STATE OF HAWAII

Communications, Technical and Finance Meeting
(Combined Meeting)
Kalanimoku Bldg., Room 322B
1151 Punchbowl St., Honolulu
Thursday, July 14, 2016
10:00 am – 12:00 pm

Agenda

I. Call to Order, Public Notice, Quorum
II. Public testimony on all agenda items
III. Introductions
IV. Review and Approval of Last Month's Meeting Minutes
V. Committee Updates by Committee Chairs

      a. Communications Committee – Steven Schutte
         i. 2017 Legislative Investigative Committee update – Paul Ferreira
         ii. Others

      b. Technical Committee – Thalia Burns
         i. HawTel outage on June 22, 2016.
         ii. New Technical Committee member – Lt. Darren Horio (HiPD).
         iii. Investigative Regulatory Committee update – Davlynn Racadio
         iv. FCC update
         v. Text-to-911 update
         vi. Request for approval:
             1. APCO Conference, August 14-17, 2016, Orlando, FL.
                a. Board member (1) - $3,300.
                b. Technical Committee Member (1) - $3,300.
                c. Oahu DIT (1) - $3,300.
                d. HFD (1) - $3,500.
             2. NASNA Conference, October 25-26, 2016, Kansas City, Mo.
                a. Executive Director (1) - $1,800
             3. Colorado Chapter Conference, Oct. 6-7, 2016, Denver, CO.
                 a. HPD (2) - $5,000.
         vii. Others.

c. Finance Committee – Kiman Wong
   i. Review of Monthly Cash Flow & Budget Financial Reports.
   ii. Request for funding approval:
      1. APCO Conference, August 14-17, 2016, Orlando, FL.
         a. Board member (1) - $3,300.
         b. Technical Committee Member (1) - $3,300.
         c. Oahu DIT (1) - $3,300.
         d. HFD (1) - $3,500.
      2. NASNA Conference, October 25-26, 2016, Kansas City, Mo.
         a. Executive Director (1) - $1,800
      3. Colorado Chapter Conference, Oct. 6-7, 2016, Denver, CO
         a. HPD (2) - $5,000.
   iii. Others.

VI.   PSAP Status Updates

a. Kauai – Michael Contrades
b. Oahu HPD – Allan Nagata
c. Oahu HFD – Gary Lum
d. Molokai – Dean Rickard
e. Maui – John Jakubczak
f. Hawaii – Paul Ferreira
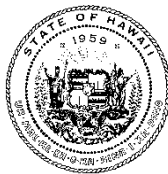
VII.   Items for Discussion, Consideration and Action

a. 911 Timeline update.
b. Others.

VIII.   Announcements

a. Meeting dates (10:00am – 12:00noon):
   i. Thursday, July, 14, 2016 (Combined meeting)
   ii. Thursday, August 11, 2016 (Combined meeting)
   iii. Thursday, September 15, 2016 (Combined meeting)(date change)
   iv. Thursday, October 13, 2016 (Combined meeting)
b. FirstNet Update – Victoria Garcia
c. Others

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

X.   Adjournment

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

DAVID Y. IGE
GOVERNOR

DOUGLAS MURDOCK
Comptroller

AUDREY HIDANO
Deputy Comptroller

STATE OF HAWAII

Communications, Technical and Finance Meeting
(Combined Meeting)
Kalanimoku Bldg., Room 322B
1151 Punchbowl St., Honolulu
Thursday, June 9, 2016
10:00 am – 1:00 pm

<u>Communications Committee members present</u>: Steven Schutte (Chair), Thalia Burns (HPD), Paul Ferreira (HiPD), Davlynn Racadio (MPD) and Lavina Taovao (KPD).
<u>Communications Committee members absent:</u> None.

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

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

<u>Staff Members Present</u>: Stella Kam (AG), Courtney Tagupa (E911) and Kerry Yoneshige (DAGS).

<u>Guests</u>: Diana Chun (ESD), Delores Cook (DoD), Aaron Farias (HPD), Travis Ing (HiPD), Arnold Kishi (ETS), Barry Kubo (MPD), Gary Lum (HFD), Ben Morgan (Hawaiian Telcom), Allan Nagata (HPD) and Ken Schulte (TriTech).

Minutes

I. **Call to Order, Public Notice, Quorum**
   a. The meeting was called to order at 10:01 am by Board Chairman Paul Ferreira.
   b. Public notice has been issued.
   c. Quorum was present for all Committees.

II. **Public testimony on all agenda items**
   a. Board Chair Ferreira asked if anyone who wishes to provide testimony on any agenda item to please come forward. No one came forward to testify.

III. **Introductions**
   a. Introductions were made by everyone present at the request of Chair Ferreira.

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

a. A/C John Jakubczak requested to amend the minutes to reflect the correction of MPD Captain Richard Dods' name. Board Vice Chair Area motioned to approve the May 2016 meeting minutes with the required amendment. The motion was seconded and approved by voice vote by all Committee members present.

V.   Committee Updates by Committee Chairs

a. Communications Committee – Steven Schutte

   i. 2017 Legislative Investigative Committee Update – Paul Ferreira

   Board Chair Ferreira stated that with the Text-to-911 service launching Statewide very soon, he did forward the issue of the misuse of 911 to the Office of the Prosecutor to address Text-to-911. He stated that they will be performing research and there may be a need for legislation in the upcoming session. He suggested that the Counties discuss this issue with their Prosecutor's Office. He also posed an inquiry to the carriers regarding throw away phones for domestic violence victims and if they would they be able to access 911 via text. Mr. Jeff Riewer of AT&T stated that they would not be able to utilize the Text-to-911 system, as the phone is a non-initialized phone or in AT&T's case the SIM card is removed. Chair Ferreira stated that it would need to be clearly communicated to these individuals with these types of phones via the police victim services units that they will not be able to utilize the Text-to-911 service. Mr. Tony Ramirez stated that if these types of phones were used for Text-to-911, the user will receive a bounce back message stating that the service is unavailable.

   ii. Others

   Chair Schutte asked HPD's Major Allan Nagata and Ms. Thalia Burns to provide an overview of the Rave Mobile Safety Summit they attended to the Committee. Major Nagata stated that they provided feedback prior to the Summit that the requirement of an email address to register for the Smart911 service is a hindrance, especially to the elderly population. During the Summit, they received word that Rave Mobile Safety is working on the issue and hopes to have the requirement for an email address resolved this Fall. During their community outreach sessions, they received many sign-ups from seniors on paper stating they are interested in the service, but simply do not have an email address. Major Nagata feels once the issue is resolved, that this will help to add new Smart911 accounts. They also brought a dispatcher from Michigan who was on special assignment just for Smart911 outreach. He congratulated Ms. Thalia Burns because in addition to being a Board member and doing her HPD job, she and Major Nagata are doing the community outreach on their own time. Ms. Burns stated that the conference was enlightening and they heard from other agencies regarding the issues they have encountered. Major Nagata stated that he received approval from the Chief of Police to engage officers from the Community Policing Team and partner with AARP and DOE in the Smart911 outreach efforts and they will be visiting the hotels and care homes on the island to promote the service. Major Nagata stated that the Smart911

profiles do travel to the mainland, but it is only if that particular local agency has the Smart911 system. He also confirmed if individuals move, they should update their address within their profile. Ms. Burns stated that EMS will be joining shortly and A/C Randy Macadangdang stated that Mayor Caldwell is behind the service for all of Honolulu County.

b. Technical Committee– Thalia Burns

    i. Investigative Regulatory Committee update – Davlynn Racadio
Chair Racadio asked the Executive Director to brief the Committee on an issue regarding billing with Hawaiian Telcom. The ED stated the issue dealt with the Viper services and the inconsistencies with who is charged and why they are charged. He asked Ms. Eleni Papakiristis if she could research this issue and she was able to make contact with the appropriate individuals in billing. The ED asked Chair Racadio if she would take the lead on this issue because he views it as beneficial for all to be aware of West and HT's billing. Ms. Papakiristis stated that she believes one of the discrepancies was due to a delay in billing for the Kauai Alternate Dispatch Center which was between West and HT. She met with Mr. Ben Morgan and various members of the Account Management Team and compiled a list of all the products that the PSAPs are being billed for. She believes the delay in billing was an isolated issue regarding newly executed contracts. Mr. Morgan stated that HT was concerned with the billing delay uncovered with the KADC, but he echoed Ms. Papakiristis' statement in that it is an anomaly and there seems to be no other issues for other PSAPs. The ED stated that he believes it would be of benefit to also identify the seats that are covered and not covered under the tariff. Chair Racadio respectfully requests once HT provides the detailed billing information that we review the information to ensure the billing issues have been addressed.

    ii. FCC update
The Executive Director requested to defer this item to the July 14, 2106 meeting, as he will be attending the NENA meeting later this month and representatives from the FCC will be in attendance.

    iii. Text-to-911 update
Chair Burns asked MPD A/C John Jakubczak for an update regarding their Text-to-911 contract. He stated that the contract is still in negotiations with their corporate counsel and HT's attorney but that a final agreement has not yet been reached. Ms. Papakiristis stated that the change was due to an exhibit and capturing the estimated taxes. She received an email yesterday afternoon stating that they are almost complete with the adjustment and requested the contact person for an official authorized signature. A/C Jakubczak stated that the County requested the full amount inclusive of taxes in order to have the contract executed, thus the reason for the delay. The standard HT service agreement is not inclusive of taxes. Chair Burns requested at the July meeting that we begin to coordinate the media campaign for the statewide launch.

iv. Request for approval:
   1. KPD CAD Interface for eBench Warrant - $5,000 (deferred from prior month)
      This item was deferred from the May 12, 2016 Communications, Technical and Finance Committee meeting. Chair Burns requested KPD's A/C Gausepohl to describe the eBench warrant interface and what it does. The goal of this software interface is to allow the dispatchers to quickly and efficiently search multiple databases for outstanding felony warrants. This is part of the 911 system that would allow the dispatchers to send appropriate personnel to the scene. This is also an officer and public safety issue. He also cited HRS 138 and referred to the inclusion of software and database provisions. Mr. Tony Ramirez stated we are transitioning from E911 to NG911 and the goal of NG911 is to access multiple databases and interfaces. He stated he feels that this is much like Smart911 which queries a database, only this interface is querying a State database. He stated the Board would have to ask at which point does the 911 call end. He stated that in CAD, calls are logged as "events" and from the dispatcher perspective, the event does not end until all tasks are completed. He feels that this ties in to NG911 and also officer and public safety and qualifies based on the provisions of the HRS. Chair Ferreira clarified that this fee is not to the CAD vendor, but to the State of Hawaii. His opinion is that the 911 Fund was not meant to fund officer safety issues, but to fund community access into the 911 system. He feels that it would be of benefit to the officers and public safety, but this is a records management function. He stated that the HRS is broad and that the Board would need to look forward to what requests would be forthcoming and that the legislature did ask at what point the Fund would end. Mr. Kenison Tejada stated that this particular item should not set a precedent if this request is approved. Vice Chair Irei stated that there was a previous request from Honolulu regarding a recorder that was approved and it was also considered a daily function. Ms. Stella Kam from the Office of the Attorney General stated that from a legal standpoint the HRS is broad and that the Board would have the final determination. Chair Burns summarized from the discussion that this could be a one-time approval that does not set a precedent and any future requests would have to be applied for with proper justification and supporting documentation from the agency. Mr. Ramirez motioned to approve this request and forward to the Finance Committee for review and approval. This motion was seconded and approved by voice vote by all Technical Committee members present.
v. Others.
   1. Chair Burns acknowledged there were no other items for discussion.

c. Finance Committee – Kiman Wong
   i. Review of Monthly Cash Flow & Budget Financial Reports

Finance Committee Chair Kiman Wong was not in attendance, but Chair Ferreira provided a review of the reports and the following statistics for the month ending May 31, 2016:

Monthly Receipts - $799,786
Disbursements - $515,326
Net Receipts - $284,460
Net Bank Balance - $18,891,199
Unencumbered Bank Balance - $12,387,428

    ii.   Request for funding approval:

1. KPD CAD Interface for eBench Warrant - $5,000 (deferred from prior month)
   This item was forwarded from the Technical Committee. Chair Ferreira stated for the record that this request is a one-time approval and future requests of a similar nature will be reviewed on a case by case basis provided the agency provide supporting documentation and justification to the relationship of the 911 system and the Fund. Ms. Lisa Hiraoka motioned to approve this request and Board Vice Chair Irei seconded the motion. The motion was approved by voice vote by all Finance Committee members present.

2. Review and approval of the FY 2017-21 Strategic Budget Plan
   The Executive Director stated there were no significant changes to the Strategic Budget Plan from what was presented during the May 12, 2016 meeting but that there were some minor changes which he will discuss. The ED presented the following highlights from the SBP presentation: The cash position remains strong and positive through FY2021 and the ceiling increase was approved by the legislature for FY2017. For FY2018, the ceiling will also need to be increased to $13M. Efforts to pass prepaid legislation will continue into the 2017 legislative session. CAD upgrades continue for Hawaii and Maui PSAPs into 2017. The Board's AG counsel contract was extended for another year. VoiP surcharge fees continue to increase at an accelerated rate. Wireless surcharge fees growing at approximately 1% a year. MLTS surcharges will be discussed at the NENA meeting he will be attending later this month and he will provide an update at the next Committee meeting. The hiring process for Board employees has been completed. Maui PSAP has reversed their decision to phase out their CAD maintenance, so this expenditure has now been factored back in the SBP. The JTMC building completion date has slipped to October 2017, but it should not impact the SBP as it stands. DIT Imagery six year licensing agreement equates to approximately $1.3M and will be signed in the near future. Text-to-911 service agreements to be signed and we are hopeful that all PSAPs will be signed and completed by the end of this month. Mutual agreement between HPD and Motorola to terminate their existing CAD

contract resulted in a refund due to HPD and will be returned to the Board in the amount of $785,960. Significant expenses are the $4M CAD upgrade for Oahu PSAP, Maui CAD $3M and Kauai $2,347,500. Average expenses per year include trunk charges at $1.6M, MSAG and GIS database $1.4M, imagery and licensing agreements $1.0M, CAD Maintenance $800,000, JTMC expenses for FY2017 $1.5M, secondary PSAP site South Maui $363,000, Viper Installation increase for ESD & Fire $324,000, Kauai Alternate Center expenses $237,000, South Maui Buildout $200,000, Text-to-911 $158,000 and ESD Smart911 $27,540 for FY2017. The $785,960 that will be received from HPD will be deposited into the E911 Fund, but it is important to note that it does not impact the budget for FY2017 because it is a prior period expense and it must be credited to that prior period and not the current period, so as not to increase the ceiling.

Vice Chair Irei stated that it was important to take note that the cash balance continues to increase approximately 30% due to the wireless carriers (Verizon, AT&T and T-Mobile) electing not to seek the 10% reimbursement from the Board that they are entitled to from the HRS and noted that this will continue to compound. He stated that currently Sprint seeks reimbursement, but that technically the carriers could change their mind at any time and request the reimbursement, so the pressure is now on the Counties to spend down the Fund. The ED stated if this occurs and the carriers now seek reimbursement, the SBP would have to be amended.

Mr. Kerry Yoneshige stated with the next biennium that the ceiling will be reset. He suggested we make provisions in the biennium to adjust FY2019 in case items in FY2018 do not come to fruition and carry over to FY2019. He also inquired about the $1M loss after FY2021 if the prepaid bill is not passed. The ED stated that the Counties will upgrade their CAD systems in FY2022 and FY2023 and at that time there will be large expenditures into the $4M range for each PSAP and there will be two to three PSAPs upgrading during that time.

Vice Chair Irei motioned to approve the Strategic Budget Plan and Ms. Lisa Hiraoka seconded the motion. The motion was approved by voice vote by all Finance Committee members present.

    iii. Others.

Chair Ferreira acknowledged there were no other items for discussion.

VI.   PSAP Status Updates

a. Kauai – Mark Begley
A/C Gausepohl stated there were no updates at this time.

b. Oahu HPD – Allan Nagata

Major Nagata introduced Captain Aaron Farias of the Honolulu Police Department to the Committee and Board members. He also provided an update on the KITV Living Well segment that he appeared on regarding Smart911 and the reporter did inquire about Text-to-911. He stated there is a very positive change in their Communications Division regarding applicants for the Police Radio Dispatcher position. Ms. Melodey Lewellen and Ms. Ah Lan Leong gave an interview to the newspaper regarding their new continuous recruitment for the position and asked Ms. Leong to provide a briefing to the members. In the past, applicants would have to apply during a specific timeframe and they were scheduled for a civil service test which took approximately three to four months. Applicants can now continuously apply throughout the year and the civil service test has been eliminated. Once they have applied, they will be contacted by Human Resources for a performance exam and this exam is used to assess whether the applicant has the skills to perform in the Police Radio Dispatcher role. They are very excited because they are currently low on personnel at the moment. Major Nagata stated the next hiring would be in January and then looking forward their goal is to add three classes a year. Continuous recruitment began May 15, 2016 and they have received 350 applications since that time. 54 were eliminated for not passing the performance test or not showing up for the exam, 65 passed the performance test and 25 failed and another 93 are registered for the next performance test and 193 need to be scheduled for the test. HPD Communications Division performs PRD information sessions monthly but in the past applicants had to wait for HR to open the recruitment for a two week window and by that time, many interested applicants sought employment elsewhere. They solicited and gained the support of the Director of HR for continuous recruitment in an attempt to identify and process these potential applicants as soon as possible. Major Nagata thanked the Star Advertiser for a wonderful article which in turn resulted in an interview segment with KITV4 and other media outlets picking up the story and posting it to their website. There are presently 20 PRD vacancies within their division.

c. Oahu HFD – Gary Lum

B/C Lum stated there were no updates at this time.

d. Molokai – Dean Rickard

A/C Jakubczak stated there were no updates at this time.

e. Maui – John Jakubczak

A/C Jakubczak introduced their new Communications Lieutenant Commander Barry Kubo to the Committee and Board members.

f. Hawaii – Paul Ferreira

Sergeant Ing stated they are continuing to receive texts from individuals who are testing the system. One text was a loud noise complaint which is not the ideal use of the system, but this is where they public education and outreach will be extremely beneficial. They did receive one legitimate text last month which resulted in a medical case. They presently have three call takers in training, six PRD vacancies and interviews will be conducted next month.

VII.   Items for Discussion, Consideration and Action

   a. 911 Timeline update.
      i. Chair Ferreira requested that the PSAPs report any timeline updates to be posted on the 911 website to the Executive Director.
   b. Others.
      i. Chair Ferreira acknowledged there were no other items for discussion.

VIII.   Announcements

   a. Meeting dates (10:00 am – 12:00 pm):
      i. Thursday, August 11, 2016 (Combined meeting)
      ii. Thursday, September 8, 2016 (Combined meeting)
      iii. Thursday, October 13, 2016 (Combined meeting)
      iv. Thursday, November 10, 2016 (Combined meeting)

   b. FirstNet Update – Ms. Dee Cook
      i. Ms. Dee Cook stated that there was no FirstNet update to provide during this month's meeting.

   c. Others
      i. Chair Ferreira acknowledged there were no other items for discussion.

IX.   Open Forum: Public comment on issues not on the agenda for consideration for Committee meeting agenda at the next meeting.
      i. Chair Ferreira asked if there was anyone who wishes to comment on issues not on the agenda for consideration for the agenda at the next Committee meeting. No one came forward.

X.   Adjournment
      i. A/C John Jakubczak motioned to adjourn the meeting. The motion was seconded and approved by voice vote by all Committee members present. The meeting was adjourned at 11:32 am.

Oahu Civilian E9-1-1

Status Report

June 1, 2016 – June 30, 2016

AKIMEKA | HIGH PRIORITY. HIGH IMPACT.

Oahu Civilian E9-1-1 Status Report

June 1, 2016 - June 30, 2016

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Oahu Civilian E9-1-1 Status Report

June 1, 2016 - June 30, 2016

1. PSAP OPERATIONS

9-1-1 CALL VOLUME – JUNE 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
June	80,312	18,255	22.73%	58,821	73.24%	48.33%	24.91%	3,180	3.96%	56	0.07%	1,981	2.47%	11,411	14.21%	776	0.97%

9-1-1 CALL VOLUME – CALENDAR YEAR 2016

9-1-1 Primary PSAP Call Volume																	
Honolulu City & County PSAPs	Wireline		Wireless				VOIP Calls		Calls with No ALI		Admin Calls		Abandoned Calls		Other Calls	
2016	Total 9-1-1 Calls Processed	No. of Wireline Calls	% of Total Calls	No. of Wireless Calls	% of Total Calls	% of Wireless WPH1 Calls	% of Wireless WPH2 Calls	No. of VoIP Calls	% of Total Calls	No. of Calls with No ALI	% of Total Calls	No. of Admin Calls	% of Total Calls	No. of 9-1-1 Abandoned	% of Total Calls	No. of Total Call Received	% of Total Calls
JAN	88,400	20,120	22.76%	64,868	73.38%	51.49%	21.89%	3,359	3.80%	53	0.06%	2,193	2.48%	12,706	14.37%	2,249	2.54%
FEB	81,812	19,079	23.32%	59,641	72.90%	50.74%	22.16%	3,043	3.72%	49	0.06%	1,950	2.38%	11,815	14.44%	611	0.75%
MAR	86,041	19,385	22.53%	63,498	73.80%	50.08%	23.72%	3,097	3.60%	60	0.07%	1,482	1.72%	13,099	15.22%	642	0.75%
APR	85,009	19,510	22.95%	62,431	73.44%	49.70%	23.74%	3,026	3.56%	42	0.05%	2,332	2.74%	11,895	13.99%	635	0.75%
MAY	86,950	19,555	22.49%	64,108	73.73%	50.05%	23.68%	3,235	3.72%	52	0.06%	2,003	2.30%	12,015	13.82%	838	0.96%
JUNE	80,312	18,255	22.73%	58,821	73.24%	48.33%	24.91%	3,180	3.96%	56	0.07%	1,981	2.47%	11,411	14.21%	776	0.97%
JULY																	
AUG																	
SEPT																	
OCT																	
NOV																	
DEC																	
YTD	508,524	115,904		373,367				18,940		312		11,941		72,941		5,751	
MON AVG	84,754	19,317	22.80%	62,228	73.42%	50.07%	23.35%	3,157	3.73%	52	0.06%	1,990	2.35%	12,157	14.34%	959	1.12%

NOTE:

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

Oahu Civilian E9-1-1 Status Report

June 1, 2016 - June 30, 2016

9-1-1 CALL VOLUME BY AGENCY – JUNE 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
June	69,658	86.73%	18,803	38,227	1,217	11,411	1,957	2.44%	58	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
June	7,851	9.78%	647	109	70	0.09%	59	8

