



STATE OF HAWAII

**Communications, Technical and Finance Meeting
(Combined Meeting)**

Kalanimoku Bldg., Room 322B

1151 Punchbowl St., Honolulu

Thursday, February 11, 2016

10:00 am – 12:00 pm

Agenda

- I. Call to Order, Public Notice, Quorum**
- II. Public testimony on all agenda items**
- III. Introductions**
- IV. Review and Approval of Last Month's Meeting Minutes**
- V. Committee Updates by Committee Chairs**
 - a. Communications Committee – Steven Schutte
 - i. 2016 Legislative Investigative Committee update – Paul Ferreira
 - b. Technical Committee – Thalia Burns
 - i. Investigative Regulatory Committee update – Marshall Kanehailua
 - ii. FCC update
 - iii. Text-to-911 update
 - iv. Request for approval:
 - 1. HPD (2) - Smart911 Summit and Training; Boston, MA, May 9-12, 2016. \$5,200.
 - 2. Board member (1) - IWCE Conference, Las Vegas, NV, March 21-25, 2016 - \$2,500.
 - v. Others
 - c. Finance Committee – Kiman Wong
 - i. Review of Monthly Cash Flow & Budget Financial Reports.
 - ii. Request for funding approval:
 - 1. HPD (2) - Smart911 Summit and Training; Boston, MA, May 9-12, 2016. \$5,200.
 - 2. Board member (1) - IWCE Conference, Las Vegas, NV, March 21-25, 2016 - \$2,500.

- iii. Review of response from CPA auditor on amendment of signatory requirement for checks made payable to the State of Hawaii.
- iv. Others.

VI. PSAP Status Updates

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

VII. Items for Discussion, Consideration and Action

- a. 911 Timeline update.
- b. Others.

VIII. Announcements

- a. Meeting dates (10:00am – 12:00noon):
 - i. Thursday, March 10, 2016 (Combined meeting)
 - ii. Tuesday, April 12, 2016 (Combined meeting)
 - iii. Thursday, May 12, 2016 (Combined meeting)
 - iv. Thursday, June 9, 2016 (Combined meeting)
- b. Others - Advance Notice: 2016 NENA & NASNA Conferences (Indianapolis, IN, June 11-16, 2016).

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

X. Adjournment



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HAWAII ENHANCED 911 BOARD STATEMENT OF CASH FLOWS

For month ending February 29, 2016

Budget Analysis				
FY 2015-16	Actuals		Annual Budget	% of Budget Expended
	February	FY-T-D		
Receipts:				
Enhanced 911 Surcharge Collection	1,159,271	6,309,738	9,252,500	68%
Interest Income	2,922	8,857	2,500	354%
<i>Receipts</i>	1,162,193	6,318,595	9,255,000	68%
Disbursements:				
New & Emerging Tech. Training		(40,782)	(246,650)	17%
Non-Recurring Expenses		(3,374)	(2,722,515)	0%
Recurring Expenses:				
Administration	(15,460)	(389,571)	(1,104,700)	35%
Maintenance	(309,426)	(973,581)	(2,474,524)	39%
Telecommunications	(132,217)	(970,839)	(2,146,289)	45%
Other		(7,200)	(7,600)	95%
			-	
<i>Disbursements</i>	(457,104)	(2,385,348)	(8,702,278)	27%
<i>Net Receipts/(Disbursements)</i>	705,090	3,933,248	552,722	
Cash Flow Analysis				
<i>Net Receipts/(Disbursements)</i>	705,090	3,933,248		
Encumbrance Paydowns:				Encumb. Bal.
FY 2011 (Kauai)		(104,166)		314,834
FY 2012 (HFD/EDS/HPD)		(56,040)		695,392
FY 2014	(593)	(137,162)		1,384,443
FY 2015	(10,359)	(2,185,948)		2,344,661
Accounts Receivable (Offset)	100	2,952		
Net Encumbrance Adds/(Paydown)	(10,852)	(2,480,364)		
Net Cash Inflow/(Outflow)	694,238	1,452,884		
Bank Balance Analysis:				
ADD: July 1, 2015 Beginning Balance		16,789,216		
Net Bank Balance		18,242,099		
Outstanding Ecumb/Accruals		(4,739,329)		
Unencumbered Cash Balance		13,502,770		
Note 1- Balance paid e911 fund for non payment due to Chapter 11 filing.				

HAWAII ENHANCED 911 BOARD STATEMENT OF CASH FLOWS
For month ending February 29, 2016

MONTH OF FEBRUARY 2016		Hawaii PSAP	Maui PSAP	Kauai PSAP	Oahu PSAP	ADMIN	TOTAL
Total RECEIPTS						1,162,193	1,162,193
DIS 6400	RECURRING EXPENSES						
	6401 ADMINISTRATION						
	6401.01 Exec Dir. Services	-	-		-	14,048	14,048
	6401.08 Board Member Travel	-	-		-	991	991
	6401.19 Public Education	-	-		-	127	127
	6402.22 Office Supplies	-	-		-	294	294
	Total 6401 ADMINISTRATION	-	-		-	15,460	15,460
	6402 MAINTENANCE						
	6402.07 0011 9-1-1MSAG Maint.	20,674	19,459		96,273	-	136,406
	6402.08 CAD Maintenance	-	-		173,021	-	173,021
	Total 6402 MAINTENANCE	20,674	19,459		269,294	-	309,426
	6403 Other RECURRING						
	6403.01 Telcom Charges						
	6403.0102 Long Distance	29	28		-	-	57
	6403.0109 Telcom Trunk	25,529	23,208		78,907	-	127,643
	6403.0113 HPDCMLViper-Alapai	-	-		1,167	-	1,167
	6403.0114 SD Viper (OSL) (3)	-	-		3,350	-	3,350
	Total 6403.01 Telcom Charges	25,557	23,236		83,424	-	132,217
	Total 6403 Other RECURRING	25,557	23,236		83,424	-	132,217
	Total 6400 RECURRING EXPENSES	46,231	42,695		352,718	15,460	457,104
Total DISBURSEMENTS		46,231	42,695		352,718	15,460	457,104

HAWAII ENHANCED 911 BOARD STATEMENT OF CASH FLOWS
For month ending February 29, 2016

ENCUMBRANCES							FY 2015	Sep.30.2015	PAYDOWN	Dec.31.2015	PAYDOWN	Jan.31.2016	Paydown	Feb.29, 2016
<i>FY 2011 Encumbrances:</i>	Oahu	Maui	Molokai	Kauai	Hawaii	Admin	Total	Balance						
CAD Upgrade:				419,000			419,000	314,834		314,834		314,834		314,834
<i>FY 2012 Encumbrances:</i>							-	-						
CAD Upgrades:								-						
EMS/FIRE	56,040						56,040			-				
HPD	695,392						695,392	695,392	-	695,392		695,392		695,392
Total FY 2012 Encumbrances	751,432	-		-	-	-	751,432	695,392	-	695,392	-	695,392		695,392
<i>FY 2014 Accruals</i>														
CAD Upgrade					1,500,000		1,500,000	1,500,000	-	1,500,000	(133,685.00)	1,366,315		1,366,315
AG Legal Expenses for IRC						21,605	21,605	20,913	(1,481)	19,432	(711.00)	18,721	(593)	18,128
Total FY 2014 Encumbrances	-	-	-	-	1,500,000	21,605	1,521,605	1,520,913	(1,481)	1,519,432	(134,396)	1,385,036	(593)	1,384,443
<i>FY 2015 Encumbrances</i>														
CAD Upgrade					2,300,000		2,300,000	2,300,000		2,300,000		2,300,000	-	2,300,000
HPD Smart911 S/W	76,400						76,400	76,400	(20,683)	55,717	(5,180)	50,537	(10,359)	40,178
Imagery License					926,400		926,400	926,400	(922,017)	4,383		4,383		4,383
Kauai ADC				307,000			307,000	1,564	(1,464)	100		100		100
							-	-						
Board Travel						6,000	6,000	-						
NENA	9,999	10,500		9,900	10,500	4,086	44,985	-						
NASNA						650	650	-						
911 Goes to WA		7,000					7,000	-						
HxGN Live Hexagon Conf		6,600					6,600	-						
WSP Cost Recovery -SprintNextel						35,000	35,000	-						
MSAG	46,614	37,590		73,291	39,885		197,380	-						
CAD Maint					66,307		66,307	-						
HT Telcom Trunk		23,207		27,849	51,057		102,113	-						
HPD CML Viper-Kapolei/Alapai	41,650						41,650	-						
CML Viper (OSL)	2,973						2,973	-						
Imagery Lic Agree		387,892					387,892	-						
Office Supplies						110	110	-						
RCUH Contract						14,570	14,570	-						
HT Long Distance		139	35	145	60		379	-						
Microwave Antennat Lease	7,200						7,200	-			-			
							-	-						
Total Encumbrances/Accruals	184,836	472,928	35	418,185	3,394,209	60,416	4,530,609	3,304,364	(944,164)	2,360,200	(5,180)	2,355,020	(10,359)	2,344,661
													-	-
Total	936,268	472,928	35	837,185	4,894,209	82,021	7,222,646	5,835,502	(945,645)	4,889,857	(139,576)	4,750,281	(10,952)	4,739,329

HAWAII ENHANCED 911 BOARD STATEMENT OF CASH FLOWS
For month ending February 29, 2016

FY 2016 STRATEGIC BUDGET PLAN	HAWAII PSAP	OAHU PSAP	MAUI PSAP	Molokai PSAP	KAUAI PSAP	ADMIN	New & Emerging Technology Training	TOTAL	Board Approval Date
Approved FY 2016 Strategic Budget Plan	992,547	2,577,329	946,873	65,335	3,065,729	1,103,700	246,650	8,998,163	6/9/2015
NASNA						2,650	(2,650)		
Board Approved Changes:									
Executive Director (1) - APCO						3,000	(3,000)		6/9/2015
Board member (1) - APCO						3,000	(3,000)		6/9/2015
Oahu DIT (1) - APCO		3,000					(3,000)		6/9/2015
HPD (2+1 Board member) - APCO		10,500					(10,500)		7/15/2015
MPD (2) - APCO			7,000				(7,000)		7/15/2015
KPD (2) - APCO					7,000		(7,000)		7/15/2015
HawPD (2) - APCO	7,000						(7,000)		7/15/2015
HawPD (2) - APCO (retracted)	(7,000)						7,000		7/15/2015
HFD (1) - APCO		3,000					(3,000)		7/15/2015
HawPD Imagery Adjustment	(300,000)							(300,000)	7/15/2015
MPD (1) - NENA Development Conf - Oct4-8			3,500				(3,500)		8/13/2015
Board member (1) - APCO New Emerging Tech						2,500	(2,500)		9/10/2015
MPD - PowerPhone EMD digital S/W			3,115					3,115	10/8/2015
HFD (2)TriCon2016 Conference, San Diego, Feb28 to March 2, 2016		6,000					(6,000)		11/12/2015
EMS (2)TriCon2016 Conference, San Diego, Feb28 to March 2, 2016		6,000					(6,000)		11/12/2015
Boardmembers (3) 911 GTW Conf., Feb 21-24, 2016						9,500	(9,500)		11/12/2015
HFD (1) 911 GTW Conf., Feb 21-24, 2016		3,000					(3,000)		11/12/2015
HiPD(2) 911 GTW Conf., Feb 21-24, 2016	7,000						(7,000)		11/12/2015
HPD (3) 911 GTW Conf., Feb 21-24, 2016		10,500					(10,500)		11/12/2015
TechCom (1) 911 GTW Conf., Feb 21-24, 2016						3,000	(3,000)		11/12/2015
KPD (3) - APCO Western Regional Conf., March 3-10-2016					8,700		(8,700)		11/12/2015
Admin- Office Supplies						1,000		1,000	11/12/2015
Board member - IWCE Conference, Las Vegas, NV; March 21-25,2016.						2,500	(2,500)		12/10/2015
MPD (6)2016 HeXagon (Intergraph) Conference, Anaheim, June 13-17. 2016			18,875				(18,875)		1/12/2016
IWCE (1) - March 21-25,2016						2,500	(2,500)		2/11/2016
HPD (2) - Smart911 Summit and Training; Boston, MA, May 9-12, 2016			5,200				(5,200)		2/11/2016
Totals	699,547	2,619,329	984,563	65,335	3,081,429	1,133,350	118,725	8,702,278	

HAWAII ENHANCED 911 BOARD STATEMENT OF CASH FLOWS

For month ending February 29, 2016

	Hawaii PSAP	Kauai PSAP	Maui PSAP	Molokai PSAP	Oahu PSAP	ADMIN	TOTAL		
FY-TO-DATE FEBRUARY 2016 (8 mos.)	8 mos.	8 mos.	8 mos.	8 mos.	8 mos.	8 mos.	8 mos.	ANNUAL Budget	\$ Over/(UNDER)/ Budget
Total RECEIPTS:	-	-	-	-	-	6,318,595	6,318,595	-	6,318,595
DISBURSEMENTS:									
6200 New & Emerg. Tech Train.									
6201 911 Goes to WashDC	-	-	(494)	-	-	3,072	2,578	36,000	(33,422)
6203 APCO New Tech Conference	-	-	-	-	-	2,207	2,207	11,200	(8,993)
6204 APCO Conference	-	-	7,238	-	13,123	4,193	24,554	31,560	(7,006)
6210 IWCE	-	-	-	-	-	-	-	5,000	(5,000)
6212 NASNA Conference	-	-	-	-	-	2,148	2,148	2,150	(2)
6214 Nena Conference	(2,588)	2,090	18	-	(1,070)	132	(1,417)	-	(1,417)
6215 NENA Tech Dev. Conf	-	-	2,821	-	-	-	2,821	2,830	(9)
6216 Smart911	-	-	-	-	-	-	-	5,200	(5,200)
6222 TriTech CAD Users									
6222.01 EMS Users	-	-	-	-	-	-	-	6,000	(6,000)
6222.02 HFD Users	-	-	-	-	-	-	-	6,000	(6,000)
Total 6222 TriTech CAD Users	-	-	-	-	-	-	-	12,000	(12,000)
6228 HxGN Live Hexagon Conf	-	-	(1,005)	-	-	-	(1,005)	18,875	(19,880)
6230 Other Training									
6230.01 HPD (O/T)	-	-	-	-	8,897	-	8,897	8,900	(3)
Total 6230 Other Training	-	-	-	-	8,897	-	8,897	8,900	(3)
6200 New & Emerg. Tech Train. - Other	-	-	-	-	-	-	-	112,935	(112,935)
Total 6200 New & Emerg. Tech Train.	(2,588)	2,090	8,579	-	20,950	11,751	40,782	246,650	(205,868)
6300 Non-RECURRING									
6301 CAD Replac/Upgrade									
6301.05 Kauai Police Dept	-	-	-	-	-	-	-	2,300,000	(2,300,000)
6301.06 Maui PD	-	-	-	-	-	-	-	82,000	(82,000)
6301.07 So. Maui Buildout	-	-	-	-	-	-	-	200,000	(200,000)
CAD Related Expenses	-	-	-	-	3,374	-	3,374	-	3,374
Total 6301 CAD Replac/Upgrade	-	-	-	-	3,374	-	3,374	2,582,000	(2,578,626)
6303 Computers									
6303.13 UPS Battery-HPD	-	-	-	-	-	-	-	3,115	(3,115)
6303.23 HPD SMART911 S/W	-	-	-	-	-	-	-	62,400	(62,400)
6303.24 PRI Install	-	-	-	-	-	-	-	10,000	(10,000)
6303.25 Workstation	-	-	-	-	-	-	-	65,000	(65,000)
Total 6303 Computers	-	-	-	-	-	-	-	140,515	(140,515)
Total 6300 Non-RECURRING	-	-	-	-	3,374	-	3,374	2,722,515	(2,719,141)

