0	0	280	0	0	3,537
JULY	117	29	86	2	0	208	0	0	2,561
AUGUST	108	29	79	0	0	156	0	0	724
SEPTEMBER	79	14	65	0	0	93	1	0	208
OCTOBER	68	24	43	1	0	93	0	0	3,336
NOVEMBER	61	9	52	0	0	94	0	0	128
DECEMBER									
TOTAL YTD	1,133	269	853	10	1				13,215
AVG PER MONTH	103	24	78	1	0				1,201

### Definitions

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

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

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

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

## Oahu Civilian E9-1-1 Status Report

November 1, 2016 - November 30, 2016

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### MSAG CURRENT MONTH NOTES:

A total of **61** MSAG transactions were processed in 9-1-1 Net during the month of November 2016. Nine (**9**) 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 **128** customer ANI/ALI (telephone number/address) records updated as a direct result.

### TELEPHONE RECORD (ALI) TRANSACTIONS CURRENT MONTH NOTES:

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

### OPEN TELEPHONE RECORD (ALI) DISCREPANCY STATUS:

- **There are 94 Open TN CR Transactions as of November 30, 2016.**
- **Refer to chart in the next section “TNCR Current Status”**

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

- **There is zero Open ALI-DR as of November 30, 2016.**
- **There is zero Open VoIP DR as of November 30, 2016.**

# Oahu Civilian E9-1-1 Status Report

November 1, 2016 - November 30, 2016

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

### NOTE:

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

PSAP 9-1-1 Telephone Number Location Change Request (Telephone Number Change Request (TNCR) Status)				
PSAP	TOTAL TNCR RECORDS SUBMITTED BY AKIMEKA	OPENED TNCRS PENDING FURTHER ACTION BY WEST SAFETY SERVICES	OPENED TNCRS REFERRED TO TELCO BY WEST SAFETY SERVICES	TOTAL UNOPENED TNCR RECORDS
OAHU CIVILIAN	94	0	88	6

STATUS
<b><u>TOTAL TNCRs SUBMITTED</u></b> - The total number of TNCR requests for modification that have been submitted in 9-1-1
<b><u>PENDING STATUS</u></b> - 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.
<b><u>REFERRED STATUS</u></b> - TNCRs assigned this status are requests which have been reviewed by the 9-1-1 Database Service Provider Data Analyst, and the request requires additional information to validate. The West Safety Services Data Analysts assigns this status to a TNCR and the request is referred to the telephone service providers for further research.
<b><u>TOTAL UNOPENED TNCR RECORDS STATUS</u></b> - 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.