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

2016	9-1-1 Call Volume by Agency																	
	Honolulu Police Department						Honolulu Fire Department				Emergency Medical Services				Ocean Safety			
	Number of Total Calls Received	% of Total Calls	No. of Emergency Calls	No. of Non Emergency Calls	No. of Admin Calls	No. of Dropped Calls	No. of Total Calls Received	% of Total Calls	No. of Admin Calls	No. of Dropped Calls	No. of Total Calls Received	% of Total Calls	No. of Admin Calls	No. of Dropped Calls	No. of Total Calls Received	% of Total Calls	No. of Admin Calls	No. of Dropped Calls
JAN	76,128	86.12%	19,451	42,722	1,249	12,706	2,284	2.58%	103	0	7,648	8.65%	755	146	91	0.10%	86	6
FEB	70,806	86.55%	18,378	39,567	1,046	11,815	2,021	2.47%	83	0	8,314	10.16%	762	108	60	0.07%	59	1
MAR	74,275	86.33%	19,350	40,633	1,193	13,099	3,256	3.78%	115	0	7,804	9.07%	121	123	64	0.07%	53	8
APR	73,760	86.77%	19,959	40,560	1,346	11,895	2,388	2.81%	119	0	8,179	9.62%	824	140	47	0.06%	43	14
MAY	75,195	86.48%	20,540	41,427	1,213	12,015	2,655	3.05%	55	0	8,204	9.44%	682	107	58	0.07%	53	11
JUNE	69,658	86.73%	18,803	38,227	1,217	11,411	1,957	2.44%	58	0	7,851	9.78%	647	109	70	0.09%	59	8
JULY																		
AUG																		
SEPT																		
OCT																		
NOV																		
DEC																		
YTD	439,822		116,481	243,136	7,264	72,941	14,561		533	0	48,000		3,791	733	390		353	48
MON AVG	73,304	86.50%	19,414	40,523	1,211	12,157	2,427	2.86%	89	0	8,000	9.45%	632	122	65	0.08%	59	8

Oahu Civilian E9-1-1 Status Report

June 1, 2016 - June 30, 2016

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 – JUNE 2016

NOTE:

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

TEXT TO 911 Oahu Civilian PSAPs 2016						
Month	Total	HPD	HFD	EMS	OS	911 (handled)
January	110	96	1	0	0	13
February	109	75	0	3	0	31
March	160	110	28	2	0	20
April	132	124	1	4	0	3
May	143	131	2	0	0	10
June	137	135	1	0	0	1
July						
August						
September						
October						
November						
December						
YTD	791	671	33	9	0	78
Monthly Avg.	131.8	111.8	5.5	1.5	0.0	13.0

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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WIRELESS PSAP TESTING – JUNE 2016

OAHU CIVILIAN - JUNE 2016						
Date	WSP	Sites Tested	Sectors Tested	Tested By:	Test Pass/Fail	Comments:
6/1/2016	Verizon	13	38	Oahu PSAP	Pass	4 testers
6/8/2016	Verizon	25	61	Oahu PSAP	Pass	4 testers
6/17/2016	Verizon	17	46	Oahu PSAP	Pass	4 testers
6/22/2016	Verizon	6	16	Oahu PSAP	Pass	2 testers
6/30/2016	Verizon	23	57	Oahu PSAP	Pass	4 testers

NOTES:

- **There were eighteen (18) scheduled Wireless 911 Tests for the Oahu Civilian PSAP in June, 2016. A total of 218 Cell Sectors were tested.**

FOR YOUR INFORMATION

FYI ……….. For Your Information		
MLTS (Multi Line Telephone System)		
"Most MLTS/PBX systems enable the digits 9-1-1 to be dialed and routed to a Public Safety Answering Point (PSAP). However, the vast majority of these systems do not provide granular location information with the 9-1-1 call to enable emergency responders to know the actual location of the emergency. In many instances a call from the 12th floor of a large office building may only provide the street address of the building. If the caller is unable to provide his or her location and no one else is available to provide assistance, such a lack of location information can prove fatal." (NENA : Multi-Line Telephone System & Private Branch Exchange) Technical Standards & Docs.		
PRIMARY PSAPS*	**MLTS/PBX 911 CALLS RECEIVED**	
	June 2016	**YEAR TO DATE 2016**
Oahu	3,440	20,755
Hawaii	88	395
Maui	83	576
Molokai	0	1
Kauai	15	129
Total**	3,626	21,856
*PSAP totals does not include Military 911 calls.		
** Total numbers are a minimum estimated count. Presently, CENTRX & VoIP call volumes are combined with Multi & Single line systems and were not added to the total MLTS 911 calls.		

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2. MSAG (MASTER STREET ADDRESS GUIDE)

MSAG TRANSACTIONS CURRENT MONTH/YEAR – JUNE 2016

| OAHU CIVILIAN | 9-1-1 TRANSACTIONS | | | | | | | | |
| | | MSAG | ALI Submitted | | | Open ALI Discrepancy Records | | | Customer Addresses Affected |
2016	Total	MSAG (A)	TN CR (B)	ALI DR (C)	VoIP (D)	TNCR	ALI DR	VoIP DR	
JANUARY	24	23	0	1	0	468	0	0	515
FEBRUARY	244	26	216	2	0	497	0	1	421
MARCH	97	22	71	3	1	426	0	0	737
APRIL	96	25	71	0	0	358	0	0	955
MAY	106	22	83	1	0	295	0	0	93
JUNE	133	46	87	0	0	280	0	0	3,537
JULY									
AUGUST									
SEPTEMBER									
OCTOBER									
NOVEMBER									
DECEMBER									
TOTAL YTD	700	164	528	7	1				6,258
AVG PER MONTH	117	27	88	1	0				1,043

Definitions
(A)**M**aster **S**treet **A**ddress **G**uide - Represents corrections made to street records including, street names, address ranges, MSAG Communities and ESNs.
(B) **T**elephone **N**umber **C**hange **R**equest - Represents address corrections on a specific TN or group of TNs.   These "invalid" TNs usually have an associated ESN 199 attached to them which indicates the need for validation.
(C) **A**utomatic **L**ocation **I**nformation **D**iscrepancy **R**ecord - Represents an address discrepancy discovered during a live 9-1-1 call, from a landline. These record corrections are treated with a higher priority and should be processed within 48 hours as a general guideline.
(D) **V**oice **o**ver **I**nternet **P**rotocol **D**iscrepancy **R**ecord - Represents an address discrepancy discovered during a live 9-1-1 call, from a VoIP phone. These record corrections are treated with a higher priority and should be processed within 72 hours as a general guideline per Time Warner Operations Center. MSR tracking effective April 2014.

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MSAG CURRENT MONTH NOTES:

A total of **133** MSAG transactions were processed in 9-1-1 Net during the month of June 2016. Forty-six (**46**) 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 **3,537** customer ANI/ALI (telephone number/address) records updated as a direct result.

TELEPHONE RECORD (ALI) TRANSACTIONS CURRENT MONTH NOTES:

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

OPEN TELEPHONE RECORD (ALI) DISCREPANCY STATUS:

- **There are 280 Open TN CR Transactions as of June 30, 2016.**
- **Refer to chart in the next section "TNCR Current Status"**

280 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 June 30, 2016.**
- **There is zero Open VoIP DR as of June 30, 2016.**

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TNCR (TELEPHONE NUMBER CHANGE REQUEST) CURRENT STATUS – JUNE, 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	**280**	**4**	**215**	**61**

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.

Oahu Civilian E9-1-1 Status Report

June 1, 2016 - June 30, 2016

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 **June 30, 2016**:

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

Oahu Civilian E9-1-1 Status Report

June 1, 2016 - June 30, 2016

MSAG Community and Street Segment Sweep – Phase VII continued

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

Oahu Civilian E9-1-1 Status Report

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3. GEOGRAPHIC INFORMATION SYSTEM (GIS) – JUNE 2016

MAPPING LAYERS UPDATED (PART I)

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

OAHU CIVILIAN			
Type of Layer	**Akimeka GIS Server** **Date Created/ Edits Performed**	**Date GIS Delivered**	**Other/Remarks**
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Address Points	6/28/2016		Added two (2) routing ids in Nuuanu
	6/28/2016		Added twelve (12) location names in Downtown
	6/28/2016		Deleted two (2) address points in Downtown
	6/28/2016		Deleted two (2) location names in Downtown
	6/28/2016		Added five (5) address points in Downtown
	6/28/2016		Spatially corrected one hundred fifty-six (156) address points in Downtown
	6/27/2016		Corrected one (1) address in Kaneohe
	6/27/2016		Corrected one (1) location name in Kaneohe
		06/24/16	
	6/24/2016		Deleted one (1) address point in Kalihi
	6/24/2016		Deleted one (1) street segment in Kalihi
	6/23/2016		Added twenty-six (26) location names in Downtown
	6/23/2016		Deleted one (1) location name in Downtown
	6/23/2016		Deleted four (4) address points in Downtown
	6/23/2016		Added one (1) address point in Downtown
	6/23/2016		Spatially corrected one hundred forty-eight (148) address points in Downtown
	6/22/2016		Spatially corrected one hundred one (101) street segments in Nuuanu
	6/21/2016		Added twenty-three (23) location names in Downtown
	6/21/2016		Added seven (7) address points in Downtown
	6/21/2016		Deleted two (2) location names in Downtown
	6/21/2016		Spatially corrected three hundred thirty-eight (338) address points in Downtown
	6/21/2016		Added one (1) address point in Ewa Beach
	6/20/2016		Added forty-six (46) address points in Punchbowl
	6/17/2016		Corrected two (2) TMKs in Downtown
	6/17/2016		Added one (1) address point in Downtown
	6/17/2016		Deleted one (1) location name in Downtown
	6/17/2016		Spatially corrected forty-five (45) address points in Downtown
	6/15/2016		Corrected one (1) TMK in Downtown
	6/15/2016		Added nine (9) location names in Downtown
	6/15/2016		Added nine (9) address points in Downtown
	6/15/2016		Added five (5) building numbers in Downtown
	6/15/2016		Deleted two (2) address points in Downtown
	6/15/2016		Spatially corrected ninety-five (95) address points in Downtown
	6/14/2016		Spatially corrected ninety-three (93) address points in Punchbowl

Oahu Civilian E9-1-1 Status Report

June 1, 2016 - June 30, 2016

MAPPING LAYERS UPDATED (PART II)

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

Type of Layer	Akimeka GIS Server Date Created/ Edits Performed	Date GIS Delivered	Other/Remarks
		OAHU CIVILIAN	
		CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)	
Address Points	6/14/2016		Added three (3) address points in Downtown
	6/14/2016		Spatially corrected eleven (11) address points in Downtown
	6/13/2016		Added two (2) location names in Punchbowl
	6/13/2016		Deleted three (3) address points in Punchbowl
	6/13/2016		Spatially corrected five hundred seventy-one (571) address points in Punchbowl
		06/10/16	
	6/10/2016		Added one (1) location name in Punchbowl
	6/10/2016		Added one (1) alias in Punchbowl
	6/10/2016		Corrected two (2) addresses in Punchbowl
	6/10/2016		Deleted one (1) address point in Punchbowl
	6/10/2016		Spatially corrected three hundred sixty-three (363) address points in Punchbowl
	6/9/2016		Added four (4) location names in Punchbowl
	6/9/2016		Added two (2) routing ids in Punchbowl
	6/9/2016		Added one (1) apartment number in Punchbowl
	6/9/2016		Deleted one (1) address point in Punchbowl
	6/9/2016		Added one (1) address point in Punchbowl
	6/9/2016		Spatially corrected seven hundred fifty-six (756) address points in Punchbowl
	6/8/2016		Added eleven (11) address points in Wahiawa
	6/8/2016		Added fifteen (15) location names in Wahiawa
	6/8/2016		Spatially corrected fifteen (15) address points in Wahiawa
	6/8/2016		Spatially corrected one hundred four (104) address points in Punchbowl
	6/8/2016		Deleted nineteen (19) address points in Punchbowl
	6/7/2016		Corrected three (3) TMKs in Punchbowl
	6/7/2016		Deleted six (6) address points in Punchbowl
	6/7/2016		Corrected one (1) address in Punchbowl
	6/7/2016		Added six (6) routing ids in Punchbowl
	6/7/2016		Added two (2) location names in Punchbowl
	6/7/2016		Deleted one (1) apartment number in Punchbowl
	6/7/2016		Added one (1) floor number in Punchbowl
	6/7/2016		Spatially corrected four hundred seventy-one (471) address points in Punchbowl
	6/3/2016		Deleted fourteen (14) address points in Nuuanu
	6/3/2016		Spatially corrected one (1) address point in Nuuanu
	6/3/2016		Corrected three (3) TMK in Punchbowl
	6/3/2016		Added four (4) address points in Punchbowl

Oahu Civilian E9-1-1 Status Report

June 1, 2016 - June 30, 2016

MAPPING LAYERS UPDATED (PART III)

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

Type of Layer	Akimeka GIS Server Date Created/ Edits Performed	Date GIS Delivered	Other/Remarks
OAHU CIVILIAN			
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE **(Listed Alphabetically)**			
Address Points	6/3/2016		Added five (5) location names in Punchbowl
	6/3/2016		Spatially corrected two hundred five (205) address points in Punchbowl
	6/2/2016		Added two (2) location names in Nuuanu
	6/2/2016		Added two (2) routing IDs in Nuuanu
	6/2/2016		Added one (1) address point in Nuuanu
	6/2/2016		Deleted one (1) address point in Nuuanu
	6/2/2016		Spatially corrected three hundred ten (310) address points in Nuuanu
	6/2/2016		Spatially corrected three (3) locations in Nuuanu
	6/1/2016		Corrected one (1) street type in Kalaeloa
Airports			
Bridges			
Building Footprints			
Bus Stops			
Churches			
Coastal Names			
Coastline			
Common Places	6/28/2016		Spatially corrected seventeen (17) locations in Nuuanu
		06/24/16	
	6/23/2016		Spatially corrected eight (8) locations in Downtown
	6/21/2016		Spatially corrected thirty-two (32) locations in Downtown
	6/17/2016		Spatially corrected eleven (11) locations in Downtown
	6/15/2016		Spatially corrected forty-seven (47) locations in Downtown
	6/14/2016		Spatially corrected eight (8) locations in Downtown
	6/13/2016		Spatially corrected three (3) locations in Punchbowl
		06/10/16	
	6/10/2016		Spatially corrected three (3) locations in Punchbowl
	6/9/2016		Spatially corrected four (4) locations in Punchbowl
	6/8/2016		Spatially corrected one (1) location in Punchbowl
	6/7/2016		Spatially corrected five (5) locations in Punchbowl
Correctional Facilities			
Emergency Callboxes			
Emergency Operation Centers			
Emergency Shelters			

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MAPPING LAYERS UPDATED (PART IV)

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

	OAHU CIVILIAN		
Type of Layer	**Akimeka GIS Server** **Date Created/ Edits Performed**	**Date GIS Delivered**	**Other/Remarks**
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
ESZ/ESN	6/30/2016		Corrected boundary for ESNs 113, 114, 116, and 117
	6/29/2016		Corrected boundary for ESN 119
	6/28/2016		Corrected boundary for ESN 117
		06/24/16	
Fire Beats			
Fire Districts			
Fire Response Areas			
Fire Stations			
Food & Beverage			
Gas Stations			
Gate Codes			
Government Buildings			
Harbors			
Helipads			
Hiking Trails			
Hospitals			
Hydrants			
Hyrdology Layers			
Incident Response Areas			
Lodging			
Major Roads			
Medic Beats			
Medic Districts			
Medic Response Areas			
Medic Stations			
Medical Facilities			
Milepost Markers			
MSAG Communities	6/30/2016		Corrected boundary for Honolulu
	6/27/2016		Corrected boundary for Downtown
		06/24/16	
Net Junctions			
Ocean Rescue Boundaries			
Ocean Safety			
Parcels			

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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 Created/ Edits Performed**	**Date GIS Delivered**	**Other/Remarks**
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE **(Listed Alphabetically)**			
Parks			
Parks Polygon			
Points of Interest			
Police Beats	6/30/2016		Corrected police beat 174, 175, and 176 according to HPD written policies and procedures and began correcting police beat 178
		06/24/16	
	6/24/2016		Corrected police beat 170, 171, and 172 according to HPD written policies and procedures
	6/20/2016		Corrected police beat 169 according to HPD written policies and procedures
	6/17/2016		Corrected police beat 168 according to HPD written policies and procedures and began correcting police beat 169
		06/10/16	
	6/8/2016		Corrected police beat 167 according to HPD written policies and procedures
Police Districts			
Police Response Areas			
Police Stations			
Post Offices			
Schools			
Street Centerlines	6/30/2016		Spatially corrected forty-three (43) street segments in Honolulu
	6/30/2016		Spatially corrected three (3) street segments in Makiki
	6/30/2016		Spatially corrected fifteen (15) street segments in McCully
	6/29/2016		Spatially corrected one hundred (100) street segments in Punchbowl
	6/28/2016		Added two (2) street segments in Kaneohe
	6/28/2016		Added six (6) street segments in Nuuanu
	6/28/2016		Split one (1) street segment in Kaneohe
	6/28/2016		Split six (6) street segment in Nuuanu
	6/28/2016		Corrected range to one (1) street segment in Nuuanu
	6/28/2016		Spatially corrected two (2) street segments in Nuuanu
	6/28/2016		Corrected one (1) street name in Nuuanu
	6/27/2016		Corrected range to two (2) street segments in Nuuanu
	6/27/2016		Split one (1) street segment in Nuuanu
	6/27/2016		Deleted two (2) street segments in Nuuanu
	6/27/2016		Modified msag community for three (3) street segments in Downtown

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MAPPING LAYERS UPDATED (PART VI)

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

Type of Layer	Akimeka GIS Server Date Created/ Edits Performed	Date GIS Delivered	Other/Remarks
	OAHU CIVILIAN		
	CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)		
	6/27/2016		Spatially corrected thirty-nine (39) street segments in Nuuanu
		06/24/16	
	6/24/2016		Spatially corrected twenty-one (21) street segments in Honolulu
	6/24/2016		Spatially corrected nine (9) street segments in Kalihi
	6/24/2016		Split one (1) street segment in Kalihi
	6/24/2016		Spatially corrected one (1) street segment in Nuuanu
	6/24/2016		Corrected range to three (3) street segments in Kalihi
	6/21/2016		Corrected range to one (1) street segment in Ewa Beach
	6/20/2016		Spatially corrected one (1) street segment in Honolulu
	6/20/2016		Added four (4) street segments in Nuuanu
	6/20/2016		Split two (2) street segments in Nuuanu
	6/20/2016		Spatially corrected forty (40) street segments in Nuuanu
	6/20/2016		Corrected range to one (1) street segment in Kalihi
	6/17/2016		Spatially corrected sixty-two (62) street segments in Nuuanu
	6/17/2016		Spatially corrected fourteen (14) street segments in Honolulu
	6/16/2016		Spatially corrected one hundred (100) street segments in Nuuanu
	6/15/2016		Spatially corrected ten (10) street segments in Nuuanu
Street Centerlines	6/14/2016		Spatially corrected forty-eight (48) street segments in Nuuanu
		06/10/16	
	6/10/2016		Spatially corrected thirty-five (35) street segments in Kalihi
	6/10/2016		Added three (3) street segments in Kalihi
	6/10/2016		Split three (3) street segments in Kalihi
	6/10/2016		Deleted one (1) street segment in Kalihi
	6/8/2016		Corrected range to four (4) street segments in Kalihi
	6/8/2016		Spatially corrected five (5) street segments in Honolulu
	6/8/2016		Spatially corrected seventy-nine (79) street segments in Kalihi
	6/7/2016		Spatially corrected eighteen (18) street segments in Honolulu
	6/6/2016		Deleted four (4) street segments in Kalihi
	6/6/2016		Corrected range to three (3) street segments in Kalihi
	6/6/2016		Spatially corrected sixty-eight (68) street segments in Kalihi
	6/2/2016		Spatially corrected nine (9) street segments in Honolulu
	6/2/2016		Spatially corrected thirty-one (31) street segments in Kalihi
	6/1/2016		Corrected one (1) fire attribute in Kapolei
	6/1/2016		Corrected ninety-eight (98) ESNs in Kapolei
	6/1/2016		Corrected ninety-five (95) medic attributes in Kapolei

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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 Created/ Edits Performed**	**Date GIS Delivered**	**Other/Remarks**
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE **(Listed Alphabetically)**			
Street Centerlines	6/1/2016		Corrected forty-five (45) medic attributes in Maili
	6/1/2016		Corrected thirty-four (34) ESNs in Maili
	6/1/2016		Corrected one (1) street type in Kalaeloa
	6/1/2016		Spatially corrected twenty-one (21) street segments in Kalihi
Subdivisions			
Tow Jurisdictions			
Tsunami Evacuation Zones			
Tsunami Heights			
Waste Water Plants			
WSP Cell Sectors	6/30/2016		Per VZW CRS
	6/29/2016		Per ATT CRS
	6/28/2016		Per ATT CRS
	6/27/2016		Per ATT CRS
		06/24/16	
	6/24/2016		Per VZW CRS
	6/20/2016		Per ATT CRS
	6/17/2016		Per VZW CRS
		06/10/16	
	6/10/2016		Per VZW CRS
	6/6/2016		Per ATT CRS
WSP Cell Towers	6/30/2016		Per VZW CRS
	6/29/2016		Per ATT CRS
	6/28/2016		Per ATT CRS
	6/27/2016		Per ATT CRS
		06/24/16	
	6/24/2016		Per VZW CRS
	6/20/2016		Per ATT CRS
	6/17/2016		Per VZW CRS
		06/10/16	
	6/10/2016		Per VZW CRS
	6/6/2016		Per ATT CRS

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GEOGRAPHIC INFORMATION SYSTEM (GIS) NARRATIVES

GIS KEY ACTIVITIES/UPDATES

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

Date	Key Activities/Updates
6/27/2016	Cell Towers and Cell Sectors for GeoComm at HPD, HFD and EMS
6/24/2016	Street Centerlines, Common Places, Police Beats, MSAG Communities to HPD for Motorola CAD
6/24/2016	Street Centerlines, Address Points, Fire Response Areas, Medic Response Areas, and Display Address Points to HFD, EMS, and Ocean Safety for TriTech CAD
6/24/2016	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
6/20/2016	Cell Towers and Cell Sectors for GeoComm at HPD, HFD and EMS
6/13/2016	Cell Towers and Cell Sectors for GeoComm at HPD, HFD and EMS
6/10/2016	Street Centerlines, Common Places, Police Beats, MSAG Communities to HPD for Motorola CAD
6/10/2016	Street Centerlines, Address Points, Fire Response Areas, Medic Response Areas, and Display Address Points to HFD, EMS, and Ocean Safety for TriTech CAD
6/10/2016	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
6/6/2016	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 June 2016 and has corrected ten (10) Police Beats (165, 167, 168, 169, 170, 171, 172, 174, 175, and 176) 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 June 2016, the MapFlex system received updates without any issues and deliverables continued on schedule.

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

During the month of June 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 June 2016
    a. **Hawaii County** – June 7th and June 21st
    b. **Maui County** – June 8th and June 22nd
    c. **Kauai County** – June 9th and June 23rd
    d. **Honolulu** – June 10th and June 24th

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MAPFLEX ISSUE

There were no issues reported for the Honolulu MapFlex Systems during the month of June 2016.

STREET UTILITY CHECK

This is an ongoing project to correct the errors identified. A comparison of the raw CAD generated report from the Street Check Utility was performed between the Street Centerline GIS data on April 19, 2016 and June 13, 2016.

