

STATE OF HAWAII

Communications, Technical and Finance Meeting (Combined Meeting)

Kalanimoku Bldg., Room 322B

1151 Punchbowl St., Honolulu

Thursday, September 15, 2016

10:00 am – 12:00 pm

Agenda

- I. Call to Order, Public Notice, Quorum
- II. Public testimony on all agenda items
- III. Introductions
- IV. Review and Approval of Last Month's Meeting Minutes
- V. Committee Updates by Committee Chairs
 - a. Communications Committee – Steven Schutte
 - i. 2017 Legislative Investigative Committee update – Paul Ferreira
 - ii. Others
 - b. Technical Committee – Thalia Burns
 - i. Investigative Regulatory Committee update – Davlynn Racadio
 - ii. Educational Investigative Committee update – Jeffrey Riewer
 - iii. FCC update
 - iv. Text-to-911 update
 - v. Interoperability presentation – R. Gausepohl
 - vi. Others.
 - c. Finance Committee – Kiman Wong
 - i. Review of Monthly Cash Flow & Budget Financial Reports
 - ii. Others
- VI. PSAP Status Updates
 - a. Kauai – Michael Contrades
 - b. Oahu HPD – Allan Nagata
 - c. Oahu HFD – Gary Lum
 - d. Molokai – Dean Rickard
 - e. Maui – John Jakubczak

- f. Hawaii – Paul Ferreira

VII. Items for Discussion, Consideration and Action

- a. 911 Timeline update
- b. Others

VIII. Announcements

- a. Meeting dates (10:00am – 12:00noon):
 - i. Thursday, October 13, 2016 (Combined meeting)
 - ii. Thursday, November 10, 2016 (Combined meeting)(2 holidays, same week)
 - iii. Thursday, December 8, 2016 (Combined meeting)
 - iv. Thursday, January 12, 2017 (Combined meeting)
- b. Future Conference dates(***3 months advance approval required***):
 - i. 911 Goes to Wash DC, Feb 26 – Mar. 1, 2017.
 - ii. NENA Conference, June 3 – 8, 2017, San Antonio, TX.
 - iii. APCO Conference, August 13 -16, 2017, Denver, CO.
- c. FirstNet Update – Victoria Garcia
- d. Others

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

X. Adjournment



STATE OF HAWAII

Enhanced 911 Board

E911 Communications, Technical and Finance Meeting
Kalanimoku Bldg., Room 322B
1151 Punchbowl St., Honolulu
Thursday, September 15, 2016
10:00 am – 12:00 pm

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

Communications Committee members absent: Steven Schutte (Verizon).

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

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

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

Finance Committee members absent: Randy Macadangdang (HPD) and Kiman Wong (Charter Com).

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

Guests: Stacy Perreira (KPD), Diana Chun (EMS), Tony Velasco (DIT), Cathy Chin (DAGS), Victoria Garcia (DoD), Arnold Kishi (ETS), Troy Archer (Spillman), Liz Gregg (AT&T), Glenn Kobashigawa (HT), and Scott Faust (Pictometry).

MEETING MINUTES

I. Call to Order, Public Notice, Quorum

- A. The meeting was called to order at 10:00 am by Chair Paul Ferreira.
- B. Public notice was issued.
- C. Quorum was present for the Communications and Technical Committees, but not the Finance Committee.

II. Public testimony on all agenda items

- A. Chair Ferreira asked if anyone who wishes to provide testimony on any

agenda item to please come forward. No one came forward to testify.

III. Introductions

- A. Introductions were made by everyone present at the request of Chair Ferreira.

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

- A. D/C D. Rickard moved; D/C M. Contrades seconded, to approve the August 11, 2016 Meeting minutes. The motion was approved by voice vote by all Committee members present.

V. Committee Updates by Committee Chairs

- A. Communications Committee – Steven Schutte
 - 1) 2017 Legislative Investigative Committee update – Chair Paul Ferreira
 - 2) Chair Ferreira reported that two E911 bills and an accompanying justification have been drafted and reviewed by DAGS and Board members for the upcoming 2017 legislative session. One bill raises the budget appropriation ceiling to accommodate the on-going PSAPs' software upgrades, and the other bill amends Chapter 138 to include prepaid mobile phone users for the 911 surcharge.
 - 3) Mr. Kerry Yoneshige (DAGs) suggested sliding scale charges for low income and elderly, for example, leaving that open for discussion. Also, whether small vendors remit payments monthly, quarterly, or semiannually can be later determined.
 - 4) Exec Director (ED) Courtney Tagupa said any reference to "tax" in the bill was deleted.
 - 5) Chair Ferreira emphasized that the surcharge stays with the fund for specific 911 services rendered; it is not the same as a statewide levied tax accessible for other purposes.
 - 6) Ms. Cathy Chin (DAGs) reported internal deadlines for submission of budget documents and narratives is early October. Kerry said that this committee should meet to agree upon final bill by then.
- B. Technical Committee – Thalia Burns
 - 1) Investigative Regulatory Committee – Davlynn Racadio
The Committee Chair reported that there were no updates.
 - 2) Educational Investigative Committee – Jeffrey Riewer
The Committee Chair reported that there were no updates
 - 3) FCC update – Exec Director (ED) Courtney Tagupa
The ED reported that there were no updates.
 - 4) Text-to-911 update–
 - a) Ms. Thalia Burns reported that Text-to 911 is working statewide now and a Planning Committee meeting following the board meeting will discuss press release logistics and next steps.
 - 5) Interoperability Presentation – Kauai Spillman Product Initiative
 - a) A/C Rob Gausepohl (KPD) introduced Officer Stacy Perreira who led a power point presentation on the efficacy of KPD's Insight software program. Spillman is the contracted vendor.

- b) At about \$60,000, the program shares real-time data from differing agencies or accessed legacy data (Warrants, CJIS, JJIS, NCIC, etc.) without problems. One comprehensive search replaces current time-consuming practices of multiple individual records management systems (RMS) searches into one query.
- c) The Insight program's "save" function reports "alerts" when other same search queries are requested.
- d) Insight allows dispatch center operators to run Hawaii Drivers' License (HDL) & firearms data queries that is currently run only by police officers and can be time consuming.
- e) An Arizona Case Study presented how information can be queried from any data source, upon usage permission, and shared by mobile terminals.
- f) Hawaii County Police Department is interested in cost sharing this project, pending county procurement processes and approvals.
- g) A statewide project application was quoted at \$276K.
- h) Costs for annual maintenance and fees are not included; the initial license fee is included.
- i) Spillman vendor representative, Mr. Troy Archer, said varying connectivity scenarios determine costs.
- j) Capability for integrated web services is available for 3rd party vendors; KPD is using White Box for this.
- k) A/C Rob Gausepohl stated that this initiative meets public safety interoperability among dispatch centers and active duty police officers. He proposed that Kauai and Big Island do this as a pilot and evaluate/report its results.
- l) Mr. Mark Wong cautioned that the city is currently transferring HDL legacy data and KPD's initiative of transferring data needs to be collaborative with the right DIT persons involved. He was not apprised of this initiative.
- m) Mr. Mark Wong asked whether user login/passwords standards are established to access other data bases and web services. Who would be creating those? DIT wants to coordinate these areas since each county is developing their own approaches.
- n) Mr. Mark Wong also announced that the city's mainframe will be swapped out (systems will be down for two days probably over the weekend when HDL programs are not running), except for HPD capability. The timing is after the November general election, around December to January timeframe.
- o) Ms. Victoria Garcia (DoD) commented on the need to keep all parties/end users informed as these initiatives get rolled out, such as the Judiciary whose IT system is responsible for issuing warrants, orders, etc. Also, ensure data base security and prevent hacking into platforms.
- p) A/C Rob Gausepohl concurred; the end users in this initiative are the dispatch centers workers and mobile law enforcement officers for their ease of use.

- q) Ms. Thalia Burns asked whether approvals were received to access state data bases because HPD's experiences were not positive. A/C Rob Gausepohl responded that it's a query function to existing data and not a separate program; "we're working on the approvals."
- r) Chair Ferreira commented that county procurement steps for these upgrades would require (electronic programs related) approvals.
- s) Chair Ferreira raised concerns about using 911 fund's for records management purposes, which are typically county and state funded operations, rather than for a specific 911 purpose; e.g., CADs' interoperability is specific to 911 capability and 911 fund use; however, records management interoperability and its broader applications could set precedent for future RMS state initiatives, given that 911 funds were applied in this area.
- t) A/C Rob Gausepohl clarified that this initiative was a result of ED Tagupa's request for 911 projects and interoperability upgrades for Kauai police and dispatch was eligible. A/C Rob Gausepohl asked for interoperability clarification. Chair Ferreira stated, "if one PSAP goes down, another PSAP can pick up calls. CADs can do this now."
- u) Ms. Lisa Hiraoka asked whether cost sharing was possible. Chief Ferreira said cost sharing initiatives have been raised in the past but limited 911 funds for large scale costs hampered shared efforts. Kerry Yoneshige stated that if a state agency/program can be identified and allocation of funds are made accordingly, it is feasible.
- v) Mr. Mark Wong cautioned that state/county cost sharing has its own hurdles. He described the City & County of Honolulu (CCHNL) efforts in seeking shared cost reimbursements from the state Dept. of Transportation, which has jurisdiction for the statewide HDL program. While CCHNL administers the RMS at a total \$2M program expense, it is reimbursed only for full time dedicated staffing at \$700,000. It does not receive reimbursements for electricity costs.
- w) A/C Rob Gausepohl said that Kauai conforms to NASPO procurement and it needs to get done; Chief Ferreira said HiPD is still interested and has technology funding.
- x) D/C Mike Contrades, as a new board member from Kauai, is familiar and has been kept informed about this product that is expected improve work efficiencies and customer service a hundred fold as a "one stop shop."
- y) Mr. Kennison Tejada echoed Chair Ferreira's concern about cautionary use of 911 funds, especially since costs for migrating NG911 to PSAPS have not yet been determined, but presuming it will be costly. When a strategic plan for NG911 is done, we will have a better understanding of future 911 program needs.

C. Others:

Committee Chair Burns acknowledged that there were no other items for discussion.

- D. Finance Committee – Kiman Wong
- 1) Committee Chair Wong was not in attendance. ED Tagupa presented the monthly Cash Flow and Budget Financial reports ending August 31, 2016, for information only and no decision making.
 - i. Receipts for the month were \$826,652.
 - ii. An accounts receivable booked in June 2016 when it was incurred was received in the amount of \$785,960 which was deposited into the E911 Fund bank account.
 - iii. The Net bank balance is \$20,025,407.
 - iv. The Outstanding Encumbrance is \$7,020,148, for an Unencumbered Net Cash Balance of \$13,005,259.
 - v. There were no questions on the Monthly Cash Flow and Budget Financial Reports.
 - 2) Others
Chair Ferreira acknowledged that there were no other items for discussion.

VI. PSAP Status Updates

- A. Kauai – Michael Contrades
- 1) The PSAP representative reported only 3 new hires with a dim future for additional prospects.
 - 2) CAD training is on track next week through December.
 - 3) Ms. Lavinia Taovao conveyed the deep gratitude from three Kauai Dispatchers who attended mainland training to learn and network with their professional colleagues across the mainland jurisdictions who shared similar work experiences.
 - 4) Mr. David Miyasaki reported their appreciation for the travel opportunity which helped them better understand the broader scope and importance of their work.
- B. Oahu HPD – Allan Nagata
- 1) The PSAP representative acknowledged that there were no updates to report.
- C. Oahu HFD – Gary Lum
- 1) The PSAP representative reported no service interruptions.
- D. Molokai – Dean Rickard
- 1) The PSAP representative acknowledged that there were no updates.
- E. Maui – Davlynn Racadio
- 1) D/C Dean Rickard reported the Kihei PSAP contract was executed.
 - 2) Ms. Davlynn Racadio shared a recent county experience in which well-intended but weak collaboration overlooked the dispatch center's role in the installation of emergency phone blue boxes.
 - 3) Call boxes were installed at seven county beach parks through a Mayor's Office initiative without affected agencies' review and approvals: parks, police, civil defense, security. The installations were not vetted for connectivity with Dispatch Centers.

F. Hawaii – Paul Ferreira

- 1) Chair Ferreira reported that Hawaii County CAD RMS training underway with projected date to go live in October.

VII. Items for Discussion, Consideration and Action

A. 911 Timeline update.

- 1) Chair Ferreira reiterated his request for PSAPs to provide the ED with their updates to the E911 website that there were no other items for discussion.

VIII. Announcements

A. Future meeting dates (10:00 am – 12:00 pm)

- 1) Thursday, October 13, 2016 (Combined meeting)
- 2) Thursday, November 10, 2016 (Combined meeting between two holidays)
- 3) Thursday, December 8, 2016 (Combined meeting)
- 4) Thursday January 12, 2017 (Combined meeting)

B. Future Conference dates (3 months advance approval required)

- 1) 911 Goes to Wash. DC, Feb 26- Mar.1, 2017.
- 2) NENA Conference, June 3 – 8, 2017, San Antonio, TX.
- 3) APCO Conference, August 13 – 16, 2017, Denver, CO.

C. FirstNet Update – Victoria Garcia

- 1) Victoria Garcia reported that the State Department of Defense First Net Board initiative will be convening a statewide Interoperability Capability Meeting with the Adjutant General (TAG) and Governor as lead, during November. All county mayors, fire chiefs, public law enforcement and 911 Board chair and invited telecomm communications personnel in coordination and collaboration with non-governmental agencies (NGAs), comprise the group.
- 2) An RFP for a State Plan is scheduled for November 13-18, 2016, to develop TAG's next steps in addressing the Governor's recommendations for only data, not voice capability.

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

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

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

Chair Ferreira asked if anyone who wishes to comment of issues not on the

agenda for consideration for the agenda at the next meeting to please come forward. No one came forward to testify.

XI. Meeting Adjourned at 11:15 am

Mr. Mark Wong moved to adjourn the meeting; Jeff Riewer seconded; motion was passed by unanimous voice vote.

Hawaii County E9-1-1 Status Report

September 1, 2016 – September 30, 2016



Hawaii County E9-1-1 Status Report

September 1, 2016 – September 30, 2016

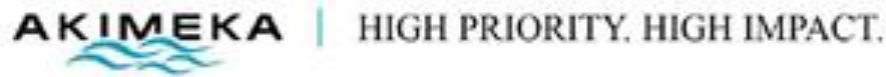


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September 1, 2016 – September 30, 2016

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Hawaii County E9-1-1 Status Report

September 1, 2016 – September 30, 2016

1. PSAP OPERATIONS

9-1-1 CALL VOLUME HAWAII COUNTY PSAPS – SEPTEMBER 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
SEPT	16,085	2,836	17.63%	11,240	69.88%	42.22%	57.78%	682	4.24%	11	0.07%	0	0.00%	1,316	8.18%	0	0.00%

CALL VOLUME HAWAII COUNTY PSAP NOTES:

*The percentage of Wireless Phase 2 calls (57.78%) has increased from the number of Wireless Phase 1 calls (42.22%) in September 2016.

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

9-1-1 CALL VOLUME – CALENDAR YEAR 2016

9-1-1 Call Volume																	
HAWAII COUNTY PSAPs		Wireline		Wireless				VOIP		Calls with No ALI		Admin Calls		Abandoned Calls		Other Calls	
2016	Total 9-1-1 Calls Processed	No. of Wireline Calls	% of Total Calls	No. of Wireless Calls	% of Total Calls	% of Wireless WPH1 Calls	% of Wireless WPH2 Calls	No. of VoIP Calls	% of Total Calls	No. of Calls with No ALI	% of Total Calls	No. of Admin Calls	% of Total Calls	No. of 9-1-1 Abandoned	% of Total Calls	No. of Other Calls	% of Total Calls
JAN	17,958	3,445	19.18%	12,221	68.05%	47.61%	52.39%	812	4.52%	27	0.15%	0	0.00%	1,453	8.09%	0	0.00%
FEB	16,976	3,046	17.94%	11,851	69.81%	48.47%	51.53%	707	4.16%	18	0.11%	0	0.00%	1,354	7.98%	0	0.00%
MAR	18,750	3,605	19.23%	12,790	68.21%	47.43%	52.57%	822	4.38%	12	0.06%	0	0.00%	1,521	8.11%	0	0.49%
APR	17,112	3,074	17.96%	12,026	70.28%	46.50%	53.50%	707	4.13%	21	0.12%	0	6.24%	1,284	7.50%	0	2.30%
MAY	17,343	3,048	17.57%	12,121	69.89%	45.67%	54.33%	798	4.60%	17	0.10%	0	0.05%	1,359	7.84%	0	2.30%
JUNE	17,176	3,148	18.33%	11,641	67.77%	45.00%	55.00%	755	4.40%	26	0.15%	0	0.00%	1,606	9.35%	0	0.00%
JULY	17,869	3,330	18.64%	12,437	69.60%	40.69%	59.31%	737	4.12%	32	0.18%	0	0.00%	1,333	7.46%	0	0.00%
AUG	17,560	3,081	17.55%	12,229	69.64%	42.06%	57.94%	766	4.36%	21	0.12%	0	0.00%	1,463	8.33%	0	0.00%
SEPT	16,085	2,836	17.63%	11,240	69.88%	42.22%	57.78%	682	4.24%	11	0.07%	0	0.00%	1,316	8.18%	0	0.00%
OCT																	
NOV																	
DEC																	
YTD	156,829	28,613		108,556				6,786		185		0		12,689		0	
MON AVG	17,425	3,179	18.23%	12,062	69.24%	45.07%	54.93%	754	4.33%	21	0.12%	0	0.70%	1,410	8.09%	0	0.56%

Hawaii County E9-1-1 Status Report

September 1, 2016 – September 30, 2016

9-1-1 CALL VOLUME BY AGENCY – SEPTEMBER 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
September	12,844	79.85%	0	1,301	0	1,925	11.97%	0	15	0

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

2016	9-1-1 Call Volume by Agency									
	Hawaii Police Department					Hawaii Fire Department				
	Number of Total Calls Received	% of Total Calls	Number of Admin Calls	Number of Abandoned Dropped Calls	Number of Other Calls	Number of Total Calls Received	% of Total Calls	Number of Admin Calls	Number of Abandoned Dropped Calls	Number of Other Calls
January	14,138	78.73%	0	1,427	0	2,367	13.18%	0	26	0
February	13,259	78.10%	0	1,331	0	2,363	13.92%	0	23	0
March	15,966	85.15%	0	1,461	0	2,784	14.85%	0	60	0
April	13,624	79.62%	0	1,243	0	2,204	12.88%	0	41	0
May	13,866	79.95%	0	1,333	0	2,118	12.21%	0	26	0
June	13,526	78.75%	0	1,576	0	2,044	11.90%	0	30	0
July	14,136	79.11%	0	1,296	0	2,400	13.43%	0	37	0
August	14,030	79.90%	0	1,445	0	2,067	11.77%	0	18	0
September	12,844	79.85%	0	1,301	0	1,925	11.97%	0	15	0
October										
November										
December										
YTD	125,389		0	12,413	0	20,272		0	276	0
MON AVG	13,932	79.91%	0	1,379	0	2,252	12.90%	0	31	0

PSAP OPERATION NOTES:

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

Hawaii County E9-1-1 Status Report

September 1, 2016 – September 30, 2016

TEXT TO 911 – CURRENT MONTH – SEPTEMBER 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	22	1
August	16	0
September	20	1
October		
November		
December		
YTD	211	46
Monthly Avg.	23.44	5.11

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

Hawaii County E9-1-1 Status Report

September 1, 2016 – September 30, 2016

WIRELESS PSAP TESTING – SEPTEMBER 2016

HAWAII COUNTY - SEPTEMBER 2016						
Date	WSP	Sites Tested	Sectors Tested	Tested By:	Test Pass/Fail	Comments:
09/14/16	Verizon	1	6	Hawaii PSAP	Pass	
09/20/16	AT&T	1	3	Hawaii PSAP	Pass	

NOTES:

- There were two (2) scheduled Wireless 911 Tests for the month of September 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		
PRIMARY PSAPS*	MLTS/PBX 911 CALLS RECEIVED	
	Sept 2016	YEAR TO DATE 2016
Oahu	3,633	29,132
Hawaii	66	617
Maui	87	868
Molokai	0	1
Kauai	15	181
Total**	3,801	30,799
*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.		