HAWAII ENHANCED 911 BOARD STATEMENT OF CASH FLOWS

For month ending February 29, 2016

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FY-TO-DATE FEBRUARY 2016 (8 mos.)	8 mos.	8 mos.	8 mos.	8 mos.	8 mos.	8 mos.	8 mos.	ANNUAL Budget	\$ Over/(UNDER)/ Budget
6400 RECURRING EXPENSES									
6401 ADMINISTRATION									
6401.01 Exec Dir. Services	-	-	-	-	-	77,070	77,070	198,000	(120,930)
6401.02 ElectronSignatur	-	-	-	-	-	-	-	250	(250)
6401.05 Audit Expense	-	-	-	-	-	13,000	13,000	13,025	(25)
6401.06 Bank Charge	-	-	-	-	-	-	-	50	(50)
6401.08 Board Member Travel	-	-	-	-	-	18,078	18,078	25,000	(6,922)
6401.09 DB&F Assessments									
6401.0101 DB&F Admin. Assess	-	-	-	-	-	20,181	20,181	155,000	(134,819)
6401.0102 DB&F Rev Assessment	-	-	-	-	-	218,728	218,728	462,625	(243,897)
Total 6401.09 DB&F Assessments	-	-	-	-	-	238,909	238,909	617,625	(378,716)
6401.11 Miscellaneous Expense	-	-	-	-	-	(0)	(0)	-	(0)
6401.12 NASNA Dues	-	-	-	-	-	150	150	150	-
6401.13 Parking Permits	-	-	-	-	-	400	400	400	-
6401.15 WSP Cost Recovery									
6401.0101 Sprint/Nextel	-	-	-	-	-	4,253	4,253	-	4,253
6401.15 WSP Cost Recovery - Other	-	-	-	-	-	39,120	39,120	70,000	(30,880)
Total 6401.15 WSP Cost Recovery	-	-	-	-	-	43,372	43,372	70,000	(26,628)
6401.17 ADA Compliance	-	-	-	-	-	-	-	200	(200)
6401.19 Public Education	-	-	-	-	-	127	127	30,000	(29,873)
6401.20 RCUH Contract	-	-	-	-	-	(5,881)	(5,881)	-	(5,881)
6402.21 Cell Phone Charges	-	-	-	-	-	700	700	-	700
6402.22 Office Supplies	-	-	-	-	-	3,646	3,646	5,000	(1,354)
6402.23 NG911 Transition Plan	-	-	-	-	-	-	-	145,000	(145,000)
Total 6401 ADMINISTRATION	-	-	-	-	-	389,571	389,571	1,104,700	(715,129)
6402 MAINTENANCE									
6402.02 Imagery Lic Agree	-	-	0	-	-	-	0	447,015	(447,015)
6402.05 Logging Record Maint	-	-	-	-	-	-	-	60,775	(60,775)
6402.07 0011 9-1-1MSAG Maint.	124,043	33,349	136,214	-	336,955	-	630,561	1,323,378	(692,818)
6402.08 CAD Maintenance	(0)	-	170,000	-	173,021	-	343,020	638,752	(295,732)
6402.13 Software Maintenance									
6402.131 Integraph DB S/W Maint	-	-	-	-	-	-	-	4,604	(4,604)
Total 6402.13 Software Maintenance	-	-	-	-	-	-	-	4,604	(4,604)
Total 6402 MAINTENANCE	124,042	33,349	306,214	-	509,976	-	973,581	2,474,524	(1,500,943)
6403 Other RECURRING									
6403.01 Telecom Charges									
6403.0102 Long Distance	169	(2)	61	(35)	-	-	194	2,103	(1,909)
6403.0109 Telecom Trunk	153,172	27,850	162,484	-	552,347	-	895,853	1,687,134	(791,281)
6403.0111 WiringAltDispatch	-	673	-	-	-	-	673	237,736	(237,063)
6403.0112 HPD CML Viper-Kapolei	-	-	-	-	50,097	-	50,097	140,916	(90,819)
6403.0113 HPDCMLViper-Alapai	-	-	-	-	3,372	-	3,372	-	3,372
6403.0114 SD Viper (OSL) (3)	-	-	-	-	20,478	-	20,478	54,000	(33,522)
6403.0115 Text-to-911 Service	-	-	-	-	-	-	-	24,100	(24,100)
6403.0116 Alt PSAP Call Route	-	-	-	-	-	-	-	300	(300)
6403.0117 Telecom Chgs-Other	-	171	-	-	-	-	171	-	171
Total 6403.01 Telecom Charges	153,341	28,692	162,545	(35)	626,295	-	970,839	2,146,289	(1,175,450)
6403.02 EMS Tower Lease	-	-	-	-	7,200	-	7,200	7,600	(400)
Total 6403 Other RECURRING	153,341	28,692	162,545	(35)	633,495	-	978,039	2,153,889	(1,175,850)
Total 6400 RECURRING EXPENSES	277,384	62,041	468,759	(35)	1,143,471	389,571	2,341,191	5,733,113	(3,391,922)
Total DISBURSEMENTS	274,796	64,131	477,338	(35)	1,167,795	401,322	2,385,348	8,702,278	(6,316,930)

HAWAII ENHANCED 911 BOARD STATEMENT OF CASH FLOWS
For month ending February 29, 2016

				Hawaii PSAP		
FY-TO-DATE FEBRUARY 2016 (8 mos.)				8 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.				124,043	307,647	(183,604)
6402.08 CAD Maintenance				(0)	68,752	(68,752)
6402.13 Software Maintenance						
6402.131 Integraph DB S/W Maint				-	4,604	(4,604)
Total 6402.13 Software Maintenance				-	4,604	(4,604)
Total 6402 MAINTENANCE				124,042	381,003	(256,961)
6403 Other RECURRING						
6403.01 Telcom Charges						
6403.0102 Long Distance				169	1,200	(1,031)
6403.0109 Telcom Trunk				153,172	306,344	(153,172)
6403.0111 WiringAltDispatch				-	-	-
6403.0112 HPD CML Viper-Kapolei				-	-	-
6403.0113 HPDCMLViper-Alapai				-	-	-
6403.0114 SD Viper (OSL) (3)				-	-	-
6403.0115 Text-to-911 Service				-	4,000	(4,000)
6403.0116 Alt PSAP Call Route				-	-	-
6403.0117 Telecom Chgs-Other				-	-	-
Total 6403.01 Telcom Charges				153,341	311,544	(158,203)
6403.02 EMS Tower Lease				-	-	-
Total 6403 Other RECURRING				153,341	311,544	(158,203)
Total 6400 RECURRING EXPENSES				277,384	692,547	(415,163)
Total DISBURSEMENTS				274,796	699,547	(424,751)

HAWAII ENHANCED 911 BOARD STATEMENT OF CASH FLOWS
For month ending February 29, 2016

FY-TO-DATE FEBRUARY 2016 (8 mos.)	Kauai PSAP		
	8 mos.	ANNUAL Budget	\$ Over/(UNDER)/ Budget
Total RECEIPTS:	-	-	-
DISBURSEMENTS:			
6200 New & Emerg. Tech Train.			
6201 911 Goes to WashDC	-	-	-
6203 APCO New Tech Conference	-	8,700	(8,700)
6204 APCO Conference	-	7,000	(7,000)
6210 IWCE	-	-	-
6212 NASNA Conference	-	-	-
6214 Nena Conference	2,090	-	2,090
6215 NENA Tech Dev. Conf	-	-	-
6216 Smart911	-	-	-
6222 TriTech CAD Users	-	-	-
6222.01 EMS Users	-	-	-
6222.02 HFD Users	-	-	-
Total 6222 TriTech CAD Users	-	-	-
6228 HxGN Live Hexagon Conf	-	-	-
6230 Other Training	-	-	-
6230.01 HPD (O/T)	-	-	-
Total 6230 Other Training	-	-	-
6200 New & Emerg. Tech Train. - Other	-	-	-
Total 6200 New & Emerg. Tech Train.	2,090	15,700	(13,610)
6300 Non-RECURRING			
6301 CAD Replac/Upgrade			
6301.05 Kauai Police Dept	-	2,300,000	(2,300,000)
6301.06 Maui PD	-	-	-
6301.07 So. Maui Buildout	-	-	-
CAD Related Expenses	-	-	-
Total 6301 CAD Replac/Upgrade	-	2,300,000	(2,300,000)
6303 Computers			
6303.13 UPS Battery-HPD	-	-	-
6303.23 HPD SMART911 S/W	-	-	-
6303.24 PRI Install	-	10,000	(10,000)
6303.25 Workstation	-	-	-
Total 6303 Computers	-	10,000	(10,000)
Total 6300 Non-RECURRING	-	2,310,000	(2,310,000)
6400 RECURRING EXPENSES			
6402 MAINTENANCE			
6402.02 Imagery Lic Agree	-	197,015	(197,015)
6402.05 Logging Record Maint	-	-	-
6402.07 0011 9-1-1 MSAG Maint.	33,349	204,700	(171,351)
6402.08 CAD Maintenance	-	-	-
6402.13 Software Maintenance	-	-	-
6402.131 Integraph DB S/W Maint	-	-	-
Total 6402.13 Software Maintenance	-	-	-
Total 6402 MAINTENANCE	33,349	401,715	(368,366)
6403 Other RECURRING			
6403.01 Telcom Charges			
6403.0102 Long Distance	(2)	480	(482)
6403.0109 Telcom Trunk	27,850	111,398	(83,548)
6403.0111 Wiring Alt Dispatch	673	237,736	(237,063)
6403.0112 HPD CML Viper-Kapolei	-	-	-
6403.0113 HPD CML Viper-Alapai	-	-	-
6403.0114 SD Viper (OSL) (3)	-	-	-
6403.0115 Text-to-911 Service	-	4,100	(4,100)
6403.0116 Alt PSAP Call Route	-	300	(300)
6403.0117 Telecom Chgs-Other	171	-	171
Total 6403.01 Telcom Charges	28,692	354,014	(325,322)
6403.02 EMS Tower Lease	-	-	-
Total 6403 Other RECURRING	28,692	354,014	(325,322)
Total 6400 RECURRING EXPENSES	62,041	755,729	(693,688)
Total DISBURSEMENTS	64,131	3,081,429	(3,017,298)

HAWAII ENHANCED 911 BOARD STATEMENT OF CASH FLOWS
For month ending February 29, 2016

FY-TO-DATE FEBRUARY 2016 (8 mos.)	Maui PSAP		
	8 mos.	ANNUAL Budget	\$ Over/(UNDER)/ Budget
Total RECEIPTS:	-	-	-
DISBURSEMENTS:			
6200 New & Emerg. Tech Train.			
6201 911 Goes to WashDC	(494)	-	(494)
6203 APCO New Tech Conference	-	-	-
6204 APCO Conference	7,238	7,240	(2)
6210 IWCE	-	-	-
6212 NASNA Conference	-	-	-
6214 Nena Conference	18	-	18
6215 NENA Tech Dev. Conf	2,821	2,830	(9)
6216 Smart911	-	-	-
6222 TriTech CAD Users			
6222.01 EMS Users	-	-	-
6222.02 HFD Users	-	-	-
Total 6222 TriTech CAD Users	-	-	-
6228 HxGN Live Hexagon Conf	(1,005)	18,875	(19,880)
6230 Other Training			
6230.01 HPD (O/T)	-	-	-
Total 6230 Other Training	-	-	-
6200 New & Emerg. Tech Train. - Other	-	-	-
Total 6200 New & Emerg. Tech Train.	8,579	28,945	(20,366)
6300 Non-RECURRING			
6301 CAD Replac/Upgrade			
6301.05 Kauai Police Dept	-	-	-
6301.06 Maui PD	-	82,000	(82,000)
6301.07 So. Maui Buildout	-	200,000	(200,000)
CAD Related Expenses	-	-	-
Total 6301 CAD Replac/Upgrade	-	282,000	(282,000)
6303 Computers			
6303.13 UPS Battery-HPD	-	3,115	(3,115)
6303.23 HPD SMART911 S/W	-	-	-
6303.24 PRI Install	-	-	-
6303.25 Workstation	-	-	-
Total 6303 Computers	-	3,115	(3,115)
Total 6300 Non-RECURRING	-	285,115	(285,115)
6400 RECURRING EXPENSES			
6402 MAINTENANCE			
6402.02 Imagery Lic Agree	0	-	0
6402.05 Logging Record Maint	-	-	-
6402.07 0011 9-1-1MSAG Maint.	136,214	233,393	(97,179)
6402.08 CAD Maintenance	170,000	170,000	-
6402.13 Software Maintenance			
6402.131 Integrgraph DB S/W Maint	-	-	-
Total 6402.13 Software Maintenance	-	-	-
Total 6402 MAINTENANCE	306,214	403,393	(97,179)
6403 Other RECURRING			
6403.01 Telcom Charges			
6403.0102 Long Distance	61	366	(305)
6403.0109 Telcom Trunk	162,484	257,914	(95,430)
6403.0111 Wiring Alt Dispatch	-	-	-
6403.0112 HPD CML Viper-Kapolei	-	-	-
6403.0113 HPD CML Viper-Alapai	-	-	-
6403.0114 SD Viper (OSL) (3)	-	-	-
6403.0115 Text-to-911 Service	-	3,200	(3,200)
6403.0116 Alt PSAP Call Route	-	-	-
6403.0117 Telecom Chgs-Other	-	-	-
Total 6403.01 Telcom Charges	162,545	261,480	(98,935)
6403.02 EMS Tower Lease	-	-	-
Total 6403 Other RECURRING	162,545	261,480	(98,935)
Total 6400 RECURRING EXPENSES	468,759	664,873	(196,114)
Total DISBURSEMENTS	477,338	978,933	(501,595)

HAWAII ENHANCED 911 BOARD STATEMENT OF CASH FLOWS

For month ending February 29, 2016

FY-TO-DATE FEBRUARY 2016 (8 mos.)		Molokai PSAP		
		8 mos.	ANNUAL Budget	\$ Over/(UNDE R)/ Budget
Total RECEIPTS:		-	-	-
DISBURSEMENTS:		-	-	-
6200	New & Emerg. Tech Train.	-	-	-
6201	911 Goes to WashDC	-	-	-
6203	APCO New Tech Conference	-	-	-
6204	APCO Conference	-	-	-
6210	IWCE	-	-	-
6212	NASNA Conference	-	-	-
6214	Nena Conference	-	-	-
6215	NENA Tech Dev. Conf	-	-	-
6216	Smart911	-	-	-
6222	TriTech CAD Users	-	-	-
6222.01	EMS Users	-	-	-
6222.02	HFD Users	-	-	-
Total 6222 TriTech CAD Users		-	-	-
6228	HxGN Live Hexagon Conf	-	-	-
6230	Other Training	-	-	-
6230.01	HPD (O/T)	-	-	-
Total 6230 Other Training		-	-	-
6200	New & Emerg. Tech Train. - Other	-	-	-
Total 6200 New & Emerg. Tech Train.		-	-	-
6300	Non-RECURRING	-	-	-
6301	CAD Replac/Upgrade	-	-	-
6301.05	Kauai Police Dept	-	-	-
6301.06	Mauli PD	-	-	-
6301.07	So. Maui Buildout	-	-	-
CAD Related Expenses		-	-	-
Total 6301 CAD Replac/Upgrade		-	-	-
6303	Computers	-	-	-
6303.13	UPS Battery-HPD	-	-	-
6303.23	HPD SMART911 S/W	-	-	-
6303.24	PRI Install	-	-	-
6303.25	Workstation	-	-	-
Total 6303 Computers		-	-	-
Total 6300 Non-RECURRING		-	-	-
6400	RECURRING EXPENSES	-	-	-
6401	ADMINISTRATION	-	-	-
6401.01	Exec Dir. Services	-	-	-
6401.02	Electron Signatur	-	-	-
6401.05	Audit Expense	-	-	-
6401.06	Bank Charge	-	-	-
6401.08	Board Member Travel	-	-	-
6401.09	DB&F Assessments	-	-	-
6401.0101	DB&F Admin. Assess	-	-	-
6401.0102	DB&F Rev Assessment	-	-	-
Total 6401.09 DB&F Assessments		-	-	-
6401.11	Miscellaneous Expense	-	-	-
6401.12	NASNA Dues	-	-	-
6401.13	Parking Permits	-	-	-
6401.15	WSP Cost Recovery	-	-	-
6401.0101	Sprint/Nextel	-	-	-
6401.15	WSP Cost Recovery - Other	-	-	-
Total 6401.15 WSP Cost Recovery		-	-	-
6401.17	ADA Compliance	-	-	-
6401.19	Public Education	-	-	-
6401.20	RCUH Contract	-	-	-
6402.21	Cell Phone Charges	-	-	-
6402.22	Office Supplies	-	-	-
6402.23	NG911 Transition Plan	-	-	-
Total 6401 ADMINISTRATION		-	-	-
6402	MAINTENANCE	-	-	-
6402.02	Imagery Lic Agree	-	-	-
6402.05	Logging Record Maint	-	-	-
6402.07	0011 9-1-1MSAG Maint.	-	-	-
6402.08	CAD Maintenance	-	-	-
6402.13	Software Maintenance	-	-	-
6402.131	Integrgraph DB S/W Maint	-	-	-
Total 6402.13 Software Maintenance		-	-	-
Total 6402 MAINTENANCE		-	-	-
6403	Other RECURRING	-	-	-
6403.01	Telecom Charges	-	-	-
6403.0102	Long Distance	(35)	57	(92)
6403.0109	Telcom Trunk	-	64,478	(64,478)
6403.0111	WiringAltDispatch	-	-	-
6403.0112	HPD CML Viper-Kapolei	-	-	-
6403.0113	HPDCML Viper-Alapai	-	-	-
6403.0114	SD Viper (OSL) (3)	-	-	-
6403.0115	Text-to-911 Service	-	800	(800)
6403.0116	Alt PSAP Call Route	-	-	-
6403.0117	Telecom Chgs-Other	-	-	-
Total 6403.01 Telecom Charges		(35)	65,335	(65,370)
6403.02	EMS Tower Lease	-	-	-
Total 6403 Other RECURRING		(35)	65,335	(65,370)
Total 6400 RECURRING EXPENSES		(35)	65,335	(65,370)
Total DISBURSEMENTS		(35)	65,335	(65,370)

HAWAII ENHANCED 911 BOARD STATEMENT OF CASH FLOWS
For month ending February 29, 2016