Street Utility Check			
	First Report 06/01/13	**4/19/2016**	**6/13/2016**	**Improvements/Corrections**
Total Number of GIS Records	26,602	29,392	29,394	Increased by 2 records
Errors Identified				
Zero Errors	5,112	18	18	No Change
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	3	Increased by 3 errors
Address Overlap Errors	423	0	2	Increased by 2 errors
Flipped Link Errors	1,030	592	592	No Change
Total Errors	**9,303**	**612**	**617**	Increased by 5 errors

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

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

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

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WIRELESS ANNUAL AUDIT

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

1. On February 29, 2016, after completing the review of the Annual Audit for Verizon wireless Akimeka contacted West to discuss the reason why the annual audit synchronization has degraded in the match accuracy.
   a. Note – The CRS process performed throughout the year for all WSPs deals with routine maintenance performed on the sites/sectors. The Annual Audit is intended to identify any possible gaps in that process and seeks reconciliation in an effort to re-synchronize the databases. If there are no missed CRSs throughout the year and the database match percentage decreases, then there are apparent issues.
2. On March 15, 2016, Akimeka and West held a conference call to discuss the matter. During the conversation it was identified that the changes sent back from Akimeka to West after accuracy validation, are processed into the FMCC. The issue that Akimeka is seeing when the Annual Audit is provided is resulting from a script West put in place in 2013 to output the CRSs into the approved format at that time.
   a. The issue is that the format has changed over time due to new technology and more hexadecimal numbering of the wireless sectors. In order to accommodate those changes, Akimeka has developed a translation into an applicable format which the PSAPs are able to use. The format that West is providing each Annual Audit and CRS is overriding the changes within the FMCC, therefore give the appearance of not being synchronized in that process but are. This helps to explain why the wireless testing results are accurate, and the PSAPs are not experiencing a large number of discrepancies in the Mapping Systems when matched with the ALI.
3. Akimeka followed up with West on March 30, 2016, to see if West has re-scripted the format.
   a. West replied that unfortunately it will require system development at West. Melissa Norton of West did mention that the particular system that needs to be changed is currently backlogged with a few large projects. She opened a Product Development Request at West but there is no ETA on the enhancement. In order to speed up the request, she is working to bundle the request with several other State's requests.
4. Akimeka will continue to follow up on the process to ensure the wireless databases are maintained accurately. With the big push by the WSPs for more LTE sites, which are having the impact on the hexadecimal numbering, Akimeka is hopeful that West can resolve this issue. The additional work involved to re-validate information takes a significant effort and allows for discrepancy. The Annual Audit is supposed to be a raw comparison to the condition of the data in both the FMCC and the GIS database provided in the Mapping Systems. Without both in its raw format, the comparison becomes unclear as to the real condition of the FMCC database.
5. Throughout the month of April 2016, Akimeka had been provided several TVWs by the WSPs for testing and most of the information was good for testing but there was an unusually high number of records that were either missing or were incorrect. Virtually all TVWs sent to Akimeka had some variety of discrepancy in them. This was only applicable to Verizon at the time and since the Annual Audit with Verizon had been completed, bringing the databases to 100% match rate, a reason for the mismatch in TVW information was perplexing. It certainly required more investigation into what was occurring.
6. On April 21, 2016, Akimeka was notified of yet another set of TVWs with issues and the WSP and West investigated their end and said everything was matching. Because the Annual Audit was completed, matching West and Akimeka databases, but yet the TVWs produced from the West database were not matching, something was highly unusual.
   a. Later the same day, Akimeka provided an example of the discrepancy back to West detailing one of the records along a timeline. Information provided in the TVW matched with the record from 2015. Since that time, there were several updates, including the Annual Audit. This indicated that the TVWs being generated by West were not accurate and it also was indicating the Annual Audit sent back to West was not be uploaded. This is a major issue.
7. To confirm Akimeka's suspicion that the Annual Audit updates were not being uploaded by West into the FMCC, Akimeka followed up with implementation specialist at West, who the Audit was coordinated with.
   a. West sent a reply on April 25, 2016, that the audit was not fully completed at West and they were in their final stages before sending changes to the database and on to Verizon. From West "there were a lot of changes that came

from the audit which is where you may be seeing the discrepancies. Once Verizon has called in the hot cuts (changes), the data should match the audit sheet you sent".

    b. This was confirmation that the audit was still not being processed fully by West after 2 months and that the issues with mismatched information in the TVWs were as a result of this.

8. On May 23, 2016, Akimeka, West, and Verizon held a conference call to discuss the issue in more detail.

    a. West provided a brief that indicated the Verizon Annual Audit was complete and that the West FMCC database and the Verizon TVWs match.

    b. Akimeka used several examples of changes which have occurred more recently (all during 2016 year), which were missing or outdated in both the West and Verizon databases.

    c. West agreed that they must be behind in processing the changes Akimeka sends to them via the CRSs and the Annual Audit.

    d. Akimeka brought up several concerns regarding the length of time it is taking West to process the changes and the inability to monitor the changes that occur with every site and sector. Akimeka mentioned that in all of the examples provided where the TVWs were incorrect, Akimeka has been able to pull every change which has occurred to that record. Akimeka maintains an extensive archive of all additions, changes, and deletes dating back in many cases more than 5 years. Akimeka also mentioned that we perform updates based on a change triggered by the WSPs. There is no other form of change that occurs outside of the mechanisms communicated to Akimeka by both West and the WSPs via the CRS or Annual Audits.

    e. It was agreed that West would follow up with their one (1) resource assigned to the annual audit and see why this has taken almost three months to complete.

        i. Note – the review and update process completed by Akimeka took six (6) business days to complete.

9. It was unclear if the follow up within West took place, however West did reply back on June 8th, 2016 and requested that Akimeka review and complete another wireless audit for Verizon.

    a. In order to resolve the discrepancies, Akimeka agreed to perform another annual audit for the Verizon information.

    b. West had agreed that they would process the updates ASAP in order to ensure no issues occurring once again in their database.

10. On June 20, 2016, Akimeka returned the completed Annual Audit and requested confirmation once West has made the corresponding changes.

11. On June 22, 2016, West had sent notification that the audit was completed on their end.

12. The issue should be resolved, however the PSAPs and Akimeka will continue to monitor the accuracy of information sent in the TVWs and reopen the issue if needed.

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4. E9-1-1 DATABASE SYNCHRONIZATION

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

Next Scheduled Data Base Synchronization July 2016

AUDIT SUMMARY RESULTS – 2016 -- TBA

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

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

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

AUTOMATIC LOCATION IDENTIFICATION (ALI) DISCREPANCY REPORT -- TBA

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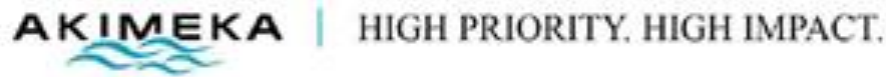
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AKIMEKA | HIGH PRIORITY. HIGH IMPACT.

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1. PSAP OPERATIONS

9-1-1 CALL VOLUME HAWAII COUNTY PSAPS – JUNE 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
JUNE	17,176	3,148	18.33%	11,641	67.77%	45.00%	55.00%	755	4.40%	26	0.15%	0	0.00%	1,606	9.35%	0	0.00%

CALL VOLUME HAWAII COUNTY PSAP NOTES:

***The percentage of Wireless Phase 2 calls (55.00%) has increased from the number of Wireless Phase 1 calls (45.00%) in June 2016.**

***911 Calls with no Ali = 0.15% - Statewide average = 0.18% Year 2015**

9-1-1 CALL VOLUME – CALENDAR YEAR 2016

9-1-1 Call Volume																
HAWAII COUNTY PSAPs		**Wireline**		**Wireless**				**VOIP**		**Calls with No ALI**		**Admin Calls**		**Abandoned Calls**		**Other Calls**	
2016	**Total 9-1-1 Calls Processed**	No. of Wireline Calls	% of Total Calls	No. of Wireless Calls	% of Total Calls	% of Wireless WPH1 Calls	% of Wireless WPH2 Calls	No. of VoIP Calls	% of Total Calls	No. of Calls with No ALI	% of Total Calls	No. of Admin Calls	% of Total Calls	No. of 9-1-1 Abandoned	% of Total Calls	No. of Other Calls	% of Total Calls
JAN	17,958	3,445	19.18%	12,221	68.05%	47.61%	52.39%	812	4.52%	27	0.15%	0	0.00%	1,453	8.09%	0	0.00%
FEB	16,976	3,046	17.94%	11,851	69.81%	48.47%	51.53%	707	4.16%	18	0.11%	0	0.00%	1,354	7.98%	0	0.00%
MAR	18,750	3,605	19.23%	12,790	68.21%	47.43%	52.57%	822	4.38%	12	0.06%	0	0.00%	1,521	8.11%	0	0.49%
APR	17,112	3,074	17.96%	12,026	70.28%	46.50%	53.50%	707	4.13%	21	0.12%	0	6.24%	1,284	7.50%	0	2.30%
MAY	17,343	3,048	17.57%	12,121	69.89%	45.67%	54.33%	798	4.60%	17	0.10%	0	0.05%	1,359	7.84%	0	2.30%
JUNE	17,176	3,148	18.33%	11,641	67.77%	45.00%	55.00%	755	4.40%	26	0.15%	0	0.00%	1,606	9.35%	0	0.00%
JULY																	
AUG																	
SEPT																	
OCT																	
NOV																	
DEC																	
YTD	105,315	19,366		72,650				4,601		121		0		8,577		0	
MON AVG	17,553	3,228	18.37%	12,108	69.00%	46.78%	53.22%	767	4.37%	20	0.12%	0	1.05%	1,430	8.14%	0	0.85%

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9-1-1 CALL VOLUME BY AGENCY – JUNE 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
June	13,526	78.75%	0	1,576	0	2,044	11.90%	0	30	0

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

| 2016 | 9-1-1 Call Volume by Agency | | | | | | | | | |
| | Hawaii Police Department | | | | | Hawaii Fire Department | | | | |
	Number of Total Calls Received	% of Total Calls	Number of Admin Calls	Number of Abandoned Dropped Calls	Number of Other Calls	Number of Total Calls Received	% of Total Calls	Number of Admin Calls	Number of Abandoned Dropped Calls	Number of Other Calls
January	14,138	78.73%	0	1,427	0	2,367	13.18%	0	26	0
February	13,259	78.10%	0	1,331	0	2,363	13.92%	0	23	0
March	15,966	85.15%	0	1,461	0	2,784	14.85%	0	60	0
April	13,624	79.62%	0	1,243	0	2,204	12.88%	0	41	0
May	13,866	79.95%	0	1,333	0	2,118	12.21%	0	26	0
June	13,526	78.75%	0	1,576	0	2,044	11.90%	0	30	0
July										
August										
September										
October										
November										
December										
YTD	84,379		0	8,371	0	13,880		0	206	0
MON AVG	14,063	80.05%	0	1,395	0	2,313	13.16%	0	34	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 – JUNE 2016

NOTE:

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

TEXT TO 911 Hawaii County PSAPs 2016		
Month	Received at Police	Received at Fire
January	39	20
February	26	8
March	31	5
April	22	2
May	13	3
June	22	6
July		
August		
September		
October		
November		
December		
YTD	153	44
Monthly Avg.	25.50	7.33

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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WIRELESS PSAP TESTING – JUNE 2016

HAWAII COUNTY - JUNE 2016						
Date	WSP	Sites Tested	Sectors Tested	Tested By:	Test Pass/Fail	Comments:
06/02/16	Verizon	3	9	Hawaii PSAP	Pass	
06/14/16	Verizon	4	12	Hawaii PSAP	Pass	
06/24/16	Verizon	4	12	Hawaii PSAP	Pass	
06/29/16	Verizon	3	9	Hawaii PSAP	Pass	
06/30/16	Verizon	4	12	Hawaii PSAP	Pass	

NOTES:

- There were five (5) scheduled Wireless 911 Tests for the month of June 2016.

FOR YOUR INFORMATION

FYI ………... For Your Information		
MLTS (Multi Line Telephone System)		
"Most MLTS/PBX systems enable the digits 9-1-1 to be dialed and routed to a Public Safety Answering Point (PSAP). However, the vast majority of these systems do not provide granular location information with the 9-1-1 call to enable emergency responders to know the actual location of the emergency. In many instances a call from the 12th floor of a large office building may only provide the street address of the building. If the caller is unable to provide his or her location and no one else is available to provide assistance, such a lack of location information can prove fatal." (NENA : Multi-Line Telephone System & Private Branch Exchange) Technical Standards & Docs.		
PRIMARY PSAPS*	**MLTS/PBX 911 CALLS RECEIVED**	
	June 2016	**YEAR TO DATE 2016**
Oahu	3,440	20,755
Hawaii	88	395
Maui	83	576
Molokai	0	1
Kauai	15	129
Total**	3,626	21,856
*PSAP totals does not include Military 911 calls.		
** Total numbers are a minimum estimated count. Presently, CENTRX & VoIP call volumes are combined with Multi & Single line systems and were not added to the total MLTS 911 calls.		

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2. MSAG (MASTER STREET ADDRESS GUIDE)

MSAG TRANSACTIONS CURRENT MONTH/YEAR – JUNE 2016

HAWAII COUNTY	9-1-1 TRANSACTIONS								
	Total	MSAG	ALI Submitted			Open ALI Discrepancy Records			Customer Addresses Affected
2016		MSAG (A)	TN CR (B)	ALI DR (C)	VoIP (D)	TNCR	ALI DR	VoIP DR	
JANUARY	293	22	262	8	1	1,924	1	1	282
FEBRUARY	270	41	228	1	0	2,154	1	0	425
MARCH	236	27	207	1	1	2,259	1	0	302
APRIL	336	129	201	6	0	1,965	2	0	945
MAY	218	134	79	5	0	1,504	2	0	613
JUNE	160	29	129	2	0	630	2	0	2,162
JULY									
AUGUST									
SEPTEMBER									
OCTOBER									
NOVEMBER									
DECEMBER									
TOTAL YTD	1,513	382	1,106	23	2				4,729
AVG PER MONTH	252	64	184	4	0				788

Definitions

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

(B) **T**elephone **N**umber **C**hange **R**equest - Represents address corrections on a specific TN or group of TNs. These "invalid" TNs usually have an associated ESN 299 attached to them which indicates the need for validation.

(C) **A**utomatic **L**ocation **I**nformation **D**iscrepancy **R**ecord - Represents an address discrepancy discovered during a live 9-1-1 call, from a landline. These record corrections are treated with a higher priority and should be processed within 48 hours as a general guideline.

(D) **V**oice **o**ver **I**nternet **P**rotocol **D**iscrepancy **R**ecord - Represents an address discrepancy discovered during a live 9-1-1 call, from a VoIP phone. These record corrections are treated with a higher priority and should be processed within 72 hours as a general guideline per Time Warner Operations Center. MSR tracking effective April 2014.

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MSAG CURRENT MONTH NOTES:

A total of **160** MSAG transactions were processed in 9-1-1 Net during the month of June 2016. **29** 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 **2,162** customer ANI/ALI (telephone number/address) records updated as a direct result.

TELEPHONE RECORD (ALI) TRANSACTIONS CURRENT MONTH NOTES:

129 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. Five (**5**) ALI DRs were submitted as the result of 9-1-1 calls from residences in Captain Cook, Honokaa and Keaau. 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 630 Open TN CR Transactions as of June 30, 2016.**
- **Refer to chart in the next section "TNCR Current Status"**

625 Open TN CR transactions are a direct result of the ESN 299 clean-up and are awaiting approval from Hawaiian Telcom, Inc. **5** Open TN CR transactions are a result of the Dispatchable Location project submitted in September. (Refer to the "Dispatchable Location" chart below) Once a telephone number is submitted to West for correction, it is verified against HT records and/or by the customer. Intrado's internal process requires calling each telephone customer individually for verification to update an address in the 9-1-1 database. West Safety Services opened over 900 TN CR records for Hawaii County during the month of June 2016. Many of these records required more research by Akimeka in order to find their MSAG valid addresses, after West provided information available in HT records or driving directions per HT customer. Akimeka continues to monitor and track the progress of the remaining 630 Referred records.

- **There are two (2) Open ALI-DRs as of June 30, 2016**

One 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. The other Open ALI DR was submitted in April 2016 for a business in Hilo. The TN was ported to PLNI and West Safety Services (Intrado) has emailed PLNI with the address update. This ALI DR will remain in Referred status until PLNI confirms the update is complete.

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TNCR (TELEPHONE NUMBER CHANGE REQUEST) CURRENT STATUS – JUNE 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	**630**	**147**	**171**	**312**

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 – JUNE 2016

NARRATIVE:

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

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

Dispatchable Location					
Common Name Place	**MSAG Address**	**2016**	**Number of TNCR* Transactions Submitted**	**Number of Transactions Processed****
KINGS SHOPS	CARRY OVER	2015	75	0
		Jan-May	0	17
		June	0	53
		Total	75	70

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

June 1, 2016 – June 30, 2016

3. GEOGRAPHIC INFORMATION SYSTEM (GIS) – JUNE 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.

Type of Layer	Akimeka GIS Server Date Created/ Edits Performed	Date GIS Delivered	Other/Remarks
	HAWAII COUNTY		
	CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)		
Address Points	6/28/2016		Spatially corrected forty (40) address points in Keaau.
	6/28/2016		Corrected address to three (3) address points (791106 Honuaino Rd, 797256 Nahenahe Loop and 797252 St Paul Rd) in Kealakekua.
	6/28/2016		Corrected address to four (4) address points in Keauhou.
	6/28/2016		Spatially corrected five (5) address points in Keauhou.
	6/28/2016		Corrected address to one (1) address point (174090 South Rd) in Kurtistown.
	6/28/2016		Corrected address to three (3) address points (951692, 952340 and 951840 Kaalaiki Rd) in Naalehu.
	6/28/2016		Corrected address to one (1) address point (310418 Hawaii Belt Rd) in Ninole.
	6/28/2016		Corrected address to one (1) address point (921532 Princess Kaiulani Blvd) in Ocean View.
	6/28/2016		Deleted two (2) address points (776634 Akoni Dr and 787190 Kaleiopapa Rd) in Keauhou.
	6/27/2016		Spatially corrected thirty-seven (37) address points in Keaau.
	6/24/2016		Corrected address to seven (7) address points in Honokaa.
	6/24/2016		Corrected address to seven (7) address points in Kamuela.
	6/24/2016		Spatially corrected eighteen (18) address points in Kamuela.
	6/24/2016		Spatially corrected forty (40) address points in Keaau.
	6/24/2016		Deleted one (1) address point (283536 Honomu Ln) in Honomu.
	6/23/2016		Spatially corrected seventy-one (71) address points in Keaau.
		06/21/16	
	6/17/2016		Spatially corrected eighty-four (84) address points in Keaau.
	6/17/2016		Spatially corrected eighteen (18) address points in Kurtistown.
	6/17/2016		Spatially corrected one (1) address point (410467 Hawaii Belt Rd) in Paauilo.
	6/17/2016		Deleted fourteen (14) address points in Pahoa.
	6/16/2016		Added two (2) address points (872751 Hawaii Belt Rd and 874536 Keahi Kai Pl) in Captain Cook.
	6/16/2016		Added one (1) address point (290149 Chin Chuck Rd) in Hakalau.
	6/16/2016		Added one (1) address point (560183 Pualani Rd) in Hawi.
	6/16/2016		Added two (2) address points (79 Kuawa St and 250120 Pukana La St) in Hilo.
	6/16/2016		Added one (1) address point (755305 Mamalahoa Hwy C) in Holualoa.

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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 Created/ Edits Performed**	**Date GIS Delivered**	**Other/Remarks**
	CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE **(Listed Alphabetically)**		
Address Points	6/16/2016		Added twenty-five (25) address points in Kailua Kona.
	6/16/2016		Added six (6) address points in Kamuela.
	6/16/2016		Added nine (9) address points in Keaau.
	6/16/2016		Added ten (10) address points in Kurtistown.
	6/16/2016		Corrected location name to one (1) address point (170516 Hale Pule Loop) in Kurtistown.
	6/16/2016		Spatially corrected eight (8) address points in Kurtistown.
	6/16/2016		Added one (1) address point (362438 Hawaii Belt Rd) in Laupahoehoe.
	6/16/2016		Added three (3) address points (161015 Alula Rd, 112687 Hibiscus St and 171038 Kaihenui Pl) in Mountain View.
	6/16/2016		Added one (1) address point (932307 South Point Rd) in Naalehu.
	6/16/2016		Added eight (8) address points in Ocean View.
	6/16/2016		Added four (4) address points in Paauilo.
	6/16/2016		Added one (1) address point (962268 North Rd) in Pahala.
	6/16/2016		Added thirteen (13) address points in Pahoa.
	6/16/2016		Added one (1) address point (270107 Ohanakupa Rd B) in Papaikou.
	6/16/2016		Added one (1) address point (281110 Old Railroad Way) in Pepeekeo.
	6/16/2016		Added seven (7) address points in Volcano.
	6/16/2016		Added one (1) address point in Waikoloa.
	6/16/2016		Completed monthly update on address points.
	6/15/2016		Corrected address to one (1) address point (823114 Lilikoi Ln) in Captain Cook.
	6/15/2016		Spatially corrected one (1) address point (328 Nahale A Ave) in Hilo.
	6/15/2016		Corrected address to six (6) address points in Kailua Kona.
	6/15/2016		Spatially corrected six (6) address points in Kailua Kona.
	6/15/2016		Corrected address to one (1) address point (810554 Kaiue St) in Kealakekua.
	6/15/2016		Spatially corrected one (1) address point (810554 Kaiue St) in Kealakekua.
	6/15/2016		Corrected address to one (1) address point (133150 Ka Io Lele Rd) in Pahoa.
	6/9/2016		Spatially corrected one hundred fifty-seven (157) address points in Kurtistown.
		06/07/16	
	6/6/2016		Added one (1) address point (590134 Lele Naia Dr) in Kamuela.

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MAPPING LAYERS UPDATED (PART III)

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

Type of Layer	Akimeka GIS Server Date Created/ Edits Performed	Date GIS Delivered	Other/Remarks
HAWAII COUNTY			
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE **(Listed Alphabetically)**			
Address Points	6/6/2016		Corrected address to one (1) address point (112933 Ala Kapena) in Volcano.
	6/3/2016		Spatially corrected one hundred sixteen (116) address points in Kurtistown.
	6/2/2016		Corrected address to one (1) address point (640123 Old Mamalahoa Hwy) in Kamuela.
	6/2/2016		Corrected address to two (2) address points (1049 Laulima Way and 328 Nahale A Ave) in Hilo.
	6/2/2016		Corrected location name to one (1) address point (1634 Kamehameha Ave) in Hilo.
Airports			
Bridges			
Building Footprints			
Bus Stops			
Churches			
Coastal Names			
Coastline			
Common Places			
Correctional Facilities			
Emergency Callboxes			
Emergency Operation Centers			
Emergency Shelters			
ESZ/ESN			
Fire Beats			
Fire Districts			
Fire Response Areas			
Fire Stations			
Food & Beverage			
Gas Stations			
Gate Codes			
Government Buildings			
Harbors			
Helipads			
Hiking Trails			
Hospitals			

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MAPPING LAYERS UPDATED (PART IV)

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

Type of Layer	Akimeka GIS Server Date Created/ Edits Performed	Date GIS Delivered	Other/Remarks
HAWAII COUNTY			
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			
Net Junctions			
Ocean Rescue Boundaries			
Ocean Safety			
Parcels			
Parks			
Parks Polygon			
Points of Interest		**06/21/16**	
		06/07/16	
	6/2/2016		Corrected address to ten (10) points of interest in Kailua Kona.
	6/2/2016		Spatially corrected forty-one (41) points of interest in Hilo.
	6/2/2016		Corrected address to two (2) points of interest (Trendsetters Beauty College and Waiakea Recreational Center) in Hilo.
	6/2/2016		Deleted one (1) point of interest (Tesoro Gas Express Banyan) in Hilo.
Police Beats			
Police Districts			
Police Response Areas			
Police Stations			
Post Offices			
Schools			
Street Centerlines	6/30/2016		Spatially corrected nine (9) street centerlines in Kailua Kona.
	6/29/2016		Spatially corrected twenty (20) street centerlines in Kailua Kona.
	6/23/2016		Added nine (9) street centerlines in Waikoloa.
	6/22/2016		Added thirty-seven (37) street centerlines in Waikoloa.