Hawaii County E9-1-1 Status Report

September 1, 2016 – September 30, 2016

FOR YOUR INFORMATION

FYI For Your Information	
911 Calls Received From Payphones	
Approximately 95% of 911 calls received from Payphones are "one way" lines. These Payphones are not capable of receiving calls which makes it impossible for the 911 operator to re-contact the caller should there be a location discrepancy or additional information needed.	
PRIMARY	911 CALLS RECEIVED via Payhone
PSAPS	September 2016
Oahu	2,642
Hawaii	317
Maui	288
Molokai	28
Kauai	135
Total**	3,410
*PSAP totals does not include Military 911 calls.	
Class of Service (COS) COIN = 1 way out line PAY\$ = 2 way line	

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2. MSAG (MASTER STREET ADDRESS GUIDE)

MSAG TRANSACTIONS CURRENT MONTH/YEAR – SEPTEMBER 2016

HAWAII COUNTY	9-1-1 TRANSACTIONS								
	Total	MSAG	ALI Submitted			Open ALI Discrepancy Records			Customer Addresses Affected
		MSAG (A)	TN CR (B)	ALI DR (C)	VoIP (D)	TNCR	ALI DR	VoIP DR	
2016									
JANUARY	293	22	262	8	1	1,924	1	1	282
FEBRUARY	270	41	228	1	0	2,154	1	0	425
MARCH	236	27	207	1	1	2,259	1	0	302
APRIL	336	129	201	6	0	1,965	2	0	945
MAY	218	134	79	5	0	1,504	2	0	613
JUNE	160	29	129	2	0	630	2	0	2,162
JULY	278	60	215	3	0	358	3	0	1,550
AUGUST	308	80	226	2	0	326	3	0	461
SEPTEMBER	479	50	428	1	0	274	3	0	581
OCTOBER									
NOVEMBER									
DECEMBER									
TOTAL YTD	2,578	572	1,975	29	2				7,321
AVG PER MONTH	286	64	219	3	0				813

Definitions

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

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MSAG CURRENT MONTH NOTES:

A total of **479** MSAG transactions were processed in 9-1-1 Net during the month of September 2016. **50** 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 **581** customer ANI/ALI (telephone number/address) records updated as a direct result.

TELEPHONE RECORD (ALI) TRANSACTIONS CURRENT MONTH NOTES:

428 Telephone Number Change Requests (TN CR) transactions were processed in 9-1-1 Net with valid MSAG addresses, as a result of the ESN 299 clean-up effort and the Dispatchable Location Project. ESN 299 TN CRs must be validated against HT records and approved by the end user Hawaiian Telcom customer before updating the ALI record. One (**1**) ALI DR was submitted as the result of a 9-1-1 call from a residence in Captain Cook. 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 274 Open TN CR Transactions as of September 30, 2016.**
- **Refer to chart in the next section “TNCR Current Status”**

272 Open TN CR transactions are a direct result of the ESN 299 clean-up and are awaiting approval from Hawaiian Telcom, Inc. Two (**2**) Open TN CR transactions are a result of the Dispatchable Location project. (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. West'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 480 TN CR records for Hawaii County during the month of September 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 274 Referred records.

- **There are three (3) Open ALI-DRs as of September 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 in February 2016 and is awaiting further information. The second 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. The third Open ALI DR was submitted in July 2016 for a business in Kailua Kona.

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TNCR (TELEPHONE NUMBER CHANGE REQUEST) CURRENT STATUS – SEPTEMBER 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	274	116	130	28

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 – SEPTEMBER 2016

NARRATIVE:

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

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

Dispatchable Location				
Common Name Place	MSAG Address	2016	Number of TNCR* Transactions Submitted	Number of Transactions Processed**
KINGS SHOPS	CARRY OVER	2015	75	0
KINGS SHOPS	690250 WAIKOLOA BEACH DR, WAIKOLOA	Jan- July	125	197
MAUNA LANI SHOPS	681330 MAUNA LANI DR, KAMUELA			
QUEENS MARKETPLACE	690201 WAIKOLOA BEACH DR, WAIKOLOA	Aug	88	88
MAUNA LANI SHOPS	681330 MAUNA LANI DR, KAMUELA		59	59
HILTON WAIKOLOA RESORT	690425 WAIKOLOA BEACH DR, WAIKOLOA	Sept	224	225
KUHIO PLAZA	111 E PUAINAKO ST, HILO			
		Total	571	569

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

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CHARTER COMMUNICATIONS (TIME WARNER) VOIP DATABASE TNCR

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

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

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

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

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3. GEOGRAPHIC INFORMATION SYSTEM (GIS) – SEPTEMBER 2016

MAPPING LAYERS UPDATED (PART I)

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

HAWAII COUNTY			
Type of Layer	Akimeka GIS Server	Date GIS Delivered	Other/Remarks
	Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Address Points		09/29/16	
	9/28/2016		Corrected location name to two (2) address points (826065 Mamalahoa Hwy A and 826073 Mamalahoa Hwy A) in Captain Cook.
	9/28/2016		Corrected location name to nine (9) address points in Hilo.
	9/28/2016		Corrected location name to six (6) address points in Kailua Kona.
	9/28/2016		Corrected location name to two (2) address points (533988 Ainakea Dr and 533996 Ainakea Dr) in Kapaau.
	9/28/2016		Corrected location name to one (1) address point (797407 Mamalahoa Hwy) in Kealahou.
	9/28/2016		Corrected location name to one (1) address point (683888 Lua Kula St) in Waikoloa.
	9/27/2016		Corrected location name to three (3) address points (711420 Hawaii Belt Rd, 734040 Hulikoa Dr and 745547 Palani Rd) in Kailua Kona.
	9/27/2016		Spatially corrected two (2) address points (711420 Hawaii Belt Rd and 734040 Hulikoa Dr) in Kailua Kona.
	9/27/2016		Corrected location name to one (1) address point (797234 St Paul Rd) in Kealahou.
	9/21/2016		Completed monthly update on address points.
	9/21/2016		Added five (5) address points in Captain Cook.
	9/21/2016		Added three (3) address points (550526 Hawi Rd, 550733 Kahei Rd A, and 560124 Pualani Rd) in Hawi.
	9/21/2016		Added eight (8) address points in Hilo.
	9/21/2016		Spatially corrected fifty-four (54) address points in Hilo.
	9/21/2016		Added four (4) address points in Kailua Kona.
	9/21/2016		Added four (4) address points in Kamuela.
	9/21/2016		Added seventeen (17) address points in Keaau.
	9/21/2016		Added fourteen (14) address points in Kurtistown.
	9/21/2016		Added twelve (12) address points in Mountain View.
	9/21/2016		Added two (2) address points (952879 Pohaku Rd, and 946347 Pua St) in Naalehu.
	9/21/2016		Added eight (8) address points in Ocean View.
	9/21/2016		Added one (1) address point (961140 Keahi St) in Pahala.
	9/21/2016		Added six (6) address points in Pahoa.
	9/21/2016		Added one (1) address point (320351 Kapena Rd) in Papaaloa.
	9/21/2016		Added four (4) address points in Volcano.
	9/21/2016		Added six (6) address points in Waikoloa.
	9/20/2016		Corrected address to four (4) address points in Hilo.

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MAPPING LAYERS UPDATED (PART II)

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

HAWAII COUNTY			
Type of Layer	Akimeka GIS Server	Date GIS Delivered	Other/Remarks
	Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Address Points	9/20/2016		Corrected location name to one (1) address point (442441 Mauna Loa Access Rd) in Hilo.
	9/20/2016		Spatially corrected one (1) address point (734611 Kukuki St) in Kailua Kona.
	9/20/2016		Corrected address to two (2) address points (817317 Kealahou Pl and 817339 Kealahou Pl) in Kealahou.
	9/19/2016		Added two (2) address points (755614 Hienaloli Rd N and 755614 Hienaloli Rd S) in Kailua Kona.
	9/19/2016		Corrected address to one (1) address point (755608 Hienaloli Rd) in Kailua Kona.
	9/19/2016		Aliased forty-eight (48) address points in Kailua Kona.
	9/19/2016		Corrected location name to one (1) address point (816587 Mamalahoa Hwy) in Kealahou.
	9/19/2016		Corrected address to one (1) address point (362772 Liloa Rd) in Ooka.
	9/19/2016		Corrected address to one (1) address point (133863 Pahoa Kalapana Rd) in Pahoa.
		09/16/16	
	9/16/2016		Corrected address to one (1) address point (1073 Kaumana Dr) in Hilo.
	9/16/2016		Spatially corrected ninety-four (94) address points in Hilo.
	9/16/2016		Spatially corrected five (5) address points in Kailua Kona.
	9/13/2016		Corrected location name to five (5) address points in Hilo.
	9/13/2016		Corrected location name to one (1) address point (765877 Old Government Rd) in Holualoa.
	9/13/2016		Corrected location name to one (1) address point (745221 Queen Kaahumanu Hwy) in Kailua Kona.
	9/13/2016		Corrected location name to two (2) address points (651230 Mamalahoa Hwy and 623440 Queen Kaahumanu Hwy) in Kamuela.
	9/13/2016		Corrected location name to two (2) address points (160714 Volcano Rd 1 and 160716 Volcano Rd 19) in Keaau.
	9/13/2016		Corrected location name to one (1) address point (950789 Ninole Loop Rd) in Naalehu.
	9/13/2016		Corrected location name to seventeen (17) address points in Pahala.
	9/13/2016		Added twenty-two (22) address points in Captain Cook.
	9/13/2016		Added two (2) address points (550514 Hawi Rd and 553419 Akoni Pule Hwy 10) in Hawi.
	9/13/2016		Added two hundred fourteen (214) address points in Hilo.
	9/13/2016		Added three (3) address points (755491 Mamalahoa Hwy, 765957 Mamalahoa Hwy, and 765877 Old Government Rd) in Holualoa.

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MAPPING LAYERS UPDATED (PART III)

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

HAWAII COUNTY				
Type of Layer	Akimeka GIS Server	Date GIS Delivered	Other/Remarks	
	Date Created/ Edits Performed			
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)				
Address Points	9/13/2016		Added two (2) address points (845191 Hawaii Belt Rd and 845236 Hawaii Belt Rd) in Honaunau.	
	9/13/2016		Added eleven (11) address points in Honokaa.	
	9/13/2016		Added two (2) address points (281641 Old Mamalahoa Hwy and 281658 Old Mamalahoa Hwy) in Honomu.	
	9/13/2016		Added one hundred forty-eight (148) address points in Kailua Kona.	
	9/13/2016		Added sixty-nine (69) address points in Kamuela.	
	9/13/2016		Added seven (7) address points in Kapaau.	
	9/13/2016		Added twenty-five (25) address points in Keaau.	
	9/13/2016		Added thirty-one (31) address points in Kealahou.	
	9/13/2016		Added eighteen (18) address points in Keauhou.	
	9/13/2016		Added one (1) address point (160127 Orchid Land Dr) in Kurtistown.	
	9/13/2016		Added five (5) address points in Laupahoehoe.	
	9/13/2016		Added four (4) address points in Mountain View.	
	9/13/2016		Added five (5) address points in Naalehu.	
	9/13/2016		Added three (3) address points (928701 Mamalahoa Hwy, 928598 Paradise Circle Makai and 921329 Prince Kuhio Blvd) in Ocean View.	
	9/13/2016		Added three (3) address points (431494 Hauola Rd, 421019 Hawaii Belt Rd and 431377 Hawaii Belt Rd) in Paauilo.	
	9/13/2016		Added nine (9) address points in Pahala.	
	9/13/2016		Added eighteen (18) address points in Pahoa.	
	9/13/2016		Added one (1) address point (352030 Mamalahoa Hwy) in Papaaloa.	
	9/13/2016		Added three (3) address points (272111 Hawaii Belt Rd, 270289 Mill Rd and 270330 Old Mamalahoa Hwy) in Papaikou.	
	9/13/2016		Added twelve (12) address points in Volcano.	
	9/13/2016		Added fifty (50) address points in Waikoloa.	
		09/09/16		
	9/8/2016			Corrected address to three (3) address points (170385, 170396, and 170400 Homestead Rd) in Kurtistown.
	9/8/2016			Spatially corrected two (2) address points (170396 and 170400 Homestead Rd) in Kurtistown.
	9/7/2016			Added one (1) address point (114003 Hale Ohia Rd) in Volcano.
Airports				
Bridges				
Building Footprints				
Bus Stops				
Churches	9/27/2016		Added one (1) church (St Pauls Catholic Church) in Kealahou.	

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MAPPING LAYERS UPDATED (PART IV)

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

HAWAII COUNTY			
Type of Layer	Akimeka GIS Server	Date GIS Delivered	Other/Remarks
	Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Coastal Names			
Coastline			
Common Places			
Correctional Facilities			
Emergency Callboxes			
Emergency Operation Centers			
Emergency Shelters			
ESZ/ESN	9/15/2016		Corrected boundary to two (2) ESNs (234 and 239).
Fire Beats			
Fire Districts	9/15/2016		Corrected boundary to two (2) fire districts (7 and 21).
Fire Response Areas	9/15/2016		Corrected boundary to two (2) fire response areas (29 and 51).
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			
Net Junctions			

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MAPPING LAYERS UPDATED (PART V)

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

HAWAII COUNTY			
Type of Layer	Akimeka GIS Server	Date GIS Delivered	Other/Remarks
	Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Ocean Rescue Boundaries			
Ocean Safety			
Parcels			
Parks			
Parks Polygon			
Points of Interest		09/29/16	
	9/28/2016		Added two (2) points of interest (Captain Cook Ocean View Apartments and Captain Cook Village Villas) in Captain Cook.
	9/28/2016		Added eight (8) points of interest in Hilo.
	9/28/2016		Added two (2) points of interest (Ainakea Elderly Housing Phase 1 and Ainakea Elderly Housing Phase 2) in Kapaau.
	9/28/2016		Added one (1) point of interest (Basque Apartments) in Kealahou.
	9/28/2016		Added five (5) points of interest in Kailua Kona.
	9/27/2016		Added one (1) point of interest (Big Island Country Club) in Kailua Kona.
	9/27/2016		Added one (1) point of interest (St Pauls Catholic Church) in Kealahou.
	9/21/2016		Spatially corrected two (2) points of interest (Ernest B Desilva Elementary School, and Ernest B Desilva Elementary Shelter) in Hilo.
	9/20/2016		Corrected address to one (1) point of interest (University Of Hawaii 2.2M Telescope) in Hilo.
	9/20/2016		Added one (1) point of interest (Mauna Loa Observatory) in Hilo.
	9/19/2016		Corrected location name to two (2) points of interest (Island Spirit Healing Center and Day Spa, and Pualani Terrace) in Kealahou.
		09/16/16	
	9/16/2016		Spatially corrected one (1) point of interest (Crivellos Place) in Hilo.
		09/09/16	
	9/7/2016		Corrected address to three (3) points of interest in Captain Cook.
	9/7/2016		Corrected address to one (1) point of interest (Maria Guzman Restaurant) in Hilo.
	9/7/2016		Corrected address to seventy-seven (77) points of interest in Hilo.
	9/7/2016		Corrected address to four (4) points of interest in Honokaa.
	9/7/2016		Corrected address to one (1) point of interest (Kilauea Military Camp Post Office) in HVNP.
	9/7/2016		Corrected address to seventy-three (73) points of interest in Kailua Kona.
	9/7/2016		Corrected address to thirty-three (33) points of interest in Kamuela.
	9/7/2016		Corrected address to one (1) point of interest (Kohala Baptist Church) in Kapaau.
	9/7/2016		Corrected address to six (6) points of interest in Keaau.

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MAPPING LAYERS UPDATED (PART VI)

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

HAWAII COUNTY			
Type of Layer	Akimeka GIS Server	Date GIS Delivered	Other/Remarks
	Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Points of Interest	9/7/2016		Corrected address to five (5) points of interest in Kealahou.
	9/7/2016		Corrected address to one (1) point of interest (Colony One At Sea Mountain) in Naalehu.
	9/7/2016		Corrected address to one (1) point of interest (Honokaa Kingdom Hall) in Paauilo.
	9/7/2016		Corrected address to four (4) points of interest in Pahoa.
	9/7/2016		Corrected address to seventeen (17) points of interest in Waikoloa.
Police Beats			
Police Districts			
Police Response Areas			
Police Stations			
Post Offices			
Schools			
Street Centerlines		09/29/16	
	9/23/2016		Added thirty-three (33) street segments in Kailua Kona.
	9/23/2016		Split five (5) street segments in Kailua Kona.
	9/22/2016		Added nine (9) street segments in Kailua Kona.
	9/22/2016		Split two (2) street segments (Alii Dr and Hualalai Rd) in Kailua Kona.
	9/21/2016		Corrected range to one (1) segment of Pohaku Rd in Naalehu.
	9/21/2016		Corrected range to one (1) segment of Anaole St in Waikoloa.
	9/21/2016		Completed monthly update on street centerlines.
	9/20/2016		Corrected range to five (5) street segments in Hilo.
	9/19/2016		Corrected range to three (3) segments of Hienaloli Rd in Holualoa.
	9/19/2016		Corrected range to five (5) street segments in Kailua Kona.
	9/19/2016		Corrected range to one (1) segment of Makaiwa Pl in Kamuela.
	9/19/2016		Flipped one (1) segment of Makaiwa Pl in Kamuela.
	9/19/2016		Added one (1) segment of Kealahou Pl in Kealahou.
	9/19/2016		Split one (1) segment of Onouli Uka Rd in Kealahou.
		09/16/16	
	9/16/2016		Corrected range to three (3) street segments (one segment of Kaukahoku Rd and two segments of Piliuloha Rd) in Kailua Kona.
	9/16/2016		Spatially corrected twenty (20) street segments in Kailua Kona.
	9/15/2016		Corrected range to two (2) street segments (Ane Keohokalole Hwy and Hale Pule Rd) in Kailua Kona.
	9/15/2016		Spatially corrected thirty (30) street segments in Kailua Kona.
	9/15/2016		Deleted two (2) street segments (Hanahanai St and Kohanaiki Rd) in Kailua Kona.

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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.

HAWAII COUNTY			
Type of Layer	Akimeka GIS Server	Date GIS Delivered	Other/Remarks
	Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Street Centerlines	9/14/2016		Spatially corrected eighty-three (83) street segments in Kailua Kona.
		09/09/16	
	9/8/2016		Corrected street name to two (2) street segments (Homestead Rd and Ualani Rd) in Kurtistown.
	9/8/2016		Split two (2) street segments (Homestead Rd and Ualani Rd) in Kurtistown.
	9/8/2016		Spatially corrected two (2) street segments (Homestead Rd and Ualani Rd) in Kurtistown.
	9/8/2016		Flipped one (1) street segment of Homestead Rd in Kurtistown.
	9/8/2016		Corrected range to one (1) street segment of Homestead Rd in Kurtistown.
Subdivisions			
Tow Jurisdictions			
Tsunami Evacuation Zones			
Tsunami Heights			
Waste Water Plants			
WSP Cell Sectors	9/30/2016		Per ATTMO
		09/29/16	
		09/16/16	
	9/16/2016		Per VZW
		09/08/16	
WSP Cell Towers	9/30/2016		Per ATTMO
		09/29/16	
		09/16/16	
	9/16/2016		Per VZW
		09/08/16	

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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
9/29/2016	Spillman deliverable which included the following updated layers: Address Points, Cell Sectors, Churches, City, Common Names Alt Table, Fire Zones, FirstIns, Medic Zones, Points of Interest, POI Alt Names, Police Zones, Street Centerlines, Street Alt Names
9/16/2016	Spillman deliverable which included the following updated layers: Address Points, Common Names Alt Table, Points of Interest
9/9/2016	Spillman deliverable which included the following updated layers: 45 layers, most of which used for display in the Spillman Pin Maps
9/8/2016	MapFlex deliverable which included the following updated layers: Cell Sectors, and Cell Towers.

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ADDRESS POINTS AND STREET CENTERLINES UPDATE COMPARISON

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

The Address Points and Street Centerlines layer comparative analysis was completed on the updates received from the Hawai'i County Planning Department on **September 21, 2016**. Results are as follows:

HAWAII COUNTY	Address Points Layer	Street Centerlines Layer
New Addresses Added	94	
Addresses Removed	0	
Address Street Name Changes	3	
Address Street Number Changes	3	
New Street Segments Added		1
Street Segments Removed		0
Street Segment Range Changes		5
Street Segment Name Changes		0

NOTE:

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

Hawaii County E9-1-1 Status Report

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POLICE BEAT REVIEW

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

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

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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.
 - e. During the month of August 2016, there was significant coordination done between Akimeka and Spillman Technologies to get an initial GIS dataset ready for configuration.
 - i. There was a slight delay in getting a connection to the Hawaii County server during the beginning of August but was quickly remediated. In the meantime while, Spillman was on-site getting server connections set up, Akimeka was preparing the GIS data for the CAD system. Several preparation took place and included a variety of QA items to ensure the best possible data to be configured.
 - ii. On August 24, 2016, Akimeka uploaded an initial GIS dataset containing the core data, meaning the functional data that makes the system work. The display layers intended to perform labeling, set up different symbols, and establish the basemaps will come after the initial data has been given the go ahead.
 - iii. On August 29, 2016, Spillman Technologies followed up with Akimeka to let them know the data looked good on their end. They ran testing on addresses, common places, and mile markers and all were good.
 - iv. On August 30, 2016, Akimeka was on-site to meet with the Hawaii Police Department and Spillman Technologies. Akimeka, along with the supervisors of the Hawaii Police 911 Center, observed during a Spillman Cad Mapping demonstration that the initial base GIS layers that were provided by Akimeka were installed and functioning flawlessly with no issues. CAD project proceeding as planned. Previous issues regarding the 911 GIS layers for the Hawaii Fire Department were discussed and resolved. Spillman Technologies will be reaching out to the Hawaii Fire Department personnel regarding data input into the Spillman CAD System. This information was conveyed to the Hawaii Fire Department representative along with the Hawaii County Information Technology Manager during a separate meeting that Akimeka and Hawaii Police Department attended at the Hawaii County ITD office.
 - v. During the month of September, Akimeka continued with routing deliverables for the Spillman CAD system. One deliverable during the beginning of September included 45 display layers to be used for making the pin maps more aesthetically pleasing and useful for the dispatchers.