# Oahu Civilian E9-1-1 Status Report

November 1, 2016 - November 30, 2016

## CHARTER COMMUNICATIONS (TIME WARNER) VOIP DATABASE TNCR

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

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

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

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

# Oahu Civilian E9-1-1 Status Report

November 1, 2016 - November 30, 2016

## MSAG COMMUNITIES PROJECT -- COMPLETED

### MSAG COMMUNITY AND STREET SEGMENT SWEEP – PHASE VII

#### MSAG Community and Street Segment Sweep – Phase VII

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

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

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

# Oahu Civilian E9-1-1 Status Report

November 1, 2016 - November 30, 2016

## 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,	
Kunia	09/08/15	09/11/15	08/26/15		08/21/15	
Waipio	09/14/15	09/29/15	09/18/15		09/18/15	10/12/15
Mililani	09/30/15	11/19/15	11/10/15		11/10/15	12/14/16
Pearl City	11/20/15	12/17/15	12/02/16		12/11/16	
Aiea	12/18/15	01/26/16	01/19/16		12/23/16	01/14/16
PC PEN	01/27/16	02/02/16	01/19/16		01/08/16	
McGrew PT	02/03/16	02/04/16	01/20/16	ArcGIS License Issues at HPD on workstation	01/22/16	
Halawa	02/05/16	02/08/16	01/20/16			
Aliamanu	02/12/16	02/17/16	01/21/16			
Moanalua T	02/18/16	02/23/16	01/26/16			
Hale Moku	02/24/16	02/29/16	01/26/16			
Maloelap	03/01/16	03/02/16	01/27/16			
Hokulani	03/03/16	03/07/16	02/08/16		02/05/16	
Moanalua	03/08/16	03/10/16	02/12/16	ArcGIS License Item was resolved	02/19/16	02/23/16
Airport	03/11/16	03/25/16	02/12/16			
Catlin Pk	03/28/16	03/31/16	02/16/16			
Miller Pk	04/01/16	04/05/16	02/19/16			
Halsey T	04/06/16	04/11/16	02/22/16		03/04/16	03/15/16
Radford T	04/12/16	04/14/16	02/23/16			
Mapunapuna	04/15/16	04/20/16	03/03/16			
Salt Lake	04/21/16	Not Defined	03/03/16	Salt Lake was Missing from the list and was inserted		
Moanalua V	04/21/16	04/29/16	03/14/16		03/18/16	03/30/16
Kalihi	05/02/16	06/21/16	06/24/16	ArcGIS License Issues at HPD on workstation	04/01/16 - 05/27/16	
Nuuanu	06/22/16	07/07/16	06/28/16		06/24/16	
Punchbowl	07/08/16	07/20/16	07/07/16		07/08/16	
Downtown	07/21/16	08/02/16	07/20/16		07/22/16	08/08/16
Kakaako	08/03/16	08/08/16	07/20/16			
Ala Moana	08/09/16	08/11/16	07/26/16		08/05/16	08/19/16
Honolulu	08/12/16	08/29/16	08/02/16			
Makiki	08/30/16	09/07/16	08/08/16		08/19/16	
Manoa	09/08/16	09/27/16	09/01/16	Motorola ftp issue delayed ArcMap connection	09/02/16	



# Oahu Civilian E9-1-1 Status Report

November 1, 2016 - November 30, 2016

## MSAG Community and Street Segment Sweep – Phase VII continued

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

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

# Oahu Civilian E9-1-1 Status Report

November 1, 2016 - November 30, 2016

## 3. GEOGRAPHIC INFORMATION SYSTEM (GIS) – NOVEMBER 2016

### MAPPING LAYERS UPDATED (PART I)

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

OAHU CIVILIAN				
Type of Layer	Akimeka GIS Server	Date GIS Delivered	Other/Remarks	
	Date Created/ Edits Performed			
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)				
Address Points	11/30/2016		Spatially corrected forty (40) address points in Kalihi	
	11/30/2016		Added one (1) address point in McCully	
	11/30/2016		Added four (4) address points in Waikiki	
	11/30/2016		Added one (1) location name in Waikiki	
	11/30/2016		Deleted three (3) address points in Kaimuki	
	11/30/2016		Added one (1) routing id in Kaimuki	
	11/30/2016		Added one (1) location name in Kaimuki	
	11/30/2016		Deleted three (3) location names in Kaimuki	
	11/30/2016		Corrected one (1) tmk in Kaimuki	
	11/30/2016		Spatially corrected one thousand thirty-seven (1037) address points in Kaimuki	
	11/29/2016		Spatially corrected one (1) address point in Punchbowl	
	11/29/2016		Added one (1) building number in Punchbowl	
	11/29/2016		Spatially corrected eight (8) address points in Wahiawa	
	11/29/2016		Spatially corrected forty-one (41) address points in Waiialua	
	11/29/2016		Added three (3) location names in Kaimuki	
	11/29/2016		Corrected two (2) addresses in Kaimuki	
	11/29/2016		Corrected one (1) tmk in Kaimuki	
	11/29/2016		Deleted one (1) address point in Kaimuki	
	11/29/2016		Added three (3) address points in Kaimuki	
	11/29/2016		Spatially corrected six hundred thirty-three (633) address points in Kaimuki	
	11/28/2016		Added one (1) location name in Kaimuki	
	11/28/2016		Added one (1) address point in Kaimuki	
	11/28/2016		Deleted two (2) location names in Kaimuki	
		11/23/16		
	11/23/2016			Spatially corrected one hundred ninety-four (194) address points in Kaimuki
	11/23/2016			Deleted one (1) address point in Kaimuki
	11/22/2016			Deleted eight (8) address point in Kaimuki
	11/22/2016			Corrected four (4) tmk in Kaimuki
	11/22/2016			Deleted four (4) location names in Kaimuki
	11/22/2016			Spatially corrected one thousand eight hundred forty-five (1845) address points in Kaimuki
	11/21/2016			Corrected one (1) address in Kapahulu

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## MAPPING LAYERS UPDATED (PART II)