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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 Created/ Edits Performed**	**Date GIS Delivered**	**Other/Remarks**
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Street Centerlines	6/22/2016		Split six (6) street centerlines in Waikoloa.
		06/21/16	
	6/21/2016		Added twenty (20) street centerlines in Waikoloa.
	6/21/2016		Split three (3) street centerlines (two segments of Pohakulana Pl and one segment of Waikoloa Beach Dr) in Waikoloa.
	6/20/2016		Added four (4) street centerlines in Waikoloa.
	6/20/2016		Split four (4) street centerlines in Waikoloa.
	6/16/2016		Completed monthly update on street centerlines.
	6/15/2016		Corrected range to one (1) segment of Lilikoi Ln in Captain Cook.
	6/15/2016		Added one (1) segment of Ka Io Lele Rd in Pahoa.
	6/15/2016		Split one (1) segment of Kamaili Rd in Pahoa.
	6/14/2016		Corrected range to one (1) street segment of Malia Pl in Kailua Kona.
	6/14/2016		Added two (2) segments of Alaneo Rd in Pahoa.
	6/14/2016		Split one (1) segment of Kaohe Homestead Rd in Pahoa.
	6/8/2016		Spatially corrected five (5) street centerlines in Kailua Kona.
	6/8/2016		Added sixteen (16) street centerlines in Kamuela.
	6/8/2016		Split two (2) street centerlines (Mamalahoa Hwy and White Rd) in Kamuela.
		06/07/16	
	6/7/2016		Added sixteen (16) street centerlines in Kamuela.
	6/7/2016		Split six (6) street segments in Kamuela.
	6/7/2016		Spatially corrected six (6) street segments in Kamuela.
	6/7/2016		Corrected range to six (6) street segments in Kamuela.
	6/6/2016		Added ten (10) street segments in Kamuela.
	6/6/2016		Split four (4) street segments in Kamuela.
	6/3/2016		Added one (1) street (Lilikoi Ln) in Captain Cook.
	6/3/2016		Split one (1) segment of Kinue Rd in Captain Cook.
	6/3/2016		Corrected range to one (1) segment of Kinue Rd in Captain Cook.
	6/3/2016		Spatially corrected seven (7) street segments in Captain Cook.
	6/2/2016		Spatially corrected four (4) street segments in Hilo.
	6/2/2016		Added one (1) segment of Laulima Way in Hilo.
Subdivisions			
Tow Jurisdictions			
Tsunami Evacuation Zones			
Tsunami Heights			
Waste Water Plants			

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MAPPING LAYERS UPDATED (PART VI)

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

Type of Layer	Akimeka GIS Server Date Created/ Edits Performed	Date GIS Delivered	Other/Remarks
HAWAII COUNTY			
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
WSP Cell Sectors	6/30/2016		Per VZW CRS
		06/22/16	
		06/21/16	
	6/9/2016		Per VZW CRS
WSP Cell Towers	6/30/2016		Per VZW CRS
		06/22/16	
		06/21/16	
	6/9/2016		Per VZW CRS

GEOGRAPHIC INFORMATION SYSTEM (GIS) NARRATIVES

GIS KEY ACTIVITIES/UPDATES

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

Date	Key Activities/Updates
6/22/2016	MapFlex deliverable which included the following updated layers: Cell Sectors and Cell Towers.
6/21/2016	MapFlex deliverable which included the following updated layers: Address Points, Cell Sectors, Cell Towers, Common Places and Street Centerlines.
6/7/2016	MapFlex deliverable which included the following updated layers: Address Points, Cell Sectors, Cell Towers, Common Places and Street Centerlines.

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ADDRESS POINTS AND STREET CENTERLINES UPDATE COMPARISON

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

The Address Points and Street Centerlines layer comparative analysis was completed on the updates received from the Hawaiʻi County Planning Department on **June 16, 2016**. Results are as follows:

HAWAII COUNTY	Address Points Layer	Street Centerlines Layer
New Addresses Added	98	
Addresses Removed	0	
Address Street Name Changes	9	
Address Street Number Changes	9	
New Street Segments Added		1
Street Segments Removed		0
Street Segment Range Changes		1
Street Segment Name Changes		0

NOTE:

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

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POLICE BEAT REVIEW

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

1. To better service the public safety needs of Hawaii County, Akimeka compared the written descriptions of the Hawaii Police Beats as recorded in Document Number GO 204 with an effective date of June 27, 2011, and made corrections to the Police Beats GIS layer where needed. In addition, Akimeka has been documenting any recommendations for document description updates.

    a. Akimeka reviewed the written descriptions for the Hawaii Police Beats and cross referenced it to the Police Beats GIS layer. The boundaries to all seventy-six police beats as well as the area falling within the jurisdiction of the Hawaii Volcanoes National Park were edited for greater accuracy.

    b. Akimeka has documented all potential discrepancies between the written descriptions and GIS layer for a thorough review upon completion. Akimeka has also produced several maps to better illustrate some of the larger discrepancies.

    c. Upon completion of the GIS editing procedures, Akimeka will participate in a Police Beat review process with the Hawaii Police Department to further refine the boundaries to the Police Beats GIS layer and the written descriptions for those boundaries. This process will finalize the synchronization between the GIS layer and the written descriptions; provide additional precision and accuracy to both the GIS layer and written descriptions; and eliminate all discrepancies so that confusion and/or misinterpretation of those boundaries do not hinder public safety needs.

    d. During the month of February 2016, Akimeka corrected the boundaries to the GIS layers that are associated with the Police Beats so that proper alignment would occur between the associated layers. This included correcting boundaries to six ESNs and three Police Districts. Those corrected layers were delivered to MapFlex and made available to the dispatchers on February 17th.

    e. During the month of March 2016, Akimeka corrected the boundaries to the Police Response Areas so they would be aligned properly with the Police Beats and be topologically error free. This included correcting the boundaries to all seventy-six police response areas as well as the area falling within the jurisdiction of the Hawaii Volcanoes National Park.

    f. During the month of June 2016, Akimeka is awaiting the final review process of the Police Beat layer with the Hawaii Police Department. Besides the Police Beat layer, the review process with the Hawaii Police Department will also likely include a review process of the Police Districts layer as well as the Police Response Areas layer.

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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.

    c. In May 2016, the final NDA were completed with Akimeka, Spillman Technologies, and the Hawaii Police Department.

    d. On May 31, 2016, Akimeka's GIS Manager and two representatives from the Spillman Technologies team met to discuss the timeline, requirements, and where they can work together to make this a successful project and on schedule.

        i. Spillman Technologies is currently in the process of getting the server(s) packaged/shipped on site. Once these are in place, more timeline milestones will be established with preparing the data for configuration on the server, etc.

MILE MARKER PROJECT

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

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

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

    b. On March 21, 2016, Akimeka contacted Hawaii Department of Transportation via email to inquire if there were any new mile markers in place for the new stretch of Route 200, and if so if we could acquire the necessary data from

them to include in our current mile marker spatial dataset that we provide to the PSAPs. We also inquired if the mile markers for the old section of Route 200 were still in place, and if so if the old stretch of Route 200 had a different route number now, so that confusion would not arise between the mile markers of the new and old routes. In order to clarify and expedite our request for information, Akimeka created a map illustrating the new and old sections of Route 200 for Hawaii Department of Transportation's perusal.

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

d.   On April 21, 2016, Akimeka received a map from Hawaii Department of Transportation, detailing the location of the ten mile markers for the new section of Route 200. The new mile markers were then digitized into the necessary file format and incorporated into the Milepost Markers layer. This updated layer was delivered to MapFlex and made available to the dispatchers on April 26th.

e.   On April 28, 2016, Akimeka received a request from Hawaii County Fire Department for the mile markers to be query able to the dispatchers in the same manner as the common places.

f.   On April 28, 2016, Akimeka promptly proceeded with this request by first modifying the naming of fifty-seven of the mile markers in order to differentiate the mile markers of the new section of Route 200 from the mile markers of the old section of Route 200. Then forty-seven of the mile markers were assigned aliases to help ensure they would be located by dispatchers when queried since the name of those particular mile markers might be confused with their historical name. The five hundred nineteen mile markers were then incorporated into the Common Places layer to ensure that dispatchers would be able to correctly and efficiently query them from the spatial dataset.

g.   On April 29, 2016, Akimeka performed an additional MapFlex deliverable, which included the Common Places and the Milepost Markers layers, thereby making the mile markers query able to the dispatchers. Detailed instructions were also given to the PSAPs on how to query the mile markers correctly so that time would not be wasted trying to figure it out during an emergency situation.

h.   On Friday, May 6, 2016, Akimeka was notified by Hawaii County Fire Department that their MapFlex's Milepost Marker search now had a dropdown selection indicating multiple options.

i.   On Monday, May 9, 2016, Akimeka contacted West (formerly Intrado) to verify if this was occurring due to there being more than one GIS layer (Milepost Markers and Common Places) in MapFlex configured for the search.

j.   On May 26, 2016, Akimeka received confirmation from West that multiple options were in fact being produced while searching because Milepost Markers and Common Places are both configured for querying. Akimeka immediately proceeded by recommending the opening of a trouble ticket with Hawaiian Tel to correct this issue.

k.   On June 24, 2016, West made the necessary configuration correction to prevent the dropdown selection from appearing in MapFlex while querying the Milepost Markers.

l.   On June 27, 2016, the dispatchers at the Hawaii County Fire Department confirmed that the issue with the Milepost Marker search format had been resolved resulting in a single option for each unique Milepost Marker search.

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

1. On February 29, 2016, after completing the review of the Annual Audit for Verizon wireless Akimeka contacted West to discuss the reason why the annual audit synchronization has degraded in the match accuracy.
   a. Note – The CRS process performed throughout the year for all WSPs deals with routine maintenance performed on the sites/sectors. The Annual Audit is intended to identify any possible gaps in that process and seeks reconciliation in an effort to re-synchronize the databases. If there are no missed CRSs throughout the year and the database match percentage decreases, then there are apparent issues.
2. On March 15, 2016, Akimeka and West held a conference call to discuss the matter. During the conversation it was identified that the changes sent back from Akimeka to West after accuracy validation, are processed into the FMCC. The issue that Akimeka is seeing when the Annual Audit is provided is resulting from a script West put in place in 2013 to output the CRSs into the approved format at that time.
   a. The issue is that the format has changed over time due to new technology and more hexadecimal numbering of the wireless sectors. In order to accommodate those changes, Akimeka has developed a translation into an applicable format which the PSAPs are able to use. The format that West is providing each Annual Audit and CRS is overriding the changes within the FMCC, therefore give the appearance of not being synchronized in that process but are. This helps to explain why the wireless testing results are accurate, and the PSAPs are not experiencing a large number of discrepancies in the Mapping Systems when matched with the ALI.
3. Akimeka followed up with West on March 30, 2016, to see if West has re-scripted the format.
   a. West replied that unfortunately it will require system development at West. Melissa Norton of West did mention that the particular system that needs to be changed is currently backlogged with a few large projects. She opened a Product Development Request at West but there is no ETA on the enhancement. In order to speed up the request, she is working to bundle the request with several other State's requests.
4. Akimeka will continue to follow up on the process to ensure the wireless databases are maintained accurately. With the big push by the WSPs for more LTE sites, which are having the impact on the hexadecimal numbering, Akimeka is hopeful that West can resolve this issue. The additional work involved to re-validate information takes a significant effort and allows for discrepancy. The Annual Audit is supposed to be a raw comparison to the condition of the data in both the FMCC and the GIS database provided in the Mapping Systems. Without both in its raw format, the comparison becomes unclear as to the real condition of the FMCC database.
5. Throughout the month of April 2016, Akimeka had been provided several TVWs by the WSPs for testing and most of the information was good for testing but there was an unusually high number of records that were either missing or were incorrect. Virtually all TVWs sent to Akimeka had some variety of discrepancy in them. This was only applicable to Verizon at the time and since the Annual Audit with Verizon had been completed, bringing the databases to 100% match rate, a reason for the mismatch in TVW information was perplexing. It certainly required more investigation into what was occurring.
6. On April 21, 2016, Akimeka was notified of yet another set of TVWs with issues and the WSP and West investigated their end and said everything was matching. Because the Annual Audit was completed, matching West and Akimeka databases, but yet the TVWs produced from the West database were not matching, something was highly unusual.
   a. Later the same day, Akimeka provided an example of the discrepancy back to West detailing one of the records along a timeline. Information provided in the TVW matched with the record from 2015. Since that time, there were several updates, including the Annual Audit. This indicated that the TVWs being generated by West were not accurate and it also was indicating the Annual Audit sent back to West was not be uploaded. This is a major issue.
7. To confirm Akimeka's suspicion that the Annual Audit updates were not being uploaded by West into the FMCC, Akimeka followed up with implementation specialist at West, who the Audit was coordinated with.
   a. West sent a reply on April 25, 2016, that the audit was not fully completed at West and they were in their final stages before sending changes to the database and on to Verizon. From West "there were a lot of changes that came from the audit which is where you may be seeing the discrepancies. Once Verizon has called in the hot cuts (changes), the data should match the audit sheet you sent".

b. This was confirmation that the audit was still not being processed fully by West after 2 months and that the issues with mismatched information in the TVWs were as a result of this.

8. On May 23, 2016, Akimeka, West, and Verizon held a conference call to discuss the issue in more detail.
    a. West provided a brief that indicated the Verizon Annual Audit was complete and that the West FMCC database and the Verizon TVWs match.
    b. Akimeka used several examples of changes which have occurred more recently (all during 2016 year), which were missing or outdated in both the West and Verizon databases.
    c. West agreed that they must be behind in processing the changes Akimeka sends to them via the CRSs and the Annual Audit.
    d. Akimeka brought up several concerns regarding the length of time it is taking West to process the changes and the inability to monitor the changes that occur with every site and sector. Akimeka mentioned that in all of the examples provided where the TVWs were incorrect, Akimeka has been able to pull every change which has occurred to that record. Akimeka maintains an extensive archive of all additions, changes, and deletes dating back in many cases more than 5 years. Akimeka also mentioned that we perform updates based on a change triggered by the WSPs. There is no other form of change that occurs outside of the mechanisms communicated to Akimeka by both West and the WSPs via the CRS or Annual Audits.
    e. It was agreed that West would follow up with their one (1) resource assigned to the annual audit and see why this has taken almost three months to complete.
        i. Note – the review and update process completed by Akimeka took six (6) business days to complete.
9. It was unclear if the follow up within West took place, however West did reply back on June 8th, 2016 and requested that Akimeka review and complete another wireless audit for Verizon.
    a. In order to resolve the discrepancies, Akimeka agreed to perform another annual audit for the Verizon information.
    b. West had agreed that they would process the updates ASAP in order to ensure no issues occurring once again in their database.
10. On June 20, 2016, Akimeka returned the completed Annual Audit and requested confirmation once West has made the corresponding changes.
11. On June 22, 2016, West had sent notification that the audit was completed on their end.
12. The issue should be resolved, however the PSAPs and Akimeka will continue to monitor the accuracy of information sent in the TVWs and reopen the issue if needed.

MAPFLEX SYSTEM

During the month of June 2016, the MapFlex system received updates without any issues and deliverables continued on schedule.

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

During the month of June 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 June 2016
    a. **Hawaii County** – June 7th and June 21st
    b. **Maui County** – June 8th and June 22nd
    c. **Kauai County** – June 9th and June 23rd
    d. **Honolulu** – June 10th and June 24th

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4. SERVICE REQUESTS TRANSACTIONS

OPEN SERVICE REQUESTS – JUNE 2016

#	Date	Ticket #	Description	PSAP	Urgency	Comments
1	08/19/14	716	Updated Address	FIRE	Normal	TN has been referred to telco via email by West Safety Services (Intrado). RMS
2	04/28/16	844	Updated Address	FIRE	Normal	TN has been referred to telco via email by West Safety Services (Intrado). RMS

Note* There are two (2) opened service request pending for June 2016.

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

	HAWAII COUNTY			MSAG SERVICE REQUEST CATEGORIES					
2016	**TOTAL**		**Open**	**WIRELINE**		**WIRELESS**		**VoIP**	
	Created	**Closed**		**Created**	**Closed**	**Created**	**Closed**	**Created**	**Closed**
2015 Carryover*			3						
January	9	10	2	8	8	0	1*	1	1
February	1	2	1	1	1	0	0	0	1*
March	2	2	1	1	1	0	0	1	1
April	6	5	2	6	5	0	0	0	0
May	5	5	2	5	5	0	0	0	0
June	2	2	2	2	2	0	0	0	0
July									
August									
September									
October									
November									
December									
TOTAL	**25**	**26**	**2**	**23**	**22**	**0**	**1**	**2**	**3**

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

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

5. E9-1-1 DATABASE SYNCHRONIZATION

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

Next Database Synchronization August 2016

AUDIT SUMMARY RESULTS – AUGUST 2016 -- TBA

AUDIT SUMMARY RESULTS – CONTINUED

AUDIT SUMMARY RESULTS COMPARISION – AUGUST 1, 2016 VS MAY 1, 2016 -- TBA

AUDIT SUMMARY RESULTS -- TBA

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

AUTOMATIC LOCATION IDENTIFICATION (ALI) DISCREPANCY REPORT -- TBA

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1. PSAP OPERATIONS

9-1-1 CALL VOLUME MAUI PSAP – JUNE 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
JUNE	11,010	1,910	17.35%	7,470	67.85%	56.83%	43.17%	297	2.70%	7	0.06%	0	0.00%	1,326	12.04%	0	0.00%

CALL VOLUME MAUI PSAP NOTES:

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

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

9-1-1 Call Volume															
MAUI PSAP		**Wireline**		**Wireless**				**VOIP**		**Calls with No ALI**		**Admin Calls**		**Abandoned Calls**		**Other Calls**	
2016	Total 9-1-1 Calls Processed	No. of Wireline Calls	% of Total Calls	No. of Wireless Calls	% of Total Calls	% of Wireless WPH1 Calls	% of Wireless WPH2 Calls	No. of VoIP Calls	% of Total Calls	No. of Calls with No ALI	% of Total Calls	No. of Admin Calls	% of Total Calls	No. of 9-1-1 Abandoned	% of Total Calls	Other Calls	% of Total Calls
JAN	11,627	2,130	18.32%	7,796	67.05%	60.31%	39.69%	334	2.87%	19	0.16%	0	0.00%	1,348	11.59%	0	0.00%
FEB	9,968	1,941	19.47%	6,639	66.60%	56.64%	43.36%	263	2.64%	7	0.07%	0	0.00%	1,118	11.22%	0	0.00%
MAR	11,240	2,216	19.72%	7,452	66.30%	57.11%	42.89%	262	2.33%	12	0.11%	0	0.00%	1,298	11.55%	0	0.00%
APR	11,162	2,180	19.53%	7,376	66.08%	57.57%	42.43%	249	2.23%	19	0.17%	0	0.00%	1,338	11.99%	0	0.00%
MAY	11,672	2,012	17.24%	7,929	67.93%	57.94%	42.06%	295	2.53%	17	0.15%	0	0.00%	1,419	12.16%	0	0.00%
JUNE	11,010	1,910	17.35%	7,470	67.85%	56.83%	43.17%	297	2.70%	7	0.06%	0	0.00%	1,326	12.04%	0	0.00%
JULY																
AUG																
SEPT																
OCT																
NOV																
DEC																
YTD	66,679	12,389		44,662				1,700		81		0		7,847		0	
MON AVG	11,113	2,065	18.60%	7,444	66.97%	57.73%	42.27%	283	2.55%	14	0.12%	0	0.00%	1,308	11.76%	0.00	0.00%

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9-1-1 CALL VOLUME MOLOKAI PSAP – JUNE 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
JUNE	505	114	22.57%	317	62.77%	62.46%	37.54%	0	0.00%	2	0.40%	0	0.00%	72	14.26%	0	0.00%

CALL VOLUME MOLOKAI PSAP NOTES:

Calls with no Ali 0.40% - Statewide average = 0.18% Year 2015

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

9-1-1 Call Volume																
MOLOKAI PSAP	Wireline		Wireless				VOIP		Calls with No ALI		Admin Calls		Abandoned Calls		Other Calls	
2016	Total 9-1-1 Calls Processed	No. of Wireline Calls	% of Total Calls	No. of Wireless Calls	% of Total Calls	% of Wireless WPH1 Calls	% of Wireless WPH2 Calls	No. of VoIP Calls	% of Total Calls	No. of Calls with No ALI	% of Total Calls	No. of Admin Calls	% of Total Calls	No. of 9-1-1 Abandoned	% of Total Calls	Other Calls	% of Total Calls
JAN	371	109	29.38%	210	56.60%	58.57%	41.43%	6	1.62%	2	0.54%	0	0.00%	44	11.86%	0	0.00%
FEB	337	126	37.39%	178	52.82%	54.49%	45.51%	3	0.89%	2	0.59%	0	0.00%	28	8.31%	0	0.00%
MAR	355	106	29.86%	205	57.75%	45.85%	54.15%	3	0.85%	2	0.56%	0	0.00%	39	10.99%	0	0.00%
APR	435	153	35.17%	232	53.33%	51.29%	48.71%	1	0.23%	2	0.46%	0	0.00%	47	10.80%	0	0.00%
MAY	360	141	39.17%	182	50.56%	52.75%	47.25%	0	0.00%	2	0.56%	0	0.00%	35	9.72%	0	0.00%
JUNE	505	114	22.57%	317	62.77%	62.46%	37.54%	0	0.00%	2	0.40%	0	0.00%	72	14.26%	0	0.00%
JULY																	
AUG																	
SEPT																	
OCT																	
NOV																	
DEC																	
YTD	2,363	749		1,324				13		12		0		265		0	
MON AVG	394	125	32.26%	221	55.64%	54.24%	45.76%	2.17	0.60%	2	0.52%	0	0.00%	44.167	10.99%	0	0.00%

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9-1-1 CALL VOLUME (COMBINED MAUI & MOLOKAI PSAPS) – JUNE 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
JUNE	11,515	2,024	17.58%	7,787	67.62%	57.06%	42.94%	297	2.58%	9	0.08%	0	0.00%	1,398	12.14%	0	0.00%

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

9-1-1 Call Volume																
MAUI COUNTY PSAPs	**Wireline**		**Wireless**				**VOIP**		**Calls with No ALI**		**Admin Calls**		**Abandoned Calls**		**Other Calls**	
2016	Total 9-1-1 Calls Processed	No. of Wireline Calls	% of Total Calls	No. of Wireless Calls	% of Total Calls	% of Wireless WPH1 Calls	% of Wireless WPH2 Calls	No. of VoIP Calls	% of Total Calls	No. of Calls with No ALI	% of Total Calls	No. of Admin Calls	% of Total Calls	No. of 9-1-1 Abandoned	% of Total Calls	Other Calls	% of Total Calls
JAN	11,998	2,239	18.66%	8,006	66.73%	60.27%	39.73%	340	2.83%	21	0.18%	0	0.00%	1,392	11.60%	0	0.00%
FEB	10,305	2,067	20.06%	6,817	66.15%	56.58%	43.42%	266	2.58%	9	0.09%	0	0.00%	1,146	11.12%	0	0.00%
MAR	11,595	2,322	20.03%	7,657	66.04%	56.81%	43.19%	265	2.29%	14	0.12%	0	0.00%	1,337	11.53%	0	0.00%
APR	11,597	2,333	20.12%	7,608	65.60%	57.37%	42.63%	250	2.16%	21	0.18%	0	0.00%	1,385	11.94%	0	0.00%
MAY	12,032	2,153	17.89%	8,111	67.41%	57.82%	42.18%	295	2.45%	19	0.16%	0	0.00%	1,454	12.08%	0	0.00%
JUNE	11,515	2,024	17.58%	7,787	67.62%	57.06%	42.94%	297	2.58%	9	0.08%	0	0.00%	1,398	12.14%	0	0.00%
JULY																	
AUG																	
SEPT																	
OCT																	
NOV																	
DEC																	
YTD	69,042	13,138		45,986				1,713		93		0		8,112		0	
MON AVG	11,507	2,190	19.06%	7,664	66.59%	57.65%	42.35%	286	2.48%	16	0.13%	0.00	0.00%	1,352	11.74%	0	0.00%

PSAP OPERATION NOTES:

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

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TEXT TO 911 – CURRENT MONTH – JUNE 2016

NOTE:

- Maui County initiated a soft launch of the Text to 911 service on March 15, 2016.
- Although there is a "Text to 911" plot on the MapFlex, the location of the plot is not reliable. Text to 911 Dispatchers should use their skills to ascertain the exact location of the emergency response.
- Text to 911 Chart also includes internal testing of Text to 911 for training purposes.