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- vi. During the month of October, Hawaii County Police and Fire, Akimeka, and Spillman will be on-site for a mock Go-Live and subsequently a go-live.

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 searchable 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 queryable 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 queryable 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.

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- 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.
- m. During the month of July 2016, no activity took place with the milepost markers.
- n. During the month of August 2016, no activity took place with the milepost markers.
- o. During the month of September 2016, no activity took place with the milepost markers.

COMMON NAMES UPDATE

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

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

MAPFLEX SYSTEM

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

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

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

1. Akimeka delivered GIS data to the MapFlex system on the following dates in September 2016
 - a. **Hawaii County** – September 8, 2016
 - b. **Maui County** – September 8, 2016
 - c. **Kauai County** – September 8, 2016
 - d. **Honolulu** – September 8, 2016

MAPFLEX ISSUE

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

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

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

PSAP SMS BOUNDARIES

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During the month of August 2016, there was some identified issues with the PSAP SMS Boundaries that were identified as a result of a text message test call that took place in Kauai County on August 18, 2016.

On August 18, 2016, during a test call with text messaging to the Kauai Police Department, the XY coordinates had plotted in the ocean past the PSAP boundary. The issue is that the PSAP boundary in the GIS is used to determine the routing of the text call. If a text message plots outside of the defined boundary, then the text message has issues routing to the correct PSAP.

1. Hawaiian Telcom and West provided a screenshot of the PSAP boundaries and where the call had plotted.
2. Akimeka reviewed the plotted coordinates and located where the call had plotted.
 - a. The call had plotted well within the PSAP boundaries that Akimeka had created in March 2016 and sent to West on May 9, 2016 after a two month delay by West to get an ftp in place. For additional information regarding the previously delivered GIS data, refer to the May 2016 Monthly Status Report.
 - b. Akimeka had sent boundaries which extended 15 miles offshore around the island of Kauai, which the call plotted well inside of.
3. On August 24, 2016, Akimeka send West the confirmation email from West's Data Collection Specialist where the boundaries had been received by Akimeka.
4. West had agreed to follow up internally to understand why the data Akimeka had sent was not loaded properly.
5. On August 25, 2016, West had confirmed that there was oversight issue which resulted in West not loading into the system.
6. During the same time of the discussions, HT had reached out to TCS as well to gather information on the boundaries they use today.
 - a. They had followed back up to inform that their boundaries they created extend between 3 and 4 miles offshore.
7. Akimeka created an even further extended boundary to ensure there are no issues within either the West or TCS systems.
 - a. The new boundaries Akimeka had created extended 40 miles offshore for most of the Counties, with the exception of some areas surrounding Maui.
 - b. On August 25, 2016, Akimeka sent both West and TCS new boundaries to be uploaded.
 - c. West followed up shortly after and informed the PSAPs that they are planning on having these boundaries uploaded to their production system no later than August 31, 2016.

4. SERVICE REQUESTS TRANSACTIONS

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OPEN SERVICE REQUESTS – SEPTEMBER 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
3	07/13/16	856	Updated Address	FIRE	Normal	TN has been referred to telco via email by West Safety Services (Intrado). RMS

Note* There are three (3) opened service request pending for September 2016.

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

HAWAII COUNTY				MSAG SERVICE REQUEST CATEGORIES					
2016	TOTAL		Open	WIRELINE		WIRELESS		VoIP	
	Created	Closed		Created	Closed	Created	Closed	Created	Closed
2015 Carryover*			3						
January	9	10	2	8	8	0	1*	1	1
February	1	2	1	1	1	0	0	0	1*
March	2	2	1	1	1	0	0	1	1
April	6	5	2	6	5	0	0	0	0
May	5	5	2	5	5	0	0	0	0
June	2	2	2	2	2	0	0	0	0
July	3	2	3	3	2	0	0	0	0
August	2	2	3	2	2	0	0	0	0
September	1	1	3	1	1	0	0	0	0
October									
November									
December									
TOTAL	31	31	3	29	27	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 (Charter) for correction

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5. E9-1-1 DATABASE SYNCHRONIZATION

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

Next Scheduled Database Synchronization – November 2016

AUDIT SUMMARY RESULTS – NOVEMBER 2016 -- TBA

AUDIT SUMMARY RESULTS COMPARISON – NOVEMBER 1, 2016 VS AUGUST 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 – SEPTEMBER 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
Sept	4,105	585	14.25%	2,677	65.21%	45.05%	54.95%	159	3.87%	13	0.32%	0	0.00%	671	16.35%	0	0.00%

9-1-1 CALL VOLUME – CALENDAR YEAR 2016

9-1-1 Call Volume																	
KAUAI PSAP		Wireline		Wireless				VOIP		Calls with No ALI		Admin Calls		Abandoned Calls		Other Calls	
2016	Total 9-1-1 Calls Processed	No. of Wireline Calls	% of Total Calls	No. of Wireless Calls	% of Total Calls	% of Wireless WPH1 Calls	% of Wireless WPH2 Calls	No. of VoIP Calls	% of Total Calls	No. of Calls with No ALI	% of Total Calls	No. of Admin Calls	% of Total Calls	No. of 9-1-1 Abandoned	% of Total Calls	Other	% of Total Calls
JAN	4,281	637	14.88%	2,816	65.78%	46.27%	53.73%	153	3.57%	10	0.23%	0	0.00%	665	15.53%	0	0.00%
FEB	4,090	609	14.89%	2,690	65.77%	46.02%	53.98%	116	2.84%	16	0.39%	0	0.00%	659	16.11%	0	0.00%
MAR	4,638	742	16.00%	2,986	64.38%	46.28%	53.72%	133	2.87%	15	0.32%	0	0.00%	762	16.43%	0	0.00%
APR	4,447	673	15.13%	2,944	66.20%	47.52%	52.48%	131	2.95%	12	0.27%	0	0.00%	687	15.45%	0	0.00%
MAY	4,177	580	13.89%	2,861	68.49%	45.51%	54.49%	131	3.14%	9	0.22%	0	0.00%	596	14.27%	0	0.00%
JUNE	4,020	605	15.05%	2,681	66.69%	42.15%	57.85%	129	3.21%	10	0.25%	0	0.00%	595	14.80%	0	0.00%
JULY	4,757	697	14.65%	3,194	67.14%	45.77%	54.23%	144	3.03%	11	0.23%	0	0.00%	711	14.95%	0	0.00%
AUG	4,386	687	15.66%	2,926	66.71%	41.66%	58.34%	162	3.69%	10	0.23%	0	0.00%	601	13.70%	0	0.00%
SEPT	4,105	585	14.25%	2,677	65.21%	45.05%	54.95%	159	3.87%	13	0.32%	0	0.00%	671	16.35%	0	0.00%
OCT																	
NOV																	
DEC																	
YTD	38,901	5,815		25,775				1258		106		0		5,947		0	
MON AVG	4,322	646	14.93%	2,864	66.27%	45.14%	54.86%	140	3.24%	12	0.27%	0	0.00%	661	15.29%	0	0.00%

PSAP OPERATION NOTES:

- Abandoned Calls represent the number of incoming 9-1-1 calls for which the caller had hung up before a call-taker answered. Dropped Calls are hang ups after transfers.
- Abandoned Calls are not included in the total Wireline and Wireless counts respectively.
- All VoIP (Voice over Internet Protocol) type of 911 calls is combined in the Call Volume statistic.
- 911 Calls with no Ali 0.32% - Statewide average = 0.18% Year 2015

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TEXT TO 911 – CURRENT MONTH – SEPTEMBER 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	26
August	42
September	25
October	
November	
December	
YTD	166
Monthly Avg.	18.4

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KAUAI COUNTY - SEPTEMBER 2016						
Date	WSP	Sites Tested	Sectors Tested	Tested By:	Test Pass/Fail	Comments:

WIRELESS PSAP TESTING – SEPTEMBER 2016

NOTES:

- There were no scheduled Wireless 911 tests for the month of September, 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		
PRIMARY	MLTS/PBX 911 CALLS RECEIVED	
PSAPS*	Sept 2016	YEAR TO DATE 2016
Oahu	3,633	29,132
Hawaii	66	617
Maui	87	868
Molokai	0	1
Kauai	15	181
Total**	3,801	30,799
*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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FOR YOUR INFORMATION

FYI For Your Information	
911 Calls Received From Payphones	
Approximately 95% of 911 calls received from Payphones are "one way" lines. These Payphones are not capable of receiving calls which makes it impossible for the 911 operator to re-contact the caller should there be a location discrepancy or additional information needed.	
PRIMARY	911 CALLS RECEIVED via Payhone
PSAPS	September 2016
Oahu	2,642
Hawaii	317
Maui	288
Molokai	28
Kauai	135
Total**	3,410
*PSAP totals does not include Military 911 calls.	
Class of Service (COS) COIN = 1 way out line PAY\$ = 2 way line	

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2. MSAG (MASTER STREET ADDRESS GUIDE)

MSAG TRANSACTIONS CURRENT MONTH/YEAR – SEPTEMBER 2016

KAUAI COUNTY	9-1-1 TRANSACTIONS								
	Total	MSAG	ALI Submitted			Open ALI Discrepancy Records			Customer Addresses Affected
		MSAG (A)	TN CR (B)	ALI DR (C)	VoIP (D)	TNCR	ALI DR	VoIP DR	
2016									
JANUARY	14	14	0	0	0	198	0	0	70
FEBRUARY	83	53	30	0	0	217	0	0	60
MARCH	30	8	22	0	0	232	0	0	9
APRIL	25	21	4	0	0	234	0	0	19
MAY	37	30	7	0	0	208	0	0	78
JUNE	14	9	5	0	0	125	0	0	89
JULY	23	8	15	0	0	119	0	0	63
AUGUST	105	13	92	0	0	54	0	0	158
SEPTEMBER	9	8	0	0	1	44	0	0	11
OCTOBER									
NOVEMBER									
DECEMBER									
TOTAL YTD	340	164	175	0	1				557
AVG PER MONTH	38	18	19	0	0				62

Definitions

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

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

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

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

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MSAG CURRENT MONTH NOTES:

A total of nine (9) MSAG transactions were processed in 9-1-1 Net during the month of September 2016. All 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 **11** 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 West on the TN CRs that have been submitted for correction. In September 2016 there were **10** TN CRs completed and as a result, two (2) ESN 499 street records were deleted from the MSAG database.

OPEN TELEPHONE RECORD (ALI) DISCREPANCY STATUS:

- **There are 44 Open TN CR Transactions as of September 30, 2016.**
- **Please refer to “TNCR Current Status” chart in the next section.**

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

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

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TNCR (TELEPHONE NUMBER CHANGE REQUEST) CURRENT STATUS – SEPTEMBER, 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	44	19	11	14

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 – SEPTEMBER 2016 - PENDING

NARRATIVE:

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

During the month of August 2015, Akimeka started a pilot project, entering additional location information to a verified MSAG address with multiple telephone numbers. Specifically the **Kukui Grove Center at 302600 Kaumualii Hwy, Lihue**. The “Dispatchable Location” data is entered into the “Driving Directions” field in the 9-1-1 Net system, and will display on the Viper Power 911 ALI Screen in the “Exact” field should a 911 call be received from that telephone number.

As Akimeka awaits for the notice to proceed, Akimeka has continued to research and prepare “Driving Instructions” for other shopping malls that will assist the Kauai Dispatchers with their 911 calls for service. A total of **1146** telephone records are complete and ready for submittal, and transactions that were submitted in 2015 are now being processed.

Dispatchable Location					
Common Name Place	MSAG Address	2016	Number of TNCR* Transactions Prepared	Number of TNCR* Transactions Submitted	Number of Transactions Processed**
	2015 Carryover	2015	286	62	0
*Common Name Place and MSAG Addresses available upon request		Jan-Mar	544	0	0
		Apr	0	0	0
		May	0	0	2
Kukuiula Shopping Center	2829 Ala Kalanikaumaka, Kukuiula	June	87	0	56
Kukui Grove Center	302600 Kaumualii Hwy, Lihue	July	74	44	26
		Aug	30	0	22
		Sept	125	0	0
		Total	1146	106	106

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

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CHARTER COMMUNICATIONS (TIME WARNER) VOIP DATABASE TNCR

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

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

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

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

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3. GEOGRAPHIC INFORMATION SYSTEM (GIS) – SEPTEMBER 2016

MAPPING LAYERS UPDATED (PART I)

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

KAUAI COUNTY			
Type of Layer	Akimeka GIS Server	Date GIS Delivered	Other/Remarks
	Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Address Points		09/29/16	
	9/29/2016		Spatially corrected two (2) address points in Puhi
	9/29/2016		Spatially corrected one (1) address point in Kapaa
	9/29/2016		Spatially corrected one (1) address point in Lihue
	9/29/2016		Corrected Location Name for one (1) address in Kapaa
	9/28/2016		Spatially corrected six (6) address points in Lihue
	9/19/2016		Corrected MSAG Community for six (6) addresses in Anahola
	9/19/2016		Corrected MSAG Community for six (6) addresses in Haena
	9/19/2016		Corrected MSAG Community for four (4) addresses in Hanalei
	9/19/2016		Corrected MSAG Community for six (6) addresses in Hanamaulu
	9/19/2016		Corrected MSAG Community for three (3) addresses in Hanapepe
	9/19/2016		Corrected MSAG Community for two (2) addresses in Kalaheo
	9/19/2016		Corrected MSAG Community for four (4) addresses in Kalihiwai
	9/19/2016		Corrected MSAG Community for four (4) addresses in Kapaa
	9/19/2016		Corrected MSAG Community for two (2) addresses in Kilauea
	9/19/2016		Corrected MSAG Community for four (4) addresses in Koloa
	9/19/2016		Corrected MSAG Community for five (5) addresses in Lawai
	9/19/2016		Corrected MSAG Community for one (1) address in Lihue
	9/19/2016		Corrected MSAG Community for two (2) addresses in Moloaa
	9/19/2016		Corrected MSAG Community for one (1) address in Nawiliwili
	9/19/2016		Corrected MSAG Community for one (1) address in Omao
	9/19/2016		Corrected MSAG Community for one (1) address in Puhi
	9/19/2016		Corrected MSAG Community for one (1) address in Wailua
	9/19/2016		Corrected MSAG Community for seven (7) addresses in Wainiha
		09/15/16	
	9/8/2016		Added forty-nine (49) POI address points in Anahola
	9/8/2016		Added sixteen (16) POI addresses in Eleele
	9/8/2016		Added thirty (30) POI address in Haena
	9/8/2016		Added twenty-three (23) POI addresses in Hanalei
	9/8/2016		Added twenty (20) POI addresses in Hanamaulu
	9/8/2016		Added thirty-two (32) POI addresses in Hanapepe
	9/8/2016		Added seventy-five (75) POI addresses in Kalaheo
	9/8/2016		Added fifty-five (55) POI addresses in Kalihiwai
	9/8/2016		Added fifty-nine (59) POI addresses in Kapaa

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MAPPING LAYERS UPDATED (PART II)

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

KAUAI COUNTY			
Type of Layer	Akimeka GIS Server	Date GIS Delivered	Other/Remarks
	Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Address Points	9/8/2016		Added five (5) POI addresses in Kaumakani
	9/8/2016		Added thirteen (13) POI addresses in Kealia
	9/8/2016		Added fourteen (14) POI addresses in Kekaha
	9/8/2016		Added one hundred twenty-three (123) POI addresses in Kilauea
	9/8/2016		Added two (2) POI addresses in Kipu
	9/8/2016		Added fifty-five (55) POI addresses in Kokee
	9/8/2016		Added forty (40) POI addresses in Koloa
	9/8/2016		Added twenty-six (26) POI addresses in Kukuiula
	9/8/2016		Added thirty-seven (37) POI addresses in Lawai
	9/8/2016		Added twenty-nine (29) POI addresses in Lihue
	9/8/2016		Added eighteen (18) POI addresses in Mana
	9/8/2016		Added thirty-five (35) POI addresses in Moloaa
	9/8/2016		Added eight (8) POI addresses in Nawiliwili
	9/8/2016		Added nine (9) POI addresses in Niumalu
	9/8/2016		Added three (3) POI addresses in Numila
	9/8/2016		Added six (6) POI addresses in Olokele
	9/8/2016		Added twelve (12) POI addresses in Omao
	9/8/2016		Added twenty (20) POI addresses in Pakala
	9/8/2016		Added thirty (30) POI addresses in Poipu
	9/8/2016		Added five (5) POI addresses in Port Allen
	9/8/2016		Added forty-five (45) POI addresses in Princeville
	9/8/2016		Added twenty (20) POI addresses in Puhi
	9/8/2016		Added sixty-two (62) POI addresses in Wailua
	9/8/2016		Added twenty (20) POI addresses in Waimea
	9/8/2016		Added twenty-three (23) POI addresses in Wainiha
	9/8/2016		Added ten (10) POI addresses in Waipouli
	9/8/2016		Added six (6) POI in Hanalei
	9/7/2016		Spatially corrected one (1) address point in Kukuiula
	9/7/2016		Corrected Location Name for one (1) address in Puhi
	9/7/2016		Spatially corrected eleven (11) address points in Lihue
	9/7/2016		Corrected Location Name for four (4) addresses in Lihue
	9/7/2016		Added Location Name for thirty (30) addresses in Lihue
	9/7/2016		Added Location Name for one (1) address in Anahola
	9/7/2016		Added Location Name for one (1) address in Eleele

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MAPPING LAYERS UPDATED (PART III)

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

KAUAI COUNTY			
Type of Layer	Akimeka GIS Server	Date GIS Delivered	Other/Remarks
	Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Address Points	9/7/2016		Added Location Name for three (3) addresses in Haena
	9/7/2016		Added Location Name for ten (10) addresses in Hanalei
	9/7/2016		Added forty-three (43) POI addresses in Hanalei
	9/7/2016		Added Location Name for two (2) addresses in Hanamaulu
	9/7/2016		Added two (2) POI addresses in Hanamaulu
	9/7/2016		Added Location Name for two (2) addresses in Hanapepe
	9/7/2016		Added two (2) POI addresses in Hanapepe
	9/7/2016		Added Location Name for six (6) addresses in Kalaheo
	9/7/2016		Added two (2) POI addresses in Kalaheo
	9/7/2016		Added Location Name for eighteen (18) addresses in Kapaa
	9/7/2016		Added eight (8) POI addresses in Kapaa
	9/7/2016		Added two (2) POI addresses in Kapaia
	9/7/2016		Added one (1) POI address in Kaumakani
	9/7/2016		Added one (1) POI address in Kealia
	9/7/2016		Added Location Name for two (2) addresses in Kekaha
	9/7/2016		Added two (2) POI addresses in Kekaha
	9/7/2016		Added Location Name for seven (7) addresses in Kilauea
	9/7/2016		Added Location Name for one (1) address in Kokee
	9/7/2016		Added Location Name for nine (9) addresses in Koloa
	9/7/2016		Added five (5) POI addresses in Koloa
	9/7/2016		Added one (1) POI address in Lawai
	9/7/2016		Added Location Name for five (5) addresses in Kukuiula
	9/7/2016		Added eighteen (18) POI addresses in Lihue
	9/7/2016		Added two (2) POI addresses in Mana
	9/7/2016		Added Location Name for four (4) addresses in Nawiliwili
	9/7/2016		Added two (2) POI addresses in Nawiliwili
	9/7/2016		Added Location Name for one (1) address in Omao
	9/7/2016		Added one (1) POI address in Pakala
	9/7/2016		Added Location Name for twelve (12) addresses in Poipu
	9/7/2016		Added twenty-one (21) POI addresses in Poipu
	9/7/2016		Added Location Name for one (1) address in Port Allen
	9/7/2016		Added Location Name for one (1) address in Princeville
	9/7/2016		Added five (5) POI addresses in Princeville
	9/7/2016		Added Location Name for four (4) addresses in Puhi