FY-TO-DATE FEBRUARY 2016 (8 mos.)	Oahu PSAP		
	8 mos.	ANNUAL Budget	\$ Over/(UNDER)/ Budget
Total RECEIPTS:	-	-	-
DISBURSEMENTS:			
6200 New&Emerg. Tech Train.			
6201 911 Goes to WashDC	-	13,500	(13,500)
6203 APCO New Tech Conference	-	-	-
6204 APCO Conference	13,123	13,125	(2)
6210 IWCE	-	-	-
6212 NASNA Conference	-	-	-
6214 Nena Conference	(1,070)	-	(1,070)
6215 NENA Tech Dev. Conf	-	-	-
6216 Smart911	-	-	-
6222 TriTech CAD Users			
6222.01 EMS Users	-	6,000	(6,000)
6222.02 HFD Users	-	6,000	(6,000)
Total 6222 TriTech CAD Users	-	12,000	(12,000)
6228 HxGN Live Hexagon Conf	-	-	-
6230 Other Training			
6230.01 HPD (O/T)	8,897	8,900	(3)
Total 6230 Other Training	8,897	8,900	(3)
6200 New&Emerg. Tech Train. - Other	-	-	-
Total 6200 New&Emerg. Tech Train.	20,950	47,525	(26,575)
6300 Non-RECURRING			
6301 CAD Replac/Upgrade			
6301.05 Kauai Police Dept	-	-	-
6301.06 Maui PD	-	-	-
6301.07 So. Maui Buildout	-	-	-
CAD Related Expenses	3,374	-	3,374
Total 6301 CAD Replac/Upgrade	3,374	-	3,374
6303 Computers			
6303.13 UPS Battery-HPD	-	-	-
6303.23 HPD SMART911 S/W	-	62,400	(62,400)
6303.24 PRI Install	-	-	-
6303.25 Workstation	-	65,000	(65,000)
Total 6303 Computers	-	127,400	(127,400)
Total 6300 Non-RECURRING	3,374	127,400	(124,026)
6400 RECURRING EXPENSES			
6402 MAINTENANCE			
6402.02 Imagery Lic Agree	-	250,000	(250,000)
6402.05 Logging Record Maint	-	60,775	(60,775)
6402.07 0011 9-1-1MSAG Maint.	336,955	577,638	(240,683)
6402.08 CAD Maintenance	173,021	400,000	(226,979)
6402.13 Software Maintenance			
6402.131 Integraph DB S/W Maint	-	-	-
Total 6402.13 Software Maintenance	-	-	-
Total 6402 MAINTENANCE	509,976	1,288,413	(778,437)
6403 Other RECURRING			
6403.01 Telcom Charges			
6403.0102 Long Distance	-	-	-
6403.0109 Telcom Trunk	552,347	947,000	(394,653)
6403.0111 WiringAltDispatch	-	-	-
6403.0112 HPD CML Viper-Kapolei	50,097	140,916	(90,819)
6403.0113 HPDCMLViper-Alapai	3,372	-	3,372
6403.0114 SD Viper (OSL) (3)	20,478	54,000	(33,522)
6403.0115 Text-to-911 Service	-	12,000	(12,000)
6403.0116 Alt PSAP Call Route	-	-	-
6403.0117 Telecom Chgs-Other	-	-	-
Total 6403.01 Telcom Charges	626,295	1,153,916	(527,621)
6403.02 EMS Tower Lease	7,200	7,600	(400)
Total 6403 Other RECURRING	633,495	1,161,516	(528,021)
Total 6400 RECURRING EXPENSES	1,143,471	2,449,929	(1,306,458)
Total DISBURSEMENTS	1,167,795	2,624,854	(1,457,059)

HAWAII ENHANCED 911 BOARD STATEMENT OF CASH FLOWS
For month ending February 29, 2016

				ADMIN		
FY-TO-DATE FEBRUARY 2016 (8 mos.)				8 mos.	ANNUAL Budget	\$ Over/(UNDER)/ Budget
Total RECEIPTS:				6,318,595	-	6,318,595
DISBURSEMENTS:						
6200 New &Emerg. Tech Train.						
	6201	911 Goes to WashDC		3,072	15,500	(12,428)
	6203	APCO New Tech Conference		2,207	2,500	(293)
	6204	APCO Conference		4,193	4,195	(2)
	6210	IWCE		-	5,000	(5,000)
	6212	NASNA Conference		2,148	2,150	(2)
	6214	Nena Conference		132	-	132
	6215	NENA Tech Dev. Conf		-	-	-
	6216	Smart911		-	5,200	(5,200)
	6222	TriTech CAD Users				
		6222.01 EMS Users		-	-	-
		6222.02 HFD Users		-	-	-
	Total 6222 TriTech CAD Users			-	-	-
	6228	HxGN Live Hexagon Conf		-	-	-
	6230	Other Training				
		6230.01 HPD (O/T)		-	-	-
	Total 6230 Other Training			-	-	-
	6200 New &Emerg. Tech Train. - Other			-	112,935	(112,935)
	Total 6200 New &Emerg. Tech Train.			11,751	147,480	(135,729)
6400 RECURRING EXPENSES						
6401 ADMINISTRATION						
	6401.01	Exec Dir. Services		77,070	198,000	(120,930)
	6401.02	ElectronSignatur		-	250	(250)
	6401.05	Audit Expense		13,000	13,025	(25)
	6401.06	Bank Charge		-	50	(50)
	6401.08	Board Member Travel		18,078	25,000	(6,922)
	6401.09	DB&F Assessments				
		6401.0101 DB&F Admin. Assess		20,181	155,000	(134,819)
		6401.0102 DB&F Rev Assessment		218,728	462,625	(243,897)
	Total 6401.09 DB&F Assessments			238,909	617,625	(378,716)
	6401.11	Miscellaneous Expense		(0)	-	(0)
	6401.12	NASNA Dues		150	150	-
	6401.13	Parking Permits		400	400	-
	6401.15	WSP Cost Recovery				
		6401.0101 Sprint/Nextel		4,253	-	4,253
		6401.15 WSP Cost Recovery - Other		39,120	70,000	(30,880)
	Total 6401.15 WSP Cost Recovery			43,372	70,000	(26,628)
	6401.17	ADA Compliance		-	200	(200)
	6401.19	Public Education		127	30,000	(29,873)
	6401.20	RCUH Contract		(5,881)	-	(5,881)
	6402.21	Cell Phone Charges		700	-	700
	6402.22	Office Supplies		3,646	5,000	(1,354)
	6402.23	NG911 Transition Plan		-	145,000	(145,000)
	Total 6401 ADMINISTRATION			389,571	1,104,700	(715,129)
	6403.02	EMS Tower Lease		-	-	-
	Total 6403 Other RECURRING			-	-	-
	Total 6400 RECURRING EXPENSES			389,571	1,104,700	(715,129)
Total DISBURSEMENTS				401,322	1,252,180	(850,858)

HAWAII ENHANCED 911 BOARD STATEMENT OF CASH FLOWS
For month ending February 29, 2016

Checks that were paid with only one signatory

Month	Check #	PAYEE	Amount	Reason				
Jan-16	2203	Director of Finance, State of Hawaii	\$ 925.55	pCard expenditure for office supplies				
Jan-16	2215	Director of Finance, State of Hawaii	\$ 7,291.52	Payroll				
Feb-16	2226	Director of Finance, State of Hawaii	\$ 293.77	pCard expenditures for office supplies				
Feb-16	2224	Director of Finance, State of Hawaii	\$ 6,979.30	Payroll				
Total			\$ 15,490.14					

Hawaii County E9-1-1 Status Report

February 1, 2016 – February 29, 2016



Hawaii County E9-1-1 Status Report

February 1, 2016 – February 29, 2016

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Hawaii County E9-1-1 Status Report

February 1, 2016 – February 29, 2016

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Hawaii County E9-1-1 Status Report

February 1, 2016 – February 29, 2016

1. PSAP OPERATIONS

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

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

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

9-1-1 Call Volume																	
HAWAII COUNTY PSAPs		Wireline		Wireless				VOIP		Calls With No ALI		Admin Calls		Abandoned Calls		Other Calls	
2016	Total 9-1-1 Calls Processed	No. of Wireline Calls	% of Total Calls	No. of Wireless Calls	% of Total Calls	% of Wireless WPH1 Calls	% of Wireless WPH2 Calls	No. of VoIP Calls	% of Total Calls	No. of Calls with No ALI	% of Total Calls	No. of Admin Calls	% of Total Calls	No. of 9-1-1 Abandoned	% of Total Calls	No. of Other Calls	% of Total Calls
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%

CALL VOLUME HAWAII COUNTY PSAP NOTES:

*The percentage of Wireless Phase 2 calls (51.53%) has increased from the number of Wireless Phase 1 calls (48.47%) in February 2016.

*911 Calls with no Ali = 0.11% - 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																	
APR																	
MAY																	
JUNE																	
JULY																	
AUG																	
SEPT																	
OCT																	
NOV																	
DEC																	
YTD	34,934	6,491		24,072				1,519		45		0		2,807		0	
MON AVG	17,467	3,246	18.56%	12,036	68.93%	48.04%	51.96%	760	4.34%	23	0.13%	0	0.00%	1,404	8.03%	0	0.00%

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9-1-1 CALL VOLUME BY AGENCY – FEBRUARY 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
February	13,259	78.10%	0	1,331	0	2,363	13.92%	0	23	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										
April										
May										
June										
July										
August										
September										
October										
November										
December										
YTD	27,397		0	2,758	0	4,730		0	49	0
MON AVG	13,699	78.42%	0	1,379	0	2,365	13.55%	0	25	0

PSAP OPERATION NOTES:

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

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TEXT TO 911 – CURRENT MONTH – FEBRUARY 2016

NOTE:

- Hawaii County deployed a soft launch of Text to 911 on February 1, 2016.
- Sprint PCS conducted a Text to 911 test with the Hawaii Police 911 PSAP on February 1, 2016. During the test, the location received at the PSAP from the 911 texting device was a “Coarse Location” (centroid of a sector coverage area) plot, several miles away from the texter’s actual location.
911 Text message was transferred to the Hawaii Fire Department successfully as part of the test agenda. Additional Text to 911 tests were also performed internally with personal telephones of the other Wireless Service Providers. The results showed that T-Mobile’s location of the Texter was similar to Sprint’s “Coarse Location”. The AT&T and Verizon tests revealed that the location of the texter sent to the PSAP was utilizing a Location Based Service (LBS) that plotted within 50 meters of the texter’s location.
- Although there is a “Text to 911” plot on the MapFlex, the location of the plot is not reliable in some cases and pretty accurate in others. There are no indication on the Ali Screen to inform the Dispatcher on location accuracy. Text to 911 Dispatchers should use their skills to ascertain the exact location of the emergency response.

TEXT TO 911 Hawaii County PSAPs 2016		
Month	Received at Police	Received at Fire
January	39	20
February	26	8
March		
April		
May		
June		
July		
August		
September		
October		
November		
December		
YTD	65	28
Monthly Avg.	32.5	14

NOTE:

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

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FYI.....FOR YOUR INFORMATION

FYI For Your Information		
Special Project in March		
*Statewide 911 LTE Testing		
Island	Towers	Sectors/911 Calls
Oahu	226	597
Hawaii	84	246
Maui	51	159
Lanai	3	9
Molokai	2	6
Kauai	28	88
Total	394	1,105
*Statewide testing does not include Military 911 calls.		
Test results will be reported in the March Status Report.		

WIRELESS PSAP TESTING – FEBRUARY 2016

HAWAII COUNTY - FEBRUARY 2016						
Date	WSP	Sites Tested	Sectors Tested	Tested By:	Test Pass/Fail	Comments:
02/08/16	Sprint	1	4	Hawaii PSAP	Pass	
02/29/16	Verizon	1	6	Hawaii PSAP	Pass	LTE

NOTES:

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

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2. MSAG (MASTER STREET ADDRESS GUIDE)

MSAG TRANSACTIONS CURRENT MONTH/YEAR – FEBRUARY 2016

HAWAII COUNTY	9-1-1 TRANSACTIONS								
	Total	MSAG	ALI Submitted			Open ALI Discrepancy Records			Customer Addresses Affected
2016		MSAG (A)	TN CR (B)	ALI DR (C)	VoIP (D)	TNCR	ALI DR	VoIP DR	
JANUARY	293	22	262	8	1	1,924	1	1	282
FEBRUARY	270	41	228	1	0	2,154	1	0	425
MARCH									
APRIL									
MAY									
JUNE									
JULY									
AUGUST									
SEPTEMBER									
OCTOBER									
NOVEMBER									
DECEMBER									
TOTAL YTD	563	63	490	9	1				707
AVG PER MONTH	282	32	245	5	1				354

Definitions

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

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MSAG CURRENT MONTH NOTES:

A total of **270** MSAG transactions were processed in 9-1-1 Net during the month of February 2016. Forty-one (**41**) 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 **425** customer ANI/ALI (telephone number/address) records updated as a direct result.

TELEPHONE RECORD (ALI) TRANSACTIONS CURRENT MONTH NOTES:

228 Telephone Number Change Requests (TN CR) transactions were processed in 9-1-1 Net with valid MSAG addresses, as a result of the ESN 299 clean-up effort. ESN 299 TN CRs must be validated against HT records and approved by the end user Hawaiian Telcom customer before updating the ALI record. One (**1**) ALI DR was submitted as the result of a 9-1-1 call from a residence in Honaunau. Hawaii County Fire submitted this request to Akimeka to update the customer information and the discrepancy was corrected in 9-1-1 Net.

OPEN TELEPHONE RECORD (ALI) DISCREPANCY STATUS:

- **There are 2,154 Open TN CR Transactions as of February 29, 2016.**
- **Refer to chart in the next section “TNCR Current Status”**

2,080 Open TN CR transactions are a direct result of the ESN 299 clean-up and are awaiting approval from Hawaiian Telcom, Inc. **75** Open TN CR transactions are a result of the Dispatchable Location project submitted in September. (Refer to the “Dispatchable Location” chart below) Akimeka continues to monitor and track the progress of the Referred records. Once a telephone number is submitted to Intrado for correction, it must be verified against HT records and/or approved by the customer. Intrado's internal process requires calling each telephone customer individually for approval to update an address in the 9-1-1 database.

- **There is one (1) Open ALI-DR as of February 29, 2016**

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

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

NOTE:

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

PSAP 9-1-1 Telephone Number Location Change Request (Telephone Number Change Request (TNCR) Status)				
PSAP	TOTAL TNCR RECORDS SUBMITTED BY AKIMEKA	OPENED TNCRS PENDING FURTHER ACTION BY WEST SAFETY SERVICES (INTRADO)	OPENED TNCRS REFERRED TO TELCO BY WEST SAFETY SERVICES (INTRADO)	TOTAL UNOPENED TNCR RECORDS
HAWAII	2,154	171	57	1926

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

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DISPATCHABLE LOCATION – STATUS AS OF – FEBRUARY 2016 – “PENDING”

NARRATIVE:

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

During the month of September 2015, Akimeka started a pilot project, entering additional location information to a verified MSAG address with multiple telephone numbers. Specifically the **Kings Shops at 690250 Waikoloa Beach Dr., Waikoloa**. The “Dispatchable Location” data is entered into the “Driving Directions” field in the 9-1-1 Net system, and will display on the Viper Power 911 ALI Screen in the “Exact” field should a 911 call be received from that telephone number. Seventy-five (75) Telephone Number Change Requests (TN CR) transactions were processed as a result of the Dispatchable Location Project. These transactions have not been updated in 9-1-1 Net pending research by Hawaiian Tel and West Safety Services (Intrado) for providing an additional 60 character field in the ALI data stream to accommodate Dispatchable Location information as an alternative to using the “Driving Directions” field. Until this field is created, no further Dispatchable Location transactions will be submitted. No further developments as of February 2016.

Dispatchable Location				
Common Name Place	MSAG Address	2016	Number of TNCR* Transactions Submitted	Number of Transactions Processed**
KINGS SHOPS	CARRY OVER	2015	75	0
		Jan	0	0
		Feb	0	0
		Mar		
		Apr		
		Total	75	0

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

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

Hawaii County E9-1-1 Status Report

February 1, 2016 – February 29, 2016

3. GEOGRAPHIC INFORMATION SYSTEM (GIS) – FEBRUARY 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	2/29/2016		Spatially corrected seventy-two (72) address points in Volcano.
	2/26/2016		Added ninety-one (91) address points in HVNP.
	2/26/2016		Spatially corrected five (5) address points in HVNP.
	2/26/2016		Corrected address to one (1) address point (990252 Crater Rim Dr 40) in HVNP.
	2/26/2016		Corrected location name to one (1) address point (990252 Crater Rim Dr 40) in HVNP.
	2/24/2016		Completed monthly update on address points.
	2/23/2016		Added two (2) address points (882423 Milolii Rd and 826123 Napoopoo Rd) in Captain Cook.
	2/23/2016		Added one (1) address point (550709 Kahei Rd) in Hawi.
	2/23/2016		Spatially corrected eight (8) address points in Hilo.
	2/23/2016		Added seven (7) address points in Hilo.
	2/23/2016		Added eight (8) address points in Holualoa.
	2/23/2016		Added four (4) address points in Honokaa.
	2/23/2016		Added one (1) address point (280347 Iliopua Rd) in Honomu.
	2/23/2016		Added seventeen (17) address points in Kailua Kona.
	2/23/2016		Spatially corrected six (6) address points in Kamuela.
	2/23/2016		Added nine (9) address points in Kamuela.
	2/23/2016		Added fourteen (14) address points in Keaau.
	2/23/2016		Added two (2) address points (810904 Manawa St and 811021 Meleana Pl) in Kealahou.
	2/23/2016		Corrected address to two (2) address points (778038 and 778046 Moolio Pl) in Keauhou.
	2/23/2016		Added two (2) address points (786867 Keaupuni St and 778008 Moolio Pl) in Keauhou.
	2/23/2016		Added fourteen (14) address points in Kurtistown.
	2/23/2016		Added one (1) address point (352043 Hawaii Belt Rd) in Laupahoehoe.
	2/23/2016		Spatially corrected nine (9) address points in Mountain View.
	2/23/2016		Added seventeen (17) address points in Mountain View.
	2/23/2016		Added five (5) address points in Naalehu.
	2/23/2016		Added twenty-two (22) address points in Ocean View.
	2/23/2016		Added twenty-three (23) address points in Pahoa.
	2/23/2016		Added two (2) address points (322607 and 322611 Pali Ku Pl) in Papaaloa.
	2/23/2016		Added one (1) address point (270447 Indian Tree Rd) in Papaikou.
	2/23/2016		Added seven (7) address points in Pepeekeo.