TEXT TO 911 Maui County PSAPs 2016		
Month	Received at Maui	Received at Molokai
January	1	0
February	0	0
March	38	5
April	12	2
May	25	3
June	19	4
July		
August		
September		
October		
November		
December		
YTD	95	14
Monthly Avg.	15.83	2.33

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WIRELESS PSAP TESTING – JUNE 2016

MAUI COUNTY - JUNE 2016						
Date	WSP	Sites Tested	Sectors Tested	Tested By:	Test Pass/Fail	Comments:
6/2/2016	Verizon	4	12	Maui PSAP	Pass	
6/3/2016	Verizon	4	12	Maui PSAP	Pass	
6/9/2016	Verizon	4	12	Maui PSAP	Pass	
6/10/2016	Verizon	4	12	Maui PSAP	Pass	
6/16/2016	Verizon	3	11	Maui PSAP	Pass	
6/17/16	Verizon	1	2	Maui PSAP	Pass	
6/30/16	Verizon	1	6	Maui PSAP	Pass	

NOTES:

- There were seven (7) scheduled Wireless tests conducted in June, 2016 for the Maui and Molokai PSAPs.

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FOR YOUR INFORMTION

FYI ………... For Your Information
MLTS (Multi Line Telephone System)
"Most MLTS/PBX systems enable the digits 9-1-1 to be dialed and routed to a Public Safety Answering Point (PSAP). However, the vast majority of these systems do not provide granular location information with the 9-1-1 call to enable emergency responders to know the actual location of the emergency. In many instances a call from the 12th floor of a large office building may only provide the street address of the building. If the caller is unable to provide his or her location and no one else is available to provide assistance, such a lack of location information can prove fatal." (NENA : Multi-Line Telephone System & Private Branch Exchange) Technical Standards & Docs.

PRIMARY	MLTS/PBX 911 CALLS RECEIVED	
PSAPS*	June 2016	YEAR TO DATE 2016
Oahu	3,440	20,755
Hawaii	88	395
Maui	83	576
Molokai	0	1
Kauai	15	129
Total**	3,626	21,856

*PSAP totals does not include Military 911 calls.
** Total numbers are a minimum estimated count. Presently, CENTRX & VoIP call volumes are combined with Multi & Single line systems and were not added to the total MLTS 911 calls.

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2. MSAG (MASTER STREET ADDRESS GUIDE)

MSAG TRANSACTIONS CURRENT MONTH/YEAR – JUNE 2016

MAUI COUNTY	9-1-1 TRANSACTIONS								
	Total	MSAG	ALI Submitted			Open ALI Discrepancy Records			Customer Addresses Affected
2016		MSAG (A)	TN CR (B)	ALI DR (C)	VoIP (D)	TNCR	ALI DR	VoIP DR	
JANUARY	176	8	167	0	1	1,893	0	0	173
FEBRUARY	148	13	135	0	0	2,026	0	0	158
MARCH	79	14	65	0	0	1,938	0	0	170
APRIL	132	25	107	0	0	1,795	0	0	895
MAY	79	45	31	3	0	1,281	0	0	726
JUNE	60	38	21	1	0	823	0	0	608
JULY									
AUGUST									
SEPTEMBER									
OCTOBER									
NOVEMBER									
DECEMBER									
TOTAL YTD	674	143	526	4	1				2,730
AVG PER MONTH	112	8	167	0	1				173

Definitions
(A)**M**aster **S**treet **A**ddress **G**uide - Represents corrections made to street records including, street names, address ranges, MSAG Communities and ESNs.
(B) **T**elephone **N**umber **C**hange **R**equest - Represents address corrections on a specific TN or group of TNs. These "invalid" TNs usually have an associated ESN 399/359 attached to them which indicates the need for validation.
(C) **A**utomatic **L**ocation **I**nformation **D**iscrepancy **R**ecord - Represents an address discrepancy discovered during a live 9-1-1 call, from a landline. These record corrections are treated with a higher priority and should be processed within 48 hours as a general guideline.
(D) **V**oice **o**ver **I**nternet **P**rotocol **D**iscrepancy **R**ecord - Represents an address discrepancy discovered during a live 9-1-1 call, from a VoIP phone. These record corrections are treated with a higher priority and should be processed within 72 hours as a general guideline per Time Warner Operations Center. MSR tracking effective April 2014.

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MSAG CURRENT MONTH NOTES:

A total of **60** MSAG transactions were processed in 9-1-1 Net during the month of June 2016. Thirty-eight (**38**) 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 **608** customer ANI/ALI (telephone number/address) records updated as a direct result.

TELEPHONE RECORD (ALI) TRANSACTIONS CURRENT MONTH NOTES:

21 Telephone Number Change Requests (TN CR) transactions were processed in 9-1-1 Net with valid MSAG addresses, as a result of the ESN 399 clean-up effort. ESN 399 TN CRs must be validated against HT records and approved by the end user Hawaiian Telcom customer before updating the ALI record. Akimeka is awaiting feedback from Intrado on the TN CRs that have been submitted for correction. In June 2016, there were **478** TN CRs completed and as a result, twenty-two (**22**) ESN 399 street records were deleted from the MSAG database. One (**1**) ALI DR was submitted as the result of a 9-1-1 call from a business on Molokai. Maui PSAP submitted the request to Akimeka to update the customer information and the discrepancies were corrected in 9-1-1 Net.

OPEN TELEPHONE RECORD (ALI) DISCREPANCY STATUS:

- **There are 823 Open TN CR Transactions as of June 30, 2016.**
- **Refer to chart in the next section "TNCR Current Status"**

768 Open TN CR transactions are a direct result of the ESN 399 clean-up and are awaiting approval from Hawaiian Telcom, Inc. **55** 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 June 30, 2016**
- **There are no VoIP DRs Open as of June 30, 2016**

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TNCR (TELEPHONE NUMBER CHANGE REQUEST) CURRENT STATUS – JUNE, 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	**623**	**104**	**105**	**414**
MOLOKAI	**200**	**24**	**20**	**156**
TOTAL	**823**	**128**	**125**	**570**

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

Maui County E9-1-1 Status Report

June 1, 2016 - June 30, 2016

DISPATCHABLE LOCATION – STATUS AS OF – JUNE 2016 - PENDING

NARRATIVE:

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

During the month of August 2015, Akimeka started a pilot project, entering additional location information to a verified MSAG address with multiple telephone numbers. Specifically the Queen Kaahumanu Shopping Center at 275 Kaahumanu Ave. The "Dispatchable Location" data is entered into the "Driving Directions" field in the 9-1-1 Net system, and will display on the Viper Power 911 ALI Screen in the "Exact" field should a 911 call be received from that telephone number. Screen shots of the "Before" ALI screen, and the "After" ALI screen with the updated "Dispatchable Location" information visible, were presented to the Dispatch Supervisors. Akimeka received positive feedback from the 911 Dispatch Personnel because the information that the 911 Call Takers will receive, will certainly cut down on the process of determining the exact location of the 911 caller. In addition to this, Akimeka was informed that the Mobile Dispatch Terminals (MDTs) in the Police Vehicles, also are able to view this "Dispatchable Location" information which will reduce the response times for Public Safety. In September, the Dispatchable Location transactions have been temporarily stopped. Transactions have not been updated in 9-1-1 Net pending research by Hawaiian Tel and West Safety Services (Intrado) for providing an additional 60 character field in the ALI data stream to accommodate Dispatchable Location information as an alternative to using the "Driving Directions" field. Until this field is created, no further Dispatchable Location transactions will be submitted. There are currently 748 transactions prepared for submission. However, present observations indicate that previous transactions that were submitted in 2015 are currently being processed.

Dispatchable Location					
Common Name Place	**MSAG Address**	**2016**	**Number of TNCR* Transactions Prepared**	**Number of TNCR* Transactions Submitted**	**Number of Transactions Processed****
Queen Kaahumanu Center	Carryover from 2015	2015		368	299
Lahaina Outlets	900 Front St, Lahaina	Jan-	**155**	0	6
Maui Mall	70 E Kaahumanu Ave, Kahului	Mar	**88**	0	
Shops at Wailea	3750 Wailea Alanui Dr, Wailea	Apr	**255**	0	0
		May	**177**	0	8
Azeka Kihei	1279 S. Kihei Rd, Kihei	June	**73**	0	0
		Total	**748**	**368**	**313**

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) – JUNE 2016

MAPPING LAYERS UPDATED (PART I)

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

MAUI COUNTY			
Type of Layer	**Akimeka GIS Server** **Date Created/ Edits Performed**	**Date GIS Delivered**	**Other/Remarks**
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE **(Listed Alphabetically)**			
Address Points	6/28/2016		Spatially corrected two (2) address points in Kula
	6/28/2016		Spatially corrected thirty-three (33) address points in Kihei
	6/28/2016		Added one (1) address in Hana
	6/28/2016		Added two (2) addresses in Kula
	6/28/2016		Added thirteen (13) addresses in Kihei
	6/24/2016		Added one (1) address in Haiku
	6/24/2016		Spatially corrected one (1) address point in Haiku
	6/24/2016		Added one (1) address in Hoolehua
	6/24/2016		Corrected Location Name for one (1) address in Kahului
	6/24/2016		Added one (1) address in Kualapuu
	6/24/2016		Added four (4) addresses in Pukalani
	6/24/2016		Spatially corrected one (1) address point in Pukalani
		06/22/16	
	6/21/2016		Added one (1) address in Hana
	6/21/2016		Spatially corrected two (2) address points in Kihei
	6/21/2016		Added one (1) address in Kihei
	6/21/2016		Added one (1) address in Waikapu
	6/16/2016		Spatially corrected three (3) address points in Hana
	6/16/2016		Added two (2) addresses in Hana
	6/16/2016		Added one (1) address in Hoolehua
	6/16/2016		Added one (1) address in Kaunakakai
	6/16/2016		Spatially corrected one (1) address point in Makawao
	6/16/2016		Added one (1) address in Makawao
	6/16/2016		Added one (1) address in Waihee
	6/16/2016		Changed one (1) address in Wailuku
	6/16/2016		Added seven (7) addresses in Kihei
	6/16/2016		Spatially corrected two hundred twenty-one (221) address points in Kihei
	6/16/2016		Corrected four (4) addresses in Kihei
	6/16/2016		Added Location Name to one (1) address in Kihei
	6/15/2016		Spatially corrected one hundred twenty-three (123) address points in Kihei
	6/15/2016		Spatially corrected one hundred twenty-two (122) address points in Wailea
	6/14/2016		Spatially corrected one hundred three (103) address points in Kihei
	6/14/2016		Spatially corrected one hundred seventy-nine (179) address points in Wailea

Maui County E9-1-1 Status Report

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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 Created/ Edits Performed**	**Date GIS Delivered**	**Other/Remarks**
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE **(Listed Alphabetically)**			
Address Points	6/13/2016		Spatially corrected four hundred three (403) address points in Kihei
	6/10/2016		Changed one (1) address in Haiku
	6/10/2016		Added one (1) address in Hana
	6/10/2016		Spatially corrected one (1) address in Kaunakakai
	6/10/2016		Added one (1) address in Kaunakakai
	6/10/2016		Added two (2) addresses in Kualapuu
	6/10/2016		Added one (1) address in Makawao
	6/10/2016		Added one (1) address in Maunaloa
		06/08/16	
	6/7/2016		Corrected three (3) Location Names in Haiku
	6/7/2016		Added one (1) address in Hana
	6/7/2016		Corrected one (1) Location Name in Hana
	6/7/2016		Corrected Location Name of one (1) address in Hoolehua
	6/7/2016		Corrected two (2) Location Names in Kaanapali
	6/7/2016		Corrected ten (10) Location Names in Kahului
	6/7/2016		Corrected one (1) Location Name in Kapalua
	6/7/2016		Changed Location Name for three (3) addresses in Kaunakakai
	6/7/2016		Corrected eight (8) Location Names in Kihei
	6/7/2016		Corrected four (4) Location Names in Lahaina
	6/7/2016		Corrected one (1) Location Name in Lanai
	6/7/2016		Changed one (1) Location Name in Maalaea
	6/7/2016		Changed three (3) Location Names in Makawao
	6/7/2016		Corrected five (5) Location Names in Napili
	6/7/2016		Corrected one (1) Location Name in Paia
	6/7/2016		Corrected one (1) Location Name in Waihee
	6/7/2016		Corrected three (3) Location Names in Wailea
	6/7/2016		Changed nine (9) Location Names in Wailuku
	6/1/2016		Spatially corrected sixty-seven (67) address points in Kahului
	6/1/2016		Added one (1) address in Kahului
	6/1/2016		Added one (1) address in Kapalua
	6/1/2016		Added one (1) address in Wailea
	6/1/2016		Changed one (1) Location Name in Lahaina
Airports			
Bridges			

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MAPPING LAYERS UPDATED (PART III)

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

Type of Layer	Akimeka GIS Server Date Created/ Edits Performed	Date GIS Delivered	Other/Remarks
MAUI COUNTY			
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE **(Listed Alphabetically)**			
Building Footprints			
Bus Stops			
Churches	6/30/2016		Added one (1) church in Kaunakakai
Coastal Names			
Coastline			
Common Places			
Correctional Facilities			
Emergency Callboxes			
Emergency Operation Centers			
Emergency Shelters			
ESZ/ESN			
Fire Beats			
Fire Districts			
Fire Response Areas			
Fire Stations			
Food & Beverage			
Gas Stations			
Gate Codes	6/8/2016	**06/08/16**	Added gate code in Hokulani 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			

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MAPPING LAYERS UPDATED (PART IV)

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

Type of Layer	Akimeka GIS Server Date Created/ Edits Performed	Date GIS Delivered	Other/Remarks
MAUI COUNTY			
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Medical Facilities			
Milepost Markers			
MSAG Communities			
Net Junctions			
Ocean Rescue Boundaries			
Ocean Safety			
Parcels			
Parks			
Parks Polygon			
Points of Interest	6/30/2016		Added one (1) POI in Kaunakakai
	6/28/2016		Added one (1) POI in Kihei
		06/22/16	
	6/21/2016		Corrected one (1) POI name in Kaanapali
	6/21/2016		Added eight (8) POI in Kihei
	6/21/2016		Spatially corrected twelve (12) POI in Kihei
	6/21/2016		Corrected one (1) POI name in Kihei
		06/08/16	
	6/7/2016		Added address to one (1) POI in Kahului
	6/7/2016		Added one (1) POI in Lahaina
	6/7/2016		Added one (1) POI in Wailuku
Police Beats			
	6/1/2016		Modified boundary Beat 1-21 & 6-40 to include new address
Police Districts			
	6/1/2016		Modified District boundary of Kihei & Wailuku to include a new address
Police Response Areas			
	6/1/2016		Modified RA 11 & 45 to include new address
Police Stations			
Post Offices			
Schools			
Street Centerlines	6/28/2016		Added five (5) street centerline segments in Kihei
	6/28/2016		Extended one (1) street centerline segment in Kihei
	6/28/2016		Spatially corrected six (6) street centerline segments in Makawao
		06/22/16	
	6/21/2016		Spatially corrected five (5) street centerline segments in Makawao

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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.

Type of Layer	Akimeka GIS Server Date Created/ Edits Performed	Date GIS Delivered	Other/Remarks
MAUI COUNTY			
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE **(Listed Alphabetically)**			
Street Centerlines	6/17/2016		Spatially corrected eight (8) street centerline segments in Wailea
		06/08/16	
	6/8/2016		Modified one (1) street centerline range in Wailuku
	6/7/2016		Spatially corrected two (2) street centerline segments in Wailuku
Subdivisions			
Tow Jurisdictions			
Tsunami Evacuation Zones			
Tsunami Heights			
Waste Water Plants			
WSP Cell Sectors	6/30/2016		Per VZW CRS
WSP Cell Towers	6/30/2016		Per VZW CRS

NOTE:

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

Maui County E9-1-1 Status Report

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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
6/22/2016	Delivered updated Address Points, Points of Interest, Street Centerlines, WSP Cell Sectors and WSP Cell Towers for MapFlex
6/22/2016	Delivered .map, .str, rte. and Maui Cell Coverage.cvs which included updated Address Points, Common Places Lookup Table, Gate Codes, Street Centerlines and WSP Cell Towers for Intergraph CAD Map
6/8/2016	Delivered updated Address Points, Coastal Names, Points of Interest, Street Centerlines, Police RA, Police Districts, WSP Cell Sectors and WSP Cell Towers for MapFlex
6/8/2016	Delivered .map, .str, rte. and Maui Cell Coverage.cvs which included updated Address Points, Common Places Lookup Table, Coastal Names, Gate Codes, Street Centerlines, Police RA, Police Districts and WSP Cell Towers for Intergraph CAD Map
6/7/2016	Prepared Address Points, Coastal Names, Points of Interest, Street Centerlines, Police RA, Police Districts, WSP Cell Sectors and WSP Cell Towers for MapFlex deliverable
6/7/2016	Prepared Address Points, Coastal Names, Street Centerlines, Police Beats, Police RA, Police Districts and WSP Cell Towers for an Intergraph CAD Map deliverable

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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 June 8, 2016, the following data was delivered for an Intergraph CAD Map update:
    a. Address Points, Coastal Names, Common Places Lookup Table, Gate Codes, Police Response Areas, Police Districts, Street Centerlines and WSP Cell Towers.
    b. .map, .str, .rte, CAD Map Build database and Cell Coverage.csv
2. Akimeka delivered an updated Intergraph CAD map on June 22, 2016 which included:
    a. Address Points, Common Places Lookup Table, Gate Codes, Street Centerlines and WSP Cell Towers.
    b. .map, .str, .rte, CAD Map Build database and Cell Coverage.csv

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

MAPFLEX SYSTEM

During the month of June 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, West, was implemented across the State of Hawaii, in the below narrative there is some information pertaining to all of the Hawaiian Islands. For a record of historical information regarding the MapFlex system, please see MSRs during the 2015 year.

During the month of June 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 May 2016
    a. **Hawaii County** – June 7th and June 21st
    b. **Maui County** – June 8th and June 22nd
    c. **Kauai County** – June 9th and June 23rd
    d. **Honolulu** – June 10th and June 24th

Maui County E9-1-1 Status Report

June 1, 2016 - June 30, 2016

MAPFLEX SYSTEM ISSUES

During the month of March 2016, there were some identified addresses not present within the MapFlex system. Throughout the month of March, Akimeka and MPD worked closely to identify what data is the most current in the system and when the updated GIS data will be available in the MapFlex. Akimeka coordinated several times with West (formerly Intrado) to correct the issue.

1. On April 6th, 2016, Akimeka was contacted by West. West identified that there was a blockage from the deliverable sent because the delivery file had an extra space in the name. However, after the system was cleared, a blockage acquired again because the delivery file was incorrectly named.
2. On April 19th, Akimeka sent new addresses that were part of the April 13th delivery for Maui Dispatch to test. The data still appeared to not be available in the MapFlex throughout the month of April 2016.
3. On May 13, 2016, Maui Dispatch confirmed that the delivery of updated data from Akimeka on May 11, 2016 was successfully updated and all updated information was available in the MapFlex.
4. On June 9th, 2016, Maui Dispatch confirmed that the delivery of updated data from Akimeka on June 8th, 2016 was successfully updated.
5. On June 23rd, 2016, Maui Dispatch confirmed that the delivery of updated data from Akimeka on June 22nd, 2016 was successfully updated.

As a separate issue during the month of May 2016, the Maui Police Department had some issues occur with the MapFlex system display. The screens appeared to be blank. The issue was isolated to only the Maui Police Department. Molokai Police Department was still up and running.

1. On May 23, 2016 at approximately 4:00 PM, the Maui Police Department lost all functions of their MapFlex System. Hawaiian Telcom confirmed that the MapFlex screens were white with no map or raster data. The issue was escalated immediately to West for support.
2. Later the same day on May 23, 2016 at 8:35 PM, the MapFlex functionality was restored. Hawaiian Telcom relayed that the changes from that day's GIS update were rolled back and West would assist in investigating whether that morning's GIS update had any relationship to the issue occurring.
   a. West and Hawaiian Telcom had decided to add another server, thereby separating the consoles to help alleviate the possibility of something similar occurring in the future.
   b. While Hawaiian Telcom and West investigate the cause, they decided to suspend all map updates.
3. The Maui Police Department and Akimeka briefly discussed the issue the following day. Akimeka mentioned that the GIS update was not scheduled until May 25th, two (2) days after the issue had occurred.
   a. Confirmation from Maui on the previous GIS deliverable on May 11, 2016 was successful and had not caused any system issues for 13 days until MapFlex issues were experienced.
4. Throughout the remainder of May and June 2016, it appeared there were no further issues identified and the root cause of the issue is still being looked at.
5. MPD is still awaiting an official cause of the issue.