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MAPPING LAYERS UPDATED (PART IV)

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

KAUAI COUNTY			
Type of Layer	Akimeka GIS Server	Date GIS Delivered	Other/Remarks
	Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Address Points	9/7/2016		Added three (3) POI addresses in Puhi
	9/7/2016		Added Location Name for twelve (12) addresses in Wailua
	9/7/2016		Added two (2) POI addresses in Wailua
	9/7/2016		Added Location Name for seven (7) addresses in Waimea
	9/7/2016		Added four (4) POI addresses in Waimea
	9/7/2016		Added Location Name for one (1) address in Wainiha
	9/7/2016		Added Location Name for four (4) addresses in Waipouli
	9/7/2016		Added four (4) POI addresses in Waipouli
	9/6/2016		Spatially corrected two hundred ninety-nine (299) address points in Kapaa
		09/01/16	
Airports			
Bridges			
Building Footprints			
Bus Stops			
Churches			
Coastal Names			
Coastline			
Common Places			
Correctional Facilities			
Emergency Callboxes			
Emergency Operation Centers			
Emergency Shelters			
ESZ/ESN			
Fire Beats			
Fire Districts			
Fire Response Areas			
Fire Stations			
Food & Beverage			
Gas Stations			
Gate Codes			
Government Buildings			
Harbors			
Helipads			

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MAPPING LAYERS UPDATED (PART V)

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

KAUAI COUNTY			
Type of Layer	Akimeka GIS Server	Date GIS Delivered	Other/Remarks
	Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Hiking Trails			
Hospitals			
Hydrants			
Hyrdology Layers			
Incident Response Areas			
Lodging			
Major Roads			
Medic Beats			
Medic Districts			
Medic Response Areas			
Medic Stations			
Medical Facilities			
Milepost Markers			
MSAG Communities			
Net Junctions			
Ocean Rescue Boundaries			
Ocean Safety			
Parcels			
Parks			
Parks Polygon			
Points of Interest		09/29/16	
	9/29/2016		Spatially corrected three (3) POI in Lihue
	9/29/2016		Corrected Class info for one (1) POI in Waimea
	9/29/2016		Corrected Class info for one (1) POI in Koloa
	9/29/2016		Corrected Class info for one (1) POI in Kapaa
	9/29/2016		Corrected Class info for one (1) POI in Kilauea
	9/29/2016		Added Class and Subclass info for three (3) POI in Anahola
	9/29/2016		Added Class and Subclass info for six (6) POI in Eleele
	9/29/2016		Added Class and Subclass info for two (2) POI in Haena
	9/29/2016		Added Class and Subclass info for two (2) POI in Hanalei
	9/29/2016		Added Class and Subclass info for eleven (11) POI in Hanamaulu
	9/29/2016		Added Class and Subclass info for three (3) POI in Haena
	9/29/2016		Added Class and Subclass info for three (3) POI in Hanapepe
	9/29/2016		Added Class and Subclass info for seven (7) POI in Kalaheo

Kauai County E9-1-1 Status Report

September 1, 2016 - September 30, 2016

MAPPING LAYERS UPDATED (PART VI)

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

KAUAI COUNTY				
Type of Layer	Akimeka GIS Server	Date GIS Delivered	Other/Remarks	
	Date Created/ Edits Performed			
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)				
Points of Interest	9/29/2016		Added Class and Subclass info for two (2) POI in Kalihiwai	
	9/29/2016		Added Class and Subclass info for six (6) POI in Kapaa	
	9/29/2016		Added Class and Subclass info for one (1) POI in Kapaia	
	9/29/2016		Added Class and Subclass info for three (3) POI in Kealia	
	9/29/2016		Added Class and Subclass info for nine (9) POI in Kekaha	
	9/29/2016		Added Class and Subclass info for five (5) POI in Kilauea	
	9/29/2016		Added Class and Subclass info for eleven (11) POI in Kokee	
	9/29/2016		Added Class and Subclass info for nine (9) POI in Koloa	
	9/29/2016		Added Class and Subclass info for six (6) POI in Lawai	
	9/29/2016		Added Class and Subclass info for twenty-one (21) POI in Lihue	
	9/29/2016		Added Class and Subclass info for three (3) POI in Mana	
	9/29/2016		Added Class and Subclass info for three (3) POI in Moloaa	
	9/29/2016		Added Class and Subclass info for four (4) POI in Nawiliwili	
	9/29/2016		Added Class and Subclass info for one (1) POI in Niumalu	
	9/29/2016		Added Class and Subclass info for two (2) POI in Olokele	
	9/29/2016		Added Class and Subclass info for three (3) POI in Omao	
	9/29/2016		Added Class and Subclass info for two (2) POI in Pakala	
	9/29/2016		Added Class and Subclass info for one (1) POI in Poipu	
	9/29/2016		Added Class and Subclass info for one (1) POI in Port Allen	
	9/29/2016		Added Class and Subclass info for six (6) POI in Princeville	
	9/29/2016		Added Class and Subclass info for six (6) POI in Puhi	
	9/29/2016		Added Class and Subclass info for fourteen (14) POI in Wailua	
	9/29/2016		Added Class and Subclass info for eleven (11) POI in Waimea	
	9/29/2016		Added Class and Subclass info for three (3) POI in Wainiha	
	9/29/2016		Added Class and Subclass info for one (1) POI in Waipouli	
	9/28/2016		Spatially corrected three (3) POI in Lihue	
		09/15/16		
	9/8/2016		Added three (3) POI in Anahola	
	9/8/2016		Added seven (7) POI in Eleele	
	9/8/2016		Added seven (7) POI in Haena	
	9/8/2016		Added fifteen (15) POI in Hanamaulu	
	9/8/2016		Added eight (8) POI in Hanapepe	
	9/8/2016		Added nine (9) POI in Kalaheo	
	9/8/2016		Added two (2) POI in Kalihiwai	

Kauai County E9-1-1 Status Report

September 1, 2016 - September 30, 2016

MAPPING LAYERS UPDATED (PART VII)

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

KAUAI COUNTY			
Type of Layer	Akimeka GIS Server	Date GIS Delivered	Other/Remarks
	Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Points of Interest	9/8/2016		Added twenty-three (23) POI in Kapaa
	9/8/2016		Added four (4) POI in Kapaia
	9/8/2016		Added six (6) POI in Kealia
	9/8/2016		Added fifteen (15) POI in Kekaha
	9/8/2016		Added nine (9) POI in Kilauea
	9/8/2016		Added one (1) POI in Kipu
	9/8/2016		Added twelve (12) POI in Kokee
	9/8/2016		Added fourteen (14) POI in Koloa
	9/8/2016		Added six (6) POI in Kukuiula
	9/8/2016		Added eight (8) POI in Lawai
	9/8/2016		Added seventy-three (73) POI in Lihue
	9/8/2016		Added seven (7) POI in Mana
	9/8/2016		Added seven (7) POI in Moloaa
	9/8/2016		Added five (5) POI in Nawiliwili
	9/8/2016		Added seven (7) POI in Niumalu
	9/8/2016		Added one (1) POI in Numila
	9/8/2016		Added two (2) POI in Olokele
	9/8/2016		Added three (3) POI in Omao
	9/8/2016		Added four (4) POI in Pakala
	9/8/2016		Added thirty-six (36) POI in Poipu
	9/8/2016		Added eight (8) POI in Port Allen
	9/8/2016		Added twenty-four (24) POI in Princeville
	9/8/2016		Added eight (8) POI in Puhi
	9/8/2016		Added twenty (20) POI in Wailua
	9/8/2016		Added eighteen (18) POI in Waimea
	9/8/2016		Added three (3) POI in Wainiha
	9/8/2016		Added two (2) POI in Waipouli
	9/7/2016		Added one (1) POI in Haena
	9/7/2016		Added one (1) POI in Koloa
	9/7/2016		Added one (1) POI in Kukuiula
	9/7/2016		Spatially corrected five (5) POI in Lihue
	9/7/2016		Added seven (7) POI in Lihue
	9/7/2016		Changed business name for four (4) POI in Lihue
	9/7/2016		Added address for one (1) POI in Lihue

Kauai County E9-1-1 Status Report

September 1, 2016 - September 30, 2016

MAPPING LAYERS UPDATED (PART VIII)

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

KAUAI COUNTY			
Type of Layer	Akimeka GIS Server	Date GIS Delivered	Other/Remarks
	Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Points of Interest	9/7/2016		Added four (4) POI in Port Allen
	9/7/2016		Spatially corrected three (3) POI in Port Allen
	9/7/2016		Spatially corrected two (2) POI in Princeville
	9/7/2016		Added one (1) POI in Princeville
		09/01/16	
Police Beats			
Police Districts			
Police Response Areas			
Police Stations			
Post Offices			
Schools			
Street Centerlines		09/29/16	
		09/15/16	
	9/8/2016		Spatially corrected twenty-two (22) street centerline segments in Kalaheo
	9/8/2016		Spatially corrected one (1) street centerline segment in Eleele
	9/6/2016		Partial spatial correction of three (3) street centerline segments in Kapaa
	9/6/2016		Added five (5) street centerline segments in Lihue
	9/6/2016		Corrected one-way for one (1) street centerline segment in Lihue
	9/6/2016		Partial correction of one (1) street centerline segment in Lihue
	9/6/2016		Spatially corrected five (5) street centerline segments in Lihue
	9/6/2016		Modified the range for five (5) street centerline segments in Lihue
	9/6/2016		Corrected one-way data for seven (7) street centerline segments in Nawiliwili
		09/01/16	
Subdivisions			
Tow Jurisdictions			
Tsunami Evacuation Zones			
Tsunami Heights			
Waste Water Plants			

Kauai County E9-1-1 Status Report

September 1, 2016 - September 30, 2016

MAPPING LAYERS UPDATED (PART IX)

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

KAUAI COUNTY			
Type of Layer	Akimeka GIS Server	Date GIS Delivered	Other/Remarks
	Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
WSP Cell Sectors	9/23/2016		Per ATTMO
	9/21/2016		Per ATTMO
	9/21/2016		Per VZW
	9/20/2016		Per VZW
	9/16/2016		Per VZW
		09/15/16	
		09/01/16	
WSP Cell Towers	9/23/2016		Per ATTMO
	9/21/2016		Per ATTMO
	9/21/2016		Per VZW
	9/20/2016		Per VZW
	9/16/2016		Per VZW
		09/15/16	
		09/01/16	

NOTE:

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

Kauai County E9-1-1 Status Report

September 1, 2016 - September 30, 2016

GEOGRAPHIC INFORMATION SYSTEM (GIS) NARRATIVES

GIS KEY ACTIVITIES/UPDATES

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

Date	Key Activities/Updates
9/29/2016	Prepared data for GeoComm and Spillman deliveries
9/28/2016	Prepared data for GeoComm and Spillman deliveries
9/15/2016	Prepared Address Points, WSP Cell Sector, Display Streets, Street Centerlines, Alternate Street Centerlines, and Street Route data for a Spillman deliverable
9/15/2016	Delivered updated Address Points, Points of Interest, Street Centerlines, WSP Cell Sectors, WSP Cell Towers, GEO.xml and LANDMARK.xml for GeoComm
9/8/2016	Prepared WSP Cell Sectors and WSP Cell Towers for a MapFlex deliverable
9/1/2016	Delivered updated Address Points, MSAG Communities, Points of Interest, Street Centerlines, WSP Cell Sectors, WSP Cell Towers, GEO.xml and LANDMARK.xml for GeoComm
9/1/2016	Prepared Address Points, WSP Cell Sector, Display Streets, MSAG Communities, Street Centerlines, Alternate Street Centerlines, and Street Route data for a Spillman deliverable

Kauai County E9-1-1 Status Report

September 1, 2016 - September 30, 2016

MAPFLEX SYSTEM

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

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

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

1. Akimeka delivered GIS data to the MapFlex system on the following dates in September 2016
 - a. **Hawaii County** – September 8, 2016
 - b. **Maui County** – September 8, 2016
 - c. **Kauai County** – September 8, 2016
 - d. **Honolulu** – September 8, 2016

MAPFLEX ISSUES

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

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

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

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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.
4. On July 20, 2016, Akimeka met with Spillman via teleconference.
 - a. Reviewed pinmaps
 - b. Discussed closest route module
 - i. Akimeka will be sending data to support this module once Spillman is ready
5. On July 26, 2016, Akimeka sent Spillman the data to support the closest route module, which were mostly street centerlines containing the necessary attribution with speed limits, one way codes, etc.
6. On August 18, 2016, Akimeka recognized a change needed for the law zones and included the update into the next deliverable to Spillman.
7. On August 19, 2016, Akimeka sent Spillman the supporting map layers for display. There may be additional layers to configured subsequently to getting the initial maps set up, and Akimeka will work with Kauai and Spillman on getting any additional content into the system.
8. Akimeka received the updated City Codes from Spillman on August 23, 2016 and began incorporating them into the source GIS data to be used for all following GIS deliverables to the CAD system.
9. During the month of September 2016, Akimeka continued to send routine deliverables for the Spillman CAD system.

PSAP SMS BOUNDARIES

During the month of August 2016, there was some identified issues with the PSAP SMS Boundaries that were identified as a result of a text message test call that took place in Kauai County on August 18, 2016.

On August 18, 2016, during a test call with text messaging to the Kauai Police Department, the XY coordinates had plotted in the ocean past the PSAP boundary. The issue is that the PSAP boundary in the GIS is used to determine the routing of the text call. If a text message plots outside of the defined boundary, then the text message has issues routing to the correct PSAP.

1. Hawaiian Telcom and West provided a screenshot of the PSAP boundaries and where the call had plotted.
2. Akimeka reviewed the plotted coordinates and located where the call had plotted.
 - a. The call had plotted well within the PSAP boundaries that Akimeka had created in March 2016 and sent to West on May 9, 2016 after a two month delay by West to get an ftp in place. For additional information regarding the previously delivered GIS data, refer to the May 2016 Monthly Status Report.

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- b. Akimeka had sent boundaries which extended 15 miles offshore around the island of Kauai, which the call plotted well inside of.
3. On August 24, 2016, Akimeka send West the confirmation email from West's Data Collection Specialist where the boundaries had been received by Akimeka.
4. West had agreed to follow up internally to understand why the data Akimeka had sent was not loaded properly.
5. On August 25, 2016, West had confirmed that there was oversight issue which resulted in West not loading into the system.
6. During the same time of the discussions, HT had reached out to TCS as well to gather information on the boundaries they use today.
 - a. They had followed back up to inform that their boundaries they created extend between 3 and 4 miles offshore.
7. Akimeka created an even further extended boundary to ensure there are no issues within either the West or TCS systems.
 - a. The new boundaries Akimeka had created extended 40 miles offshore for most of the Counties, with the exception of some areas surrounding Maui.
 - b. On August 25, 2016, Akimeka sent both West and TCS new boundaries to be uploaded.
 - c. West followed up shortly after and informed the PSAPs that they are planning on having these boundaries uploaded to their production system no later than August 31, 2016.

Kauai County E9-1-1 Status Report

September 1, 2016 - September 30, 2016

OPEN SERVICE REQUESTS – SEPTEMBER 2016

#	Date	Ticket #	Description	Category	Urgency	Comments
			None			

NOTE:

There are no open service requests for September 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	0	0	0	0	0	0	0	0	0
August	0	0	0	0	0	0	0	0	0
September	1	1	0	0	0	0	0	1	1
October									
November									
December									
TOTAL	1	1	0	0	0	0	0	1	1

Note:

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

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

Kauai County E9-1-1 Status Report

September 1, 2016 - September 30, 2016

5. E9-1-1 DATABASE SYNCHRONIZATION

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

Next Database Synchronization Report – October 2016

AUDIT SUMMARY RESULTS – 2016 -- TBA

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

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

AUTOMATIC LOCATION IDENTIFICATION (ALI) DISCREPANCY REPORT -- TBA

Maui County E9-1-1 Status Report

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AKIMEKA | HIGH PRIORITY. HIGH IMPACT.

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1. PSAP OPERATIONS

9-1-1 CALL VOLUME MAUI PSAP – SEPTEMBER 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
SEPT	10,445	1,860	17.81%	7,033	67.33%	57.78%	42.22%	270	2.58%	8	0.08%	0	0.00%	1,274	12.20%	0	0.00%

CALL VOLUME MAUI PSAP NOTES:

*Calls with no Ali 0.08% - Statewide average = 0.18% Year 2015

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

9-1-1 Call Volume																	
MAUI PSAP		Wireline		Wireless				VOIP		Calls with No ALI		Admin Calls		Abandoned Calls		Other Calls	
2016	Total 9-1-1 Calls Processed	No. of Wireline Calls	% of Total Calls	No. of Wireless Calls	% of Total Calls	% of Wireless WPH1 Calls	% of Wireless WPH2 Calls	No. of VoIP Calls	% of Total Calls	No. of Calls with No ALI	% of Total Calls	No. of Admin Calls	% of Total Calls	No. of 9-1-1 Abandoned	% of Total Calls	Other Calls	% of Total Calls
JAN	11,627	2,130	18.32%	7,796	67.05%	60.31%	39.69%	334	2.87%	19	0.16%	0	0.00%	1,348	11.59%	0	0.00%
FEB	9,968	1,941	19.47%	6,639	66.60%	56.64%	43.36%	263	2.64%	7	0.07%	0	0.00%	1,118	11.22%	0	0.00%
MAR	11,240	2,216	19.72%	7,452	66.30%	57.11%	42.89%	262	2.33%	12	0.11%	0	0.00%	1,298	11.55%	0	0.00%
APR	11,162	2,180	19.53%	7,376	66.08%	57.57%	42.43%	249	2.23%	19	0.17%	0	0.00%	1,338	11.99%	0	0.00%
MAY	11,672	2,012	17.24%	7,929	67.93%	57.94%	42.06%	295	2.53%	17	0.15%	0	0.00%	1,419	12.16%	0	0.00%
JUNE	11,010	1,910	17.35%	7,470	67.85%	56.83%	43.17%	297	2.70%	7	0.06%	0	0.00%	1,326	12.04%	0	0.00%
JULY	12,362	2,216	17.93%	8,304	67.17%	54.29%	45.71%	328	2.65%	21	0.17%	0	0.00%	1,493	12.08%	0	0.00%
AUG	11,409	1,979	17.35%	7,798	68.35%	54.92%	45.08%	269	2.36%	14	0.12%	0	0.00%	1,349	11.82%	0	0.00%
SEPT	10,445	1,860	17.81%	7,033	67.33%	57.78%	42.22%	270	2.58%	8	0.08%	0	0.00%	1,274	12.20%	0	0.00%
OCT																	
NOV																	
DEC																	
YTD	100,895	18,444		67,797				2,567		124		0		11,963		0	
MON AVG	11,211	2,049	18.30%	7,533	67.19%	57.04%	42.96%	285	2.54%	14	0.12%	0	0.00%	1,329	11.85%	0.00	0.00%

Maui County E9-1-1 Status Report

September 1, 2016 - September 30, 2016

9-1-1 CALL VOLUME MOLOKAI PSAP – SEPTEMBER 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
SEPT	397	122	30.73%	206	51.89%	59.71%	40.29%	4	1.01%	22	5.54%	0	0.00%	43	10.83%	0	0.00%

CALL VOLUME MOLOKAI PSAP NOTES:

*Calls with no Ali 5.54% - Statewide average = 0.18% Year 2015

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

9-1-1 Call Volume																	
MOLOKAI PSAP		Wireline		Wireless				VOIP		Calls with No ALI		Admin Calls		Abandoned Calls		Other Calls	
2016	Total 9-1-1 Calls Processed	No. of Wireline Calls	% of Total Calls	No. of Wireless Calls	% of Total Calls	% of Wireless WPH1 Calls	% of Wireless WPH2 Calls	No. of VoIP Calls	% of Total Calls	No. of Calls with No ALI	% of Total Calls	No. of Admin Calls	% of Total Calls	No. of 9-1-1 Abandoned	% of Total Calls	Other Calls	% of Total Calls
JAN	371	109	29.38%	210	56.60%	58.57%	41.43%	6	1.62%	2	0.54%	0	0.00%	44	11.86%	0	0.00%
FEB	337	126	37.39%	178	52.82%	54.49%	45.51%	3	0.89%	2	0.59%	0	0.00%	28	8.31%	0	0.00%
MAR	355	106	29.86%	205	57.75%	45.85%	54.15%	3	0.85%	2	0.56%	0	0.00%	39	10.99%	0	0.00%
APR	435	153	35.17%	232	53.33%	51.29%	48.71%	1	0.23%	2	0.46%	0	0.00%	47	10.80%	0	0.00%
MAY	360	141	39.17%	182	50.56%	52.75%	47.25%	0	0.00%	2	0.56%	0	0.00%	35	9.72%	0	0.00%
JUNE	505	114	22.57%	317	62.77%	62.46%	37.54%	0	0.00%	2	0.40%	0	0.00%	72	14.26%	0	0.00%
JULY	398	125	31.41%	229	57.54%	60.70%	39.30%	1	0.25%	0	0.00%	0	0.00%	43	10.80%	0	0.00%
AUG	416	128	30.77%	219	52.64%	62.10%	37.90%	1	0.24%	2	0.48%	0	0.00%	66	15.87%	0	0.00%
SEPT	397	122	30.73%	206	51.89%	59.71%	40.29%	4	1.01%	22	5.54%	0	0.00%	43	10.83%	0	0.00%
OCT																	
NOV																	
DEC																	
YTD	3,574	1,124		1,978				19		36		0		417		0	
MON AVG	397	125	31.83%	220	55.10%	56.44%	43.56%	2.11	0.56%	4	1.01%	0	0.00%	46.333	11.49%	0	0.00%