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

OAHU CIVILIAN			
Type of Layer	Akimeka GIS Server	Date GIS Delivered	Other/Remarks
	Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Address Points	11/21/2016		Spatially corrected one hundred ninety-one (191) address points in Kaimuki
	11/17/2016		Added six (6) location names in Kaimuki
	11/17/2016		Deleted one (1) location name in Kaimuki
	11/17/2016		Added seven (7) address points in Kaimuki
	11/17/2016		Deleted two (2) address points in Kaimuki
	11/17/2016		Spatially corrected one hundred thirty-five (135) address points in Kaimuki
	11/17/2016		Spatially corrected thirteen (13) locations in Kaimuki
	11/16/2016		Added one (1) address point in Airport
	11/16/2016		Added three (3) address points in Nuuanu
	11/16/2016		Added four (4) address points in Makiki
	11/16/2016		Added eight (8) address points in Punchbowl
	11/16/2016		Added eight (8) address points in Manoa
	11/16/2016		Added four (4) address points in Kalihi
	11/16/2016		Added twenty (20) address points in Kaimuki
	11/16/2016		Added five (5) address points in Kapahulu
	11/16/2016		Added one (1) address point in Waialae
	11/16/2016		Added four (4) address points in Aina Haina
	11/16/2016		Added six (6) address points in Hawaii Kai
	11/16/2016		Added four (4) address points in McCully
	11/16/2016		Added three (3) address points in Honolulu
	11/15/2016		Added five (5) address points in Makaha
	11/15/2016		Added four (4) address points in Nuuanu
	11/15/2016		Added thirteen (13) address points in Kalihi
	11/15/2016		Added two (2) address points in Kapolei
	11/15/2016		Added five (5) address points in Makakilo
	11/15/2016		Added one (1) address point in Nanakuli
	11/15/2016		Added three (3) address points in Maili
	11/15/2016		Added one (1) address point in Mokuleia
	11/15/2016		Added fourteen (14) address points in Waianae
	11/15/2016		Added two (2) address points in Kaneohe
	11/15/2016		Added two (2) address points in Kailua
	11/15/2016		Added twelve (12) address points in Waihiawa

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## MAPPING LAYERS UPDATED (PART III)

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

OAHU CIVILIAN			
Type of Layer	Akimeka GIS Server	Date GIS Delivered	Other/Remarks
	Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Address Points	11/15/2016		Added one (1) address point in Kaaawa
	11/15/2016		Added three (3) address points in Kahuku
	11/15/2016		Added four (4) address points in Laie
	11/15/2016		Added three (3) address points in Aiea
	11/15/2016		Added one (1) address point in Waipahu
	11/15/2016		Corrected two (2) addresses in Aiea
	11/15/2016		Corrected one (1) address in Waipahu
	11/15/2016		Corrected one (1) address in Waianae
	11/15/2016		Spatially corrected one (1) address point in Kahuku
		11/11/16	
	11/11/2016		Corrected three (3) TMK in Kaimuki
	11/11/2016		Corrected one (1) location name in Kaimuki
	11/11/2016		Added one (1) location name in Kaimuki
	11/11/2016		Spatially corrected three hundred ninety-seven (397) address points in Kaimuki
	11/9/2016		Corrected four (4) TMK in Kaimuki
	11/9/2016		Added two (2) address points in Kaimuki
	11/9/2016		Added three (3) location names in Kaimuki
	11/9/2016		Deleted one (1) address point in Kaimuki
	11/9/2016		Deleted one (1) location name in Kaimuki
	11/9/2016		Added one (1) alias in Kapahulu
	11/9/2016		Added one (1) location name in McCully
	11/9/2016		Spatially corrected one thousand fifty-seven (1057) address points in Kaimuki
	11/7/2016		Corrected three (3) addresses in Kaimuki
	11/7/2016		Corrected four (4) TMK in Kaimuki
	11/7/2016		Deleted seven (7) address points in Kaimuki
	11/7/2016		Spatially corrected six hundred fifteen (615) address points in Kaimuki
	11/4/2016		Spatially corrected three (3) address points in Kapahulu
	11/3/2016		Added one (1) routing id in Kaimuki
	11/2/2016		Corrected one (1) address in Waipahu
	11/2/2016		Corrected one (1) location name in Kaimuki
	11/2/2016		Deleted four (4) location names in Kaimuki

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## MAPPING LAYERS UPDATED (PART IV)