Hawaii County E9-1-1 Status Report

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MAPPING LAYERS UPDATED (PART II)

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

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	2/23/2016		Added twelve (12) address points in Volcano.	
	2/22/2016		Corrected address to nineteen (19) address points in Keaau.	
	2/22/2016		Corrected routing id to nineteen (19) address points in Keaau.	
	2/22/2016		Spatially corrected six (6) address points in Laupahoehoe.	
	2/22/2016		Corrected routing id to four (4) address points in Laupahoehoe.	
	2/22/2016		Corrected address to one (1) address point (352045 Hawaii Belt Rd) in Laupahoehoe.	
	2/19/2016		Spatially corrected five (5) address points in Keaau.	
	2/19/2016		Corrected routing id to six (6) address points in Holualoa.	
	2/19/2016		Corrected routing id to twelve (12) address points in Keauhou.	
	2/18/2016		Added one (1) address point (50 Keopuka Makai) in Kealakekua.	
	2/18/2016		Corrected routing id to eighteen (18) address points in Kealakekua.	
	2/18/2016		Corrected routing id to eighty-four (84) address points in Waikoloa.	
		02/17/16		
	2/17/2016		Spatially corrected eleven (11) address points in Captain Cook.	
	2/17/2016		Corrected location name to one (1) address point (854524 Mamalahoa Hwy) in Captain Cook.	
	2/17/2016		Corrected address to three (3) address points (178 Kulana Kea Dr, 1405 Peni Pl and 1421 Peni Pl) in Hilo.	
	2/17/2016		Corrected address to one (1) address point (282916 Hawaii Belt Rd) in Pepeekeo.	
	2/17/2016		Spatially corrected thirteen (13) address points in Kurtistown.	
	2/17/2016		Corrected address to one (1) address point (164700 Ka Wahi Pl) in Kurtistown.	
	2/10/2016		Spatially corrected one (1) address point (660100 Kaunaoa Dr) in Kamuela.	
	2/10/2016		Spatially corrected ninety-one (91) address points in Pahala.	
	2/10/2016		Added five (5) address points in Pahala.	
	2/5/2016		Added seventy-five (75) address points in Naalehu.	
	2/5/2016		Corrected address to one (1) address point (950788 Ninole Loop Rd 1) in Naalehu.	
	2/5/2016		Corrected location name to one (1) address point (950788 Ninole Loop Rd 1) in Naalehu.	
	2/5/2016		Spatially corrected one (1) address point (950788 Ninole Loop Rd 1) in Naalehu.	

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)			
Address Points	2/5/2016		Added two (2) address points (890797 Hoopuloa Rd and 864346 Mamalahoa Hwy) in Captain Cook.
	2/4/2016		Added nineteen (19) address points in Keaau.
	2/4/2016		Corrected address to two (2) address points (160714 Volcano Rd 10 and 160716 Volcano Rd 19) in Keaau.
	2/4/2016		Corrected location name to two (2) address points (160714 Volcano Rd 10 and 160716 Volcano Rd 19) in Keaau.
	2/4/2016		Spatially corrected two (2) address points (160714 Volcano Rd 10 and 160716 Volcano Rd 19) in Keaau.
	2/4/2016		Added seventeen (17) address points in Pahala.
	2/4/2016		Corrected address to one (1) address point (963150 Pikake St A) in Pahala.
	2/4/2016		Spatially corrected one (1) address point (963150 Pikake St A) in Pahala.
	2/3/2016		Corrected address to nine (9) address points in Holualoa.
	2/3/2016		Spatially corrected ninety-three (93) address points in Naalehu.
		02/02/16	
	2/2/2016		Spatially corrected nine (9) address points in Hilo.
2/2/2016		Added one (1) address point (447291 Saddle Rd) in Paauilo	
Airports			
Bridges			
Building Footprints			
Bus Stops			
Churches			
Coastal Names			
Coastline			
Common Places			
Correctional Facilities			
Emergency Callboxes			
Emergency Operation Centers			
Emergency Shelters			
ESZ/ESN		02/17/16	
	2/11/2016		Corrected boundary to six (6) ESNs.
Fire Beats	2/11/2016		Corrected boundary to four (4) fire beats (4, 8, 9 and 17).
Fire Districts	2/11/2016		Corrected boundary to three (3) fire districts (4, 8 and 9).

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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)			
Fire Response Areas	2/18/2016		Corrected boundary to eighteen (18) fire response areas.
		02/17/16	
	2/16/2016		Corrected boundary to three (3) fire response areas (30, 37 and 38).
	2/12/2016		Corrected boundary to twelve (12) fire response areas.
	2/11/2016		Corrected boundary to fifty (50) 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		02/17/16	
	2/11/2016		Corrected boundary to four (4) medic response areas (1,3, 8 and 9).
Medic Stations			
Medical Facilities			
Milepost Markers			
MSAG Communities			
Net Junctions			
Ocean Rescue Boundaries			
Ocean Safety			
Parcels			
Parks			
Parks Polygon			

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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		02/17/16	
	2/17/2016		Added one (1) point of interest (Fujihara Store) in Captain Cook.
	2/4/2016		Spatially corrected four (4) points of interest in Pahala.
	2/4/2016		Spatially corrected three (3) points of interest in Keaau.
	2/4/2016		Corrected address to one (1) point of interest (Kamehameha High School) in Keaau.
		02/02/16	
	2/2/2016		Spatially corrected fifty-one (51) points of interest in Hilo.
	2/2/2016		Corrected address to two (2) points of interest (Hilo Senior Center and Hilo Yacht Club) in Hilo.
	2/2/2016		Added one (1) point of interest (Kilohana Girl Scout Camp) in Paauilo.
2/2/2016		Added one (1) point of interest (Da Store) in Pahoa.	
Police Beats			
Police Districts	2/11/2016		Corrected boundary to three (3) police districts (1,2 and 3).
Police Response Areas			
Police Stations			
Post Offices			
Schools			
Street Centerlines	2/29/2016		Spatially corrected nineteen (19) street segments in Volcano.
	2/24/2016		Completed monthly update on street centerlines.
	2/23/2016		Corrected range to three (3) segments of Hawaii Belt Rd in Laupahoehoe.
	2/23/2016		Corrected range to one (1) segment of Ka Wahi Pl in Kurtistown.
	2/23/2016		Corrected street name to one (1) segment of Ane Keohokalole Hwy in Kailua Kona.
	2/22/2016		Corrected range to one (1) segment of Duarte Rd in Holualoa.
	2/19/2016		Corrected range to eight (8) streets in Hilo.
	2/19/2016		Split one (1) segment of Mamalahoa Hwy in Holualoa.
	2/19/2016		Split one (1) segment of Mamalahoa Hwy in Keauhou.
	2/19/2016		Added one (1) street (Moolio Pl) in Keauhou.
	2/19/2016		Corrected range to six (6) streets in Volcano.
	2/18/2016		Added one (1) street (Keopuka Makai) in Kealahou.
	2/18/2016		Split one (1) street segment of Mamalahoa Hwy in Kealahou.
		02/17/16	
	2/17/2016		Corrected range to one (1) street (Peni Pl) in Hilo.
2/17/2016		Corrected range to one (1) segment of Hawaii Belt Rd in Pepeekeo.	

Hawaii County E9-1-1 Status Report

February 1, 2016 – February 29, 2016

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)				
Street Centerlines	2/17/2016		Split eleven (11) segments in Waikoloa.	
	2/17/2016		Spatially corrected four (4) segments in Waikoloa.	
	2/16/2016		Added forty-six (46) streets in Waikoloa.	
	2/10/2016		Corrected range to one (1) segment of Queen Kaahumanu Hwy in Kailua Kona.	
	2/10/2016		Corrected range to one (1) segment of Kaunaoa Dr in Kamuela.	
	2/10/2016		Added one (1) segment of Kaunaoa Dr in Kamuela.	
	2/10/2016		Split one (1) segment of Kaunaoa Dr in Kamuela.	
	2/9/2016		Corrected range to one (1) segment of Queen Kaahumanu Hwy in Kailua Kona.	
	2/9/2016		Corrected range to one (1) segment of Puako Beach Dr in Kamuela.	
	2/9/2016		Corrected range to four (4) street segments in Paauilo.	
	2/9/2016		Spatially corrected three (3) segments of Pohakealani Rd in Paauilo.	
	2/9/2016		Corrected speed limit to two (2) segments of Pohakealani Rd in Paauilo.	
	2/8/2016		Corrected range to one (1) segment of Kawela Pl in Honokaa.	
	2/8/2016		Corrected range to three (3) street segments in Kamuela.	
	2/8/2016		Corrected range to one (1) segment of Kamaoa Rd in Naalehu.	
	2/8/2016		Corrected range to one (1) segment of Maluhia Rd in Pahoa.	
	2/5/2016		Spatially corrected five (5) streets in Kailua Kona.	
	2/5/2016		Added two (2) segments of Kealakehe High School Dr in Kailua Kona.	
	2/5/2016		Split two (2) segments of Puohulihuli St in Kailua Kona.	
	2/5/2016		Added three (3) segments of Keaau High School Dr in Keaau.	
	2/5/2016		Split five (5) streets in Keaau.	
	2/5/2016		Corrected street name to three (3) segments of Keaau Pahoa Rd in Keaau.	
	2/5/2016		Flipped one (1) segment of Keaau High School Dr in Keaau.	
	2/5/2016		Spatially corrected one (1) segment of Keaau High School Dr in Keaau.	
	2/5/2016		Corrected one-way to one (1) segment of Keaau High School Dr in Keaau.	
	2/5/2016		Spatially corrected five (5) streets in Keauhou.	
	2/5/2016		Added one (1) segment of Keauhou Shopping Center Dr in Keauhou.	
	2/5/2016		Split one (1) segment of Kamehameha III Rd in Keauhou.	
	2/3/2016		Corrected range to one (1) segment of DUARTE RD in Holualoa.	
		02/02/16		
		2/2/2016		Split one (1) segment of Ainaloa Blvd in Kurtistown.
		2/2/2016		Added one (1) street (Ka Wahi Pl) in Kurtistown.
		2/1/2016		Spatially corrected one (1) street segment of Waokele St in Honokaa.
		2/1/2016		Merged two (2) street segments of ALA OHIA in Kamuela.
		2/1/2016		Spatially corrected thirty-seven (37) street centerlines in Kamuela.

Hawaii County E9-1-1 Status Report

February 1, 2016 – February 29, 2016

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.

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	2/26/2016		Per ATT CRS
	2/23/2016		Per VZW CRS
	2/22/2016		Per VZW CRS
	2/18/2016		Per VZW CRS
		02/17/16	
	2/17/2016		Per VZW CRS
	2/16/2016		Per VZW CRS
		02/02/16	
WSP Cell Towers	2/26/2016		Per ATT CRS
	2/23/2016		Per VZW CRS
	2/22/2016		Per VZW CRS
	2/18/2016		Per VZW CRS
		02/17/16	
	2/17/2016		Per VZW CRS
	2/16/2016		Per VZW CRS
		02/02/16	

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
2/17/2016	MapFlex deliverable which included the following updated layers: Address Points, Cell Sectors, Cell Towers, Common Places, Street Centerlines, ESN, Fire Response Areas, Medic Response Areas and Police Response Areas.
2/2/2016	MapFlex deliverable which included the following updated layers: Address Points, Cell Sectors, Cell Towers, Common Places and Street Centerlines.

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February 1, 2016 – February 29, 2016

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 **February 24, 2016**. Results are as follows:

HAWAII COUNTY	Address Points Layer	Street Centerlines Layer
New Addresses Added	171	
Addresses Removed	0	
Address Street Name Changes	19	
Address Street Number Changes	0	
New Street Segments Added		1
Street Segments Removed		0
Street Segment Range Changes		12
Street Segment Name Changes		1

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

February 1, 2016 – February 29, 2016

POLICE BEAT REVIEW

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

1. To better service the public safety needs of Hawaii County, Akimeka compared the written descriptions of the Hawaii Police Beats as recorded in Document Number GO 204 with an effective date of June 27, 2011, and made corrections to the Police Beats GIS layer where needed. In addition, Akimeka has been documenting any recommendations for document description updates.
 - a. Akimeka reviewed the written descriptions for the Hawaii Police Beats and cross referenced it to the Police Beats GIS layer. The boundaries to all seventy-six police beats as well as the area falling within the jurisdiction of the Hawaii Volcanoes National Park were edited for greater accuracy.
 - b. Akimeka has documented all potential discrepancies between the written descriptions and GIS layer for a thorough review upon completion. Akimeka has also produced several maps to better illustrate some of the larger discrepancies.
 - c. Upon completion of the GIS editing procedures, Akimeka will participate in a Police Beat review process with the Hawaii Police Department to further refine the boundaries to the Police Beats GIS layer and the written descriptions for those boundaries. This process will finalize the synchronization between the GIS layer and the written descriptions; provide additional precision and accuracy to both the GIS layer and written descriptions; and eliminate all discrepancies so that confusion and/or misinterpretation of those boundaries do not hinder public safety needs.
 - d. During the month of February 2016, Akimeka corrected the boundaries to the GIS layers that are associated with the Police Beats so that proper alignment would occur between the associated layers. This included correcting boundaries to six ESNs and three Police Districts. Those corrected layers were delivered to MapFlex and made available to the dispatchers on February 17th.

Hawaii County E9-1-1 Status Report

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CAD SYSTEM DEPLOYMENT

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

1. The Hawaii Police Department, Akimeka, and Spillman Technologies have begun introductory coordination and information sharing to ensure a successful deployment of the new CAD system, which will improve dispatch efficiency.
 - a. On January 15, 2016, Spillman Technologies held a webinar and discussion on their Geobase process which HPD, Spillman Technologies, and Akimeka were in attendance. The discussion was high-level and pertaining to the GIS database and how it is integrated within the Spillman Technologies CAD architecture.
 - b. In February 2016, Spillman Technologies was on-site at the Hawaii Police Department to host an official kick-off meeting and technical discussion which Akimeka was also in attendance. During the meeting Akimeka presented the entire GIS dataset via webinar. Spillman Technologies was impressed with the quality of the GIS data and is looking forward to the project.

MAPFLEX DEPLOYMENT:

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

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

During the month of February 2016, there were continued GIS deliverables into the MapFlex system for Hawaii County, Maui County, Kauai County, and Honolulu Civilian PSAPs. The MapFlex deployment has been concluded and is now considered a running system capable of receiving updates regularly.

1. Akimeka delivered GIS data to the MapFlex system on the following dates in February 2016
 - a. **Hawaii County** – February 2nd and February 17th
 - b. **Maui County** – February 3rd and February 17th
 - c. **Kauai County** – February 4th and February 18th
 - d. **Honolulu** – February 5th and February 19th

Hawaii County E9-1-1 Status Report

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4. SERVICE REQUESTS TRANSACTIONS

OPEN SERVICE REQUESTS – FEBRUARY 2016

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

Note* There is one (1) opened service request pending for February 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									
April									
May									
June									
July									
August									
September									
October									
November									
December									
TOTAL	10	12	1	9	9	0	1	1	2

Note:

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

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

Hawaii County E9-1-1 Status Report

February 1, 2016 – February 29, 2016

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 February 2016.

The database synchronization effort included comparing Hawaii County's 9-1-1 MSAG against its GIS Street Centerline data. A total number of **4,453** 9-1-1 MSAG records were reviewed in the audit and analyzed. Results of the database synchronization audit completed on February 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.