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September 1, 2016 - September 30, 2016

9-1-1 CALL VOLUME (COMBINED MAUI & MOLOKAI PSAPS) – SEPTEMBER 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
SEPT	10,842	1,982	18.28%	7,239	66.77%	57.84%	42.16%	274	2.53%	30	0.28%	0	0.00%	1,317	12.15%	0	0.00%

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

9-1-1 Call Volume																	
MAUI COUNTY PSAPs		Wireline		Wireless				VOIP		Calls with No ALI		Admin Calls		Abandoned Calls		Other Calls	
2016	Total 9-1-1 Calls Processed	No. of Wireline Calls	% of Total Calls	No. of Wireless Calls	% of Total Calls	% of Wireless WPH1 Calls	% of Wireless WPH2 Calls	No. of VoIP Calls	% of Total Calls	No. of Calls with No ALI	% of Total Calls	No. of Admin Calls	% of Total Calls	No. of 9-1-1 Abandoned	% of Total Calls	Other Calls	% of Total Calls
JAN	11,998	2,239	18.66%	8,006	66.73%	60.27%	39.73%	340	2.83%	21	0.18%	0	0.00%	1,392	11.60%	0	0.00%
FEB	10,305	2,067	20.06%	6,817	66.15%	56.58%	43.42%	266	2.58%	9	0.09%	0	0.00%	1,146	11.12%	0	0.00%
MAR	11,595	2,322	20.03%	7,657	66.04%	56.81%	43.19%	265	2.29%	14	0.12%	0	0.00%	1,337	11.53%	0	0.00%
APR	11,597	2,333	20.12%	7,608	65.60%	57.37%	42.63%	250	2.16%	21	0.18%	0	0.00%	1,385	11.94%	0	0.00%
MAY	12,032	2,153	17.89%	8,111	67.41%	57.82%	42.18%	295	2.45%	19	0.16%	0	0.00%	1,454	12.08%	0	0.00%
JUNE	11,515	2,024	17.58%	7,787	67.62%	57.06%	42.94%	297	2.58%	9	0.08%	0	0.00%	1,398	12.14%	0	0.00%
JULY	12,760	2,341	18.35%	8,533	66.87%	54.46%	45.54%	329	2.58%	21	0.16%	0	0.00%	1,536	12.04%	0	0.00%
AUG	11,825	2,107	17.82%	8,017	67.80%	55.12%	44.88%	270	2.28%	16	0.14%	0	0.00%	1,415	11.97%	0	0.00%
SEPT	10,842	1,982	18.28%	7,239	66.77%	57.84%	42.16%	274	2.53%	30	0.28%	0	0.00%	1,317	12.15%	0	0.00%
OCT																	
NOV																	
DEC																	
YTD	104,469	19,568		69,775				2,586		160		0		12,380		0	
MON AVG	11,608	2,174	18.75%	7,753	66.78%	57.04%	42.96%	287	2.48%	18	0.15%	0.00	0.00%	1,376	11.84%	0	0.00%

PSAP OPERATION NOTES:

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

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TEXT TO 911 – CURRENT MONTH – SEPTEMBER 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	43	4
August	23	1
September	30	9
October		
November		
December		
YTD	191	28
Monthly Avg.	21.22	3.11

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WIRELESS PSAP TESTING – SEPTEMBER 2016

MAUI COUNTY - SEPTEMBER 2016						
Date	WSP	Sites Tested	Sectors Tested	Tested By:	Test Pass/Fail	Comments:
9/13/2016	Verizon	1	6	Maui PSAP	Pass	
9/20/2016	Verizon	2	6	Maui PSAP	Pass	
9/27/2016	Verizon	1	3	Maui PSAP	Pass	

NOTES:

- There were three (3) scheduled Wireless tests conducted in September, 2016 for the Maui and Molokai PSAP

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		
PRIMARY PSAPS*	MLTS/PBX 911 CALLS RECEIVED	
	Sept 2016	YEAR TO DATE 2016
Oahu	3,633	29,132
Hawaii	66	617
Maui	87	868
Molokai	0	1
Kauai	15	181
Total**	3,801	30,799
*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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FOR YOUR INFORMATION

FYI For Your Information	
911 Calls Received From Payphones	
Approximately 95% of 911 calls received from Payphones are "one way" lines. These Payphones are not capable of receiving calls which makes it impossible for the 911 operator to re-contact the caller should there be a location discrepancy or additional information needed.	
PRIMARY	911 CALLS RECEIVED via Payhone
PSAPS	September 2016
Oahu	2,642
Hawaii	317
Maui	288
Molokai	28
Kauai	135
Total**	3,410
*PSAP totals does not include Military 911 calls.	
Class of Service (COS) COIN = 1 way out line PAY\$ = 2 way line	

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2. MSAG (MASTER STREET ADDRESS GUIDE)

MSAG TRANSACTIONS CURRENT MONTH/YEAR – SEPTEMBER 2016

MAUI COUNTY	9-1-1 TRANSACTIONS								
	Total	MSAG	ALI Submitted			Open ALI Discrepancy Records			Customer Addresses Affected
2016		MSAG (A)	TN CR (B)	ALI DR (C)	VoIP (D)	TNCR	ALI DR	VoIP DR	
JANUARY	176	8	167	0	1	1,893	0	0	173
FEBRUARY	148	13	135	0	0	2,026	0	0	158
MARCH	79	14	65	0	0	1,938	0	0	170
APRIL	132	25	107	0	0	1,795	0	0	895
MAY	79	45	31	3	0	1,281	0	0	726
JUNE	60	38	21	1	0	823	0	0	608
JULY	37	16	20	1	0	467	0	0	402
AUGUST	83	18	64	1	0	421	0	0	477
SEPTEMBER	37	8	27	1	1	386	0	0	110
OCTOBER									
NOVEMBER									
DECEMBER									
TOTAL YTD	831	185	637	7	2				3,719
AVG PER MONTH	92	8	167	0	1				173

Definitions

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

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

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

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

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MSAG CURRENT MONTH NOTES:

A total of **37** MSAG transactions were processed in 9-1-1 Net during the month of September 2016. Eight (**8**) 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 **110** customer ANI/ALI (telephone number/address) records updated as a direct result.

TELEPHONE RECORD (ALI) TRANSACTIONS CURRENT MONTH NOTES:

27 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 West on the TN CRs that have been submitted for correction. In September 2016, there were **80** TN CRs completed and as a result, two (**2**) ESN 359/399 street records were deleted from the MSAG database. One (**1**) ALI DR and one (**1**) VoIP DR were submitted as the result of 9-1-1 calls made from residences in Hana and Waiehu. 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 386 Open TN CR Transactions as of September 30, 2016.**
- **Refer to chart in the next section “TNCR Current Status”**

339 Open TN CR transactions are a direct result of the ESN 399 clean-up and are awaiting approval from Hawaiian Telcom, Inc.

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

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

Maui County E9-1-1 Status Report

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TNCR (TELEPHONE NUMBER CHANGE REQUEST) CURRENT STATUS – SEPTEMBER, 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	275	69	109	97
MOLOKAI	111	32	65	14
TOTAL	386	101	174	111

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 – SEPTEMBER 2016 - PENDING

NARRATIVE:

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

During the month of August 2015, Akimeka started a pilot project, entering additional location information to a verified MSAG address with multiple telephone numbers. Specifically the Queen Kaahumanu Shopping Center at 275 Kaahumanu Ave. The “Dispatchable Location” data is entered into the “Driving Directions” field in the 9-1-1 Net system, and will display on the Viper Power 911 ALI Screen in the “Exact” field should a 911 call be received from that telephone number. Screen shots of the “Before” ALI screen, and the “After” ALI screen with the updated “Dispatchable Location” information visible, were presented to the Dispatch Supervisors. Akimeka received positive feedback from the 911 Dispatch Personnel because the information that the 911 Call Takers will receive, will certainly cut down on the process of determining the exact location of the 911 caller. In addition to this, Akimeka was informed that the Mobile Dispatch Terminals (MDTs) in the Police Vehicles, also are able to view this “Dispatchable Location” information which will reduce the response times for Public Safety. There are currently 1173 transactions prepared for submission. Present observations indicate that previous transactions that were submitted in 2015 are currently being processed.

Dispatchable Location					
Common Name Place	MSAG Address	2016	Number of TNCR* Transactions Prepared	Number of TNCR* Transactions Submitted	Number of Transactions Processed**
Queen Kaahumanu Center	Carryover from 2015	2015		368	299
*Common Name Place and Address Available Upon Request		Jan-July	877	6	27
Azeka Kihei	1280 S. Kihei Rd, Kihei	Aug	49	0	0
Piilani Shopping Center	Piikea Ave, Kihei		118	0	0
Maui Marketplace	270 Dairy Rd, Kahului	Sept	129	0	1
		Total	1173	374	327

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

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CHARTER COMMUNICAATIONS (TIME WARNER) VOIP DATABASE TNCR

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

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

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

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

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3. GEOGRAPHIC INFORMATION SYSTEM (GIS) – SEPTEMBER 2016

MAPPING LAYERS UPDATED (PART I)

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

MAUI COUNTY			
Type of Layer	Akimeka GIS Server	Date GIS Delivered	Other/Remarks
	Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Address Points		09/28/16	
	9/27/2016		Spatially corrected eight (8) address points in Haiku
	9/22/2016		Added one (1) address in Haiku
	9/22/2016		Added four (4) addresses in Kihei
	9/22/2016		Spatially corrected two (2) address points in Kihei
	9/21/2016		Spatially corrected fourteen (14) street centerline segments in Haiku
	9/19/2016		Added two (2) addresses in Pukalani
	9/19/2016		Added one (1) address in Kihei
		09/13/16	
	9/13/2016		Added one (1) address in Haiku
	9/13/2016		Spatially corrected five (5) address points in Haiku
	9/13/2016		Added one (1) address in Kahului
	9/13/2016		Spatially corrected one (1) address point in Kahului
	9/9/2016		Changed House Number for one (1) address in Kaanapali
	9/9/2016		Corrected Location Name for one (1) address in Kahului
	9/9/2016		Added Location Name for one (1) address in Kahului
	9/9/2016		Added one (1) address in Kaunakakai
	9/9/2016		Added one (1) address in Waihee
	9/9/2016		Added one (1) address in Makawao
	9/9/2016		Added one (1) address in Waikapu
	9/9/2016		Spatially corrected two (2) addresses in Waikapu
	9/9/2016		Changed Location Name for one (1) address in Wailuku
		09/08/16	
	9/2/2016		Added two (2) addresses in Kula
	9/2/2016		Spatially corrected one (1) address point in Kula
	9/2/2016		Added one (1) address in Hoolehua
	9/1/2016		Added three (3) addresses in Hoolehua
	9/1/2016		Added one (1) address in Haiku
	9/1/2016		Changed Location Name for one (1) address in Lahaina
	Airports		
Bridges			
Building Footprints			
Bus Stops			

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MAPPING LAYERS UPDATED (PART II)

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

MAUI COUNTY			
Type of Layer	Akimeka GIS Server	Date GIS Delivered	Other/Remarks
	Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Churches		09/14/16	
	9/9/2016		Spatially corrected one (1) church in Kahului
	9/9/2016		Added two (2) churches in Kahului
Coastal Names		09/14/16	
	9/9/2016		Added one (1) coastal name in Kapalua
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		09/28/16	
	9/22/2016		Added one (1) gate code in Wailea
	9/1/2016		Added one (1) gate code in Wailuku
Government Buildings			
Harbors			
Helipads			
Hiking Trails			
Hospitals			
Hydrants			
Hyrdology Layers			
Incident Response Areas			
Lodging			
Major Roads			
Medic Beats			
Medic Districts			

Maui County E9-1-1 Status Report

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MAPPING LAYERS UPDATED (PART III)

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

MAUI COUNTY			
Type of Layer	Akimeka GIS Server	Date GIS Delivered	Other/Remarks
	Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Medic Response Areas			
Medic Stations			
Medical Facilities			
Milepost Markers			
MSAG Communities			
Net Junctions			
Ocean Rescue Boundaries			
Ocean Safety			
Parcels			
Parks			
Parks Polygon			
Points of Interest		09/28/16	
	9/22/2016		Spatially corrected one (1) POI in Wailea
	9/22/2016		Added Address for one (1) POI in Wailea
	9/22/2016		Spatially corrected two (2) POI in Wailuku
	9/22/2016		Added three (3) POI in Wailuku
		09/14/16	
	9/9/2016		Added one (1) POI in Haiku
	9/9/2016		Added one (1) POI in Kaanapali
	9/9/2016		Added one (1) POI in Kahului
	9/9/2016		Added five (5) POI in Wailuku
	9/9/2016		Spatially corrected one (1) POI in Wailuku
	9/9/2016		Added seventeen (17) POI in Kihei
	9/9/2016		Changed Name of one (1) POI in Kihei
	9/9/2016		Added one (1) POI in Kapalua
	9/2/2016		Added thirty-one (31) POI in Kahului
	9/2/2016		Spatially corrected one (1) POI in Kahului
Police Beats		09/14/16	
	9/12/2016		Modified Beat 1-30, 1-31, 1-34 to match spatially corrected street centerlines
Police Districts			
Police Response Areas		09/14/16	
	9/12/2016		Modified RA 25, 43, 44 to match spatially corrected street centerlines
Police 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.

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)			
Post Offices			
Schools			
Street Centerlines		09/28/16	
	9/27/2016		Spatially corrected ten (10) street centerline segments in Haiku
	9/26/2016		Spatially corrected five (5) street centerline segments in Haiku
	9/23/2016		Spatially corrected five (5) street centerline segments in Haiku
	9/22/2016		Spatially corrected two (2) street centerline segments in Haiku
	9/20/2016		Spatially corrected six (6) street centerline segments in Haiku
	9/19/2016		Spatially corrected eleven (11) street centerline segments in Haiku
		09/14/16	
	9/13/2016		Spatially corrected twelve (12) street centerline segments in Haiku
	9/12/2016		Spatially corrected nine (9) street centerline segments in Haiku
	9/9/2016		Modified range for one (1) street centerline segment in Waikapu
Subdivisions		09/28/16	
	9/22/2016		Spatially corrected one (1) subdivision in Kahului
	9/22/2016		Corrected one (1) subdivision name in Wailea
	9/22/2016		Added three (3) subdivisions in Wailuku
	9/22/2016		Corrected two (2) subdivision names in Wailuku
	9/22/2016		Spatially corrected one (1) subdivision in Wailuku
	9/1/2016		Added six (6) subdivisions in Wailuku
Tow Jurisdictions			
Tsunami Evacuation Zones			
Tsunami Heights			
Waste Water Plants			
WSP Cell Sectors		09/28/16	
	9/23/2016		Per VZW
		09/14/16	
	9/14/2016		Per VZW
WSP Cell Towers		09/08/16	
		09/28/16	
	9/23/2016		Per VZW
		09/14/16	
	9/14/2016		Per VZW
		09/08/16	

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NOTE:

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

GEOGRAPHIC INFORMATION SYSTEM (GIS) NARRATIVES

GIS KEY ACTIVITIES/UPDATES

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

Date	Key Activities/Updates
9/28/2016	Delivered .map, .str, rte., .ply and Maui Cell Coverage.cvs which included updated Address Points, Gate Codes, Street Centerlines, Subdivisions and WSP Cell Towers for Intergraph CAD Map
9/27/2016	Data prep for Intergraph delivery
9/14/2016	Delivered .map, .str, rte., .ply and Maui Cell Coverage.cvs which included updated Address Points, Coastal Names, Gate Codes, Police Beats, Police Response Areas, Street Centerlines and WSP Cell Towers for Intergraph CAD Map
9/13/2016	Prepared Gate Codes, Coastal Names, Police Response Areas and Police Beats for an Intergraph Deliverable
9/8/2016	Prepared WSP Cell Sectors and WSP Cell Towers for a MapFlex 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 September 14, 2016, the following data was delivered for an Intergraph CAD Map update:
 - a. Address Points, Common Places Lookup Table, Gate Codes, Police Beats, Police Response Areas, 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 September 28, 2016 which included:
 - a. Address Points, Gate Codes, Street Centerlines, Subdivisions and WSP Cell Towers.
 - b. .map, .str, .rte, .ply, CAD Map Build database and Cell Coverage.csv

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

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

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

1. Akimeka delivered GIS data to the MapFlex system on the following dates in September 2016
 - a. **Hawaii County** – September 8, 2016
 - b. **Maui County** – September 8, 2016
 - c. **Kauai County** – September 8, 2016
 - d. **Honolulu** – September 8, 2016

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MAPFLEX SYSTEM ISSUES

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

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

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

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 September, 2016.

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PSAP SMS BOUNDARIES

During the month of August 2016, there was some identified issues with the PSAP SMS Boundaries that were identified as a result of a text message test call that took place in Kauai County on August 18, 2016.

On August 18, 2016, during a test call with text messaging to the Kauai Police Department, the XY coordinates had plotted in the ocean past the PSAP boundary. The issue is that the PSAP boundary in the GIS is used to determine the routing of the text call. If a text message plots outside of the defined boundary, then the text message has issues routing to the correct PSAP.

1. Hawaiian Telcom and West provided a screenshot of the PSAP boundaries and where the call had plotted.
2. Akimeka reviewed the plotted coordinates and located where the call had plotted.
 - a. The call had plotted well within the PSAP boundaries that Akimeka had created in March 2016 and sent to West on May 9, 2016 after a two month delay by West to get an ftp in place. For additional information regarding the previously delivered GIS data, refer to the May 2016 Monthly Status Report.
 - b. Akimeka had sent boundaries which extended 15 miles offshore around the island of Kauai, which the call plotted well inside of.
3. On August 24, 2016, Akimeka sent West the confirmation email from West's Data Collection Specialist where the boundaries had been received by Akimeka.
4. West had agreed to follow up internally to understand why the data Akimeka had sent was not loaded properly.
5. On August 25, 2016, West had confirmed that there was oversight issue which resulted in West not loading into the system.
6. During the same time of the discussions, HT had reached out to TCS as well to gather information on the boundaries they use today.
 - a. They had followed back up to inform that their boundaries they created extend between 3 and 4 miles offshore.
7. Akimeka created an even further extended boundary to ensure there are no issues within either the West or TCS systems.
 - a. The new boundaries Akimeka had created extended 40 miles offshore for most of the Counties, with the exception of some areas surrounding Maui.
 - b. On August 25, 2016, Akimeka sent both West and TCS new boundaries to be uploaded.
 - c. West followed up shortly after and informed the PSAPs that they are planning on having these boundaries uploaded to their production system no later than August 31, 2016.

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4. SERVICE REQUESTS TRANSACTIONS

OPEN SERVICE REQUESTS – MAUI COUNTY PSAPS - SEPTEMBER 2016

MAUI COUNTY						
#	Date	Ticket #	Description	PSAP	Urgency	Comments
			None			

NOTE:

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

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

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

Note:

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

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

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5. E9-1-1 DATABASE SYNCHRONIZATION

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

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

The database synchronization effort included comparing Maui County's 9-1-1 MSAG against its GIS Street Centerline data. A total number of **2,693** 9-1-1 MSAG (ESN 300 – 357) records were reviewed in the audit and analyzed. Results of the database synchronization audit completed on September 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%.