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

OAHU CIVILIAN			
Type of Layer	Akimeka GIS Server	Date GIS Delivered	Other/Remarks
	Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Address Points	11/2/2016		Corrected five (5) TMK in Kaimuki
	11/2/2016		Deleted three (3) address points in Kaimuki
	11/2/2016		Spatially corrected eight hundred sixty-six (866) address points in Kaimuki
Airports			
Bridges			
Building Footprints			
Bus Stops			
Churches			
Coastal Names			
Coastline			
Common Places	11/30/2016		Spatially corrected twenty (20) locations in Kaimuki
	11/29/2016		Spatially corrected eight (8) locations in Wahiawa
	11/29/2016		Spatially corrected sixty-eight (68) locations in Kaimuki
	11/28/2016		Spatially corrected nineteen (19) locations in Kaimuki
		11/23/16	
		11/11/16	
	11/9/2016		Spatially corrected twenty (20) locations in Waikiki
	11/9/2016		Spatially corrected fourteen (14) locations in Kaimuki
	11/9/2016		Spatially corrected two (2) locations in McCully
	11/7/2016		Spatially corrected one (1) location in Kaimuki
	11/2/2016		Spatially corrected eight (8) locations in Kaimuki
Correctional Facilities			
Emergency Callboxes			
Emergency Operation Centers			
Emergency Shelters			
ESZ/ESN	11/4/2016		Corrected boundary for ESN 109
Fire Beats			
Fire Districts			
Fire Response Areas			
Fire Stations			
Food & Beverage			

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## MAPPING LAYERS UPDATED (PART V)

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

OAHU CIVILIAN			
Type of Layer	Akimeka GIS Server	Date GIS Delivered	Other/Remarks
	Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
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			
Police Beats			
Police Districts			
Police Response Areas			
Police Stations			
Post Offices			

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## MAPPING LAYERS UPDATED (PART VI)

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

OAHU CIVILIAN			
Type of Layer	Akimeka GIS Server	Date GIS Delivered	Other/Remarks
	Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Schools			
Street Centerlines	11/30/2016		Added four (4) street segments in Kaimuki
	11/29/2016		Added six (6) street segments in Hawaii Kai
	11/29/2016		Split eight (8) street segments in Hawaii Kai
	11/28/2016		Spatially corrected one hundred seventy (170) street segments in Hawaii Kai
		11/23/16	
	11/23/2016		Deleted two (2) street segments in Kaimuki
	11/22/2016		Deleted one (1) street segment in Kaimuki
	11/22/2016		Corrected range to two (2) street segments in Kaimuki
	11/21/2016		Corrected range to six (6) street segments in Kapahulu
	11/21/2016		Spatially corrected one hundred sixty-seven (167) street segments in Hawaii Kai
	11/18/2016		Added one (1) street segment in Wahiawa
	11/18/2016		Added two (2) street segments in Nctams Pac
	11/18/2016		Added one (1) street segment in Ewa Beach
	11/18/2016		Spatially corrected one hundred thirteen (113) street segments in Hawaii Kai
	11/17/2016		Spatially corrected one hundred nineteen (119) street segments in Hawaii Kai
	11/14/2016		Deleted one (1) street segment in Aina Haina
	11/14/2016		Spatially corrected thirty-eight (38) street segments in Aina Haina
	11/14/2016		Spatially corrected one hundred eleven (111) street segments in Hawaii Kai
		11/11/16	
	11/11/2016		Split seven (7) street segments in Kaimuki
	11/11/2016		Split four (4) street segments in Kapahulu
	11/11/2016		Split one (1) street segment in Waikiki
	11/11/2016		Split five (5) street segments in Ala Moana
	11/11/2016		Split four (4) street segments in Nuuanu
	11/11/2016		Split seven (7) street segments in Kalihi
	11/11/2016		Split five (5) street segments in Downtown
	11/11/2016		Split three (3) street segments in Airport
	11/11/2016		Split one (1) street segment in Aiea
	11/11/2016		Split two (2) street segments in Ewa Beach

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## MAPPING LAYERS UPDATED (PART VII)