AUDIT SUMMARY RESULTS – FEBRUARY 2016

9-1-1 MSAG TO GIS STREET CENTERLINE AUDIT COMPARISON RESULTS	Notes	As of May 1, 2015		As of August 1, 2015		As of November 1, 2015		As of February 1, 2016	
		9-1-1 MSAG Dated 05-01-15		9-1-1 MSAG Dated 08-01-15		9-1-1 MSAG Dated 11-01-15		9-1-1 MSAG Dated 02-01-16	
		# of Records	%	# of Records	%	# of Records	%	# of Records	%
Total 9-1-1 MSAG Records Reviewed		4,434		4,436		4,448		4,453	
Less: 9-1-1 MSAG Exception Records	(1)	46	1.0%	44	1.0%	50	1.1%	53	1.2%
Net 9-1-1 MSAG Records Eligible for Comparison		4,288		4,392		4,398		4,400	
Total 9-1-1 MSAG Records Match (9-1-1 MSAG – GIS Match – No Corrections Required)		4,286	100.0%	4,390	100.0%	4,382	99.6%	4,398	100.0%
9-1-1 MSAG -- GIS No Match Minor Correction Required	(2)	2	0.0%	2	0.0%	13	0.3%	2	0.0%
9-1-1 MSAG Record With No GIS Record	(3)	0	0.0%	0	0.0%	3	0.1%	0	0.0%
Total 9-1-1 MSAG Records No Match		2	0.0%	2	0.0%	16	0.4%	2	0.0%

Hawaii County E9-1-1 Status Report

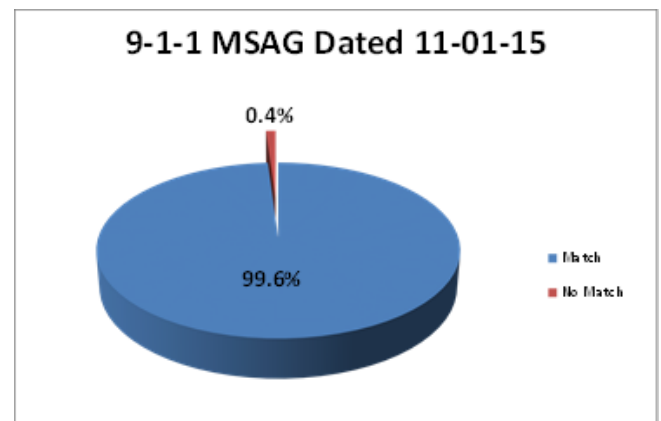
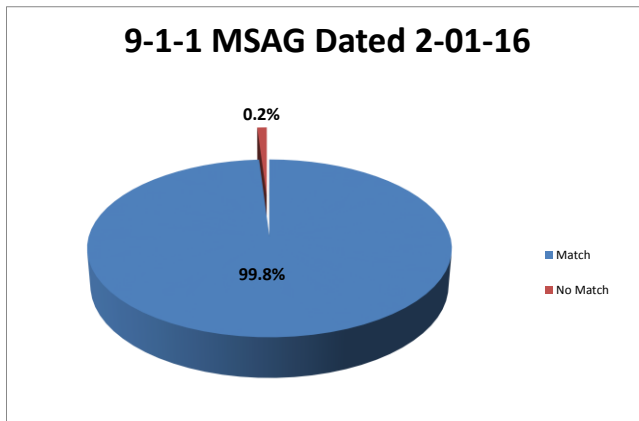
February 1, 2016 – February 29, 2016

AUDIT SUMMARY RESULTS – CONTINUED

Notes:

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

AUDIT SUMMARY RESULTS COMPARISION – FEBRUARY 1, 2016 VS NOVEMBER 1, 2015



NOTE:

Hawaii County's level of accuracy or 9-1-1 Match percentage remained constant from 99.6% as of November 1, 2015 to 99.8% as of February 1, 2016

NENA Recommended Match Rate = 98%

Hawaii County E9-1-1 Status Report

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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" decreased 100% (3 to 0) from November 2015 to February 2016 respectively.
- ❖ "MSAG - GIS Minor Corrections" decreased 63% (8 to 3) from November 2015 to February 2016. A combination of corrections to the GIS and MSAG databases were processed in order to meet NG9-1-1 requirements. Akimeka will research and correct the records to ensure they are processed in 9-1-1Net prior to the May 2016 re-analysis.
- ❖ "GIS Record with No Matching MSAG Record" decreased 73% (11 to 3) from November 2015 to February 2016. This includes GIS records that have no MSAG records, and/or GIS records that do not match the MSAG record exactly. The non-match condition of the three records may also be 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 May 2016 re-analysis
- ❖ "GIS Record with No MSAG Record" decreased 100% (3 to 0) from November 2015 to February 2016 respectively. 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

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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	
	Number of Records	% of Total Invalid MSAG Records
ESN 299	724	16.5%

These invalid MSAG records represent **16.5%** of the Total MSAG records for Hawai‘i County. The individual ALI records associated with these records are provided below.

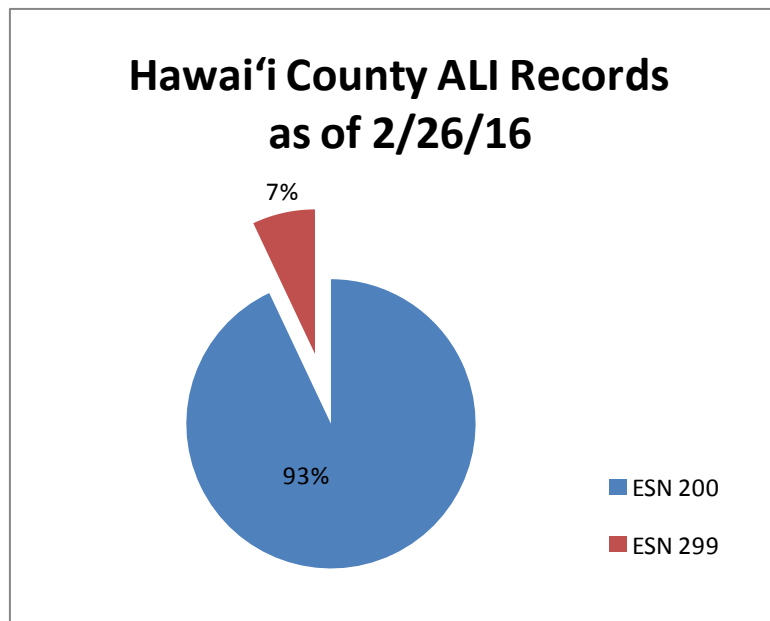
TN CRs are submitted by Akimeka when valid MSAG addresses are identified and validated against the GIS data. Akimeka will continue to investigate and report on these ESN 299 MSAG records as a separate project and add-on to the Database Synchronization quarterly report.

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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 February 26, 2016, **5,072** ESN 299 records, representing **7%** 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

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AKIMEKA | HIGH PRIORITY, HIGH IMPACT.

Kauai County E9-1-1 Status Report

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Kauai County E9-1-1 Status Report

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1. PSAP OPERATIONS

9-1-1 CALL VOLUME – FEBRUARY 2016

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

9-1-1 Call Volume																	
KAUAI PSAP		Wireline		Wireless				VOIP		Calls With No ALI		Admin Calls		Abandoned Calls		Other Calls	
2016	Total 9-1-1 Calls Processed	No. of Wireline Calls	% of Total Calls	No. of Wireless Calls	% of Total Calls	% of Wireless WPH1 Calls	% of Wireless WPH2 Calls	No. of VoIP Calls	% of Total Calls	No. of Calls with No ALI	% of Total Calls	No. of Admin Calls	% of Total Calls	No. of 9-1-1 Abandoned	% of Total Calls	Other	% of Total Calls
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%

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																	
APR																	
MAY																	
JUNE																	
JULY																	
AUG																	
SEPT																	
OCT																	
NOV																	
DEC																	
YTD	8,371	1,246		5,506				269		26		0		1,324		0	
MON AVG	4,186	623	14.88%	2,753	65.77%	46.15%	53.85%	135	3.21%	13	0.31%	0	0.00%	662	15.82%	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 0.39% - Statewide average = 0.18% Year 2015

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TEXT TO 911 – CURRENT MONTH – FEBRUARY 2016

NOTE:

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

TEXT TO 911 Kauai County	
Month	Total received
January	23
February	11
March	
April	
May	
June	
July	
August	
September	
October	
November	
December	
YTD	34
Monthly Avg.	17

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FYI.....FOR YOUR INFORMATION

FYI For Your Information		
Special Project in March		
*Statewide 911 LTE Testing		
Island	Towers	Sectors/911 Calls
Oahu	226	597
Hawaii	84	246
Maui	51	159
Lanai	3	9
Molokai	2	6
Kauai	28	88
Total	394	1,105
*Statewide testing does not include Military 911 calls.		
Test results will be reported in the March Status Report.		

WIRELESS PSAP TESTING – FEBRUARY 2016

KAUAI COUNTY - FEBRUARY 2016						
Date	WSP	Sites Tested	Sectors Tested	Tested By:	Test Pass/Fail	Comments:
2/3/2016	Sprint	1	4	Kauai PSAP	Pass	

NOTES:

- There was one (1) scheduled Wireless 911 test for the month of February 2106.

Kauai County E9-1-1 Status Report

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2. MSAG (MASTER STREET ADDRESS GUIDE)

MSAG TRANSACTIONS CURRENT MONTH/YEAR – FEBRUARY 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									
APRIL									
MAY									
JUNE									
JULY									
AUGUST									
SEPTEMBER									
OCTOBER									
NOVEMBER									
DECEMBER									
TOTAL YTD	97	67	30	0	0				130
AVG PER MONTH	49	34	15	0	0				65

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.

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February 1, 2016 - February 29, 2016

MSAG CURRENT MONTH NOTES:

A total of eighty-three (**83**) MSAG transactions were processed in 9-1-1 Net during the month of February 2016. The fifty-three (**53**) requests were processed relating to the MSAG database, which include: changes to high – low street ranges, combining street records, deletion of invalid records, splitting street records to align with Police, Fire, EMS and Military response areas, and inserting new MSAG records.

There were **60** customer ANI/ALI (telephone number/address) records updated as a direct result.

TELEPHONE RECORD (ALI) TRANSACTIONS CURRENT MONTH NOTES:

All Kauai Telephone Number Change Requests (TN CR) transactions have been processed in 9-1-1 Net with valid MSAG addresses, as a result of the ESN 499 clean-up effort. ESN 499 TN CRs must be validated against HT records and approved by the end user Hawaiian Telcom customer before updating the ALI record. Akimeka is awaiting feedback from Intrado on the TN CRs that have been submitted for correction. In February 2016, there were 11 TN CRs completed and as a result, one (1) ESN 499 street records were deleted from the MSAG database.

OPEN TELEPHONE RECORD (ALI) DISCREPANCY STATUS:

- **There are 217 Open TN CR Transactions as of February 29, 2016.**
- **Please refer to “TNCR Current Status” chart in the next section.**

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

- **There are no Open ALI-DRs as of February 29, 2016**
- **There are no Open VoIP DRs as of February 29, 2016**

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

NOTE:

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

PSAP 9-1-1 Telephone Number Location Change Request (Telephone Number Change Request (TNCR) Status)				
PSAP	TOTAL TNCR RECORDS SUBMITTED BY AKIMEKA	OPENED TNCRS PENDING FURTHER ACTION BY WEST SAFETY SERVICES (INTRADO)	OPENED TNCRS REFERRED TO TELCO BY WEST SAFETY SERVICES (INTRADO)	TOTAL UNOPENED TNCR RECORDS
KAUAI	217	30	53	134

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

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DISPATCHABLE LOCATION – STATUS AS OF – FEBRUARY 2016 - PENDING

NARRATIVE:

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

During the month of August 2015, Akimeka started a pilot project, entering additional location information to a verified MSAG address with multiple telephone numbers. Specifically the **Kukui Grove Center at 302600 Kaumualii Hwy, Lihue**. The “Dispatchable Location” data is entered into the “Driving Directions” field in the 9-1-1 Net system, and will display on the Viper Power 911 ALI Screen in the “Exact” field should a 911 call be received from that telephone number. Sixty two (62) Telephone Number Change Requests (TN CR) transactions were processed as a result of the Dispatchable Location Project. These transactions have not been updated in 9-1-1 Net pending research by Hawaiian Tel and West Safety Services (Intrado) for providing an additional 60 character field in the ALI data stream to accommodate Dispatchable Location information as an alternative to using the “Driving Directions” field. Until this field is created, no further Dispatchable Location transactions will be submitted. During the months of November, December, and January as Akimeka awaits for the notice to proceed, Akimeka has continued to research and prepare “Driving Instructions” for other shopping malls that will assist the Kauai Dispatchers with their 911 calls for service. A total of 674 telephone records are complete and ready for submittal, however there were no further developments as of February 2016 to proceed.

Dispatchable Location					
Common Name Place	MSAG Address	2016	Number of TNCR* Transactions Prepared	Number of TNCR* Transactions Submitted	Number of Transactions Processed**
	2015 Carryover	2015	286	62	0
Ching Young Shopping Center	505190 Kuhio Hwy, Hanalei	Jan	84		
Eleele Shopping Center	4469 Waialo Rd, Port Allen		77		
Hanalei Center	505161 Kuhio Hwy, Hanalei		46		
Princeville Center	504280 Kuhio Hwy, Princeville	Feb	181		
		Mar			
		Apr			
		Total	674	0	0

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

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

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3. GEOGRAPHIC INFORMATION SYSTEM (GIS) – FEBRUARY 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	2/26/2016		Added one (1) address in Anahola
	2/26/2016		Added one (1) address in Kilauea
	2/26/2016		Added one (1) address in Niumalu
	2/25/2016		Added Location Names to nine (9) addresses in Hanapepe
	2/25/2016		Spatially corrected twenty two (22) address points in Hanapepe
	2/25/2016		Changed Location Name for two (2) addresses in Hanapepe
	2/25/2016		Spatially corrected three (3) address points in Kaumakani
	2/25/2016		Added Location Name to one (1) address in Kaumakani
	2/25/2016		Changed Location Name for one (1) address in Kekaha
	2/25/2016		Spatially corrected two (2) address points in Kekaha
	2/25/2016		Added Location Name for two (2) addresses in Waimea
	2/25/2016		Spatially corrected eleven (11) address points in Waimea
	2/25/2016		Added Location Name for four (4) addresses in Waimea
	2/25/2016		Changed Location Name for one (1) address in Waimea
		02/18/16	
	2/17/2016		Spatially corrected nineteen (19) address points in Mana
	2/17/2016		Added Location Name for two (2) addresses in Mana
	2/16/2016		Spatially corrected thirty-one (31) address points in Mana
		02/04/16	
Airports			
Bridges			
Building Footprints			
Bus Stops			
Churches			
Coastal Names			
Coastline			
Common Places			
Correctional Facilities			
Emergency Callboxes			
Emergency Operation Centers			
Emergency Shelters			
ESZ/ESN			
Fire Beats			
Fire Districts			
Fire Response Areas			
Fire Stations			

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MAPPING LAYERS UPDATED (PART II)

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

KAUAI COUNTY+A7:D45			
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)			
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			
Milepost Markers			
MSAG Communities			
Net Junctions			
Ocean Rescue Boundaries			
Ocean Safety			
Parcels			
Parks			
Parks Polygon			
Points of Interest	2/25/2016		Added six (6) POI in Hanapepe
	2/25/2016		Spatially corrected eight (8) POI in Hanapepe
	2/25/2016		Included the address to two (2) POI in Hanapepe
	2/25/2016		Corrected POI Name for two (2) POI in Hanapepe
	2/25/2016		Spatially corrected two (2) POI in Kaumakani
	2/25/2016		Added six (6) POI in Kekaha
	2/25/2016		Spatially corrected four (4) POI in Kekaha
	2/25/2016		Spatially corrected two (2) POI in Olokele
	2/25/2016		Spatially corrected two (2) POI in Pakala

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MAPPING LAYERS UPDATED (PART III)

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

KAUAI COUNTY+A7:D45			
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	2/25/2016		Spatially corrected twelve (12) POI in Waimea
	2/25/2016		Added nine (9) POI in Waimea
	2/25/2016		Included the address of two (2) POI in Waimea
	2/25/2016		Added one (1) POI in Kaunakani
		02/18/16	
	2/17/2016		Spatially corrected one (1) POI in Kekaha
	2/17/2016		Added one (1) POI in Mana
	2/17/2016		Spatially corrected seven (7) POI in Mana
		02/04/16	
Police Beats			
Police Districts			
Police Response Areas			
Police Stations			
Post Offices			
Schools			
Street Centerlines	2/26/2016		Flipped one (1) street centerline segment
		02/18/16	
	2/17/2016		Added four (4) street centerline segments in Mana
	2/17/2016		Spatially corrected thirteen (13) street centerline segments in Mana
	2/9/2016		Added eighteen (18) street centerline segments in Mana
	2/9/2016		Modified the range of twenty-one (21) street centerline segments in Mana
	2/9/2016		Spatially corrected eleven (11) street centerline segments in Mana
	2/9/2016		Split ten (10) street centerline segments in Mana
	2/8/2016		Added three (3) street centerline segments in Mana
	2/8/2016		Spatially corrected one (1) street centerline segment in Mana
	2/8/2016		Modified the range for nine (9) street centerline segments in Mana
	2/8/2016		Changed Street Name on two (2) street centerline segments in Mana
	2/8/2016		Split three (3) street centerline segments in Mana
	2/5/2016		Spatially corrected ten (10) street centerline segments in Mana
	2/5/2016		Added three (3) street centerline segments in Mana
	2/5/2016		Modified ten (10) street centerline range segments in Mana
	2/5/2016		Changed Street Name for seven (7) street centerline segments in Mana
	2/5/2016		Split two (2) street centerline segments in Mana
		02/04/16	
	2/4/2016		Spatially corrected ten (10) street centerlines in Eleele

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MAPPING LAYERS UPDATED (PART IV)

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

KAUAI COUNTY+A7:D45			
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		02/18/16	
	2/17/2016		Per VZW CRS
		02/04/16	
WSP Cell Towers		02/18/16	
	2/17/2016		Per VZW CRS
		02/04/16	

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

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GIS KEY ACTIVITIES/UPDATES

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

Date	Key Activities/Updates
2/18/2016	Delivered the following data for a GeoComm update: Address Points, Points of Interest, Street Centerlines, WSP Cell Sectors, WSP Cell Towers, GEO and LANDMARK xml files
2/18/2016	Delivered the following data for a MapFlex update: Address Points, Points of Interest, Street Centerlines, WSP Cell Sectors and WSP Cell Towers
2/4/2016	Prepared and delivered the following data for a GeoComm update: Address Points, Points of Interest, Street Centerlines, MSAG Community, Police Stations, ESN, Mile Markers, IRA, WSP Cell Sectors and WSP Cell Towers. Also GEO and LANDMARK xml files
2/4/2016	Prepared and delivered the following data for a MapFlex update: Address Points, Points of Interest, Street Centerlines, MSAG Community, Police Stations, ESN, Mile Markers, WSP Cell Sectors and WSP Cell Towers

GPS DATA COLLECTION AND SITE VERIFICATION

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

MAPFLEX DEPLOYMENT:

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

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

During the month of February 2016, there were continued GIS deliverables into the MapFlex system for Hawaii County, Maui County, Kauai County, and Honolulu Civilian PSAPs. The MapFlex deployment has been concluded and is now considered a running system capable of receiving updates regularly.