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AUDIT SUMMARY RESULTS – 2015-2016

9-1-1 MSAG TO GIS STREET CENTERLINE AUDIT COMPARISON RESULTS	Notes	As of December 1, 2015		As of March 1, 2016		As of June 1, 2016		As of September 1, 2016	
		9-1-1 MSAG Dated 12-01-15		9-1-1 MSAG Dated 3-01-16		9-1-1 MSAG Dated 6-01-16		9-1-1 MSAG Dated 9-01-16	
		# of Records	%	# of Records	%	# of Records	%	# of Records	%
Total 9-1-1 MSAG Records Reviewed		2,672		2,681		2,689		2,693	
Less: 9-1-1 MSAG Exception Records	(1)	74	2.7%	75	2.7%	75	2.7%	75	2.7%
Net 9-1-1 MSAG Records Eligible for Comparison		2,598		2,606		2,614		2,618	
Total 9-1-1 MSAG Records Match (9-1-1 MSAG -- GIS Match -- No Corrections Required)		2,598	100.00%	2,606	100.00%	2,614	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%	1	0.0%
9-1-1 MSAG Record With No GIS Record	(3)	0	0.0%	0	0.0%	0	0.0%	1	0.0%
Total 9-1-1 MSAG Records No Match		0	0.0%	0	0.0%	0	0.0%	0	0.0%

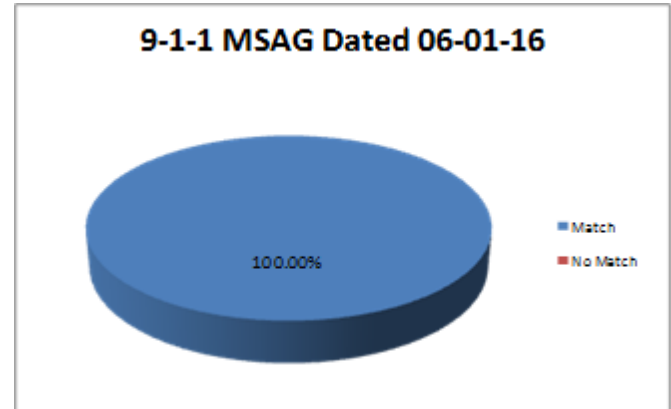
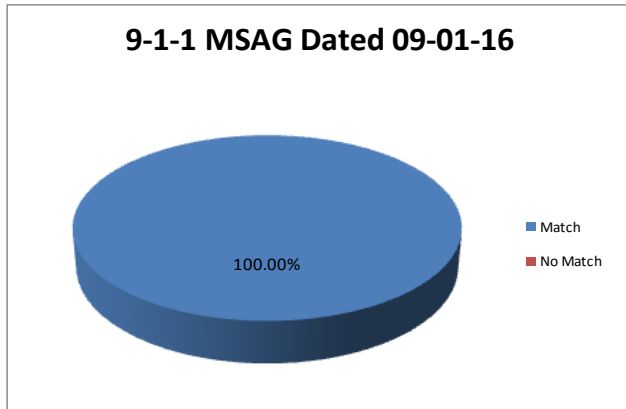
AUDIT SUMMARY NOTES:

- (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.

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MSAG AUDIT SUMMARY RESULTS – SEPTEMBER 1, 2016 VS JUNE 1, 2016



NOTE:

Maui County's level of accuracy or 9-1-1 Match percentage remained constant
at 100% as of September 1, 2016 to 100% on June 1, 2016
NENA Recommended Match Rate = 98%

MSAG AUDIT SUMMARY RESULTS NOTES:

- “MSAG - GIS Minor Corrections” remained constant with zero from June 2016 to September 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” increased by one (0 to 1) from June 2016 to September 2016. This is a result in which MSAG records submitted in 9-1-1 Net were not completed prior to the end of the month.
- “GIS Record with Minor Corrections” remained constant with zero from June 2016 to September 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” increased by one (0 to 1) from June 2016 to September 2016. This is a result in which MSAG records submitted in 9-1-1 Net were not completed prior to the end of the month.
- 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”.

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INVALID MSAG STREETS AND ADDRESS RANGES – ESN X99 RECORDS

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

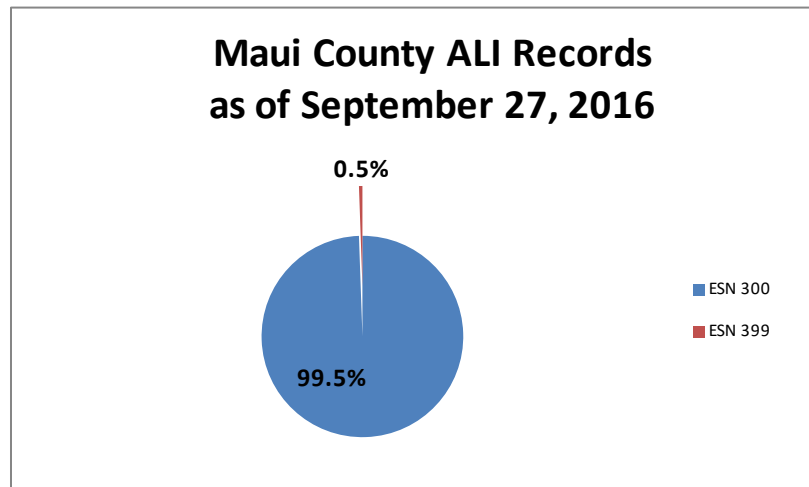
PSAP	ESN	Invalid MSAG Records					
		9-1-1 MSAG Dated 03-01-16		9-1-1 MSAG Dated 06-01-16		9-1-1 MSAG Dated 09-01-16	
		# of Records	% of Total MSAG Records (Valid and Invalid)	# of Records	% of Total MSAG Records (Valid and Invalid)	# of Records	% of Total MSAG Records (Valid and Invalid)
MAUI	399	97	3.8%	75	2.9%	49	1.9%
MOLOKAI	359	27	10.7%	22	9.1%	18	7.5%
TOTAL MAUI		124	4.4%	97	3.5%	67	2.4%

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AUTOMATIC LOCATION IDENTIFICATION (ALI) DISCREPANCY REPORT

As part of Akimeka's ongoing database synchronization efforts, Akimeka reviewed and summarized the ALI discrepancy reports by community for Maui County. As of September 27, 2016, **366** ESN 399 (Maui/Lanai) and ESN 359 (Molokai) records, representing **.5%** of Maui County's total ALI records, require research and corrective action, if needed.



THE TOTAL NUMBER OF ALI RECORDS REMAINS RELATIVELY CONSISTENT.

NOTES:

The number of ESN 359/399 ALI records decreased from 748 to 366 from June 2016 to September 2016 respectively. The decrease reflects the work that Akimeka has done since the last database synchronization in June 2016. 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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1. PSAP OPERATIONS

9-1-1 CALL VOLUME – SEPTEMBER 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
September	79,098	17,884	22.61%	58,255	73.65%	51.40%	22.25%	2,935	3.71%	24	0.03%	1,928	2.44%	10,284	13.00%	669	0.85%

9-1-1 CALL VOLUME – CALENDAR YEAR 2016

9-1-1 Primary PSAP Call Volume																	
Honolulu City & County PSAPs		Wireline		Wireless				VOIP Calls		Calls with No ALI		Admin Calls		Abandoned Calls		Other Calls	
2016	Total 9-1-1 Calls Processed	No. of Wireline Calls	% of Total Calls	No. of Wireless Calls	% of Total Calls	% of Wireless WPH1 Calls	% of Wireless WPH2 Calls	No. of VoIP Calls	% of Total Calls	No. of Calls with No ALI	% of Total Calls	No. of Admin Calls	% of Total Calls	No. of 9-1-1 Abandoned	% of Total Calls	No. of Total Call Received	% of Total Calls
JAN	88,400	20,120	22.76%	64,868	73.38%	51.49%	21.89%	3,359	3.80%	53	0.06%	2,193	2.48%	12,706	14.37%	2,249	2.54%
FEB	81,812	19,079	23.32%	59,641	72.90%	50.74%	22.16%	3,043	3.72%	49	0.06%	1,950	2.38%	11,815	14.44%	611	0.75%
MAR	86,041	19,385	22.53%	63,498	73.80%	50.08%	23.72%	3,097	3.60%	60	0.07%	1,482	1.72%	13,099	15.22%	642	0.75%
APR	85,009	19,510	22.95%	62,431	73.44%	49.70%	23.74%	3,026	3.56%	42	0.05%	2,332	2.74%	11,895	13.99%	635	0.75%
MAY	86,950	19,555	22.49%	64,108	73.73%	50.05%	23.68%	3,235	3.72%	52	0.06%	2,003	2.30%	12,015	13.82%	838	0.96%
JUNE	80,312	18,255	22.73%	58,821	73.24%	48.33%	24.91%	3,180	3.96%	56	0.07%	1,981	2.47%	11,411	14.21%	776	0.97%
JULY	86,586	19,231	22.21%	64,108	74.04%	49.47%	24.57%	3,186	3.68%	61	0.07%	2,281	2.63%	11,999	13.86%	512	0.59%
AUG	85,574	18,963	22.16%	63,410	74.10%	51.22%	22.88%	3,166	3.70%	34	0.04%	2,000	2.34%	11,786	13.77%	671	0.78%
SEPT	79,098	17,884	22.61%	58,255	73.65%	51.40%	22.25%	2,935	3.71%	24	0.03%	1,928	2.44%	10,284	13.00%	669	0.85%
OCT																	
NOV																	
DEC																	
YTD	759,782	171,982		559,140				28,227		431		18,150		107,010		7,603	
MON AVG	84,420	19,109	22.64%	62,127	73.59%	50.28%	23.31%	3,136	3.72%	48	0.06%	2,017	2.39%	11,890	14.08%	845	0.99%

NOTE:

- *Calls with no Ali 0.03% - Statewide average = 0.18% Year 2015

Oahu Civilian E9-1-1 Status Report

September 1, 2016 - September 30, 2016

9-1-1 CALL VOLUME BY AGENCY – SEPTEMBER 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
September	68,803	86.98%	18,589	38,759	1,171	10,284	1,783	2.25%	62	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
September	7,792	9.85%	645	215	51	0.06%	50	2

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

2016	9-1-1 Call Volume by Agency																	
	Honolulu Police Department						Honolulu Fire Department				Emergency Medical Services				Ocean Safety			
	Number of Total Calls Received	% of Total Calls	No. of Emergency Calls	No. of Non Emergency Calls	No. of Admin Calls	No. of Dropped Calls	No. of Total Calls Received	% of Total Calls	No. of Admin Calls	No. of Dropped Calls	No. of Total Calls Received	% of Total Calls	No. of Admin Calls	No. of Dropped Calls	No. of Total Calls Received	% of Total Calls	No. of Admin Calls	No. of Dropped Calls
JAN	76,128	86.12%	19,451	42,722	1,249	12,706	2,284	2.58%	103	0	7,648	8.65%	755	146	91	0.10%	86	6
FEB	70,806	86.55%	18,378	39,567	1,046	11,815	2,021	2.47%	83	0	8,314	10.16%	762	108	60	0.07%	59	1
MAR	74,275	86.33%	19,350	40,633	1,193	13,099	3,256	3.78%	115	0	7,804	9.07%	121	123	64	0.07%	53	8
APR	73,760	86.77%	19,959	40,560	1,346	11,895	2,388	2.81%	119	0	8,179	9.62%	824	140	47	0.06%	43	14
MAY	75,195	86.48%	20,540	41,427	1,213	12,015	2,655	3.05%	55	0	8,204	9.44%	682	107	58	0.07%	53	11
JUNE	69,658	86.73%	18,803	38,227	1,217	11,411	1,957	2.44%	58	0	7,851	9.78%	647	109	70	0.09%	59	8
JULY	74,558	86.11%	20,966	40,311	1,282	11,999	2,750	3.18%	93	0	8,693	10.04%	837	116	73	0.08%	69	19
AUG	74,042	86.52%	41,441	19,624	1,191	11,786	2,535	2.96%	67	0	8,284	9.68%	701	115	42	0.05%	41	1
SEPT	68,803	86.98%	18,589	38,759	1,171	10,284	1,783	2.25%	62	0	7,792	9.85%	645	215	51	0.06%	50	2
OCT																		
NOV																		
DEC																		
YTD	657,225		197,477	341,830	10,908	107,010	21,629		755	0	72,769		5,974	1,179	556		513	70
MON AVG	73,025	86.51%	21,942	37,981	1,212	11,890	2,403	2.84%	84	0	8,085	9.59%	664	131	62	0.07%	57	8

Oahu Civilian E9-1-1 Status Report

September 1, 2016 - September 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.

Oahu Civilian E9-1-1 Status Report

September 1, 2016 - September 30, 2016

TEXT TO 911 – CURRENT MONTH – SEPTEMBER 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	156	143	1	1	0	11
August	133	115	2	3	0	13
September	148	130	2	1	0	15
October						
November						
December						
YTD	1228	1059	38	14	0	117
Monthly Avg.	136.4	117.7	4.2	1.6	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.

Oahu Civilian E9-1-1 Status Report

September 1, 2016 - September 30, 2016

WIRELESS PSAP TESTING – SEPTEMBER 2016

OAHU CIVILIAN - SEPTEMBER 2016						
Date	WSP	Sites Tested	Sectors Tested	Tested By:	Test Pass/Fail	Comments:
9/2/2016	Verizon	1	1	Oahu PSAP	Pass	FEMA/COLT
9/29/2016	Verizon	4	11	Oahu PSAP	Pass	2 testers

NOTES:

- There were Three (3) scheduled Wireless 911 Tests for the Oahu Civilian PSAP in September, 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		
PRIMARY PSAPS*	MLTS/PBX 911 CALLS RECEIVED	
	Sept 2016	YEAR TO DATE 2016
Oahu	3,633	29,132
Hawaii	66	617
Maui	87	868
Molokai	0	1
Kauai	15	181
Total**	3,801	30,799
*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.		

Oahu Civilian E9-1-1 Status Report

September 1, 2016 - September 30, 2016

FOR YOUR INFORMATION

FYI For Your Information	
911 Calls Received From Payphones	
Approximately 95% of 911 calls received from Payphones are "one way" lines. These Payphones are not capable of receiving calls which makes it impossible for the 911 operator to re-contact the caller should there be a location discrepancy or additional information needed.	
PRIMARY	911 CALLS RECEIVED via Payhone
PSAPS	September 2016
Oahu	2,642
Hawaii	317
Maui	288
Molokai	28
Kauai	135
Total**	3,410
*PSAP totals does not include Military 911 calls.	
Class of Service (COS) COIN = 1 way out line PAY\$ = 2 way line	

Oahu Civilian E9-1-1 Status Report

September 1, 2016 - September 30, 2016

2. MSAG (MASTER STREET ADDRESS GUIDE)

MSAG TRANSACTIONS CURRENT MONTH/YEAR – SEPTEMBER 2016

OAHU CIVILIAN	9-1-1 TRANSACTIONS								
	Total	MSAG	ALI Submitted			Open ALI Discrepancy Records			Customer Addresses Affected
2016		MSAG (A)	TN CR (B)	ALI DR (C)	VoIP (D)	TNCR	ALI DR	VoIP DR	
JANUARY	24	23	0	1	0	468	0	0	515
FEBRUARY	244	26	216	2	0	497	0	1	421
MARCH	97	22	71	3	1	426	0	0	737
APRIL	96	25	71	0	0	358	0	0	955
MAY	106	22	83	1	0	295	0	0	93
JUNE	133	46	87	0	0	280	0	0	3,537
JULY	117	29	86	2	0	208	0	0	2,561
AUGUST	108	29	79	0	0	156	0	0	724
SEPTEMBER	79	14	65	0	0	93	1	0	208
OCTOBER									
NOVEMBER									
DECEMBER									
TOTAL YTD	1,004	236	758	9	1				9,751
AVG PER MONTH	112	26	84	1	0				1,083

Definitions

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

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

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

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

Oahu Civilian E9-1-1 Status Report

September 1, 2016 - September 30, 2016

MSAG CURRENT MONTH NOTES:

A total of **79** MSAG transactions were processed in 9-1-1 Net during the month of September 2016. Fourteen (**14**) requests were processed relating to the MSAG database changes which include: changes to high – low street ranges, combining street records, deletion of invalid records, splitting street records to align with Police, Fire, EMS and Military response areas, and inserting new MSAG records.

There were **208** customer ANI/ALI (telephone number/address) records updated as a direct result.

TELEPHONE RECORD (ALI) TRANSACTIONS CURRENT MONTH NOTES:

65 Telephone Number Change Requests (TN CR) transactions were processed in 9-1-1 Net with valid MSAG addresses, as a result of the ESN 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 93 Open TN CR Transactions as of September 30, 2016.**
- **Refer to chart in the next section “TNCR Current Status”**

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

- **There is one Open ALI-DR as of September 30, 2016.**

One Open ALI-DR was submitted for correction in 9-1-1 Net in September 2016. This discrepancy was a payphone dropped call from Hauula Beach Park. This discrepancy has been referred to West Safety Services for correction. Akimeka requested a status update from West Safety Services on September 30, 2016. A BST work intake system trouble ticket was submitted to HTI for correction on September 16, 2016. Correct information is now dependent on HTI personnel.

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

Oahu Civilian E9-1-1 Status Report

September 1, 2016 - September 30, 2016

TNCR (TELEPHONE NUMBER CHANGE REQUEST) CURRENT STATUS – SEPTEMBER, 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	93	0	87	6

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

September 1, 2016 - September 30, 2016

CHARTER COMMUNICATIONS (TIME WARNER) VOIP DATABASE TNCR

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

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

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

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

Oahu Civilian E9-1-1 Status Report

September 1, 2016 - September 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 **September 30, 2016**:

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

Oahu Civilian E9-1-1 Status Report

September 1, 2016 - September 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	07/07/16		07/08/16	
Downtown	07/21/16	08/02/16	07/20/16		07/22/16	08/08/16
Kakaako	08/03/16	08/08/16	07/20/16			
Ala Moana	08/09/16	08/11/16	07/26/16		08/05/16	08/19/16
Honolulu	08/12/16	08/29/16	08/02/16			
Makiki	08/30/16	09/07/16	08/08/16		08/19/16	
Manoa	09/08/16	09/27/16	09/01/16	Motorola ftp issue delayed ArcMap connection	09/02/16	

Oahu Civilian E9-1-1 Status Report

September 1, 2016 - September 30, 2016

MSAG Community and Street Segment Sweep – Phase VII continued

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

Oahu Civilian E9-1-1 Status Report

September 1, 2016 - September 30, 2016

3. GEOGRAPHIC INFORMATION SYSTEM (GIS) – SEPTEMBER 2016

MAPPING LAYERS UPDATED (PART I)

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

OAHU CIVILIAN			
Type of Layer	Akimeka GIS Server	Date GIS Delivered	Other/Remarks
	Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Address Points		09/30/16	
	9/29/2016		Added twelve (12) address points in Waikiki
	9/29/2016		Added sixteen (16) location names in Waikiki
	9/29/2016		Deleted three (3) address points in Waikiki
	9/29/2016		Corrected two (2) TMK in Waikiki
	9/29/2016		Corrected one (1) address in Pearl City
	9/29/2016		Added three (3) location names in Pearl City
	9/29/2016		Added three (3) building numbers in Pearl City
	9/29/2016		Added one (1) address point in Pearl City
	9/29/2016		Spatially corrected forty (40) address points in Waikiki
	9/28/2016		Added sixteen (16) location names in Waikiki
	9/28/2016		Added four (4) address points in Waikiki
	9/28/2016		Corrected three (3) TMK in Waikiki
	9/28/2016		Deleted nine (9) location names in Waikiki
	9/28/2016		Added one (1) floor number in Waikiki
	9/28/2016		Added one (1) building number in Waikiki
	9/28/2016		Deleted fifty-four (54) address points in Waikiki
	9/28/2016		Spatially corrected one hundred eighty-eight (188) address points in Waikiki
	9/27/2016		Spatially corrected ten (10) address points in Waikiki
	9/26/2016		Spatially corrected four (4) address points in Kalaeloa
	9/26/2016		Spatially corrected twenty-four (24) address points in Ewa Beach
	9/26/2016		Added three hundred ninety-three (393) address points in Ewa Beach
	9/26/2016		Corrected four (4) TMK in Ewa Beach
	9/26/2016		Added twelve (12) apartment numbers in Ewa Beach
	9/23/2016		Added sixteen (16) location names in Waikiki
	9/23/2016		Deleted two (2) location names in Waikiki
	9/23/2016		Deleted two (2) address points in Waikiki
	9/23/2016		Added thirteen (13) address points in Waikiki
	9/23/2016		Added one (1) routing id in Waikiki
	9/23/2016		Corrected one (1) location name in Waikiki
	9/23/2016		Spatially corrected two hundred twenty-two (222) address points in Waikiki
	9/22/2016		Added nine (9) location names in Waikiki
	9/22/2016		Added two (2) routing ids in Waikiki

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MAPPING LAYERS UPDATED (PART II)