Maui County E9-1-1 Status Report

June 1, 2016 - June 30, 2016

WIRELESS ANNUAL AUDIT

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

1. On February 29, 2016, after completing the review of the Annual Audit for Verizon wireless Akimeka contacted West to discuss the reason why the annual audit synchronization has degraded in the match accuracy.
    a. Note – The CRS process performed throughout the year for all WSPs deals with routine maintenance performed on the sites/sectors. The Annual Audit is intended to identify any possible gaps in that process and seeks reconciliation in an effort to re-synchronize the databases. If there are no missed CRSs throughout the year and the database match percentage decreases, then there are apparent issues.
2. On March 15, 2016, Akimeka and West held a conference call to discuss the matter. During the conversation it was identified that the changes sent back from Akimeka to West after accuracy validation, are processed into the FMCC. The issue that Akimeka is seeing when the Annual Audit is provided is resulting from a script West put in place in 2013 to output the CRSs into the approved format at that time.
    a. The issue is that the format has changed over time due to new technology and more hexadecimal numbering of the wireless sectors. In order to accommodate those changes, Akimeka has developed a translation into an applicable format which the PSAPs are able to use. The format that West is providing each Annual Audit and CRS is overriding the changes within the FMCC, therefore give the appearance of not being synchronized in that process but are. This helps to explain why the wireless testing results are accurate, and the PSAPs are not experiencing a large number of discrepancies in the Mapping Systems when matched with the ALI.
3. Akimeka followed up with West on March 30, 2016, to see if West has re-scripted the format.
    a. West replied that unfortunately it will require system development at West. Melissa Norton of West did mention that the particular system that needs to be changed is currently backlogged with a few large projects. She opened a Product Development Request at West but there is no ETA on the enhancement. In order to speed up the request, she is working to bundle the request with several other State's requests.
4. Akimeka will continue to follow up on the process to ensure the wireless databases are maintained accurately. With the big push by the WSPs for more LTE sites, which are having the impact on the hexadecimal numbering, Akimeka is hopeful that West can resolve this issue. The additional work involved to re-validate information takes a significant effort and allows for discrepancy. The Annual Audit is supposed to be a raw comparison to the condition of the data in both the FMCC and the GIS database provided in the Mapping Systems. Without both in its raw format, the comparison becomes unclear as to the real condition of the FMCC database.
5. Throughout the month of April 2016, Akimeka had been provided several TVWs by the WSPs for testing and most of the information was good for testing but there was an unusually high number of records that were either missing or were incorrect. Virtually all TVWs sent to Akimeka had some variety of discrepancy in them. This was only applicable to Verizon at the time and since the Annual Audit with Verizon had been completed, bringing the databases to 100% match rate, a reason for the mismatch in TVW information was perplexing. It certainly required more investigation into what was occurring.
6. On April 21, 2016, Akimeka was notified of yet another set of TVWs with issues and the WSP and West investigated their end and said everything was matching. Because the Annual Audit was completed, matching West and Akimeka databases, but yet the TVWs produced from the West database were not matching, something was highly unusual.
    a. Later the same day, Akimeka provided an example of the discrepancy back to West detailing one of the records along a timeline. Information provided in the TVW matched with the record from 2015. Since that time, there were several updates, including the Annual Audit. This indicated that the TVWs being generated by West were not accurate and it also was indicating the Annual Audit sent back to West was not be uploaded. This is a major issue.
7. To confirm Akimeka's suspicion that the Annual Audit updates were not being uploaded by West into the FMCC, Akimeka followed up with implementation specialist at West, who the Audit was coordinated with.
    a. West sent a reply on April 25, 2016, that the audit was not fully completed at West and they were in their final stages before sending changes to the database and on to Verizon. From West "there were a lot of changes that came

from the audit which is where you may be seeing the discrepancies. Once Verizon has called in the hot cuts (changes), the data should match the audit sheet you sent".

    b.   This was confirmation that the audit was still not being processed fully by West after 2 months and that the issues with mismatched information in the TVWs were as a result of this.

8.   On May 23, 2016, Akimeka, West, and Verizon held a conference call to discuss the issue in more detail.

    a.   West provided a brief that indicated the Verizon Annual Audit was complete and that the West FMCC database and the Verizon TVWs match.

    b.   Akimeka used several examples of changes which have occurred more recently (all during 2016 year), which were missing or outdated in both the West and Verizon databases.

    c.   West agreed that they must be behind in processing the changes Akimeka sends to them via the CRSs and the Annual Audit.

    d.   Akimeka brought up several concerns regarding the length of time it is taking West to process the changes and the inability to monitor the changes that occur with every site and sector. Akimeka mentioned that in all of the examples provided where the TVWs were incorrect, Akimeka has been able to pull every change which has occurred to that record. Akimeka maintains an extensive archive of all additions, changes, and deletes dating back in many cases more than 5 years. Akimeka also mentioned that we perform updates based on a change triggered by the WSPs. There is no other form of change that occurs outside of the mechanisms communicated to Akimeka by both West and the WSPs via the CRS or Annual Audits.

    e.   It was agreed that West would follow up with their one (1) resource assigned to the annual audit and see why this has taken almost three months to complete.

         i.   Note – the review and update process completed by Akimeka took six (6) business days to complete.

9.   It was unclear if the follow up within West took place, however West did reply back on June 8th, 2016 and requested that Akimeka review and complete another wireless audit for Verizon.

    a.   In order to resolve the discrepancies, Akimeka agreed to perform another annual audit for the Verizon information.

    b.   West had agreed that they would process the updates ASAP in order to ensure no issues occurring once again in their database.

10. On June 20, 2016, Akimeka returned the completed Annual Audit and requested confirmation once West has made the corresponding changes.

11. On June 22, 2016, West had sent notification that the audit was completed on their end.

12. The issue should be resolved, however the PSAPs and Akimeka will continue to monitor the accuracy of information sent in the TVWs and reopen the issue if needed.

RESCUE TUBES

On April 18th, 2016 Akimeka created a Rescue Tubes layer as requested by the Maui Police Dispatch Center. The data was provided by Kaanapali Operations Association. The data provided included Rescue Tube number, latitude and longitude and a physical location for each tube. There are twenty-seven rescue tube locations in the Lahaina and Kaanapali area. This layer was included in the Intergraph CAD map with the April 27th, 2016 deliverable. There were no further updates in June, 2016.

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June 1, 2016 - June 30, 2016

4. SERVICE REQUESTS TRANSACTIONS

OPEN SERVICE REQUESTS – MAUI COUNTY PSAPS - JUNE 2016

MAUI COUNTY						
#	Date	Ticket #	Description	PSAP	Urgency	Comments
			NONE			

NOTE:

There are no Open Service Requests for the Maui County PSAPs for June, 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	0	0	0	0	0	0	0	0	0
April	1	1	0	1	1	0	0	0	0
May	3	3	0	3	3	0	0	0	0
June	1	1	0	1	1	0	0	0	0
July									
August									
September									
October									
November									
December									
TOTAL	**6**	**6**	**0**	**5**	**5**	**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.

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

Maui County E9-1-1 Status Report

June 1, 2016 - June 30, 2016

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6. E9-1-1 DATABASE SYNCHRONIZATION

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

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

The database synchronization effort included comparing Maui County's 9-1-1 MSAG against its GIS Street Centerline data. A total number of **2,689** 9-1-1 MSAG (ESN 300 – 357) records were reviewed in the audit and analyzed. Results of the database synchronization audit completed on June 1, 2016 for Maui County are reported below.

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

AUDIT SUMMARY RESULTS – 2015-2016

Maui County E9-1-1 Status Report

June 1, 2016 - June 30, 2016

9-1-1 MSAG TO GIS STREET CENTERLINE AUDIT COMPARISON RESULTS	Notes	As of September 1, 2015 9-1-1 MSAG Dated 9-01-15		As of December 1, 2015 9-1-1 MSAG Dated 12-01-15		As of March 1, 2016 9-1-1 MSAG Dated 3-01-16		As of June 1, 2016 9-1-1 MSAG Dated 6-01-16	
		# of Records	%	# of Records	%	# of Records	%	# of Records	%
Total 9-1-1 MSAG Records Reviewed		2,662		2,672		2,681		2,689	
Less: 9-1-1 MSAG Exception Records	(1)	74	2.7%	74	2.7%	75	2.7%	75	2.7%
Net 9-1-1 MSAG Records Eligible for Comparison		2,588		2,598		2,606		2,614	
Total 9-1-1 MSAG Records Match (9-1-1 MSAG -- GIS Match -- No Corrections Required)		2,588	100.00%	2,598	100.00%	2,606	100.00%	2,614	100.00%
9-1-1 MSAG -- GIS No Match - Minor Correction Required	(2)	0	0.0%	0	0.0%	0	0.0%	0	0.0%
9-1-1 MSAG Record With No GIS Record	(3)	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Total 9-1-1 MSAG Records No Match		0	0.0%	0	0.0%	0	0.0%	0	0.0%

AUDIT SUMMARY NOTES:

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

- **(2)An MSAG Record that requires minor MSAG attention in 9-1-1Net to correct MSAG Records (i.e., Reassignment of an MSAG Community, modification of the Site Address Range, assignment of an ESN, performing a combine or insert of an existing MSAG Record, etc.).**

- **(3)An MSAG Record that does not have a corresponding GIS Record and will require additional research and validation. The GIS Section will assist with this effort.**

MSAG AUDIT SUMMARY RESULTS – JUNE 1, 2016 – MARCH 1, 2016

Maui County E9-1-1 Status Report

June 1, 2016 - June 30, 2016

9-1-1 MSAG Dated 06-01-16

100.00%

■ Match
■ No Match

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

100.00%
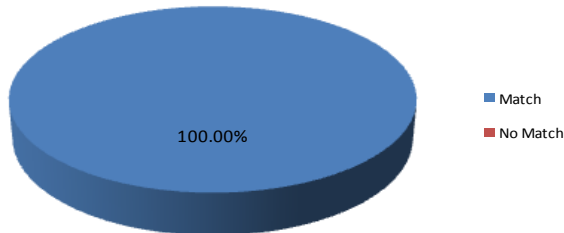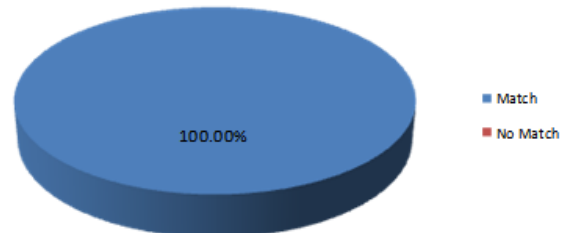
■ Match
■ No Match

NOTE:

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

at 100% as of June 1, 2016 to 100% on March 1, 2016

NENA Recommended Match Rate = 98%

MSAG AUDIT SUMMARY RESULTS NOTES:

- **"MSAG - GIS Minor Corrections" remained constant with zero from March 2016 to June 2016 respectively. The zero minor corrections is primarily the result of edits made to the GIS Street Centerlines layer in order to meet new NG9-1-1 requirements. Low and high address ranges were then adjusted in the MSAG to correspond with the GIS record. Although this is a minor correction, customer telephone numbers (TNs) need to be validated by the service providers prior to adjusting an address range.**
- **"MSAG Record with No GIS Record" remained constant with zero from March 2016 to June 2016 respectively. The total of zero MSAG Record with No GIS Record was due primarily to the verification of the MSAG records against multiple GIS databases to determine if the roads are existing within Maui County records.**
- **"GIS Record with Minor Corrections" remained constant with zero from March 2016 to June 2016 respectively. Low and high address ranges, street suffix, and MSAG Community were adjusted in the GIS to correspond with the MSAG record.**
- **"MSAG records that don't match GIS" remained constant with zero from March 2016 to June 2016 respectively. The total of zero MSAG Records not matching the GIS database resulted in a combination of corrections to the GIS and MSAG databases have been processed in order to meet NG9-1-1 requirements.**
- **Ongoing maintenance is critical to ensure the database synchronized level of address accuracy is maintained each time an MSAG or GIS record is "last modified".**

INVALID MSAG STREETS AND ADDRESS RANGES – ESN X99 RECORDS

Maui County E9-1-1 Status Report

June 1, 2016 - June 30, 2016

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

PSAP	ESN	Invalid MSAG Records			
		9-1-1 MSAG Dated 03-01-16		9-1-1 MSAG Dated 06-01-16	
		# of Records	% of Total MSAG Records (Valid and Invalid)	# of Records	% of Total MSAG Records (Valid and Invalid)
MAUI	399	97	3.8%	75	2.9%
MOLOKAI	359	27	10.7%	22	9.1%
TOTAL MAUI		124	4.4%	97	3.5%

AUTOMATIC LOCATION IDENTIFICATION (ALI) DISCREPANCY REPORT

Maui County E9-1-1 Status Report

June 1, 2016 - June 30, 2016

As part of Akimeka's ongoing database synchronization efforts, Akimeka reviewed and summarized the ALI discrepancy reports by community for Maui County. As of June 27, 2016, **748** ESN 399 (Maui/Lanai) and ESN 359 (Molokai) records, representing **1.1%** of Maui County's total ALI records, require research and corrective action, if needed.

Maui County ALI Records as of June 27, 2016

- 1.1%
- 98.9%

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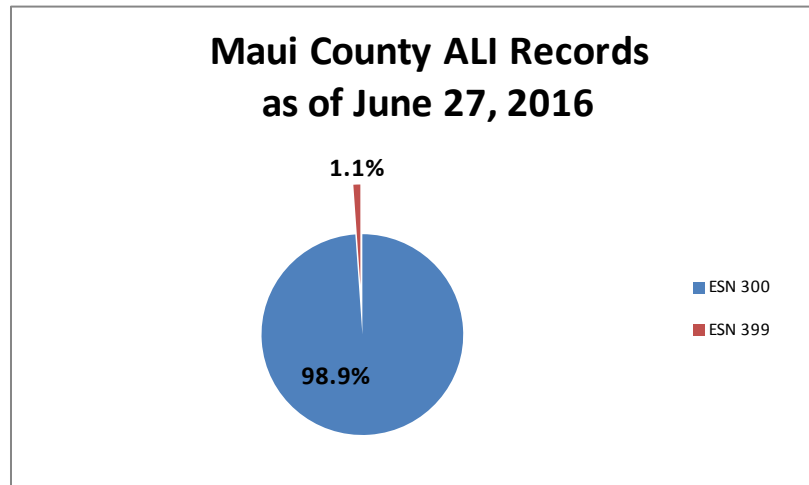
THE TOTAL NUMBER OF ALI RECORDS REMAINS RELATIVELY CONSISTENT.

NOTES:

The number of ESN 359/399 ALI records decreased from 1,767 to 748 from March 2016 to June 2016 respectively. The decrease reflects the work that Akimeka has done since the last database synchronization in December 2015. Extensive research has gone into verifying the invalid TNs against current County data.   This is an ongoing project, as Akimeka continues to research and correct the ESN 359/399 records.

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June 1, 2016 - June 30, 2016

1. PSAP OPERATIONS

9-1-1 CALL VOLUME – JUNE 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
JUNE	4,020	605	15.05%	2,681	66.69%	42.15%	57.85%	129	3.21%	10	0.25%	0	0.00%	595	14.80%	0	0.00%

9-1-1 CALL VOLUME – CALENDAR YEAR 2016

9-1-1 Call Volume																	
KAUAI PSAP		**Wireline**		**Wireless**				**VOIP**		**Calls with No ALI**		**Admin Calls**		**Abandoned Calls**		**Other Calls**	
2016	Total 9-1-1 Calls Processed	No. of Wireline Calls	% of Total Calls	No. of Wireless Calls	% of Total Calls	% of Wireless WPH1 Calls	% of Wireless WPH2 Calls	No. of VoIP Calls	% of Total Calls	No. of Calls with No ALI	% of Total Calls	No. of Admin Calls	% of Total Calls	No. of 9-1-1 Abandoned	% of Total Calls	Other	% of Total Calls
JAN	4,281	637	14.88%	2,816	65.78%	46.27%	53.73%	153	3.57%	10	0.23%	0	0.00%	665	15.53%	0	0.00%
FEB	4,090	609	14.89%	2,690	65.77%	46.02%	53.98%	116	2.84%	16	0.39%	0	0.00%	659	16.11%	0	0.00%
MAR	4,638	742	16.00%	2,986	64.38%	46.28%	53.72%	133	2.87%	15	0.32%	0	0.00%	762	16.43%	0	0.00%
APR	4,447	673	15.13%	2,944	66.20%	47.52%	52.48%	131	2.95%	12	0.27%	0	0.00%	687	15.45%	0	0.00%
MAY	4,177	580	13.89%	2,861	68.49%	45.51%	54.49%	131	3.14%	9	0.22%	0	0.00%	596	14.27%	0	0.00%
JUNE	4,020	605	15.05%	2,681	66.69%	42.15%	57.85%	129	3.21%	10	0.25%	0	0.00%	595	14.80%	0	0.00%
JULY																	
AUG																	
SEPT																	
OCT																	
NOV																	
DEC																	
YTD	25,653	3,846		16,978				793		72		0		3,964		0	
MON AVG	4,276	641	14.97%	2,830	66.22%	45.63%	54.37%	132	3.09%	12	0.28%	0	0.00%	661	15.43%	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 0.25% - Statewide average = 0.18% Year 2015*

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TEXT TO 911 – CURRENT MONTH – JUNE 2016

NOTE:

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

TEXT TO 911 Kauai County	
Month	Total received
January	23
February	11
March	22
April	4
May	2
June	11
July	
August	
September	
October	
November	
December	
YTD	73
Monthly Avg.	12.2

Kauai County E9-1-1 Status Report

June 1, 2016 - June 30, 2016

WIRELESS PSAP TESTING – JUNE 2016

KAUAI COUNTY - JUNE 2016						
Date	WSP	Sites Tested	Sectors Tested	Tested By:	Test Pass/Fail	Comments:
6/17/2016	Verizon	4	13	Kauai PSAP	Pass	
6/24/16	Verizon	3	8	Kauai PSAP	Pass	

NOTES:

- There were two (2) scheduled Wireless 911 tests for the month of June, 2106.

FOR YOUR INFORMATION

FYI ………... For Your Information		
MLTS (Multi Line Telephone System)		
"Most MLTS/PBX systems enable the digits 9-1-1 to be dialed and routed to a Public Safety Answering Point (PSAP). However, the vast majority of these systems do not provide granular location information with the 9-1-1 call to enable emergency responders to know the actual location of the emergency. In many instances a call from the 12th floor of a large office building may only provide the street address of the building. If the caller is unable to provide his or her location and no one else is available to provide assistance, such a lack of location information can prove fatal." (NENA : Multi-Line Telephone System & Private Branch Exchange) Technical Standards & Docs.		
PRIMARY	**MLTS/PBX 911 CALLS RECEIVED**	
PSAPS*	**June 2016**	**YEAR TO DATE 2016**
Oahu	3,440	20,755
Hawaii	88	395
Maui	83	576
Molokai	0	1
Kauai	15	129
Total**	3,626	21,856
*PSAP totals does not include Military 911 calls.		
** Total numbers are a minimum estimated count. Presently, CENTRX & VoIP call volumes are combined with Multi & Single line systems and were not added to the total MLTS 911 calls.		

Kauai County E9-1-1 Status Report

June 1, 2016 - June 30, 2016

2. MSAG (MASTER STREET ADDRESS GUIDE)

MSAG TRANSACTIONS CURRENT MONTH/YEAR – JUNE 2016

KAUAI COUNTY	9-1-1 TRANSACTIONS								
	Total	MSAG	ALI Submitted			Open ALI Discrepancy Records			Customer Addresses Affected
2016		MSAG (A)	TN CR (B)	ALI DR (C)	VoIP (D)	TNCR	ALI DR	VoIP DR	
JANUARY	14	14	0	0	0	198	0	0	70
FEBRUARY	83	53	30	0	0	217	0	0	60
MARCH	30	8	22	0	0	232	0	0	9
APRIL	25	21	4	0	0	234	0	0	19
MAY	37	30	7	0	0	208	0	0	78
JUNE	14	9	5	0	0	125	0	0	89
JULY									
AUGUST									
SEPTEMBER									
OCTOBER									
NOVEMBER									
DECEMBER									
TOTAL YTD	203	135	68	0	0				325
AVG PER MONTH	34	23	11	0	0				54

Definitions
(A)**M**aster **S**treet **A**ddress **G**uide - Represents corrections made to street records including, street names, address ranges, MSAG Communities and ESNs.
(B) **T**elephone **N**umber **C**hange **R**equest - Represents address corrections on a specific TN or group of TNs.　These "invalid" TNs usually have an associated ESN 499 attached to them which indicates the need for validation.
(C) **A**utomatic **L**ocation **I**nformation **D**iscrepancy **R**ecord - Represents an address discrepancy discovered during a live 9-1-1 call, from a landline. These record corrections are treated with a higher priority and should be processed within 48 hours as a general guideline.
(D) **V**oice **o**ver **I**nternet **P**rotocol **D**iscrepancy **R**ecord - Represents an address discrepancy discovered during a live 9-1-1 call, from a VoIP phone. These record corrections are treated with a higher priority and should be processed within 72 hours as a general guideline per Time Warner Operations Center. MSR tracking effective April 2014.

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MSAG CURRENT MONTH NOTES:

A total of fourteen **(14)** MSAG transactions were processed in 9-1-1 Net during the month of June 2016. Nine **(9)** 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 **89** 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 June 2016 there were eighty-eight **(88)** TN CRs completed and as a result, one **(1)** ESN 499 street record was deleted from the MSAG database.

OPEN TELEPHONE RECORD (ALI) DISCREPANCY STATUS:

- **There are 125 Open TN CR Transactions as of June 30, 2016.**
- **Please refer to "TNCR Current Status" chart in the next section.**

121 Open TN CR transactions are a direct result of the ESN 499 clean-up and are awaiting approval from Hawaiian Telcom, Inc. **4** 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 June 30, 2016**
- **There are no Open VoIP DRs as of June 30, 2016**

AKIMEKA | HIGH PRIORITY. HIGH IMPACT.

TNCR (TELEPHONE NUMBER CHANGE REQUEST) CURRENT STATUS – JUNE, 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	**125**	**25**	**53**	**47**

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 – JUNE 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 917 telephone records are complete and ready for submittal, and transactions that were submitted in 2015 are now being processed.