1. Akimeka delivered GIS data to the MapFlex system on the following dates in February 2016
 - a. **Hawaii County** – February 2nd and February 17th
 - b. **Maui County** – February 3rd and February 17th
 - c. **Kauai County** – February 4th and February 18th
 - d. **Honolulu** – February 5th and February 19th

4. SERVICE REQUESTS TRANSACTIONS

OPEN SERVICE REQUESTS – FEBRUARY 2016

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#	Date	Ticket #	Description	Category	Urgency	Comments
			None			

NOTE:

There are no open service requests for January 2016.

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

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

Note:

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

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

5. E9-1-1 DATABASE SYNCHRONIZATION

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

NEXT DATA SYNCHRONIZATION REPORT – APRIL 2016

AUDIT SUMMARY RESULTS – 2016—TBA

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

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

AUTOMATIC LOCATION IDENTIFICATION (ALI) DISCREPANCY REPORT -- TBA

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AKIMEKA | HIGH PRIORITY. HIGH IMPACT.

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1. PSAP OPERATIONS

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

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

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

9-1-1 Call Volume																	
MAUI PSAP		Wireline		Wireless				VOIP		Calls With No ALI		Admin Calls		Abandoned Calls		Other Calls	
2016	Total 9-1-1 Calls Processed	No. of Wireline Calls	% of Total Calls	No. of Wireless Calls	% of Total Calls	% of Wireless WPH1 Calls	% of Wireless WPH2 Calls	No. of VoIP Calls	% of Total Calls	No. of Calls with No ALI	% of Total Calls	No. of Admin Calls	% of Total Calls	No. of 9-1-1 Abandoned	% of Total Calls	Other Calls	% of Total Calls
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%

CALL VOLUME MAUI PSAP NOTES:

*Calls with no Ali 0.07% - 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																	
APR																	
MAY																	
JUNE																	
JULY																	
AUG																	
SEPT																	
OCT																	
NOV																	
DEC																	
YTD	21,595	4,071		14,435				597		26		0		2,466		0	
MON AVG	10,798	2,036	18.90%	7,218	66.83%	58.47%	41.53%	299	2.76%	13	0.12%	0	0.00%	1,233	11.40%	0.00	0.00%

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9-1-1 CALL VOLUME MOLOKAI PSAP – FEBRUARY 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
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%

CALL VOLUME MOLOKAI PSAP NOTES:

*Calls with no Ali 0.59% - 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																	
APR																	
MAY																	
JUNE																	
JULY																	
AUG																	
SEPT																	
OCT																	
NOV																	
DEC																	
YTD	708	235		388				9		4		0		72		0	
MON AVG	354	118	33.38%	194	54.71%	56.53%	43.47%	4.50	1.25%	2	0.57%	0	0.00%	36	10.08%	0	0.00%

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9-1-1 CALL VOLUME (COMBINED MAUI & MOLOKAI PSAPS) – FEBRUARY 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
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%

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																	
APR																	
MAY																	
JUNE																	
JULY																	
AUG																	
SEPT																	
OCT																	
NOV																	
DEC																	
YTD	22,303	4,306		14,823				606		30		0		2,538		0	
MON AVG	11,152	2,153	19.36%	7,412	66.44%	58.42%	41.58%	303	2.71%	15	0.13%	0.00	0.00%	1,269	11.36%	0	0.00%

PSAP OPERATION NOTES:

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

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TEXT TO 911 – CURRENT MONTH – FEBRUARY 2016

NOTE:

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

TEXT TO 911 Maui County PSAPs 2016		
Month	Received at Maui	Received at Molokai
January	1	0
February	0	0
March		
April		
May		
June		
July		
August		
September		
October		
November		
December		
YTD	1	0
Monthly Avg.	0.5	0

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FYI.....FOR YOUR INFORMATION

FYI For Your Information		
Special Project in March		
*Statewide 911 LTE Testing		
Island	Towers	Sectors/911 Calls
Oahu	226	597
Hawaii	84	246
Maui	51	159
Lanai	3	9
Molokai	2	6
Kauai	28	88
Total	394	1,105
*Statewide testing does not include Military 911 calls.		
Test results will be reported in the March Status Report.		

WIRELESS PSAP TESTING – FEBRUARY 2016

MAUI COUNTY - FEBRUARY 2016						
Date	WSP	Sites Tested	Sectors Tested	Tested By:	Test Pass/Fail	Comments:
2/9/2016	Sprint	1	4	Maui PSAP	Pass	
2/22/2016	Sprint	1	3	Molokai PSAP	Pass	

NOTES:

- There were two (2) scheduled Wireless 911 Tests in February 2016 for the Maui and Molokai PSAPs.

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2. MSAG (MASTER STREET ADDRESS GUIDE)

MSAG TRANSACTIONS CURRENT MONTH/YEAR – FEBRUARY 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									
APRIL									
MAY									
JUNE									
JULY									
AUGUST									
SEPTEMBER									
OCTOBER									
NOVEMBER									
DECEMBER									
TOTAL YTD	324	21	302	0	1				331
AVG PER MONTH	162	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.

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MSAG CURRENT MONTH NOTES:

A total of **148** MSAG transactions were processed in 9-1-1 Net during the month of February 2016. Thirteen (**13**) 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 **158** customer ANI/ALI (telephone number/address) records updated as a direct result.

TELEPHONE RECORD (ALI) TRANSACTIONS CURRENT MONTH NOTES:

135 Telephone Number Change Requests (TN CR) transactions were processed in 9-1-1 Net with valid MSAG addresses, as a result of the ESN 399 clean-up effort. ESN 399 TN CRs must be validated against HT records and approved by the end user Hawaiian Telcom customer before updating the ALI record. There were no ALI DR or VoIP DRs submitted.

OPEN TELEPHONE RECORD (ALI) DISCREPANCY STATUS:

- **There are 2,026 Open TN CR Transactions as of February 29, 2016.**
- **Refer to chart in the next section “TNCR Current Status”**

1,957 Open TN CR transactions are a direct result of the ESN 399 clean-up and are awaiting approval from Hawaiian Telcom, Inc. **69** Open TN CR transactions are a result of the Dispatchable Location project submitted in September. (Refer to the “Dispatchable Location” chart below) Akimeka continues to monitor and track the progress of the Referred records. Once a telephone number is submitted to Intrado for correction, it must be verified against HT records and/or approved by the customer. Intrado's internal process requires calling each telephone customer individually for approval to update an address in the 9-1-1 database.

- **There are no ALI DRs Open as of February 29, 2016**
- **There are no VoIP DRs Open as of February 29, 2016**

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

NOTE:

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

PSAP 9-1-1 Telephone Number Location Change Request (Telephone Number Change Request (TNCR) Status)				
County	TOTAL TNCR RECORDS SUBMITTED BY AKIMEKA	OPENED TNCRS PENDING FURTHER ACTION BY WEST SAFETY SERVICES (INTRADO)	OPENED TNCRS REFERRED TO TELCO BY WEST SAFETY SERVICES (INTRADO)	TOTAL UNOPENED TNCR RECORDS
MAUI	1,602	92	75	1435
MOLOKAI	424	21	19	384
TOTAL	2,026	113	94	1819

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

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DISPATCHABLE LOCATION – STATUS AS OF – FEBRUARY 2016 - PENDING

NARRATIVE:

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

During the month of August 2015, Akimeka started a pilot project, entering additional location information to a verified MSAG address with multiple telephone numbers. Specifically the Queen Kaahumanu Shopping Center at 275 Kaahumanu Ave. The “Dispatchable Location” data is entered into the “Driving Directions” field in the 9-1-1 Net system, and will display on the Viper Power 911 ALI Screen in the “Exact” field should a 911 call be received from that telephone number. Screen shots of the “Before” ALI screen, and the “After” ALI screen with the updated “Dispatchable Location” information visible, were presented to the Dispatch Supervisors. Akimeka received positive feedback from the 911 Dispatch Personnel because the information that the 911 Call Takers will receive, will certainly cut down on the process of determining the exact location of the 911 caller. In addition to this, Akimeka was informed that the Mobile Dispatch Terminals (MDTs) in the Police Vehicles, also are able to view this “Dispatchable Location” information which will reduce the response times for Public Safety. In September, the Dispatchable Location transactions have been temporarily stopped. Transactions have not been updated in 9-1-1 Net pending research by Hawaiian Tel and West Safety Services (Intrado) for providing an additional 60 character field in the ALI data stream to accommodate Dispatchable Location information as an alternative to using the “Driving Directions” field. Until this field is created, no further Dispatchable Location transactions will be submitted. No further developments as of February 2016.

Dispatchable Location				
Common Name Place	MSAG Address	2016	Number of TNCR* Transactions Submitted	Number of Transactions Processed**
Queen Kaahumanu Center	Carryover from 2015	2015	368	299
		Jan	0	0
		Feb	0	0
		Mar		
		Apr		
		Total	368	299

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

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

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3. GEOGRAPHIC INFORMATION SYSTEM (GIS) – FEBRUARY 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	2/29/2016		Spatially corrected two hundred forty-four (244) address points in Napili	
	2/26/2016		Spatially corrected two (2) address points in Wailuku	
	2/26/2016		Spatially corrected one (1) address in Spreckelsville	
	2/26/2016		Spatially corrected ten (10) address points in Napili	
	2/24/2016		Spatially corrected fifty nine (59) address points in Napili	
	2/23/2016		Added one (1) address in Kahului	
	2/23/2016		Spatially corrected one (1) address in Kahului	
	2/23/2016		Assigned one (1) MSAG address in Kahului	
	2/23/2016		Added one (1) address in Kaluakoi	
	2/23/2016		Added one (1) address in Maalaea	
	2/23/2016		Changed Location Name for one (1) address in Wailea per Maui Dispatch	
	2/23/2016		Spatially corrected eight (8) address points in Wailuku	
	2/23/2016		Added two (2) addresses in Wailuku	
	2/22/2016		Added one (1) address in Hana	
	2/22/2016		Added one (1) address in Kula	
	2/22/2016		Spatially corrected thirteen (13) address points in Lahaina	
	2/22/2016		Added one (1) address in Spreckelsville	
		02/17/16		
	2/12/2016		Spatially corrected thirty (30) address points in Napili	
	2/11/2016		Spatially corrected one hundred fourteen (114) address points in Napili	
	2/11/2016		Added Location Name for one (1) address in Napili	
	2/10/2016		Added two (2) addresses in Haiku	
	2/10/2016		Spatially corrected six (6) address points in Kahului	
	2/10/2016		Added Location Name to five (5) addresses in Kahului	
	2/10/2016		Added one (1) address in Kaunakakai	
	2/10/2016		Added one (1) address in Kihei	
	2/10/2016		Spatially corrected one (1) address point in Lahaina	
	2/10/2016		Added one (1) address in Kula	
	2/10/2016		Added one (1) address in Lahaina	
	2/10/2016		Added one (1) address in Waihee	
	2/10/2016		Added Location Name for one (1) address in Wailuku	
	2/4/2016		Spatially corrected three (3) address points in Kula	

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MAPPING LAYERS UPDATED (PART II)

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

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		02/03/16	
	2/2/2016		Spatially corrected nine (9) address points in Kahului
	2/2/2016		Added Location Name to four (4) addresses in Kahului
	2/2/2016		Corrected House Number for one (1) address in Kapalua
	2/2/2016		Added two (2) addresses in Lanai
	2/1/2016		Spatially corrected two (2) address points in Kahului
	2/1/2016		Added one (1) address in Kahului
	2/1/2016		Assigned one (1) MSAG address in Kahului
	2/1/2016		Added one (1) address in Kaunakakai
	2/1/2016		Added Location Name to one (1) address in Kula
	2/1/2016		Spatially corrected one (1) address in Makawao
	2/1/2016		Added one (1) address in Waihee
	2/1/2016		Added one (1) address in Waikapu
Airports			
Bridges			
Building Footprints			
Bus Stops			
Churches			
Coastal Names			
Coastline			
Common Places			
Correctional Facilities			
Emergency Callboxes			
Emergency Operation Centers			
Emergency Shelters			
ESZ/ESN			
Fire Beats			
Fire Districts			
Fire Response Areas			
Fire Stations			
Food & Beverage			
Gas Stations			

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MAPPING LAYERS UPDATED (PART III)

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

MAUI COUNTY			
Type of Layer	Akimeka GIS Server	Date GIS Delivered	Other/Remarks
	Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Gate Codes	2/24/2016		Included address for one (1) gate code in Napili
	2/24/2016		Spatially corrected two (2) gate codes in Napili
		02/17/16	
		02/03/16	
	2/1/2016		Spatially corrected two (2) gates codes
	2/1/2016		Updated gate code for One Palauea Bay and West Kuiaha Meadows per Maui Dispatch
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	2/23/2016		Added two (2) POI in Hana
	2/23/2016		Added POI in Kahului
		02/17/16	
	2/11/2016		Added one (1) POI in Napili
	2/10/2016		Added six (6) POI in Kahului
	2/4/2016		Spatially corrected three (3) POI in Kula

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MAPPING LAYERS UPDATED (PART IV)

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

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	2/4/2016		Spatially corrected three (3) POI in Kula
		02/03/16	
	2/2/2016		Added thirteen (13) POI in Kahului
	2/2/2016		Spatially corrected eighteen (18) POI in Kahului
	2/2/2016		Added phone number to four (4) POI in Kahului
	2/1/2016		Spatially corrected two (2) POI in Kahului
	2/1/2016		Added street name to one (1) POI address in Kahului
	2/1/2016		Added three (3) POI in Kahului
	2/1/2016		Added one (1) POI in Kula
	2/1/2016		Spatially corrected one (1) POI in Lahaina
	2/1/2016		Spatially corrected two (2) POI in Makawao
	2/1/2016		Spatially corrected one (1) POI in Wailuku
Police Beats			
Police Districts			
Police Response Areas			
Police Stations			
Post Offices			
Schools	2/4/2016		Spatially corrected three (3) schools
Street Centerlines	2/29/2016		Spatially corrected seven (7) street centerline segments in Kapalua
	2/29/2016		Spatially corrected three (3) street centerline segments in Napili
	2/26/2016		Spatially corrected seven (7) street centerline segments in Kapalua
	2/24/2016		Spatially corrected five (5) street centerline segments in Kapalua
	2/24/2016		Added one (1) street centerline segment in Napili
	2/24/2016		Spatially corrected eighteen (18) street centerline segments in Napili
	2/24/2016		Spatially corrected two (2) gate codes in Napili
	2/23/2016		Spatially corrected eleven (11) street centerline segments in Kapalua
	2/23/2016		Spatially corrected eight (8) street centerline segments in Napili
	2/22/2016		Spatially corrected ten (10) street centerline segments in Napili
		02/17/16	
	2/16/2016		Modified the range for two (2) street centerline segments in Hana
	2/16/2016		Flipped one (1) street centerline segment to match newly assigned addresses in Hana
	2/12/2016		Spatially corrected ten (10) street centerline segments in Napili

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MAPPING LAYERS UPDATED (PART V)

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

MAUI COUNTY			
Type of Layer	Akimeka GIS Server	Date GIS Delivered	Other/Remarks
	Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Street Centerlines	2/11/2016		Spatially corrected twenty-four (24) street centerline segments in Napili
		02/03/16	
	2/2/2016		Spatially corrected one (1) street centerline in Lanai
	2/2/2016		Changed street name for one (1) street centerline segment in Lanai
	2/2/2016		Modified range for one (1) street centerline segment in Lanai
	2/1/2016		Modified four (4) street centerline segment ranges in Kahului
	2/1/2016		Added one (1) street centerline segment in Kula
Subdivisions			
Tow Jurisdictions			
Tsunami Evacuation Zones			
Tsunami Heights			
Waste Water Plants			
WSP Cell Sectors	2/29/2016		Per VZW CRS
	2/26/2016		Per VZW CRS
	2/23/2016		Per VZW CRS
	2/22/2016		Per VZW CRS
	2/18/2016		Per VZW CRS
		02/17/16	
	2/11/2016		Per VZW CRS
	2/8/2016		Per VZW CRS
		02/03/16	
WSP Cell Towers	2/29/2016		Per VZW CRS
	2/26/2016		Per VZW CRS
	2/23/2016		Per VZW CRS
	2/22/2016		Per VZW CRS
	2/18/2016		Per VZW CRS
		02/17/16	
	2/11/2016		Per VZW CRS
	2/8/2016		Per VZW CRS
		02/03/16	

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.