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

OAHU CIVILIAN				
Type of Layer	Akimeka GIS Server	Date GIS Delivered	Other/Remarks	
	Date Created/ Edits Performed			
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)				
Address Points	9/22/2016		Deleted five (5) address points in Waikiki	
	9/22/2016		Deleted two (2) location names in Waikiki	
	9/22/2016		Added two (2) address points in Waikiki	
	9/22/2016		Spatially corrected one hundred seventy-three (173) address points in Waikiki	
	9/21/2016		Added sixteen (16) location names in Waikiki	
	9/21/2016		Corrected six (6) TMK in Waikiki	
	9/21/2016		Added ten (10) address points in Waikiki	
	9/21/2016		Corrected one (1) address in Waikiki	
	9/21/2016		Spatially corrected one hundred seventy-six (176) address points in Waikiki	
	9/19/2016		Deleted one (1) location name in McCully	
	9/19/2016		Added three (3) location names in McCully	
	9/19/2016		Added one (1) address point in McCully	
	9/19/2016		Spatially corrected one hundred thirty-four (134) address points in McCully	
		09/16/16		
	9/16/2016		Spatially corrected one hundred eleven (111) address points in McCully	
	9/15/2016		Deleted one (1) address point in McCully	
	9/15/2016		Spatially corrected one hundred eighty-three (183) address points in McCully	
	9/14/2016		Corrected msag community to one (1) address point in Nanakuli	
	9/14/2016		Added three (3) location names in McCully	
	9/14/2016		Added four (4) address points in McCully	
	9/14/2016		Added one (1) routing id in McCully	
	9/14/2016		Corrected one (1) apartment number in McCully	
	9/14/2016		Corrected one (1) TMK in McCully	
	9/14/2016		Deleted one (1) location name in McCully	
	9/14/2016		Spatially corrected six hundred fifty-one (651) address points in McCully	
	9/12/2016		Deleted eight (8) address points in Manoa	
	9/12/2016		Corrected one (1) TMK in McCully	
	9/12/2016		Added two (2) location names in McCully	
	9/12/2016		Spatially corrected one hundred sixty-six (166) address points in McCully	
	9/9/2016		Corrected one (1) location name in McCully	

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MAPPING LAYERS UPDATED (PART III)

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

OAHU CIVILIAN				
Type of Layer	Akimeka GIS Server	Date GIS Delivered	Other/Remarks	
	Date Created/ Edits Performed			
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)				
Address Points	9/9/2016		Corrected one (1) address in McCully	
	9/9/2016		Added one (1) building number in McCully	
	9/9/2016		Added two (2) routing ids in Waihiawa	
	9/9/2016		Added two (2) routing ids in Manoa	
	9/9/2016		Spatially corrected five hundred twenty-six (526) address points in McCully	
	9/8/2016		Deleted three (3) address points in Manoa	
	9/8/2016		Deleted eight (8) address points in McCully	
	9/6/2016		Added thirteen (13) location names in McCully	
	9/6/2016		Corrected one (1) address in McCully	
	9/6/2016		Deleted five (5) address points in McCully	
	9/6/2016		Corrected one (1) TMK in McCully	
	9/6/2016		Deleted six (6) location names in McCully	
	9/6/2016		Added one (1) address point in McCully	
	9/6/2016		Added one (1) floor number in McCully	
	9/6/2016		Corrected two (2) location names in McCully	
	9/6/2016		Spatially corrected four hundred thirty-two (432) address points in McCully	
		09/02/16		
	9/2/2016		Added one (1) apartment number in Ewa Beach	
	9/2/2016		Deleted one (1) address point in Waipio	
	9/2/2016		Deleted nineteen (19) address points in Manoa	
	9/2/2016		Corrected one (1) TMK in McCully	
	9/2/2016		Added two (2) location names in McCully	
	9/2/2016		Added one (1) address point in McCully	
	9/2/2016		Spatially corrected one hundred forty-eight (148) address points in McCully	
	9/1/2016		Spatially corrected ninety (90) address points in McCully	
Airports				
Bridges				
Building Footprints				
Bus Stops				
Churches				
Coastal Names				
Coastline				

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MAPPING LAYERS UPDATED (PART IV)

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

OAHU CIVILIAN			
Type of Layer	Akimeka GIS Server	Date GIS Delivered	Other/Remarks
	Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Common Places		09/30/16	
	9/29/2016		Spatially corrected forty-six (46) locations in Waikiki
	9/28/2016		Spatially corrected fifty-five (55) locations in Waikiki
	9/27/2016		Spatially corrected three (3) locations in Waikiki
	9/23/2016		Spatially corrected ninety-three (93) locations in Waikiki
	9/22/2016		Spatially corrected sixty-two (62) locations in Waikiki
	9/21/2016		Spatially corrected sixty-seven (67) locations in Waikiki
	9/19/2016		Spatially corrected fifteen (15) locations in McCully
		09/16/16	
	9/16/2016		Spatially corrected ten (10) locations in McCully
	9/15/2016		Spatially corrected ten (10) locations in McCully
	9/14/2016		Corrected msag communities to five (5) common places in Nanakuli
	9/14/2016		Spatially corrected fifty-one (51) locations in McCully
	9/12/2016		Spatially corrected five (5) locations in McCully
	9/9/2016		Spatially corrected ten (10) locations in McCully
	9/6/2016		Spatially corrected fifty (50) locations in McCully
	9/6/2016		Deleted one (1) common place in McCully
		09/02/16	
	9/2/2016		Spatially corrected six (6) locations in McCully
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			

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MAPPING LAYERS UPDATED (PART V)

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

OAHU CIVILIAN			
Type of Layer	Akimeka GIS Server	Date GIS Delivered	Other/Remarks
	Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
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		09/16/16	
	9/8/2016		Corrected boundary for Manoa
Net Junctions			
Ocean Rescue Boundaries			
Ocean Safety			
Parcels			
Parks			
Parks Polygon			
Points of Interest			
Police Beats		09/30/16	
	9/20/2016		Corrected police beats 762, 763 according to HPD written policies and procedures
	9/19/2016		Corrected police beat 760, 761 according to HPD written policies and procedures
		09/16/16	
	9/8/2016		Corrected police beats 653, 662, 751, 758, 759 according to PHD written policies and procedures
	9/7/2016		Corrected police beat 750 according to HPD written policies and procedures
Police Districts			
Police Response Areas			

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MAPPING LAYERS UPDATED (PART VI)

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

OAHU CIVILIAN			
Type of Layer	Akimeka GIS Server	Date GIS Delivered	Other/Remarks
	Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Police Stations			
Post Offices			
Schools			
Street Centerlines		09/30/16	
	9/27/2016		Deleted four (4) street segments in Waikiki
	9/27/2016		Added five (5) street segments in Waikiki
	9/27/2016		Split four (4) street segments in Waikiki
	9/27/2016		Spatially corrected sixteen (16) street segments in Kahala
	9/26/2016		Deleted one (1) street segment in Waikiki
	9/26/2016		Spatially corrected one (1) street segment in Waikiki
	9/26/2016		Split twelve (12) street segments in Waikiki
	9/26/2016		Added seven (7) street segments in Waikiki
	9/26/2016		Corrected speed limit to twenty-five (25) street segments in Kailua
	9/22/2016		Spatially corrected twenty-two (22) street segments in Waikiki
	9/21/2016		Spatially corrected thirty-five (35) street segments in Waikiki
	9/21/2016		Spatially corrected four (4) street segments in Ft Derussy
	9/20/2016		Spatially corrected seven (7) street segments in Kaimuki
	9/20/2016		Corrected range to one (1) street segment in Manoa
	9/20/2016		Spatially corrected one hundred thirty-two (132) street segments in Waikiki
	9/19/2016		Added eight (8) street segments in McCully
	9/19/2016		Split ten (10) street segments in McCully
	9/19/2016		Corrected range to three (3) street segments in McCully
	9/19/2016		Flipped two (2) street segments in McCully
	9/19/2016		Spatially corrected six (6) street segments in Kahala
	9/19/2016		Spatially corrected three (3) street segments in Kaimuki
		09/16/16	
	9/15/2016		Spatially corrected thirty-two (32) street segments in McCully
	9/15/2016		Added ten (10) street segments in McCully
	9/15/2016		Split twelve (12) street segments in McCully
	9/15/2016		Corrected range to two (2) street segments in McCully
	9/15/2016		Added one (1) street segment in Honolulu
	9/15/2016		Split two (2) street segments in Honolulu
	9/14/2016		Corrected range to two (2) street segments in Mililani
	9/14/2016		Corrected range to two (2) street segments in Punchbowl

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MAPPING LAYERS UPDATED (PART VII)

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

OAHU CIVILIAN			
Type of Layer	Akimeka GIS Server	Date GIS Delivered	Other/Remarks
	Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Street Centerlines	9/13/2016		Spatially corrected four (4) street segments in Kapahulu
	9/13/2016		Spatially corrected one hundred fourteen (114) street segments in McCully
	9/8/2016		Spatially corrected fifteen (15) street segments in Waikiki
	9/8/2016		Spatially corrected seventy-five (75) street segments in Kaimuki
	9/8/2016		Spatially corrected seven (7) street segments in Kapahulu
	9/8/2016		Split one (1) street segment in Kaimuki
	9/7/2016		Spatially corrected one hundred twenty-three (123) street segments in McCully
		09/02/16	
	9/2/2016		Added three (3) street segments in Manoa
	9/2/2016		Split five (5) street segments in Manoa
	9/2/2016		Spatially corrected twenty-eight (28) street segments in McCully
	9/1/2016		Deleted two (2) street segments in Manoa
	9/1/2016		Added nine (9) street segments in Manoa
	9/1/2016		Split fifteen (15) street segments in Manoa
	9/1/2016		Spatially corrected nine (9) street segments in Manoa
Subdivisions			
Tow Jurisdictions			
Tsunami Evacuation Zones			
Tsunami Heights			
Waste Water Plants			
WSP Cell Sectors	9/29/2016		Per VZW
	9/27/2016		Per ATTMO
	9/23/2016		Per ATTMO
	9/23/2016		Per VZW
	9/21/2016		Per VZW
	9/20/2016		Per VZW
	9/16/2016		Per VZW
	9/14/2016		Per ATTMO
	9/14/2016		Per VZW
	9/9/2016		Per VZW
		09/08/16	
	9/1/2016		Per VZW

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MAPPING LAYERS UPDATED (PART VIII)

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

OAHU CIVILIAN			
Type of Layer	Akimeka GIS Server	Date GIS Delivered	Other/Remarks
	Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
WSP Cell Towers	9/29/2016		Per VZW
	9/27/2016		Per ATTMO
	9/23/2016		Per ATTMO
	9/23/2016		Per VZW
	9/21/2016		Per VZW
	9/20/2016		Per VZW
	9/16/2016		Per VZW
	9/14/2016		Per ATTMO
	9/14/2016		Per VZW
	9/9/2016		Per VZW
		09/08/16	
	9/1/2016		Per VZW

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
9/30/2016	Street Centerlines, Address Points, Fire Response Areas, Medic Response Areas, and Display Address Points to HFD, EMS, and Ocean Safety for TriTech CAD
9/30/2016	Street Centerlines, Common Places, Police Beats, MSAG Communities to HPD for Motorola CAD
9/16/2016	Street Centerlines, Address Points, Fire Response Areas, Medic Response Areas, and Display Address Points to HFD, EMS, and Ocean Safety for TriTech CAD
9/16/2016	Street Centerlines, Common Places, Police Beats, MSAG Communities to HPD for Motorola CAD
9/2/2016	Street Centerlines, Address Points, Fire Response Areas, Medic Response Areas, and Display Address Points to HFD, EMS, and Ocean Safety for TriTech CAD
9/2/2016	Street Centerlines, Common Places, Police Beats, MSAG Communities to HPD for Motorola CAD

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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 September 2016 and has corrected ten (10) Police Beats (653, 662, 750, 751, 758, 759, 760, 761, 762, and 763) 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 September 2016, the MapFlex system received some updates but not part of the normal upload processes as a result of MapFlex having several issues.

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

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

1. Akimeka delivered GIS data to the MapFlex system on the following dates in September 2016
 - a. **Hawaii County** – September 8, 2016
 - b. **Maui County** – September 8, 2016
 - c. **Kauai County** – September 8, 2016
 - d. **Honolulu** – September 8, 2016

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MAPFLEX ISSUE

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

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

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

PSAP SMS BOUNDARIES

During the month of August 2016, there was some identified issues with the PSAP SMS Boundaries that were identified as a result of a text message test call that took place in Kauai County on August 18, 2016.

On August 18, 2016, during a test call with text messaging to the Kauai Police Department, the XY coordinates had plotted in the ocean past the PSAP boundary. The issue is that the PSAP boundary in the GIS is used to determine the routing of the text call. If a text message plots outside of the defined boundary, then the text message has issues routing to the correct PSAP.

1. Hawaiian Telcom and West provided a screenshot of the PSAP boundaries and where the call had plotted.
2. Akimeka reviewed the plotted coordinates and located where the call had plotted.
 - a. The call had plotted well within the PSAP boundaries that Akimeka had created in March 2016 and sent to West on May 9, 2016 after a two month delay by West to get an ftp in place. For additional information regarding the previously delivered GIS data, refer to the May 2016 Monthly Status Report.
 - b. Akimeka had sent boundaries which extended 15 miles offshore around the island of Kauai, which the call plotted well inside of.
3. On August 24, 2016, Akimeka send West the confirmation email from West's Data Collection Specialist where the boundaries had been received by Akimeka.
4. West had agreed to follow up internally to understand why the data Akimeka had sent was not loaded properly.
5. On August 25, 2016, West had confirmed that there was oversight issue which resulted in West not loading into the system.

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6. During the same time of the discussions, HT had reached out to TCS as well to gather information on the boundaries they use today.
 - a. They had followed back up to inform that their boundaries they created extend between 3 and 4 miles offshore.
7. Akimeka created an even further extended boundary to ensure there are no issues within either the West or TCS systems.
 - a. The new boundaries Akimeka had created extended 40 miles offshore for most of the Counties, with the exception of some areas surrounding Maui.
 - b. On August 25, 2016, Akimeka sent both West and TCS new boundaries to be uploaded.
 - c. West followed up shortly after and informed the PSAPs that they are planning on having these boundaries uploaded to their production system no later than August 31, 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 August 22, 2016 and September 26, 2016.

Street Utility Check				
	First Report 06/01/13	8/22/2016	9/26/2016	Improvements/Corrections
Total Number of GIS Records	26,602	29,526	29,614	Increased by 88 records
Errors Identified				
Zero Errors	5,112	96	12	Decreased by 84 errors
Low > High Errors	3	0	1	Increased by 1
Mixed Parity Errors	1	1	1	No Change
Changed Parity Errors	105	0	0	No Change
Address Gap Errors	2,629	0	0	No Change
Address Overlap Errors	423	1	0	Decreased by 1 error
Flipped Link Errors	1,030	626	601	Decreased by 25 errors
Total Errors	9,303	724	615	Decreased by 109 errors

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

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

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

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4. E9-1-1 DATABASE SYNCHRONIZATION

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

Next Database Synchronization Report – October 2016

AUDIT SUMMARY RESULTS – 2016 -- TBA

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

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

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

AUTOMATIC LOCATION IDENTIFICATION (ALI) DISCREPANCY REPORT -- TBA

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

<i>Budget Analysis</i>				
FY 2016-17			Annual Budget	% of Budget Expended
	September	FY-to-DATE		
<i>Receipts:</i>				
Enhanced 911 Surcharge Collection	812,266	2,439,792	9,650,000	25%
Interest Income	3,846	11,302	36,000	31%
<i>Receipts</i>	816,111	2,451,093	9,686,000	25%
<i>Disbursements:</i>				
New & Emerging Tech. Training	(925)	9,501	(226,980)	-4%
Non-Recurring Expenses	-	-	(3,075,000)	0%
Recurring Expenses:				
Administration	(16,809)	(43,640)	(984,660)	4%
Maintenance	(61,814)	(223,426)	(3,015,434)	7%
Telecommunications	(120,558)	(408,444)	(2,691,125)	15%
Other			(7,600)	0%
<i>Disbursements</i>	(200,107)	(666,009)	(10,000,799)	7%
<i>Net Receipts/(Disbursements)</i>	616,005	1,785,084	(314,799)	
<i>Cash Flow Analysis</i>				
<i>Net Receipts/(Disbursements)</i>	616,005	1,785,084		
				Encumbrance
Encumbrance Paydowns:				Balance
FY 2011 (Kauai)				115,648
FY 2014	(494)	(1,481)		1,117,079
FY 2015	(8,873)	(14,280)		2,304,483
FY 2016		(1,393,187)		3,473,078
Accounts Receivable Paydown		785,960	Note 1	
Net Encumbrance Adds/(Paydown)	(9,367)	(622,988)		
Net Cash Inflow/(Outflow)	606,638	1,162,096		
Bank Balance Analysis:				
DD: July 1, 2016 Beginning Balance		19,469,440		
Net Bank Balance		20,631,536		
Outstanding Ecumb/Accruals		(7,010,287)		
Unencumbered Cash Balance		13,621,249		
Note1- Cash Refund due to early termination of HPD CAD Upgrade				

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

MONTH OF SEPTEMBER 2016 (3 MOS)		Maui PSAP	Kauai PSAP	Hawaii PSAP	Oahu PSAP	ADMIN	TOTAL
Total Receipts		0			0	816,111	816,111
DISBURSEMENTS:							
6200 New&Emerg. Tech Train.							
6204 APCO Conference		0			0	925	925
Total 6200 New&Emerg. Tech Train.		0			0	925	925
6400 RECURRING EXPENSES							
6401 ADMINISTRATION							
6401.01 Exec Dir. Services		0			0	15,390	15,390
6401.08 Board Member Travel		0			0	1,209	1,209
6401.16 Meeting Expenses		0			0	117	117
6401.22 Office Supplies		0			0	104	104
6401.24 Office Furn EQ		0			0	(11)	(11)
Total 6401 ADMINISTRATION		0			0	16,809	16,809
6402 MAINTENANCE							
6402.07 0011 9-1-1MSAG Maint.		61,814			0	0	61,814
Total 6402 MAINTENANCE		61,814			0	0	61,814
6403 Other RECURRING							
6403.01 Telcom Charges							
6403.0102 Long Distance		29			0	0	29
6403.0109 Telcom Trunk		23,208			78,907	0	102,115
6403.0112 HPD CML Viper-Kapolei		0			10,194	0	10,194
6403.0113 HPDCMLViper-Alapai		0			2,334	0	2,334
6403.0114 SD Viper (OSL) (3)		0			3,253	0	3,253
6403.0115 Text-to-911 Service							
Wailuku Maui Station		880			0	0	880
Total 6403.0115 Text-to-911 Service		880			0	0	880
6403.0118 Smart911							
HPD		0			1,754	0	1,754
Total 6403.0118 Smart911		0			1,754	0	1,754
Total 6403.01 Telcom Charges		24,117			96,441	0	120,558
Total 6403 Other RECURRING		24,117			96,441	0	120,558
Total 6400 RECURRING EXPENSES		85,931			96,441	16,809	199,182
Total DISBURSEMENTS		85,931			96,441	17,734	200,107

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

FYTD SEPTEMBER 2016 (3 MOS)					Hawaii PSAP	Kauai PSAP	Maui PSAP	Oahu PSAP	ADMIN	TOTAL		
					3 mos.	3 mos.	3 mos.	3 mos.	3 mos.	3 mos.	Annual Budget	\$ Over/Under Budget
Total RECEIPTS					0	0	0	0	2,451,093	2,451,093	9,650,000	(7,198,907)
TOTAL DISBURSEMENTS:												
6200 New&Emerg. Tech Train.												
	6201	911	Goes to WashDC		0	0	0	0	0	0	37,500	(37,500)
	6202	IWCE Conference			0	0	0	0	0	0	2,500	(2,500)
	6203	APCO Emerg. Tech Forum			0	(2,768)	0	0	0	(2,768)	0	(2,768)
	6204	APCO Conference			0	0	0	0	2,614	2,614	41,600	(38,986)
	6205	E-911 PSAP Forum			0	0	0	0	0	0	25,000	(25,000)
	6206	Smart911 Conference			0	0	0	(2,982)	0	(2,982)	7,000	(9,982)
	6209	Pictometry Conf			0	0	0	0	0	0	7,000	(7,000)
	6212	NASNA Conference			0	0	0	0	0	0	2,800	(2,800)
	6213	Navigator			0	0	0	0	0	0	8,000	(8,000)
	6214	Nena Conference			883	180	(4,658)	(2,052)	0	(5,648)	41,000	(46,648)
	6215	NENA Tech Dev. Conf			0	0	0	0	0	0	3,500	(3,500)
	6216	HiFD Comm CTR Mgr			0	0	0	0	0	0	18,580	(18,580)
	6217	Spillkman Conf			0	0	0	0	0	0	7,000	(7,000)
	6222	TriTech CAD Users										
	6222.01	EMS Users			0	0	0	0	0	0	10,000	(10,000)
	Total 6222 TriTech CAD Users				0	0	0	0	0	0	10,000	(10,000)
	6228	HxGN Live Hexagon Conf			0	0	(840)	0	0	(840)	10,500	(11,340)
	6230.03	Emergency Svcs Trng			0	0	122	0	0	122	0	122
	6231	APCO Colorado CC			0	0	0	0	0	0	5,000	(5,000)
	Total 6200 New&Emerg. Tech Train.				883	(2,588)	(5,376)	(5,034)	2,614	(9,501)	226,980	(236,481)
6300 Non-RECURRING												
	6301	CAD Replac/Upgrade										
	6301.01	EMS			0	0	0	0	0	0	331,000	(331,000)
	6301.06	Maui PD			0	0	0	0	0	0	1,500,000	(1,500,000)
	Total 6301 CAD Replac/Upgrade				0	0	0	0	0	0	1,831,000	(1,831,000)
6303 Computers												
	6303.11	PowerPhone			0	0	(0)	0	0	(0)	0	(0)
	6303.25	Workstation										
	HPD	0	0		0	0	0	0	0	0	40,000	(40,000)
	Total 6303.25 Workstation				0	0	0	0	0	0	40,000	(40,000)
	HPD	0	0		0	0	0	0	0	0	148,000	(148,000)
	Total 6303 Computers				0	0	(0)	0	0	(0)	188,000	(188,000)
6307 JTMC Related Expenses												
	DIT	Logging Record JTMC			0	0	0	0	0	0	356,000	(356,000)
	ESD	JTMC Viper/CAD/Excom			0	0	0	0	0	0	100,000	(100,000)
	HPD	Viper JTMC Relocation			0	0	0	0	0	0	500,000	(500,000)
	Total 6307 JTMC Related Expenses				0	0	0	0	0	0	956,000	(956,000)
	6308	HiPD Comm CTR Console			0	0	0	0	0	0	60,000	(60,000)
	6309	HiPD Elect Wiring			0	0	0	0	0	0	40,000	(40,000)
	Total 6300 Non-RECURRING				0	0	(0)	0	0	(0)	3,075,000	(3,075,000)