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

OAHU CIVILIAN			
Type of Layer	Akimeka GIS Server	Date GIS Delivered	Other/Remarks
	Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Street Centerlines	11/10/2016		Split two (2) street segments in Kaimuki
	11/10/2016		Spatially corrected forty-three (43) street segments in Aina Haina
	11/8/2016		Spatially corrected one hundred sixty-nine (169) street segments in Aina Haina
	11/7/2016		Spatially corrected fifty-six (56) street segments in Waialae
	11/7/2016		Spatially corrected forty-four (44) street segments in Aina Haina
	11/4/2016		Corrected range to two (2) street segments in Kapahulu
	11/4/2016		Split two (2) street segments in Kaimuki
	11/4/2016		Spatially corrected seventy (70) street segments in Waialae
	11/3/2016		Added fifteen (15) street segments in Kaimuki
	11/3/2016		Split twenty-three (23) street segments in Kaimuki
	11/3/2016		Deleted three (3) street segments in Kaimuki
	11/3/2016		Corrected range to one (1) street segment in Kaimuki
	11/3/2016		Deleted one (1) street segment in Waialae
	11/3/2016		Spatially corrected ninety-one (91) street segments in Waialae
	11/1/2016		Spatially corrected three (3) street segments in Waialae
	11/1/2016		Spatially corrected seventy-one (71) street segments in Kaimuki
	11/1/2016		Deleted two (2) street segments in Kaimuki
	11/1/2016		Split two (2) street segments in Kaimuki
	11/1/2016		Added two (2) street segments in Kaimuki
	11/1/2016		Added fifteen (15) aliases in Salt Lake
	11/1/2016		Added forty-nine (49) aliases in Moanalua V
	11/1/2016		Added five (5) aliases in Waimanalo
	11/1/2016		Added twenty (20) aliases in Waikiki
	11/1/2016		Added fourteen (14) aliases in Kakaako
	11/1/2016		Added seven (7) aliases in Honolulu
	11/1/2016		Added four (4) aliases in Downtown
	11/1/2016		Added three (3) aliases in Aiea
	11/1/2016		Added seventeen (17) aliases in Ala Moana
Subdivisions			
Tow Jurisdictions			
Tsunami Evacuation Zones			



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## MAPPING LAYERS UPDATED (PART VIII)

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

OAHU CIVILIAN			
Type of Layer	Akimeka GIS Server	Date GIS Delivered	Other/Remarks
	Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Tsunami Heights			
Waste Water Plants			
WSP Cell Sectors	11/29/2016		Per AT&T CRS
	11/23/2016		Per VZW CRS
	11/22/2016		Per VZW CRS
	11/21/2016		Per AT&T CRS
	11/8/2016		Per VZW CRS
	11/7/2016		Per VZW CRS
	11/7/2016		Per AT&T CRS
	11/2/2016		Per VZW CRS
WSP Cell Towers	11/29/2016		Per AT&T CRS
	11/23/2016		Per VZW CRS
	11/22/2016		Per VZW CRS
	11/21/2016		Per AT&T CRS
	11/8/2016		Per VZW CRS
	11/7/2016		Per VZW CRS
	11/7/2016		Per AT&T CRS
	11/2/2016		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
11/23/2016	Street Centerlines, Common Places, Police Beats, MSAG Communities to HPD for Motorola CAD
11/23/2016	Street Centerlines, Address Points, Fire Response Areas, Medic Response Areas, and Display Address Points to HFD, EMS, and Ocean Safety for TriTech CAD
11/11/2016	Street Centerlines, Common Places, Police Beats, MSAG Communities to HPD for Motorola CAD
11/11/2016	Street Centerlines, Address Points, Fire Response Areas, Medic Response Areas, and Display Address Points to HFD, EMS, and Ocean Safety for TriTech CAD

### POLICE BEATS CORRECTIONS

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

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

#### Status to Date

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

#### Upload Process

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

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## MAPFLEX SYSTEM

During the month of November 2016, the MapFlex system did not receive updates as a result of MapFlex having several issues pertaining to the automated upload processes.

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

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

1. Akimeka delivered GIS data to the MapFlex system on the following dates in November 2016
  - a. **Hawaii County**
  - b. **Maui County**
  - c. **Kauai County**
  - d. **Honolulu**

## MAPFLEX ISSUE

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

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

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

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- d. The discussions on this issue circled for some time throughout November without resolution until it was discovered later in November that the reason the coverage area was not being displayed was due to the MapFlex upgrade that was installed. After installation, the configurations for Wireless Phase I were not set up properly by West, in which the mapping did not point to the correct information in MapFlex.
- e. The additional issue with MapFlex plotting the centroid of the sector as the tower location still remains and is being troubleshooted by West and HT.
- f. West and HT will be following up with the PSAPs with a resolution in December 2016.

### STREET UTILITY CHECK

This is an ongoing project to correct the errors identified. A comparison of the raw CAD generated report from the Street Check Utility was performed between the Street Centerline GIS data on October 3, 2016 and November 21, 2016.

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

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

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

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

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### 4. E9-1-1 DATABASE SYNCHRONIZATION

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

## Next Scheduled Database Synchronization – January 2017

AUDIT SUMMARY RESULTS – 2016 -- TBA

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

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

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

AUTOMATIC LOCATION IDENTIFICATION (ALI) DISCREPANCY REPORT -- TBA