Dispatchable Location					
Common Name Place	**MSAG Address**	**2016**	**Number of TNCR* Transactions Prepared**	**Number of TNCR* Transactions Submitted**	**Number of Transactions Processed****
	2015 Carryover	**2015**	286	62	0
*Common Name Place and MSAG Addresses available upon request		Jan-Mar	544	0	0
		Apr	0	0	0
		May	0	0	2
Kukuiula Shopping Center	2829 Ala Kalanikaumaka, Kukuiula	June	87	0	56
		Total	**917**	**62**	**58**

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) – JUNE 2016

MAPPING LAYERS UPDATED (PART I)

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

KAUAI COUNTY			
Type of Layer	**Akimeka GIS Server** **Date Created/ Edits Performed**	**Date GIS Delivered**	**Other/Remarks**
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE **(Listed Alphabetically)**			
Address Points		**06/30/16**	
	6/27/2016		Spatially corrected five (5) address points in Eleele
		06/23/16	
	6/20/2016		Spatially corrected one (1) address point in Numila
	6/20/2016		Spatially corrected five hundred twelve (512) address points in Hanapepe
	6/10/2016		Added Field Name 'SpatiallyCorrected'
		06/09/16	
	6/6/2016		Corrected one (1) address in Kilauea
	6/6/2016		Spatially corrected one (1) address point in Kilauea
	6/6/2016		Added an Alias Address to seventy-eight (78) addresses in Lihue
	6/6/2016		Added an Alias Address to seventeen (17) addresses in Kapaia
	6/6/2016		Added an Alias Address to fifty-five (55) addresses in Hanamaulu
	6/6/2016		Added an Alias Address to two hundred thirty-seven (237) addresses in Wailua
	6/6/2016		Added an Alias Address to sixteen (16) addresses in Nawiliwili
	6/6/2016		Added Alias Address to seventy-eight (78) addresses in Anahola
	6/6/2016		Added Alias Address to one hundred ninety-seven (197) addresses in Haena
	6/6/2016		Added in Alias Address to one hundred twenty-two (122) addresses in Hanalei
	6/6/2016		Added an Alias Address to seventeen (17) addresses in Kalihiwai
	6/6/2016		Added an Alias Address to forty-four (44) addresses in Kilauea
	6/6/2016		Added an Alias Address to two (2) addresses in Kealia
	6/6/2016		Added an Alias Address to seven (7) addresses in Moloaa
	6/6/2016		Added an Alias Address to one thousand seven hundred sixty-six (1766) addresses in Princeville
	6/6/2016		Added an Alias Address to fifty (50) addresses in Wainiha
	6/6/2016		Added an Alias Address to thirty-eight (38) addresses in Waipouli
	6/3/2016		Corrected Full Address of three (3) addresses in Hanalei to include Building Info
	6/3/2016		Corrected Full Address of eight (8) addresses in Kalihiwai to include Building Info
	6/3/2016		Corrected Full Address of one (1) address in Koloa to include Building Info
	6/3/2016		Corrected Full Address of four (4) addresses in Niumalu to include Building Info
	6/3/2016		Corrected Full Address of eight (8) addresses in Princeville to include Building Info

MAPPING LAYERS UPDATED (PART II)

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

KAUAI COUNTY			
Type of Layer	**Akimeka GIS Server** **Date Created/ Edits Performed**	**Date GIS Delivered**	**Other/Remarks**
	CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)		
Address Points	6/3/2016		Spatially corrected one (1) address in Spreckelsville
	6/3/2016		Added Alias1 & Alias2 addresses for thirty (30) addresses in Kalaheo
	6/2/2016		Added three (3) addresses in Princeville
	6/2/2016		Corrected Location Name for one (1) address in Hanapepe
	6/2/2016		Corrected Location Name for one (1) address in Kukuiula
	6/2/2016		Corrected Location Name for two (2) addresses in Lihue
	6/2/2016		Corrected Location Name for five (5) addresses in Princeville
	6/2/2016		Corrected Location Name for one (1) address in Waimea
	6/2/2016		Corrected Location Name for two (2) addresses in Waipouli
	6/2/2016		Added Location Name to one (1) address in Kalaheo
	6/2/2016		Corrected Location Name for one (1) address in Lawai
	6/2/2016		Corrected Location Name for one (1) address in Kekaha
	6/2/2016		Spatially corrected one (1) address point in Kalaheo
	6/2/2016		Corrected the Full Address for thirty-one (31) addresses in Kalaheo to include Building info
	6/2/2016		Corrected Location Name for one (1) address in Kapaa
	6/2/2016		Corrected Alias address for one (1) address in Kalihiwai
	6/2/2016		Corrected the Full Address for thirty-three (33) addresses in Kapaa to include Building info
	6/2/2016		Corrected Full Address for thirty-tw0 (32) addresses in Kapaa
	6/2/2016		Corrected Full Address for thirty-seven (37) addresses in Kekaha to include Building info
	6/2/2016		Corrected Location Name for one (1) address in Kilauea
	6/2/2016		Corrected Full Address for four (4) addresses in Kilauea
	6/2/2016		Corrected Location Name for one (1) address in Koloa
	6/2/2016		Corrected Full Address for twenty-four (24) addresses in Koloa to include Building info
	6/2/2016		Corrected Full Address for eleven (11) addresses in Lihue to include Building info
	6/2/2016		Corrected Location Name for two (2) addresses in Moloaa to include Building Info
	6/2/2016		Corrected Location Name for one (1) address in Nawiliwili to include Building Info
	6/2/2016		Corrected Full Address for twenty (20) addresses in Koloa to include Building info
	6/2/2016		Spatially corrected ten (10) address points in Princeville
	6/2/2016		Spatially corrected one (1) address in Puhi

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MAPPING LAYERS UPDATED (PART III)

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

Type of Layer	Akimeka GIS Server Date Created/ Edits Performed	Date GIS Delivered	Other/Remarks
KAUAI COUNTY			
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Address Points	6/2/2016		Corrected Location Name for two (2) addresses in Puhi
	6/2/2016		Corrected Location Name for one (1) address in Wailua
	6/2/2016		Corrected Full Address for two hundred fifty-six (256) addresses in Princeville to include Building Info
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		**06/23/16**	
	6/23/2016		Added District information to all eight (8) Fire Beats
Fire Districts			
Fire Response Areas		**06/30/16**	
	6/29/2016		Modified RA 40, 50, 51, 60, 61 & 70 boundary to match spatially corrected street centerlines
	6/29/2016		Added District Info to six (6) RA
	6/23/2016		Added District Info to six (6) RA
Fire Stations			
Food & Beverage			
Gas Stations			
Gate Codes			
Government Buildings			
Harbors			
Helipads			
Hiking Trails			
Hospitals			
Hydrants			

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MAPPING LAYERS UPDATED (PART IV)

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

	KAUAI COUNTY		
Type of Layer	**Akimeka GIS Server** **Date Created/ Edits Performed**	**Date GIS Delivered**	**Other/Remarks**
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE **(Listed Alphabetically)**			
Hyrdology Layers			
Incident Response Areas			
Lodging			
Major Roads			
Medic Beats			
	6/23/2016		Added District information
Medic Districts			
	6/23/2016		Added District information
Medic Response Areas			
Medic Stations			
Medical Facilities			
Milepost Markers			
MSAG Communities		**06/30/16**	
	6/29/2016		Modified boundary of Kaumakani, Olokele, Puhi, Lihue to match spatially corrected street centerlines
	6/24/2016		Modified boundary between Kalaheo and Numila
		06/23/16	
Net Junctions			
Ocean Rescue Boundaries			
Ocean Safety			
Parcels			
Parks			
Parks Polygon			
Points of Interest		**06/23/16**	
	6/23/2016		Corrected one (1) hotel name in Princeville
	6/23/2016		Corrected one (1) Name in Lihue
	6/23/2016		Corrected one (1) POI name in Kukuiula
		06/09/16	
	6/6/2016		Added one (1) POI in Kilauea
	6/6/2016		Corrected one (1) address in Kilauea
	6/2/2016		Spatially corrected one (1) POI in Princeville
	6/2/2016		Added one (1) POI in Princeville

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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.

Type of Layer	Akimeka GIS Server Date Created/ Edits Performed	Date GIS Delivered	Other/Remarks
KAUAI COUNTY			
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Police Beats		06/30/16	
	6/28/2016		Added District info to three (3) Beats
		06/23/16	
	6/23/2016		Added District Info for all eight (8) Beats
Police Districts			
	6/23/2016		Added District information
Police Response Areas		06/30/16	
	6/29/2016		Modified boundary of RA 3, 4, 6, 9, 12, 16 & 17 to match spatially corrected street centerlines
	6/23/2016		Added District Info to all seventeen (17) RA
Police Stations			
Post Offices			
Schools			
Street Centerlines		06/30/16	
	6/29/2016		Split street centerline in Eleele at Police RA boundary
	6/29/2016		Split street centerline in Kalaheo at Police RA boundary
	6/29/2016		Split street centerline in Moloaa at Police RA boundary
	6/27/2016		Spatially corrected four (4) street centerline segments in Hanapepe
	6/27/2016		Spatially corrected fourteen (14) street centerline segments in Eleele
	6/24/2016		Spatially corrected three (3) street centerline segments in Hanapepe
	6/23/2016		Spatially corrected seven (7) street centerline segments in Hanapepe
	6/22/2016		Spatially corrected three (3) street centerline segments in Hanapepe
	6/20/2016		Spatially corrected eighteen (18) street centerline segments in Hanapepe
	6/10/2016		Added Field Name 'SpatiallyCorrected'
		06/09/16	
	6/6/2016		Corrected Alias Name of five (5) street centerline segments in Haena
	6/6/2016		Corrected Alias Name of five (5) street centerline segments in Hanalei
	6/6/2016		Changed seven (7) street centerline segments of Olohena Rd in Kapaa as MSAG Exceptions
	6/6/2016		Flipped three (3) street centerline segments in Mana
	6/6/2016		Modified the range for four (4) street centerline segments in Mana
	6/6/2016		Changed MSAG Exception of one (1) street centerline segment in Wailua
	6/6/2016		Changed MSAG Exception of three (3) street centerline segments (Olohena Rd) in Waipouli
	6/6/2016		Changed MSAG Exception to three (3) street centerline segments in Mana
	6/6/2016		Changed street name for three (3) street centerline segments in Mana
	6/6/2016		Spatially corrected one (1) street centerline segment in Mana

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MAPPING LAYERS UPDATED (PART VI)

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

KAUAI COUNTY			
Type of Layer	**Akimeka GIS Server** **Date Created/ Edits Performed**	**Date GIS Delivered**	**Other/Remarks**
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Subdivisions		**06/09/16**	
	6/2/2016		Spatially corrected one (1) subdivision in Kekaha
Tow Jurisdictions			
Tsunami Evacuation Zones			
Tsunami Heights			
Waste Water Plants			
WSP Cell Sectors		**06/30/16**	
	6/29/2016		Per VZW CRS
	6/28/2016		Per VZW CRS
		06/23/16	
	6/22/2016		Per VZW CRS
		06/09/16	
	6/9/2016		Per VZW CRS
WSP Cell Towers	6/29/2016		Per VZW CRS
	6/28/2016		Per VZW CRS
		06/23/16	
	6/22/2016		Per VZW CRS
		06/09/16	
	6/9/2016		Per VZW CRS

NOTE:

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

GEOGRAPHIC INFORMATION SYSTEM (GIS) NARRATIVES

Kauai County E9-1-1 Status Report

June 1, 2016 - June 30, 2016

GIS KEY ACTIVITIES/UPDATES

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

Date	Key Activities/Updates
6/30/2016	Delivered base data for implementation of Spillman CAD. Data was stood up on Kauai server and ready to begin caching services and push out locators.
6/23/2016	Prepared and delivered Address Points, Points of Interest, Street Centerlines, WSP Cell Sectors and WSP Cell Towers for a MapFlex update
6/23/2016	Prepared and delivered Address Points, Points of Interest, Street Centerlines, WSP Cell Sectors, WSP Cell Towers and GEO.xml and LANDMARK.xml files for a GeoComm update
6/9/2016	Prepared and delivered Address Points, Points of Interest, Street Centerlines, WSP Cell Sectors and WSP Cell Towers for a MapFlex update
6/9/2016	Prepared and delivered Address Points, Points of Interest, Street Centerlines, WSP Cell Sectors, WSP Cell Towers and GEO.xml and LANDMARK.xml files for a GeoComm update

MAPFLEX SYSTEM

During the month of June 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, West, was implemented across the State of Hawaii, in the below narrative there is some information pertaining to all of the Hawaiian Islands. For a record of historical information regarding the MapFlex system, please see MSRs during the 2015 year.

During the month of June 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 June 2016
   a. **Hawaii County** – June 7th and June 21st
   b. **Maui County** – June 8th and June 22nd
   c. **Kauai County** – June 9th and June 23rd
   d. **Honolulu** – June 10th and June 24th

PMRF PROJECT

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The project was completed in May 2016. Records were reviewed during June 2016 to ensure there were no issues or pending items.

SPILLMAN PROJECT

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

1. At the end of May 2016, Akimeka started preparing GIS data for Kauai's Spillman CAD system.
   a. Akimeka configured the Spillman Toolbox to process GIS data into Spillman's data specifications.
2. During June 2016, an initial data deliverable included Address Points, MSAG Communities, Street Centerlines, Fire Response Areas, Medic Beats, Police Response Areas, Points of Interest and Street Centerline Alternate Names.
3. On June 30, 2016, Akimeka delivered this data to Spillman Technologies and worked with Spillman Technologies to stand up data on Kauai's server.
   a. The GIS data was copied over into the Kauai Spillman server and loaded into file designation used for staging.

WIRELESS ANNUAL AUDIT

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

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

5. Throughout the month of April 2016, Akimeka had been provided several TVWs by the WSPs for testing and most of the information was good for testing but there was an unusually high number of records that were either missing or were incorrect. Virtually all TVWs sent to Akimeka had some variety of discrepancy in them. This was only applicable to Verizon at the time and since the Annual Audit with Verizon had been completed, bringing the databases to 100% match rate, a reason for the mismatch in TVW information was perplexing. It certainly required more investigation into what was occurring.

6. On April 21, 2016, Akimeka was notified of yet another set of TVWs with issues and the WSP and West investigated their end and said everything was matching. Because the Annual Audit was completed, matching West and Akimeka databases, but yet the TVWs produced from the West database were not matching, something was highly unusual.
   a. Later the same day, Akimeka provided an example of the discrepancy back to West detailing one of the records along a timeline. Information provided in the TVW matched with the record from 2015. Since that time, there were several updates, including the Annual Audit. This indicated that the TVWs being generated by West were not accurate and it also was indicating the Annual Audit sent back to West was not be uploaded. This is a major issue.

7. To confirm Akimeka's suspicion that the Annual Audit updates were not being uploaded by West into the FMCC, Akimeka followed up with implementation specialist at West, who the Audit was coordinated with.
   a. West sent a reply on April 25, 2016, that the audit was not fully completed at West and they were in their final stages before sending changes to the database and on to Verizon. From West "there were a lot of changes that came from the audit which is where you may be seeing the discrepancies. Once Verizon has called in the hot cuts (changes), the data should match the audit sheet you sent".
   b. This was confirmation that the audit was still not being processed fully by West after 2 months and that the issues with mismatched information in the TVWs were as a result of this.

8. On May 23, 2016, Akimeka, West, and Verizon held a conference call to discuss the issue in more detail.
   a. West provided a brief that indicated the Verizon Annual Audit was complete and that the West FMCC database and the Verizon TVWs match.
   b. Akimeka used several examples of changes which have occurred more recently (all during 2016 year), which were missing or outdated in both the West and Verizon databases.
   c. West agreed that they must be behind in processing the changes Akimeka sends to them via the CRSs and the Annual Audit.
   d. Akimeka brought up several concerns regarding the length of time it is taking West to process the changes and the inability to monitor the changes that occur with every site and sector. Akimeka mentioned that in all of the examples provided where the TVWs were incorrect, Akimeka has been able to pull every change which has occurred to that record. Akimeka maintains an extensive archive of all additions, changes, and deletes dating back in many cases more than 5 years. Akimeka also mentioned that we perform updates based on a change triggered by the WSPs. There is no other form of change that occurs outside of the mechanisms communicated to Akimeka by both West and the WSPs via the CRS or Annual Audits.
   e. It was agreed that West would follow up with their one (1) resource assigned to the annual audit and see why this has taken almost three months to complete.
      i. Note – the review and update process completed by Akimeka took six (6) business days to complete.

9. It was unclear if the follow up within West took place, however West did reply back on June 8th, 2016 and requested that Akimeka review and complete another wireless audit for Verizon.
   a. In order to resolve the discrepancies, Akimeka agreed to perform another annual audit for the Verizon information.
   b. West had agreed that they would process the updates ASAP in order to ensure no issues occurring once again in their database.

10. On June 20, 2016, Akimeka returned the completed Annual Audit and requested confirmation once West has made the corresponding changes.

11. On June 22, 2016, West had sent notification that the audit was completed on their end.

12. The issue should be resolved, however the PSAPs and Akimeka will continue to monitor the accuracy of information sent in the TVWs and reopen the issue if needed.

OPEN SERVICE REQUESTS – JUNE 2016

Kauai County E9-1-1 Status Report

June 1, 2016 - June 30, 2016

#	Date	Ticket #	Description	Category	Urgency	Comments
			None			

NOTE:

There are no open service requests for June 2016.

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

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

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

Next scheduled Data Base Synchronization – July 2016

AUDIT SUMMARY RESULTS – 2016 – TBA

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

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

AUTOMATIC LOCATION IDENTIFICATION (ALI) DISCREPANCY REPORT -- TBA

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

Budget Analysis				
FY 2015-16	**Actuals**		Annual Budget	% of Budget Expended
	June	FY-T-D		
Receipts:				
Enhanced 911 Surcharge Collection	836,999	9,633,085	9,252,500	104%
Interest Income	3,386	22,381	2,500	895%
Receipts	840,385	9,655,466	9,255,000	104%
Disbursements:				
New & Emerging Tech. Training	(73,546)	(168,942)	(251,120)	67%
Non-Recurring Expenses	(182,556)	(2,485,930)	(2,770,015)	90%
Recurring Expenses:				
Administration	(316,530)	(896,756)	(1,112,700)	81%
Maintenance	(347,835)	(1,765,757)	(2,474,524)	71%
Telecommunications	(1,896,493)	(3,545,591)	(2,146,289)	165%
Other		(7,200)	(7,600)	95%
Disbursements	(2,816,959)	(8,870,175)	(8,762,248)	101%
Net Receipts/(Disbursements)	(1,976,575)	785,291	492,752	
Cash Flow Analysis				
Net Receipts/(Disbursements)	(1,976,575)	785,291		
Encumbrance Paydowns:				Encumb. Bal.
FY 2011 (Kauai)		(303,352)		115,648
FY 2012 (HFD/EDS/HPD)		(56,040)	see note 2	
FY 2014	(1,037)	(403,045)		1,118,560
FY 2015	(10,359)	(2,211,846)		2,318,763
FY 2016	2,566,265	4,866,265		4,866,265
Accounts Receivable (Offset)		2,952	see note 1	
Net Encumbrance Adds/(Paydown)	2,554,868	1,894,934		
Net Cash Inflow/(Outflow)	578,293	2,680,224		
Bank Balance Analysis:				
ADD: July 1, 2015 Beginning Balance		16,789,216		
Net Bank Balance		19,469,440		
Outstanding Ecumb/Accruals		(8,419,235)		
Unencumbered Cash Balance		11,050,205		
Note 1- Balance paid e911 fund for non payment due to Chapter 11 filing.				
Note 2- Encumbrance Balance of HPD CAD Upgrade of $685,392 eliminated due to mutually				
agreed upon contract termination with HPD and CAD vendor.				

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

MONTH OF JUNE 2016		Hawaii PSAP	Kauai PSAP	Maui PSAP	Oahu PSAP	ADMIN	TOTAL
Total Receipts:		-	-	-	-	840,385	840,385
DISBURSEMENTS:							
6200 New&Emerg. Tech Train.							
6203 APCO New Tech Conference		-	8,700	-	-	-	8,700
6214 Nena Conference		7,000	10,500	10,500	10,500	1,301	39,801
6216 Smart911		-	-	-	5,200	-	5,200
6228 HxGN Live Hexagon Conf		-	-	18,875	-	-	18,875
6230 Other Training							
6230.03 Emerg Services Disp.		-	-	970	-	-	970
Total 6230 Other Training		-	-	970	-	-	970
Total 6200 New&Emerg. Tech Train.		7,000	19,200	30,345	15,700	1,301	73,546
6300 Non-RECURRING							
6301 CAD Replac/Upgrade							
6301.04 Honolulu Police		-	-	-	22,000	-	22,000
6301.05 Kauai Police Dept		-	47,500	-	-	-	47,500
6301.06 Maui PD		-	-	40,492	-	-	40,492
6301.07 So. Maui Buildout		-	-	32,907	-	-	32,907
Total 6301 CAD Replac/Upgrade		-	47,500	73,399	22,000	-	142,899
6303 Computers							
6303.11 PowerPhone		-	-	3,115	-	-	3,115
6303.25 Workstation		-	-	-	36,542	-	36,542
Total 6303 Computers		-	-	3,115	36,542	-	39,657
Total 6300 Non-RECURRING		-	47,500	76,514	58,542	-	182,556
6400 RECURRING EXPENSES							
6401 ADMINISTRATION							
6401.01 Exec Dir. Services		-	-	-	-	14,788	14,788
6401.06 Bank Charge		-	-	-	-	43	43
6401.08 Board Member Travel		-	-	-	-	46,721	46,721
6401.09 DB&F Assessments							
6401.0101 DB&F Admin. Assess		-	-	-	-	92,677	92,677
6401.0102 DB&F Rev Assessment		-	-	-	-	160,348	160,348
Total 6401.09 DB&F Assessments		-	-	-	-	253,025	253,025
6401.11 Miscellaneous Expense		-	-	-	-	(0)	(0)
6401.19 Public Education		-	-	-	-	1,279	1,279
6402.21 Cell Phone Charges		-	-	-	-	200	200
6402.22 Office Supplies		-	-	-	-	475	475
Total 6401 ADMINISTRATION		-	-	-	-	316,530	316,530
6402 MAINTENANCE							
6402.07 0011 9-1-1 MSAG Maint.		41,347	166,744	38,918	96,274	-	343,283
Imagery		(52)					(52)
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		45,899	166,744	38,918	96,274	-	347,835
6403 Other RECURRING							
6403.01 Telcom Charges							
6403.0101 Alt. PSAP 9-1-1 Del		-	1,750	-	-	-	1,750
6403.0102 Long Distance		58	203	282	-	-	543
6403.0109 Telcom Trunk		51,057	27,849	46,415	78,907	-	204,228
6403.0110 Ocean Safety		-	-	-	2,973	-	2,973
6403.0112 HPD CML Viper-Kapolei		-	-	-	42,815	-	42,815
6403.0113 HPD CML Viper-Alapai		-	-	-	2,334	-	2,334
6403.0114 SD Viper (OSL) (3)		-	-	-	3,350	-	3,350
6403.0115 Text-to-911 Service		20,800	26,900	29,000	98,559	-	175,259
KPD CML Viper		-	19,530	1,443,711	-	-	1,463,241
Total 6403.01 Telcom Charges		71,915	76,232	1,519,408	228,938	-	1,896,493
Total 6403 Other RECURRING		71,915	76,232	1,519,408	228,938	-	1,896,493
Total 6400 RECURRING EXPENSES		117,814	242,976	1,558,326	325,211	316,530	2,560,858
Total DISBURSEMENTS:		124,814	309,676	1,665,185	399,453	317,831	2,816,959
NET RECEIPTS/(DISBURSEMENTS)		(124,814)	(309,676)	(1,665,185)	(399,453)	522,553	(1,976,575)