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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
2/17/2016	Delivered the following data for an Intergraph CAD map update: Maui Cell Coverage .csv, .str, .rte and .map which included updated Address Points, Street Centerlines and WSP Cell Towers
2/17/2016	Delivered the following for a MapFlex update: Address Points, Street Centerlines and WSP Cell Towers
2/16/2016	Prepared the following for an Intergraph CAD map delivery: Address Points, Street Centerlines and WSP Cell Towers
2/16/2016	Prepared the following for a MapFlex delivery: Address Points, Street Centerlines and WSP Cell Towers
2/3/2016	Delivered the following data for the Intergraph CAD map: Maui Cell Coverage .csv, .str, .rte and .map which included updated Address Points, Gate Codes, Street Centerlines and WSP Cell Towers
2/3/2016	Delivered the following data for MapFlex: Address Points, Food and Beverage, Points of Interest, Street Centerlines, WSP Cell Sectors and WSP Cell Towers
2/2/2016	Prepared the following for an Intergraph CAD map delivery: Address Points, Street Centerlines, Gate Codes and WSP Cell Towers
2/2/2016	Prepared the following for a MapFlex delivery: Address Points, Points of Interest, Food and Beverage, Street Centerlines, ESP Cell Sectors and WSP Cell Towers

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INTERGRAPH CAD UPGRADE

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

1. On February 3, 2016, the following data was prepared and delivered for an Intergraph CAD Map update:
 - a. Address Points, Gate Codes, Street Centerlines and WSP Cell Towers.
 - b. .map, .str, .rte, CAD Map Build database and Cell Coverage.csv
2. Akimeka also delivered an updated Intergraph CAD map on February 17, 2016 which included:
 - a. Address Points, Street Centerlines and WSP Cell Towers.
 - b. The .map, .str, .rte, CAD Map Build database and Cell Coverage.csv were also delivered.

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

MAPFLEX DEPLOYMENT

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

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

During the month of February 2016, there were continued GIS deliverables into the MapFlex system for Hawaii County, Maui County, Kauai County, and Honolulu Civilian PSAPs. The MapFlex deployment has been concluded and is now considered a running system capable of receiving updates regularly.

1. Akimeka delivered GIS data to the MapFlex system on the following dates in February 2016
 - a. **Hawaii County** – February 2nd and February 17th
 - b. **Maui County** – February 3rd and February 17th
 - c. **Kauai County** – February 4th and February 18th
 - d. **Honolulu** – February 5th and February 19th

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4. SERVICE REQUESTS TRANSACTIONS

OPEN SERVICE REQUESTS – MAUI COUNTY PSAPS - FEBRUARY 2016

MAUI COUNTY						
#	Date	Ticket #	Description	PSAP	Urgency	Comments
			NONE			

NOTE:

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

MAUI PSAP SERVICE REQUEST 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									
April									
May									
June									
July									
August									
September									
October									
November									
December									
TOTAL	1	1	0	0	0	0	0	1	1

Note:

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

Definitions:

Category

Description

Wireline

Telephone Number (ALI) Discrepancies from land line phones that have been submitted to West Safety Services (Intrado) via 9-1-1 Net for correction.

Wireless

Telephone Number (ALI) Discrepancies from phones that were land lines at one time, and were ported out to a wireless carrier. However, the phone number was never removed from the MSAG database.

VoIP

Telephone Number (ALI) Discrepancies from VoIP phones that have been submitted to Time Warner Cable (TWCBL) for correction

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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 Data Synchronization Report – March 2016

AUDIT SUMMARY RESULTS – 2016 -- TBA

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

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

AUTOMATIC LOCATION IDENTIFICATION (ALI) DISCREPANCY REPORT -- TBA

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1. PSAP OPERATIONS

9-1-1 CALL VOLUME – FEBRUARY 2016

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

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

9-1-1 Primary PSAP Call Volume																	
Honolulu City & County PSAPs		Wireline		Wireless				VOIP		Calls With No ALI		Admin Calls		Abandoned Calls		Other Calls	
2016	Total 9-1-1 Calls Processed	No. of Wireline Calls	% of Total Calls	No. of Wireless Calls	% of Total Calls	% of Wireless WPH1 Calls	% of Wireless WPH2 Calls	No. of VoIP Calls	% of Total Calls	No. of Calls with No ALI	% of Total Calls	No. of Admin Calls	% of Total Calls	No. of 9-1-1 Abandoned	% of Total Calls	No. of Other Calls	% of Total Calls
February	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%

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																	
APR																	
MAY																	
JUNE																	
JULY																	
AUG																	
SEPT																	
OCT																	
NOV																	
DEC																	
YTD	170,212	39,199		124,509				6,402		102		4,143		24,521		2,860	
MON AVG	85,106	19,600	23.04%	62,255	73.14%	51.12%	22.03%	3,201	3.76%	51	0.06%	2,072	2.43%	12,261	14.41%	1,430	1.65%

NOTE:

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

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9-1-1 CALL VOLUME BY AGENCY – FEBRUARY 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
February	70,806	86.55%	18,378	39,567	1,046	11,815	2,021	2.47%	83	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
February	8,314	10.16%	762	108	60	0.07%	59	1

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																		
APR																		
MAY																		
JUNE																		
JULY																		
AUG																		
SEPT																		
OCT																		
NOV																		
DEC																		
YTD	146,934		37,829	82,289	2,295	24,521	4,305		186	0	15,962		1,517	254	151		145	7
MON AVG	73,467	86.34%	18,915	41,145	1,148	12,261	2,153	2.53%	93	0	7,981	9.41%	759	127	76	0.09%	73	4

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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.

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TEXT TO 911 – CURRENT MONTH – FEBRUARY 2016

NOTE:

- The Oahu Civilian PSAPs have deployed a soft launch for Text to 911 on December 21, 2015.
- During this soft launch period, PSAP personnel will utilize this period to sharpen their Texting skills and procedures.
- Although there is a “Text to 911” plot on the MapFlex, the location of the plot is not reliable. Text to 911 Dispatchers should use their skills to ascertain the exact location of the emergency response.

TEXT TO 911 Oahu Civilian PSAPs 2016						
Month	Total	HPD	HFD	EMS	OS	911 (handled)
January	110	96	1	0	0	13
February	109	75	0	3	0	31
March						
April						
May						
June						
July						
August						
September						
October						
November						
December						
YTD	219	171	1	3	0	44
Monthly Avg.	109.5	85.5	0.5	1.5	0	22

NOTE:

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

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FYI.....FOR YOUR INFORMATION

FYI For Your Information		
Special Project in March		
*Statewide 911 LTE Testing		
Island	Towers	Sectors/911 Calls
Oahu	226	597
Hawaii	84	246
Maui	51	159
Lanai	3	9
Molokai	2	6
Kauai	28	88
Total	394	1,105
*Statewide testing does not include Military 911 calls.		
Test results will be reported in the March Status Report.		

WIRELESS PSAP TESTING – FEBRUARY 2016

OAHU CIVILIAN - FEBRUARY 2016						
Date	WSP	Sites Tested	Sectors Tested	Tested By:	Test Pass/Fail	Comments:
2/4/2016	Sprint	1	4	Oahu PSAP	Pass	

NOTES:

- There was one (1) scheduled Wireless 911 Test for the Oahu Civilian PSAP in February 2016.

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2. MSAG (MASTER STREET ADDRESS GUIDE)

MSAG TRANSACTIONS CURRENT MONTH/YEAR – FEBRUARY 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									
APRIL									
MAY									
JUNE									
JULY									
AUGUST									
SEPTEMBER									
OCTOBER									
NOVEMBER									
DECEMBER									
TOTAL YTD	268	49	216	3	0				936
AVG PER MONTH	134	25	108	2	0				468

Definitions

- (A) **Master Street Address Guide** - Represents corrections made to street records including, street names, address ranges, MSAG Communities and ESNs.
- (B) **Telephone Number Change Request** - Represents address corrections on a specific TN or group of TNs. These "invalid" TNs usually have an associated ESN 199 attached to them which indicates the need for validation.
- (C) **Automatic Location Information Discrepancy Record** - Represents an address discrepancy discovered during a live 9-1-1 call, from a landline. These record corrections are treated with a higher priority and should be processed within 48 hours as a general guideline.
- (D) **Voice over Internet Protocol Discrepancy Record** - Represents an address discrepancy discovered during a live 9-1-1 call, from a VoIP phone. These record corrections are treated with a higher priority and should be processed within 72 hours as a general guideline per Time Warner Operations Center. MSR tracking effective April 2014.

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MSAG CURRENT MONTH NOTES:

A total of **244** MSAG transactions were processed in 9-1-1 Net during the month of February 2016. Twenty-six (**26**) 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 **421** customer ANI/ALI (telephone number/address) records updated as a direct result.

TELEPHONE RECORD (ALI) TRANSACTIONS CURRENT MONTH NOTES:

216 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. Two (**2**) ALI DRs were submitted as the result of 9-1-1 calls, including government facility in Kailua and a business in Ala Moana Center. One (**1**) VoIP DR was submitted for a 911 caller in Kapolei. Honolulu EMS submitted this request to Akimeka to update the customer information.

OPEN TELEPHONE RECORD (ALI) DISCREPANCY STATUS:

- **There are 497 Open TN CR Transactions as of February 29, 2016.**
- **Refer to chart in the next section “TNCR Current Status”**

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

- **There is zero Open ALI-DR as of February 29, 2016**
- **There is one (1) Open VoIP DR as of January 29, 2016**

The VoIP DR was the result of 9-1-1 call from a business in Kapolei. Honolulu EMS submitted the requests to Akimeka to update the customer information and provided an MSAG valid address. Akimeka submitted the VoIP DRs to the proper telco's via email and are awaiting confirmation that the addresses have been updated.

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

NOTE:

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

PSAP 9-1-1 Telephone Number Location Change Request (Telephone Number Change Request (TNCR) Status)				
PSAP	TOTAL TNCR RECORDS SUBMITTED BY AKIMEKA	OPENED TNCRS PENDING FURTHER ACTION BY WEST SAFETY SERVICES (INTRADO)	OPENED TNCRS REFERRED TO TELCO BY WEST SAFETY SERVICES (INTRADO)	TOTAL UNOPENED TNCR RECORDS
OAHU CIVILIAN	497	11	177	309

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

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MSAG COMMUNITIES PROJECT

MSAG COMMUNITY AND STREET SEGMENT SWEEP – PHASE VII

MSAG Community and Street Segment Sweep – Phase VII

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

Below is the latest Phase VII work effort as of **February 29, 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			
Hauula	11/12/14	11/17/14	11/06/14		11/14/14	11/21/14
Laie	11/18/14	11/24/14	11/14/14			
Kahuku	11/25/14	12/02/14	11/25/14			
Sunset	12/03/14	12/10/14	12/08/14		11/28/14	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			

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MSAG Community and Street Segment Sweep – Phase VII continued

MSAG COMMUNITY (In Order of Effort)	MSAG COMMUNITY AND STREET SEGMENT SWEEP -- PHASE VII				GIS UPDATES	
	TARGET START DATE	TARGET COMPLETION DATE	AKIMEKA COMPLETION DATE	NOTES/COMMENTS	DATE GIS DELIVERED TO HPD	DATE GIS LOADED TO CAD BY HPD
Waianae	03/13/15	03/24/15	03/09/15		03/20/15	04/02/15
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	
Kalaheo	05/22/15	06/08/15	06/08/15		06/12/15	06/25/15
Ewa Beach	06/09/15	07/27/15	07/24/15		06/26/15	07/13/15
Iroquois	07/28/15	08/03/15	07/27/15		07/10/15	07/14/15
Waipahu	08/04/15	09/07/15	08/25/15		08/7/15, 08/21/15	
Kunia	09/08/15	09/11/15	08/26/15			
Waipio	09/14/15	09/29/15	09/18/15		09/18/15	10/12/15
Mililani	09/30/15	11/19/15	11/10/15		11/10/15	12/14/16
Pearl City	11/20/15	12/17/15	12/02/16		12/11/16	
Aiea	12/18/15	01/26/16	01/19/16		12/23/16	01/14/16
PC PEN	01/27/16	02/02/16	01/19/16		01/08/16	
McGrew PT	02/03/16	02/04/16	01/20/16	ArcGIS License Issues at HPD on workstation	01/22/16	
Halawa	02/05/16	02/08/16	01/20/16			
Aliamanu	02/12/16	02/17/16	01/21/16			
Moanalua T	02/18/16	02/23/16	01/26/16			
Hale Moku	02/24/16	02/29/16	01/26/16			
Maloelap	03/01/16	03/02/16	01/27/16			
Hokulani	03/03/16	03/07/16	02/08/16		02/05/16	
Moanalua	03/08/16	03/10/16	02/12/16		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			
Radford T	04/12/16	04/14/16	02/23/16			
Mapunapuna	04/15/16	04/20/16	IN PROGRESS			

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3. GEOGRAPHIC INFORMATION SYSTEM (GIS) – FEBRUARY 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	2/29/2016		Added two (2) address points in Pearl City
	2/29/2016		Spatially corrected two thousand one hundred twenty-two (2122) address points in Pearl City
	2/26/2016		Added six (6) address points in Pearl City
	2/26/2016		Added seven (7) location names in Pearl City
	2/26/2016		Spatially corrected nine hundred eighty-three (983) address points in Pearl City
	2/25/2016		Spatially corrected forty-three (43) address points in Mililani
	2/25/2016		Added forty-three (43) location names in Mililani
	2/25/2016		Added forty-three (43) building numbers in Mililani
	2/25/2016		Added twenty-three (23) floor numbers in Mililani
	2/25/2016		Added twenty-three (23) apartment numbers in Mililani
	2/25/2016		Corrected seven (7) TMK in Mililani
	2/25/2016		Added one hundred forty-one (141) address points in Mililani
	2/25/2016		Added two (2) apartment numbers in Pearl City
	2/25/2016		Added thirteen (13) address points in Pearl City
	2/25/2016		Added ten (10) location names in Pearl City
	2/25/2016		Deleted one (1) address point in Pearl City
	2/25/2016		Spatially corrected nine (9) address points in Aiea
	2/25/2016		Spatially corrected three hundred thirty-eight (338) address points in Pearl City
	2/24/2016		Added nine (9) apartment numbers in Mililani
	2/24/2016		Added thirty-seven (37) location names in Mililani
	2/24/2016		Added twenty-eight (28) building numbers in Mililani
	2/24/2016		Spatially corrected thirty-seven (37) address points in Mililani
	2/24/2016		Added forty-three (43) address points in Mililani
	2/24/2016		Deleted six (6) address points in Mililani
	2/24/2016		Added one (1) address point in Pearl City
	2/24/2016		Added six (6) location names in Pearl City
	2/24/2016		Spatially corrected seven hundred thirty-three (733) address points in Pearl City
	2/23/2016		Added two (2) routing ids in Pearl City
	2/23/2016		Added two (2) location names in Pearl City
	2/23/2016		Deleted one (1) address point in Pearl City
	2/23/2016		Spatially corrected eighty (80) address points in Pearl City
	2/23/2016		Added one (1) routing id in Mililani

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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	2/23/2016		Spatially corrected forty-two (42) address points in Mililani	
	2/23/2016		Added forty (40) location names in Mililani	
	2/23/2016		Added forty (40) apartment numbers in Mililani	
	2/23/2016		Added thirty (30) building numbers in Mililani	
	2/23/2016		Added one hundred thirteen (113) address points in Mililani	
	2/23/2016		Corrected eight (8) addresses in Mililani	
	2/22/2016		Deleted twenty-five (25) address points in Mililani	
	2/22/2016		Added twenty-four (24) location names in Mililani	
	2/22/2016		Added twenty-four (24) building numbers in Mililani	
	2/22/2016		Added twenty-four (24) floor numbers in Mililani	
	2/22/2016		Added twenty-four (24) apartment numbers in Mililani	
	2/22/2016		Added one hundred sixty-eight (168) address points in Mililani	
	2/22/2016		Spatially corrected nine hundred eighty-six (986) address points in Mililani	
	2/22/2016		Spatially corrected forty-five (45) address points in Waipio	
	2/22/2016		Spatially corrected six (6) address points in Pearl City	
	2/22/2016		Deleted one (1) address point in Pearl City	
		02/19/16		
	2/19/2016			Deleted four (4) address points in Mililani
	2/19/2016			Added seventy-eight (78) address points in Mililani
	2/19/2016			Corrected one (1) address in Mililani
	2/19/2016			Added eleven (11) location names in Mililani
	2/19/2016			Added eleven (11) building numbers in Mililani
	2/19/2016			Added eleven (11) floor numbers in Mililani
	2/19/2016			Added eleven (11) apartment numbers in Mililani
	2/19/2016			Spatially corrected one thousand seven hundred ninety-four (1794) address points in Mililani
	2/18/2016			Added fifty-eight (58) location names in Mililani
	2/18/2016			Added fifty-two (52) apartment numbers in Mililani
	2/18/2016			Added two hundred fifty (250) address points in Mililani
	2/18/2016			Corrected two (2) addresses in Mililani
	2/18/2016			Spatially corrected one thousand one hundred (1100) address points in Mililani
	2/17/2016			Corrected two (2) TMK in Mililani
	2/17/2016			Added twenty (20) location names in Mililani
	2/17/2016			Added one hundred thirteen (113) address points in Mililani

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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	2/17/2016		Deleted ten (10) address points in Mililani
	2/17/2016		Added one (1) building number in Mililani
	2/17/2016		Corrected one (1) location name in Mililani
	2/17/2016		Spatially corrected eight hundred forty-six (846) address points in Mililani
	2/16/2016		Added twenty-two (22) apartment numbers in Mililani
	2/16/2016		Added twenty-two (22) building numbers in Mililani
	2/16/2016		Added thirty-one (31) location names in Mililani
	2/16/2016		Added seventy-five (75) address points in Mililani
	2/16/2016		Deleted ninety-eight (98) address points in Mililani
	2/16/2016		Spatially corrected nine hundred seventy-eight (978) address points in Mililani
	2/12/2016		Added fourteen (14) location names in Mililani
	2/12/2016		Added four (4) apartment numbers in Mililani
	2/12/2016		Deleted one (1) address point in Mililani
	2/12/2016		Added five (5) address points in Mililani
	2/12/2016		Deleted two (2) address points in Pearl City
	2/12/2016		Spatially corrected one thousand two hundred forty-five (1245) address points in Mililani
	2/11/2016		Added twenty-three (23) location names in Mililani
	2/11/2016		Added one hundred two (102) address points in Mililani
	2/11/2016		Added twenty (20) building numbers in Mililani
	2/11/2016		Corrected one (1) TMK in Mililani
	2/11/2016		Added eighteen (18) apartment numbers in Mililani
	2/11/2016		Added one (1) location name in Pearl City
	2/11/2016		Spatially corrected two (2) address points in Pearl City
	2/11/2016		Corrected two (2) addresses in Pearl City
	2/11/2016		Added two (2) aliases in Pearl City
	2/11/2016		Spatially corrected one thousand nine hundred sixty-one (1961) address points in Mililani
	2/10/2016		Added ninety-two (92) apartment numbers in Mililani
	2/10/2016		Deleted twelve (12) address points in Mililani
	2/10/2016		Corrected one (1) TMK in Mililani
	2/10/2016		Added eight (8) location names in Mililani
	2/10/2016		Added two (2) address points in Mililani
	2/10/2016		Spatially corrected one thousand seven hundred seventy-one (1771) address points in Mililani

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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)			
	2/9/2016		Added fifteen (15) location names in Waipio
Address Points	2/9/2016		Corrected one (1) TMK in Waipio
	2/9/2016		Corrected one (1) location name in Waipio
	2/9/2016		Added one (1) address point in Waipio
	2/9/2016		Spatially corrected six hundred forty-five (645) address points in Waipio
	2/9/2016		Added one (1) location name in Mililani
	2/9/2016		Spatially corrected eight hundred eighty-seven (887) address points in Mililani
	2/8/2016		Added eight (8) location names in Waipio
	2/8/2016		Added three (3) address points in Waipio
	2/8/2016		Spatially corrected one thousand two hundred fifty-two (1252) address points in Waipio
		02/05/16	
	2/5/2016		Added five (5) address points in Kalihi
	2/5/2016		Spatially corrected three (3) address points in Kalihi
	2/5/2016		Added three (3) location names in Waipio
	2/5/2016		Corrected three (3) TMK in Waipio
	2/5/2016		Deleted three (3) address points in Waipio
	2/5/2016		Spatially corrected eight hundred five (805) address points in Waipio
	2/4/2016		Spatially corrected nine (9) address points in Kunia
	2/4/2016		Deleted one (1) address point in Waipio
	2/4/2016		Added four (4) address points in Waipio
	2/4/2016		Added two (2) address points in Kalihi
	2/4/2016		Spatially corrected seven hundred thirty-three (733) address points in Waipio
	2/3/2016		Deleted three (3) address points in Waipahu
	2/3/2016		Added one (1) location name in Waipahu
	2/3/2016		Added one (1) address point in Waipahu
	2/3/2016		Spatially corrected three thousand sixty-two (3062) address points in Waipahu
	2/2/2016		Added one (1) location name in Waipahu
	2/2/2016		Added two (2) address points in Waipahu
	2/2/2016		Spatially corrected one thousand two hundred twelve (1212) address points in Waipahu
	2/1/2016		Added six (6) location names in Waipahu
	2/1/2016		Added one (1) building number in Waipahu
	2/1/2016		Spatially corrected nine hundred thirty-four (934) address points in Waipahu

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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)			
Airports			
Bridges			
Building Footprints			
Bus Stops			
Churches			
Coastal Names			
Coastline			
Common Places			
Correctional Facilities			
Emergency Callboxes			
Emergency Operation Centers			
Emergency Shelters			
ESZ/ESN	2/24/2016		Corrected boundaries for ESNs 119, 122, 123, 120, and 121
		02/19/16	
	2/18/2016		Corrected boundaries for ESNs 121 and 122
	2/17/2016		Corrected boundaries for ESNs 122 and 123
	2/11/2016		Corrected boundaries for ESNs 128 and 167
		02/05/16	
Fire Beats			
Fire Districts			
Fire Response Areas	2/24/2016		Corrected boundaries for STA1, STA3, and STA25
		02/19/16	
	2/17/2016		Corrected boundaries for STA4 and STA25
Fire Stations			
Food & Beverage			
Gas Stations			
Gate Codes			
Government Buildings			
Harbors			
Helipads			
Hiking Trails			
Hospitals			

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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)			
Hydrants			
Hyrdology Layers			
Incident Response Areas			
Lodging			
Major Roads			
Medic Beats			
Medic Districts			
Medic Response Areas			
Medic Stations			
Medical Facilities			
Milepost Markers			
MSAG Communities	2/24/2016		Corrected boundaries for Nuuanu, Punchbowl, and Downtown
	2/22/2016		Corrected boundaries for Halsey T and Radford T
		02/19/16	
	2/19/2016		Corrected boundaries for Miller Pk, Radford T, and Halsey T
	2/18/2016		Corrected boundaries for Kalihi, Downtown, and Nuuanu
	2/17/2016		Corrected boundaries for Kalihi and Nuuanu
	2/11/2016		Corrected boundaries for Airport and Hickam
		02/05/16	
Net Junctions			
Ocean Rescue Boundaries			
Ocean Safety			
Parcels			
Parks			
Parks Polygon			
Points of Interest	2/29/2016		Spatially corrected nine (9) locations in Pearl City
	2/26/2016		Spatially corrected thirty-three (33) locations in Pearl City
	2/25/2016		Spatially corrected seventeen (17) locations in Pearl City
	2/24/2016		Spatially corrected eleven (11) locations in Pearl City
	2/23/2016		Spatially corrected two (2) locations in Pearl City
	2/23/2016		Spatially corrected one (1) location in Mililani
	2/22/2016		Spatially corrected forty-four (44) locations in Waipio
	2/22/2016		Spatially corrected two (2) locations in Pearl City
	02/19/16		

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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)			
Points of Interest	2/18/2016		Spatially corrected six (6) locations in Mililani
	2/17/2016		Spatially corrected twenty-six (26) locations in Mililani
	2/16/2016		Spatially corrected eleven (11) locations in Mililani
	2/16/2016		Corrected five (5) msag communities in Airport
	2/16/2016		Corrected five (5) ESN in Aiport
	2/12/2016		Spatially corrected nine (9) locations in Mililani
	2/11/2016		Spatially corrected fourteen (14) locations in Mililani
	2/10/2016		Spatially corrected thirteen (13) locations in Mililani
	2/9/2016		Spatially corrected nine (9) locations in Waipio
	2/9/2016		Spatially corrected six (6) locations in Mililani
	2/8/2016		Spatially corrected twenty-three (23) locations in Waipio
		02/05/16	
	2/5/2016		Spatially corrected one (1) location in Kalihi
	2/5/2016		Spatially corrected four (4) locations in Waipio
	2/4/2016		Spatially corrected two (2) locations in Kunia
	2/4/2016		Spatially corrected four (4) locations in Waipio
	2/3/2016		Spatially corrected eleven (11) locations in Waipahu
	2/2/2016		Spatially corrected eight (8) locations in Waipahu
2/1/2016		Spatially corrected thirteen (13) locations in Waipahu	
Police Beats	2/24/2016		Corrected Police Beat 571 according to the HPD written policies and procedures, and continued correcting 572, 158, 160, 150, 152
		02/19/16	
	2/18/2016		Corrected Police Beat 570 according to the HPD written policies and procedures
	2/17/2016		Corrected Police Beat 569 according to the HPD written policies and procedures, and continued correcting 570, 571, and 572
		02/05/16	
Police Districts			
Police Response Areas			
Police Stations			
Post Offices			
Schools			
Street Centerlines	2/24/2016		Spatially corrected thirty-seven (37) street segments in Salt Lake
	2/24/2016		Spatially corrected twenty-one (21) street segments in Nuuanu
	2/24/2016		Split five (5) street segments in Nuuanu
	2/24/2016		Corrected seven (7) elevation values in Nuuanu
	2/24/2016		Flipped two (2) street segments in Nuuanu
	2/24/2016		Corrected two (2) one way values in Nuuanu

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MAPPING LAYERS UPDATED (PART VIII)

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

OAHU CIVILIAN				
Type of Layer	Akimeka GIS Server	Date GIS Delivered	Other/Remarks	
	Date Created/ Edits Performed			
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)				
Street Centerlines	2/24/2016		Spatially corrected three (3) street segments in Punchbowl	
	2/23/2016		Added one (1) street segment in Ewa Beach	
	2/23/2016		Spatially corrected thirty-five (35) street segments in Radford T	
	2/23/2016		Spatially corrected twenty-four (24) street segments in Salt Lake	
	2/22/2016		Spatially corrected eighty (80) street segments in Halsey T	
		02/19/16		
	2/19/2016		Spatially corrected twenty-four (24) street segments in Miller Pk	
	2/18/2016		Split one (1) street segments in Kalihi	
	2/18/2016		Spatially corrected eight (8) street segments in Kalihi	
	2/18/2016		Spatially corrected fourteen (14) street segments in Miller Pk	
	2/17/2016		Spatially corrected twenty-one (21) street segments in Kalihi	
	2/16/2016		Spatially corrected seventy-six (76) street segments in Catlin Pk	
	2/12/2016		Split eight (8) street segments in Airport	
	2/12/2016		Corrected five (5) elevation values in Airport	
	2/12/2016		Spatially corrected fifty-five (55) street segments in Airport	
	2/11/2016		Corrected Community and ESN attributes for twenty-one (21) Street segments in Airport	
	2/11/2016		Corrected two (2) street ranges in Moanalua	
	2/11/2016		Added one (1) street name in Airport	
	2/11/2016		Spatially corrected twenty-five (25) street segments in Airport	
	2/10/2016		Corrected one (1) street range in Pearl City	
	2/10/2016		Corrected one (1) street name in Pearl City	
	2/10/2016		Spatially corrected fourteen (14) street segments in Airport	
	2/9/2016		Deleted one (1) bad street segment in Airport	
	2/9/2016		Spatially corrected fifty-one (51) street segments in Airport	
	2/8/2016		Spatially corrected thirty (30) street segments in Hokulani	
	2/8/2016		Spatially corrected twenty-eight (28) street segments in Moanalua	
		02/05/16		
		2/5/2016		Added two (2) street segments in Kalihi
	Subdivisions			
	Tow Jurisdictions			
Tsunami Evacuation Zones				
Tsunami Heights				
Waste Water Plants				

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MAPPING LAYERS UPDATED (PART IX)

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

OAHU CIVILIAN			
Type of Layer	Akimeka GIS Server	Date GIS Delivered	Other/Remarks
	Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
WSP Cell Sectors	2/26/2016		Per VZW CRS
	2/23/2016		Per VZW CRS
	2/22/2016		Per VZW CRS
		02/19/16	
	2/18/2016		Per VZW CRS
	2/17/2016		Per VZW CRS
	2/8/2016		Per VZW CRS
		02/05/16	
WSP Cell Towers	2/26/2016		Per VZW CRS
	2/23/2016		Per VZW CRS
	2/22/2016		Per VZW CRS
		02/19/16	
	2/18/2016		Per VZW CRS
	2/17/2016		Per VZW CRS
	2/8/2016		Per VZW CRS
		02/05/16	

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GEOGRAPHIC INFORMATION SYSTEM (GIS) NARRATIVE

GIS KEY ACTIVITIES/UPDATES

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

2/29/2016	Cell Towers and Cell Sectors for GeoComm at HPD, HFD and EMS
2/22/2016	Cell Towers and Cell Sectors for GeoComm at HPD, HFD and EMS
2/19/2016	Street Centerlines, Common Places, Police Beats, MSAG Communities to HPD for Motorola CAD
2/19/2016	Street Centerlines, Address Points, Fire Response Areas, Medic Response Areas, and Display Address Points to HFD, EMS, and Ocean Safety for TriTech CAD
2/19/2016	Address Points, Common Places, Street Centerlines, Police Response Areas, Fire Response Areas, Medic Response Areas, Ocean Safety Response Areas, ESN, MSAG Communities, Cell Towers, Cell Sectors to the Honolulu MapFlex system for HPD, HFD, EMS, and Ocean Safety
2/15/2016	Cell Towers and Cell Sectors for GeoComm at HPD, HFD and EMS
2/8/2016	Cell Towers and Cell Sectors for GeoComm at HPD, HFD and EMS
2/5/2016	Street Centerlines, Common Places, Police Beats, MSAG Communities to HPD for Motorola CAD
2/5/2016	Street Centerlines, Address Points, Fire Response Areas, Medic Response Areas, and Display Address Points to HFD, EMS, and Ocean Safety for TriTech CAD
2/5/2016	Address Points, Common Places, Street Centerlines, Police Response Areas, Fire Response Areas, Medic Response Areas, Ocean Safety Response Areas, ESN, MSAG Communities, Cell Towers, Cell Sectors to the Honolulu MapFlex system for HPD, HFD, EMS, and Ocean Safety
2/1/2016	Cell Towers and Cell Sectors for GeoComm at HPD, HFD and EMS

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POLICE BEATS CORRECTIONS

Background

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

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

Status to Date

Based on HPD PMT's confirmation, Akimeka continued to make corrections to the Police Beats during the month of February 2016 and has corrected three (3) more Police Beats (569, 570, 571), and is in the process of correcting five (5) additional Police Beat boundaries (572, 150, 152, 158, and 160) according to the HPD written Policies and Procedures.

Upload Process

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

MAPFLEX SYSTEM

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

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

During the month of February 2016, there were continued GIS deliverables into the MapFlex system for Hawaii County, Maui County, Kauai County, and Honolulu Civilian PSAPs. The MapFlex deployment has been concluded and is now considered a running system capable of receiving updates regularly.

1. Akimeka delivered GIS data to the MapFlex system on the following dates in February 2016
 - a. **Hawaii County** – February 2nd and February 17th
 - b. **Maui County** – February 3rd and February 17th
 - c. **Kauai County** – February 4th and February 18th
 - d. **Honolulu** – February 5th and February 19th

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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 January 13, 2016 and February 22, 2016.

Street Utility Check				
	First Report 06/01/13	1/13/2016	2/22/2016	Improvements/Corrections
Total Number of GIS Records	26,602	29,308	29,339	Increased by 31 records
Errors Identified				
Zero Errors	5,112	374	368	Decreased by 6 errors
Low > High Errors	3	0	0	No Change
Mixed Parity Errors	1	0	0	No Change
Changed Parity Errors	105	0	0	No Change
Address Gap Errors	2,629	0	0	No Change
Address Overlap Errors	423	0	0	No Change
Flipped Link Errors	1,030	635	637	Increased by 2 errors
Total Errors	9,303	1,009	1,005	Decreased by 4 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.

Oahu Civilian E9-1-1 Status Report

February 1, 2016 - February 29, 2016

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 – APRIL 2016

AUDIT SUMMARY RESULTS – 2016 -- TBA

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

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

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

AUTOMATIC LOCATION IDENTIFICATION (ALI) DISCREPANCY REPORT -- TBA