FY 2016 JUNE 2016 (12 months) Final	Hawaii PSAP	Kauai PSAP	Maui PSAP	Oahu PSAP	ADMIN	TOTAL
Total RECEIPTS:	-	-	-	-	9,655,466	9,655,466
DISBURSEMENTS:						
6200 New&Emerg. Tech Train.						
6201 911 Goes to WashDC	7,018	-	8,399	8,202	17,287	40,906
6203 APCO New Tech Conference	-	8,700	-	-	2,207	10,907
6204 APCO Conference	-	-	7,238	13,123	7,243	27,604
6210 IWCE	-	-	-	-	2,162	2,162
6212 NASNA Conference	-	-	-	-	2,148	2,148
6214 Nena Conference	4,412	12,590	10,518	9,430	3,649	40,600
6215 NENA Tech Dev. Conf	-	-	2,821	-	-	2,821
6216 Smart911	-	-	-	5,200	-	5,200
6222 TriTech CAD Users						
6222.01 EMS Users	-	-	-	5,272	-	5,272
6222.02 HFD Users	-	-	-	3,585	-	3,585
Total 6222 TriTech CAD Users	-	-	-	8,857	-	8,857
6228 HxGN Live Hexagon Conf	-	-	17,870	-	-	17,870
6230 Other Training						
6230.01 HPD (O/T)	-	-	-	8,897	-	8,897
6230.03 Emerg Services Disp.	-	-	970	-	-	970
Total 6230 Other Training	-	-	970	8,897	-	9,867
Total 6200 New&Emerg. Tech Train.	11,431	21,290	47,816	53,709	34,696	168,942
6300 Non-RECURRING						
6301 CAD Replac/Upgrade						
6301.04 Honolulu Police	-	-	-	22,000	-	22,000
6301.05 Kauai Police Dept	-	2,347,500	-	-	-	2,347,500
6301.06 Maui PD	-	-	40,492	-	-	40,492
6301.07 So. Maui Buildout	-	-	32,907	-	-	32,907
6301.08 CAD Related Expenses	-	-	-	3,374	-	3,374
Total 6301 CAD Replac/Upgrade	-	2,347,500	73,399	25,374	-	2,446,273
6303 Computers						
6303.11 PowerPhone	-	-	3,115	-	-	3,115
6303.25 Workstation	-	-	-	36,542	-	36,542
Total 6303 Computers	-	-	3,115	36,542	-	39,657
Total 6300 Non-RECURRING	-	2,347,500	76,514	61,916	-	2,485,930

FY 2016 JUNE 2016 (12 months) Final	Hawaii PSAP	Kauai PSAP	Maui PSAP	Oahu PSAP	ADMIN	TOTAL
6400 RECURRING EXPENSES						
6401 ADMINISTRATION						
6401.01 Exec Dir. Services	-	-	-	-	136,119	136,119
6401.02 ElectronSignatur	-	-	-	-	240	240
6401.05 Audit Expense	-	-	-	-	13,000	13,000
6401.06 Bank Charge	-	-	-	-	43	43
6401.08 Board Member Travel	-	-	-	-	74,126	74,126
6401.09 DB&F Assessments						
6401.0101 DB&F Admin. Assess	-	-	-	-	138,255	138,255
6401.0102 DB&F Rev Assessment	-	-	-	-	480,000	480,000
Total 6401.09 DB&F Assessments	-	-	-	-	618,255	618,255
6401.11 Miscellaneous Expense	-	-	-	-	(0)	(0)
6401.12 NASNA Dues	-	-	-	-	650	650
6401.13 Parking Permits	-	-	-	-	400	400
6401.14 Voided Check	-	-	-	-	-	-
6401.15 WSP Cost Recovery						
6401.0101 Sprint/Nextel	-	-	-	-	4,253	4,253
6401.15 WSP Cost Recovery - Other	-	-	-	-	39,120	39,120
Total 6401.15 WSP Cost Recovery	-	-	-	-	43,372	43,372
6401.19 Public Education	-	-	-	-	10,000	10,000
6401.20 RCUH Contract	-	-	-	-	(5,881)	(5,881)
6402.21 Cell Phone Charges	-	-	-	-	1,298	1,298
6402.22 Office Supplies	-	-	-	-	5,134	5,134
Total 6401 ADMINISTRATION	-	-	-	-	896,756	896,756
6402 MAINTENANCE						
6402.02 Imagery Lic Agree	(52)	-	0	-	-	(52)
6402.05 Logging RecordMaint	-	-	-	60,775	-	60,775
6402.07 0011 9-1-1MSAG Maint.	248,085	200,093	233,509	577,638	-	1,259,325
6402.08 CAD Maintenance	98,084	-	170,000	173,021	-	441,105
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	350,721	200,093	403,509	811,434	-	1,765,757
6403 Other RECURRING						
6403.01 Telcom Charges						
6403.0101 Alt. PSAP 9-1-1 Del	-	8,066	-	-	-	8,066
6403.0102 Long Distance	342	287	395	-	-	1,024
6403.0109 Telcom Trunk	306,344	111,398	278,522	946,881	-	1,643,146
6403.0110 Ocean Safety	-	-	-	2,973	-	2,973
6403.0111 WiringAltDispatch	-	673	-	-	-	673
6403.0112 HPD CML Viper-Kapolei	-	-	-	123,495	-	123,495
6403.0113 HPDCMLViper-Alapai	-	-	-	9,207	-	9,207
6403.0114 SD Viper (OSL) (3)	-	-	-	37,229	-	37,229
6403.0115 Text-to-911 Service	20,800	26,900	29,000	98,559	-	175,259
6403.0117 Telecom Chgs-Other	-	171	-	-	-	171
KPD CML Viper	-	100,638	1,443,711	-	-	1,544,349
Total 6403.01 Telcom Charges	327,487	248,132	1,751,628	1,218,344	-	3,545,591
6403.02 EMS Tower Lease	-	-	-	7,200	-	7,200
Total 6403 Other RECURRING	327,487	248,132	1,751,628	1,225,544	-	3,552,791
Total 6400 RECURRING EXPENSES	678,207	448,225	2,155,138	2,036,978	896,756	6,215,304
Total DISBURSEMENTS:	689,638	2,817,015	2,279,468	2,152,603	931,451	8,870,175

ENCUMBRANCES	30-Jun-16
Total FY 2011 CAD Upgrade: Kauai PSAP	**115,648**
CAD Upgrade- Hawaii PSAP	1,102,944
AG Legal Expenses for IRC - ADMIN	15,616
Total FY 2014 Encumbrances	**1,118,560**
CAD Upgrade - Hawaii PSAP	2,300,000
HPD Smart911 S/W - HPD	14,280
Imagery License - Hawaii PSAP	4,383
Kauai ADC	100
Total FY 2015 Encumbrances	**2,318,763**
Total	**3,552,971**

FY 2016 Encumbrances	Oahu PSAP	Maui PSAP	Kauai PSAP	Hawaii PSAP	ADMIN	Total
CAD Upgrade		40,492	2,347,500			2,387,992
Exec Director Services			.		-	-
Alternate Dispatch Center			1,750		-	1,750
DB&F Admin Services					92,677	92,677
DB&F Revenue Assessment					160,348	160,348
Board member travel					5,908	5,908
NENA Conference	10,500	10,500	10,500	7,000	1,301	39,801
Smart911 Conference	5,200					5,200
APCO Conference West (Portland, OR)			8,700			8,700
HxGN Live Hexagon Conference		18,875				18,875
Emergency Svcs. Dispatcher CTO Train.		970				970
WSP Recovery-Sprint					39,000	39,000
MSAG & GIS	48,137	19,459	166,744	20,673		255,013
Integraph Maintenance				4,604		4,604
Public Education					1,279	1,279
Cell Phone Charges					200	200
Office Supplies					220	220
Power Phone		3,115				3,115
HawTelcom Long Distance		253	203	29		485
HawTelcom CML Positions Trunk Charges	-	23,207	27,849	25,529		76,585
HawTelcom Viper HPD	32,621					32,621
HawTelcom Viper OSL	2,973					2,973
HawTelcom Viper Maui		1,443,711				1,443,711
HawTelcom Viper KPD			19,530			19,530
So. Maui Buildout		32,907				32,907
HPD Electrical Consultant	20,000					20,000
HPD Computer & Related Equipment	36,542					36,542
HawTelcom Text-To-911	98,559	29,000	26,900	20,800		175,259
Imagery License Agreement	-					-
Total FY 2016 Encumbrances	254,531	1,622,489	2,609,676	78,635	300,933	4,866,265

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	2221	**Director of Finance, State of Hawaii**	$ 6,979.30	**Payroll**			
Feb-16	2226	**Director of Finance, State of Hawaii**	$ 293.77	**pCard expenditure for office supplies**			
Feb-16	2230	**Director of Finance, State of Hawaii**	$ 7,068.63	**Payroll**			
Mar-16	2243	**Director of Finance, State of Hawaii**	$ 7,098.52	**Payroll**			
Mar-16	2245	**Director of Finance, State of Hawaii**	$ 583.88	**pCard expenditure for office supplies**			
Mar-16	2255	**Director of Finance, State of Hawaii**	$ 7,394.14	**Payroll**			
Apr-16	2270	**Director of Finance, State of Hawaii**	$ 283.36	**pCard expenditure for office supplies**			
Apr-16	2273	**Director of Finance, State of Hawaii**	$ 7,585.52	**Payroll**			
May-16	2287	**Director of Finance, State of Hawaii**	$ 7,394.14	Payroll			
May-16	2302	**Director of Finance, State of Hawaii**	$ 7,394.14	Payroll			
May-16	2289	**Director of Finance, State of Hawaii**	$ 204.74	pCard expenditure for office supplies			
Jun-16	2316	Director of Finance, State of Hawaii	$ 7,585.52	Payroll			
Jun-16	2311	Director of Finance, State of Hawaii	$ 254.73	pCard expenditure for office supplies			
Jun-16	2307	Director of Finance, State of Hawaii	$ 7,202.77	Payroll			
Total			**$75,540.23**				

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

Budget Analysis				
FY 2015-16	**Actuals**		**Annual Budget**	**% of Budget** Expended
	June	**FY-T-D**		
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ADD: July 1, 2015 Beginning Balance		16,789,216		
Net Bank Balance		19,469,440		
Outstanding Ecumb/Accruals		(8,419,235)		
Unencumbered Cash Balance		11,050,205		
Note 1- Balance paid e911 fund for non payment due to Chapter 11 filing.				
Note 2- Encumbrance Balance of HPD CAD Upgrade of $685,392 eliminated due to mutually				
agreed upon contract termination with HPD and CAD vendor.				

MONTH OF JUNE 2016		Hawaii PSAP	Kauai PSAP	Maui PSAP	Oahu PSAP	ADMIN	TOTAL
Total Receipts:		-	-	-	-	840,385	840,385
DISBURSEMENTS:							
6200 New&Emerg. Tech Train.							
6203 APCO New Tech Conference		-	8,700	-	-	-	8,700
6214 Nena Conference		7,000	10,500	10,500	10,500	1,301	39,801
6216 Smart911		-	-	-	5,200	-	5,200
6228 HxGN Live Hexagon Conf		-	-	18,875	-	-	18,875
6230 Other Training							
6230.03 Emerg Services Disp.		-	-	970	-	-	970
Total 6230 Other Training		-	-	970	-	-	970
Total 6200 New&Emerg. Tech Train.		7,000	19,200	30,345	15,700	1,301	73,546
6300 Non-RECURRING							
6301 CAD Replac/Upgrade							
6301.04 Honolulu Police		-	-	-	22,000	-	22,000
6301.05 Kauai Police Dept		-	47,500	-	-	-	47,500
6301.06 Maui PD		-	-	40,492	-	-	40,492
6301.07 So. Maui Buildout		-	-	32,907	-	-	32,907
Total 6301 CAD Replac/Upgrade		-	47,500	73,399	22,000	-	142,899
6303 Computers							
6303.11 PowerPhone		-	-	3,115	-	-	3,115
6303.25 Workstation		-	-	-	36,542	-	36,542
Total 6303 Computers		-	-	3,115	36,542	-	39,657
Total 6300 Non-RECURRING		-	47,500	76,514	58,542	-	182,556
6400 RECURRING EXPENSES							
6401 ADMINISTRATION							
6401.01 Exec Dir. Services		-	-	-	-	14,788	14,788
6401.06 Bank Charge		-	-	-	-	43	43
6401.08 Board Member Travel		-	-	-	-	46,721	46,721
6401.09 DB&F Assessments							
6401.0101 DB&F Admin. Assess		-	-	-	-	92,677	92,677
6401.0102 DB&F Rev Assessment		-	-	-	-	160,348	160,348
Total 6401.09 DB&F Assessments		-	-	-	-	253,025	253,025
6401.11 Miscellaneous Expense		-	-	-	-	(0)	(0)
6401.19 Public Education		-	-	-	-	1,279	1,279
6402.21 Cell Phone Charges		-	-	-	-	200	200
6402.22 Office Supplies		-	-	-	-	475	475
Total 6401 ADMINISTRATION		-	-	-	-	316,530	316,530
6402 MAINTENANCE							
6402.07 0011 9-1-1MSAG Maint.		41,347	166,744	38,918	96,274	-	343,283
Imagery		(52)					(52)
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		45,899	166,744	38,918	96,274	-	347,835
6403 Other RECURRING							
6403.01 Telcom Charges							
6403.0101 Alt. PSAP 9-1-1 Del		-	1,750	-	-	-	1,750
6403.0102 Long Distance		58	203	282	-	-	543
6403.0109 Telcom Trunk		51,057	27,849	46,415	78,907	-	204,228
6403.0110 Ocean Safety		-	-	-	2,973	-	2,973
6403.0112 HPD CML Viper-Kapolei		-	-	-	42,815	-	42,815
6403.0113 HPDCML Viper-Alapai		-	-	-	2,334	-	2,334
6403.0114 SD Viper (OSL) (3)		-	-	-	3,350	-	3,350
6403.0115 Text-to-911 Service		20,800	26,900	29,000	98,559	-	175,259
KPD CML Viper		-	19,530	1,443,711	-	-	1,463,241
Total 6403.01 Telcom Charges		71,915	76,232	1,519,408	228,938	-	1,896,493
Total 6403 Other RECURRING		71,915	76,232	1,519,408	228,938	-	1,896,493
Total 6400 RECURRING EXPENSES		117,814	242,976	1,558,326	325,211	316,530	2,560,858
Total DISBURSEMENTS:		124,814	309,676	1,665,185	399,453	317,831	2,816,959
NET RECEIPTS/(DISBURSEMENTS)		(124,814)	(309,676)	(1,665,185)	(399,453)	522,553	(1,976,575)

FY 2016 JUNE 2016 (12 months) Final	Hawaii PSAP	Kauai PSAP	Maui PSAP	Oahu PSAP	ADMIN	TOTAL
Total RECEIPTS:	-	-	-	-	**9,655,466**	**9,655,466**
DISBURSEMENTS:						
6200 New&Emerg. Tech Train.						
6201 911 Goes to WashDC	7,018	-	8,399	8,202	17,287	40,906
6203 APCO New Tech Conference	-	8,700	-	-	2,207	10,907
6204 APCO Conference	-	-	7,238	13,123	7,243	27,604
6210 IWCE	-	-	-	-	2,162	2,162
6212 NASNA Conference	-	-	-	-	2,148	2,148
6214 Nena Conference	4,412	12,590	10,518	9,430	3,649	40,600
6215 NENA Tech Dev. Conf	-	-	2,821	-	-	2,821
6216 Smart911	-	-	-	5,200	-	5,200
6222 TriTech CAD Users						
6222.01 EMS Users	-	-	-	5,272	-	5,272
6222.02 HFD Users	-	-	-	3,585	-	3,585
Total 6222 TriTech CAD Users	-	-	-	8,857	-	8,857
6228 HxGN Live Hexagon Conf	-	-	17,870	-	-	17,870
6230 Other Training						
6230.01 HPD (O/T)	-	-	-	8,897	-	8,897
6230.03 Emerg Services Disp.	-	-	970	-	-	970
Total 6230 Other Training	-	-	970	8,897	-	9,867
Total 6200 New&Emerg. Tech Train.	11,431	21,290	47,816	53,709	34,696	168,942
6300 Non-RECURRING						
6301 CAD Replac/Upgrade						
6301.04 Honolulu Police	-	-	-	22,000	-	22,000
6301.05 Kauai Police Dept	-	2,347,500	-	-	-	2,347,500
6301.06 Maui PD	-	-	40,492	-	-	40,492
6301.07 So. Maui Buildout	-	-	32,907	-	-	32,907
6301.08 CAD Related Expenses	-	-	-	3,374	-	3,374
Total 6301 CAD Replac/Upgrade	-	2,347,500	73,399	25,374	-	2,446,273
6303 Computers						
6303.11 PowerPhone	-	-	3,115	-	-	3,115
6303.25 Workstation	-	-	-	36,542	-	36,542
Total 6303 Computers	-	-	3,115	36,542	-	39,657
Total 6300 Non-RECURRING	-	2,347,500	76,514	61,916	-	2,485,930

FY 2016 JUNE 2016 (12 months) Final	Hawaii PSAP	Kauai PSAP	Maui PSAP	Oahu PSAP	ADMIN	TOTAL
6400 RECURRING EXPENSES						
6401 ADMINISTRATION						
6401.01 Exec Dir. Services	-	-	-	-	136,119	136,119
6401.02 ElectronSignatur	-	-	-	-	240	240
6401.05 Audit Expense	-	-	-	-	13,000	13,000
6401.06 Bank Charge	-	-	-	-	43	43
6401.08 Board Member Travel	-	-	-	-	74,126	74,126
6401.09 DB&F Assessments						
6401.0101 DB&F Admin. Assess	-	-	-	-	138,255	138,255
6401.0102 DB&F Rev Assessment	-	-	-	-	480,000	480,000
Total 6401.09 DB&F Assessments	-	-	-	-	618,255	618,255
6401.11 Miscellaneous Expense	-	-	-	-	(0)	(0)
6401.12 NASNA Dues	-	-	-	-	650	650
6401.13 Parking Permits	-	-	-	-	400	400
6401.14 Voided Check	-	-	-	-	-	-
6401.15 WSP Cost Recovery						
6401.0101 Sprint/Nextel	-	-	-	-	4,253	4,253
6401.15 WSP Cost Recovery - Other	-	-	-	-	39,120	39,120
Total 6401.15 WSP Cost Recovery	-	-	-	-	43,372	43,372
6401.19 Public Education	-	-	-	-	10,000	10,000
6401.20 RCUH Contract	-	-	-	-	(5,881)	(5,881)
6402.21 Cell Phone Charges	-	-	-	-	1,298	1,298
6402.22 Office Supplies	-	-	-	-	5,134	5,134
Total 6401 ADMINISTRATION	-	-	-	-	896,756	896,756
6402 MAINTENANCE						
6402.02 Imagery Lic Agree	(52)	-	0	-	-	(52)
6402.05 Logging RecordMaint	-	-	-	60,775	-	60,775
6402.07 0011 9-1-1MSAG Maint.	248,085	200,093	233,509	577,638	-	1,259,325
6402.08 CAD Maintenance	98,084	-	170,000	173,021	-	441,105
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	350,721	200,093	403,509	811,434	-	1,765,757
6403 Other RECURRING						
6403.01 Telcom Charges						
6403.0101 Alt. PSAP 9-1-1 Del	-	8,066	-	-	-	8,066
6403.0102 Long Distance	342	287	395	-	-	1,024
6403.0109 Telcom Trunk	306,344	111,398	278,522	946,881	-	1,643,146
6403.0110 Ocean Safety	-	-	-	2,973	-	2,973
6403.0111 WiringAltDispatch	-	673	-	-	-	673
6403.0112 HPD CML Viper-Kapolei	-	-	-	123,495	-	123,495
6403.0113 HPDCMLViper-Alapai	-	-	-	9,207	-	9,207
6403.0114 SD Viper (OSL) (3)	-	-	-	37,229	-	37,229
6403.0115 Text-to-911 Service	20,800	26,900	29,000	98,559	-	175,259
6403.0117 Telecom Chgs-Other	-	171	-	-	-	171
KPD CML Viper	-	100,638	1,443,711	-	-	1,544,349
Total 6403.01 Telcom Charges	327,487	248,132	1,751,628	1,218,344	-	3,545,591
6403.02 EMS Tower Lease	-	-	-	7,200	-	7,200
Total 6403 Other RECURRING	327,487	248,132	1,751,628	1,225,544	-	3,552,791
Total 6400 RECURRING EXPENSES	678,207	448,225	2,155,138	2,036,978	896,756	6,215,304
Total DISBURSEMENTS:	689,638	2,817,015	2,279,468	2,152,603	931,451	8,870,175

ENCUMBRANCES	30-Jun-16
Total FY 2011 CAD Upgrade: Kauai PSAP	115,648
CAD Upgrade- Hawaii PSAP	1,102,944
AG Legal Expenses for IRC - ADMIN	15,616
Total FY 2014 Encumbrances	1,118,560
CAD Upgrade - Hawaii PSAP	2,300,000
HPD Smart911 S/W - HPD	14,280
Imagery License - Hawaii PSAP	4,383
Kauai ADC	100
Total FY 2015 Encumbrances	2,318,763
Total	3,552,971

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

FY 2016 Encumbrances	Oahu PSAP	Maui PSAP	Kauai PSAP	Hawaii PSAP	ADMIN	Total
CAD Upgrade		40,492	2,347,500			2,387,992
Exec Director Services			.		-	-
Alternate Dispatch Center			1,750		-	1,750
DB&F Admin Services					92,677	92,677
DB&F Revenue Assessment					160,348	160,348
Board member travel					5,908	5,908
NENA Conference	10,500	10,500	10,500	7,000	1,301	39,801
Smart911 Conference	5,200					5,200
APCO Conference West (Portland, OR)			8,700			8,700
HxGN Live Hexagon Conference		18,875				18,875
Emergency Svcs. Dispatcher CTO Train.		970				970
WSP Recovery-Sprint					39,000	39,000
MSAG & GIS	48,137	19,459	166,744	20,673		255,013
Integraph Maintenance				4,604		4,604
Public Education					1,279	1,279
Cell Phone Charges					200	200
Office Supplies					220	220
Power Phone		3,115				3,115
HawTelcom Long Distance		253	203	29		485
HawTelcom CML Positions Trunk Charges	-	23,207	27,849	25,529		76,585
HawTelcom Viper HPD	32,621					32,621
HawTelcom Viper OSL	2,973					2,973
HawTelcom Viper Maui		1,443,711				1,443,711
HawTelcom Viper KPD			19,530			19,530
So. Maui Buildout		32,907				32,907
HPD Electrical Consultant	20,000					20,000
HPD Computer & Related Equipment	36,542					36,542
HawTelcom Text-To-911	98,559	29,000	26,900	20,800		175,259
Imagery License Agreement	-					-
Total FY 2016 Encumbrances	254,531	1,622,489	2,609,676	78,635	300,933	4,866,265

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	2221	**Director of Finance, State of Hawaii**	$ 6,979.30	**Payroll**			
Feb-16	2226	**Director of Finance, State of Hawaii**	$ 293.77	**pCard expenditure for office supplies**			
Feb-16	2230	**Director of Finance, State of Hawaii**	$ 7,068.63	**Payroll**			
Mar-16	2243	**Director of Finance, State of Hawaii**	$ 7,098.52	**Payroll**			
Mar-16	2245	**Director of Finance, State of Hawaii**	$ 583.88	**pCard expenditure for office supplies**			
Mar-16	2255	**Director of Finance, State of Hawaii**	$ 7,394.14	**Payroll**			
Apr-16	2270	**Director of Finance, State of Hawaii**	$ 283.36	**pCard expenditure for office supplies**			
Apr-16	2273	**Director of Finance, State of Hawaii**	$ 7,585.52	**Payroll**			
May-16	2287	**Director of Finance, State of Hawaii**	$ 7,394.14	Payroll			
May-16	2302	**Director of Finance, State of Hawaii**	$ 7,394.14	Payroll			
May-16	2289	**Director of Finance, State of Hawaii**	$ 204.74	pCard expenditure for office supplies			
Jun-16	2316	Director of Finance, State of Hawaii	$ 7,585.52	Payroll			
Jun-16	2311	Director of Finance, State of Hawaii	$ 254.73	pCard expenditure for office supplies			
Jun-16	2307	Director of Finance, State of Hawaii	$ 7,202.77	Payroll			
Total			**$75,540.23**				