HAWAII ENHANCED 911 BOARD STATEMENT OF CASH FLOWS

For month ending September 30, 2016

FYTD SEPTEMBER 2016 (3 MOS)				Hawaii PSAP	Kauai PSAP	Maui PSAP	Oahu PSAP	ADMIN	TOTAL		
				3 mos.	3 mos.	3 mos.	3 mos.	3 mos.	3 mos.	Annual Budget	\$ Over/Under Budget
6400 RECURRING EXPENSES											
6401 ADMINISTRATION											
	6401.01	Exec Dir. Services		0	0	0	0	45,163	45,163	180,000	(134,837)
	6401.02	ElectronSignatur		0	0	0	0	0	0	260	(260)
	6401.05	Audit Expense		0	0	0	0	0	0	13,000	(13,000)
	6401.06	Bank Charge		0	0	0	0	0	0	50	(50)
	6401.08	Board Member Travel		0	0	0	0	1,689	1,689	36,180	(34,491)
	6401.09	DB&F Assessments									
	6401.0101	DB&F Admin. Assess		0	0	0	0	(5,490)	(5,490)	182,280	(187,770)
	6401.0102	DB&F Rev Assessment		0	0	0	0	2,773	2,773	457,640	(454,867)
	Total 6401.09	DB&F Assessments		0	0	0	0	(2,717)	(2,717)	639,920	(642,637)
	6401.11	Miscellaneous Expense		0	0	0	0	(0)	(0)	0	(0)
	6401.13	Parking Permits		0	0	0	0	0	0	400	(400)
	6401.15	WSP Cost Recovery									
	6401.0101	Sprint/Nextel		0	0	0	0	37	37	0	37
	6401.15	WSP Cost Recovery - Other		0	0	0	0	0	0	80,000	(80,000)
	Total 6401.15	WSP Cost Recovery		0	0	0	0	37	37	80,000	(79,963)
	6401.16	Meeting Expenses		0	0	0	0	117	117	500	(383)
	6401.17	ADA Compliance		0	0	0	0	0	0	150	(150)
	6401.18	AG Legal Fees		0	0	0	0	0	0	8,000	(8,000)
	6401.19	Public Education		0	0	0	0	(1,279)	(1,279)	10,000	(11,279)
	6401.21	Cell Phone Charges		0	0	0	0	102	102	1,200	(1,098)
	6401.22	Office Supplies		0	0	0	0	538	538	5,000	(4,462)
	6401.24	Office Furn EQ		0	0	0	0	(11)	(11)	7,500	(7,511)
	6401.26	IntraState Travel		0	0	0	0	0	0	2,500	(2,500)
	Total 6401	ADMINISTRATION		0	0	0	0	43,640	43,640	984,660	(941,020)
6402 MAINTENANCE											
	6402.02	Imagery Lic Agree		0	0	0	0	0	0	1,123,570	(1,123,570)
	6402.05	Logging RecordMaint		0	0	0	0	0	0	60,775	(60,775)
	6402.07	0011 9-1-1MSAG Maint.	1	0	81,962	41,666	0	123,629	1,261,089	1,261,089	(1,137,460)
	6402.08	CAD Maintenance	0	0	0	104,401	0	104,401	570,000	570,000	(465,599)
	6402.11	GeoComm Maint	(4,604)	0	0	0	0	0	(4,604)	0	(4,604)
	Total 6402	MAINTENANCE		(4,603)	0	81,962	146,067	0	223,426	3,015,434	(2,792,008)
6403 Other RECURRING											
	6403.01	Telcom Charges									
	6304.0118	KPD Viper ADC	0	104,810	0	0	0	0	104,810	0	104,810
	6403.0101	Alt. PSAP 9-1-1 Del	0	(202)	0	0	0	0	(202)	600,804	(601,006)
	6403.0102	Long Distance	(0)	(30)	(167)	0	0	0	(197)	2,103	(2,300)
	6403.0109	Telcom Trunk	0	0	46,417	236,720	0	283,137	1,643,243	1,643,243	(1,360,106)
	6403.0112	HPD CML Viper-Kapolei	0	0	0	(2,038)	0	(2,038)	122,330	122,330	(124,368)
	6403.0113	HPDCMLViper-Alapai	0	0	0	3,501	0	3,501	14,003	14,003	(10,502)
	6403.0114	SD Viper (OSL) (3)	0	0	0	6,980	0	6,980	40,202	40,202	(33,222)
	6403.0115	Text-to-911 Service									
	Wailuku Maui Station		0	0	880	0	0	880	0	880	880
	Total 6403.0115	Text-to-911 Service	0	0	880	0	0	880	0	880	880
	6403.0116	Alt PSAP Call Route	0	0	0	0	0	0	0	300	(300)
	6403.0118	Smart911									
	EMS		0	0	0	0	0	0	78,600	78,600	(78,600)
	HPD		0	0	0	1,754	0	1,754	27,540	27,540	(25,786)
	Total 6403.0118	Smart911	0	0	0	1,754	0	1,754	106,140	106,140	(104,386)
	6403.0119	KPD VIPER	0	9,820	0	0	0	9,820	0	9,820	9,820
	6403.0121	HFD Viper	0	0	0	0	0	0	162,000	162,000	(162,000)
	Total 6403.01	Telcom Charges	(0)	114,398	47,130	246,916	0	408,444	2,691,125	2,691,125	(2,282,681)
	6403.02	EMS Tower Lease	0	0	0	0	0	0	0	7,600	(7,600)
	Total 6403	Other RECURRING	(0)	114,398	47,130	246,916	0	408,444	2,698,725	2,698,725	(2,290,281)
	Total 6400	RECURRING EXPENSES	(4,603)	114,398	129,093	392,983	43,640	675,510	6,698,819	6,698,819	(6,023,309)
TOTAL DISBURSEMENTS:				(3,720)	111,810	123,716	387,949	46,254	666,008	10,000,799	(9,334,791)

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

FY2017 REMAINING ENCUMBRANCE BALANCES

FY2011 Encumbrance Kauai CAD Upgrade			115,648			115,648
FY2014:						
HiPD CAD Upgrade				1,102,944		1,102,944
Legal					14,135	14,135
FY 2014 Encumbrances				1,102,944	14,135	1,117,079
FY2015:						
HiPD CAD Upgrade				2,300,000		2,300,000
Imagery Pict				4,383		4,383
Kauai ADC			100			100
						-
FY 2015 Encumbrances	-	-	100	2,304,383	-	2,304,483
FY 2016 Encumbrances	Oahu PSAP	Maui PSAP	Kauai PSAP	Hawaii PSAP	ADMIN	Total
CAD Upgrade		40,492	1,760,708			1,801,200
HawTelcom Viper Maui		1,443,711				1,443,711
So. Maui Buildout		32,907				32,907
HPD Electrical Consultant	20,000					20,000
HPD Computer & Related Equipment	-					-
HawTelcom Text-To-911	98,559	29,000	26,900	20,800		175,259
Imagery License Agreement	-					-
Total FY 2016 Encumbrances	118,559	1,546,110	1,787,608	20,800	-	3,473,078
Totals	118,559	1,546,110	1,903,356	3,428,127	14,135	7,010,287

BOARD APPROVED FY 2017 STRATEGIC BUDGET CHANGES

FY 2016 STRATEGIC BUDGET PLAN	HAWAII PSAP	OAHU PSAP	MAUI PSAP	KAUAI PSAP	ADMIN	TOTAL	Board Approval Date
Approved FY 2017 Strategic Budget Plan	1,688,345	3,898,350	2,599,048	779,796	1,025,160	9,990,699	6/9/2016
APCO Conf. Aug. 14-17, 2016 (Orlando) (B.Morgan)					3,300	3,300	7/14/2016
NASNA Conf, Oct 25-26, 2016 (Kansas City)					1,800	1,800	7/14/2016
APCO Colorado Chapter Conference, Oct. 6- 7. 2016, Denver, CO		5,000				5,000	7/14/2016
						-	
Totals	1,688,345	3,903,350	2,599,048	779,796	1,030,260	10,000,799	

Checks that were paid with only one signatory required

[illegible]

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

FYTD SEPTEMBER 2016 (3 MOS)					Hawaii PSAP		
					3 mos.	Annual Budget	\$ Over/Under Budget
TOTAL DISBURSEMENTS:							
6200 New &Emerg. Tech Train.							
	6201	911	Goes to WashDC		0	7,000	(7,000)
	6202	IWCE Conference			0		
	6203	APCO Emerg. Tech Forum			0		
	6204	APCO Conference			0	7,000	(7,000)
	6205	E-911 PSAP Forum			0		
	6206	Smart911 Conference			0		
	6209	Pictometry Conf			0		
	6212	NASNA Conference			0		
	6213	Navigator			0		
	6214	Nena Conference			883	7,000	(6,117)
	6215	NENA Tech Dev. Conf			0		
	6216	HiFD Comm CTR Mgr			0	18,580	(18,580)
	6217	Spillkman Conf			0	7,000	(7,000)
	6222	TriTech CAD Users					
	6222.01	EMS Users			0		
	Total 6222 TriTech CAD Users				0		
	6228	HxGN Live Hexagon Conf			0		
	6230.03	Emergency Svcs Trng			0		
	6231	APCO Colorado CC			0		
	Total 6200 New &Emerg. Tech Train.				883	46,580	(45,697)
6300 Non-RECURRING							
	6301	CAD Replac/Upgrade					
	6301.01	EMS			0		
	6301.06	Maui PD			0		
	Total 6301 CAD Replac/Upgrade				0		
6303 Computers							
	6303.11	PowerPhone			0		
	6303.25	Workstation					
		HFD			0		
	Total 6303.25 Workstation				0		
		HPD			0		
	Total 6303 Computers				0		
6307 JTMC Related Expenses							
	DIT	Logging Record JTMC			0		
	ESD	JTMC Viper/CAD/Excom			0		
	HPD	Viper JTMC Relocation			0		
	Total 6307 JTMC Related Expenses				0		
	6308	HiPD Comm CTR Console			0	60,000	(60,000)
	6309	HiPD Elect Wiring			0	40,000	(40,000)
	Total 6300 Non-RECURRING				0	100,000	(100,000)
6400 RECURRING EXPENSES							
6402 MAINTENANCE							
	6402.02	Imagery Lic Agree			0	926,570	(926,570)
	6402.05	Logging Record Maint			0		
	6402.07	0011 9-1-1MSAG Maint.			1	307,647	(307,646)
	6402.08	CAD Maintenance			0		
	6402.11	GeoComm Maint			(4,604)		
	Total 6402 MAINTENANCE				(4,603)	1,234,217	(1,238,820)
6403 Other RECURRING							
	6403.01	Telcom Charges					
	6304.0118	KPD Viper ADC			0		
	6403.0101	Alt. PSAP 9-1-1 Del			0		
	6403.0102	Long Distance			(0)	1,200	(1,200)
	6403.0109	Telcom Trunk			0	306,348	(306,348)
	6403.0112	HPD CML Viper-Kapolei			0		
	6403.0113	HPDCMLViper-Alapai			0		
	6403.0114	SD Viper (OSL) (3)			0		
	6403.0115	Text-to-911 Service					
		Wailuku Maui Station			0		
	Total 6403.0115 Text-to-911 Service				0		
	6403.0116	Alt PSAP Call Route			0		
	6403.0118	Smart911					
		EMS			0		
		HPD			0		
	Total 6403.0118 Smart911				0		
	6403.0119	KPD VIPER			0		
	6403.0121	HFD Viper			0		
	Total 6403.01 Telcom Charges				(0)	307,548	(307,548)
	6403.02	EMS Tower Lease			0		
	Total 6403 Other RECURRING				(0)	307,548	(307,548)
	Total 6400 RECURRING EXPENSES				(4,603)	1,541,765	(1,546,368)
TOTAL DISBURSEMENTS:					(3,720)	1,688,345	(1,692,065)

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

FYTD SEPTEMBER 2016 (3 MOS)					Kauai PSAP		
					3 mos.	Annual Budget	\$ Over/Under Budget
TOTAL DISBURSEMENTS:							
6200 New &Emerg. Tech Train.							
6201 911 Goes to WashDC					0	3,500	(3,500)
6202 IWCE Conference					0		
6203 APCO Emerg. Tech Forum					(2,768)		
6204 APCO Conference					0	10,500	(10,500)
6205 E-911 PSAP Forum					0		
6206 Smart911 Conference					0		
6209 Pictometry Conf					0		
6212 NASNA Conference					0		
6213 Navigator					0		
6214 Nena Conference					180	7,000	(6,820)
6215 NENA Tech Dev. Conf					0		
6216 HiFD Comm CTR Mgr					0		
6217 Spillkman Conf					0		
6222 TriTech CAD Users							
6222.01 EMS Users					0		
Total 6222 TriTech CAD Users					0		
6228 HxGN Live Hexagon Conf					0		
6230.03 Emergency Svcs Trng					0		
6231 APCO Colorado CC					0		
Total 6200 New &Emerg. Tech Train.					(2,588)	21,000	(23,588)
6300 Non-RECURRING							
6301 CAD Replac/Upgrade							
6301.01 EMS					0		
6301.06 Maui PD					0		
Total 6301 CAD Replac/Upgrade					0		
6303 Computers							
6303.11 PowerPhone					0		
6303.25 Workstation							
HFD					0		
Total 6303.25 Workstation					0		
HPD					0		
Total 6303 Computers					0		
6307 JTMC Related Expenses							
DIT Logging Record JTMC					0		
ESD JTMC Viper/CAD/Excom					0		
HPD Viper JTMC Relocation					0		
Total 6307 JTMC Related Expenses					0		
6308 HiPD Comm CTR Console					0		
6309 HiPD Elect Wiring					0		
Total 6300 Non-RECURRING					0		
6400 RECURRING EXPENSES							
6402 MAINTENANCE							
6402.02 Imagery Lic Agree					0	197,000	(197,000)
6402.05 Logging RecordMaint					0		
6402.07 0011 9-1-1MSAG Maint.					0	211,880	(211,880)
6402.08 CAD Maintenance					0		
6402.11 GeoComm Maint					0		
Total 6402 MAINTENANCE					0	408,880	(408,880)
6403 Other RECURRING							
6403.01 Telcom Charges							
6304.0118 KPD Viper ADC					104,810		
6403.0101 Alt. PSAP 9-1-1 Del					(202)	237,736	(237,938)
6403.0102 Long Distance					(30)	480	(510)
6403.0109 Telcom Trunk					0	111,400	(111,400)
6403.0112 HPD CML Viper-Kapolei					0		
6403.0113 HPDCMLViper-Alapai					0		
6403.0114 SD Viper (OSL) (3)					0		
6403.0115 Text-to-911 Service							
Wailuku Maui Station					0		
Total 6403.0115 Text-to-911 Service					0		
6403.0116 Alt PSAP Call Route					0	300	(300)
6403.0118 Smart911							
EMS					0		
HPD					0		
Total 6403.0118 Smart911					0		
6403.0119 KPD VIPER					9,820		
6403.0121 HFD Viper					0		
Total 6403.01 Telcom Charges					114,398	349,916	(235,518)
6403.02 EMS Tower Lease					0		
Total 6403 Other RECURRING					114,398	349,916	(235,518)
Total 6400 RECURRING EXPENSES					114,398	758,796	(644,398)
TOTAL DISBURSEMENTS:					111,810	779,796	(667,986)

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

FYTD SEPTEMBER 2016 (3 MOS)		Maui PSAP		
		3 mos.	Annual Budget	\$ Over/Under Budget
TOTAL DISBURSEMENTS:				
6200 New & Emerg. Tech Train.				
6201 911 Goes to WashDC	0	10,500	(10,500)	
6202 IWCE Conference	0			
6203 APCO Emerg. Tech Forum	0			
6204 APCO Conference	0	3,500	(3,500)	
6205 E-911 PSAP Forum	0			
6206 Smart911 Conference	0			
6209 Pictometry Conf	0	7,000	(7,000)	
6212 NASNA Conference	0			
6213 Navigator	0			
6214 Nena Conference	(4,658)	10,500	(15,158)	
6215 NENA Tech Dev. Conf	0	3,500	(3,500)	
6216 HFD Comm CTR Mgr	0			
6217 Spillkman Conf	0			
6222 TriTech CAD Users				
6222.01 EMS Users	0			
Total 6222 TriTech CAD Users	0			
6228 HxGN Live Hexagon Conf	(840)	10,500	(11,340)	
6230.03 Emergency Svcs Trng	122			
6231 APCO Colorado CC	0			
Total 6200 New & Emerg. Tech Train.	(5,376)	45,500	(50,876)	
6300 Non-RECURRING				
6301 CAD Replac/Upgrade				
6301.01 EMS	0			
6301.06 Maui PD	0	1,500,000	(1,500,000)	
Total 6301 CAD Replac/Upgrade	0	1,500,000	(1,500,000)	
6303 Computers				
6303.11 PowerPhone	(0)			
6303.25 Workstation				
HFD	0			
Total 6303.25 Workstation	0			
HPD	0			
Total 6303 Computers	(0)			
6307 JTMC Related Expenses				
DIT Logging Record JTMC	0			
ESD JTMC Viper/CAD/Excom	0			
HPD Viper JTMC Relocation	0			
Total 6307 JTMC Related Expenses	0			
6308 HPD Comm CTR Console	0			
6309 HPD Elect Wiring	0			
Total 6300 Non-RECURRING	(0)	1,500,000	(1,500,000)	
6400 RECURRING EXPENSES				
6402 MAINTENANCE				
6402.02 Imagery Lic Agree	0			
6402.05 Logging Record Maint	0			
6402.07 0011 9-1-1MSAG Maint.	81,962	241,562	(159,600)	
6402.08 CAD Maintenance	0	170,000	(170,000)	
6402.11 GeoComm Maint	0			
Total 6402 MAINTENANCE	81,962	411,562	(329,600)	
6403 Other RECURRING				
6403.01 Telcom Charges				
6304.0118 KPD Viper ADC	0			
6403.0101 Alt. PSAP 9-1-1 Del	0	363,068	(363,068)	
6403.0102 Long Distance	(167)	423	(590)	
6403.0109 Telcom Trunk	46,417	278,495	(232,078)	
6403.0112 HPD CML Viper-Kapolei	0			
6403.0113 HPD CML Viper-Alapai	0			
6403.0114 SD Viper (OSL) (3)	0			
6403.0115 Text-to-911 Service				
Wailuku Maui Station	880			
Total 6403.0115 Text-to-911 Service	880			
6403.0116 Alt PSAP Call Route	0			
6403.0118 Smart911				
EMS	0			
HPD	0			
Total 6403.0118 Smart911	0			
6403.0119 KPD VIPER	0			
6403.0121 HFD Viper	0			
Total 6403.01 Telcom Charges	47,130	641,986	(594,856)	
6403.02 EMS Tower Lease	0			
Total 6403 Other RECURRING	47,130	641,986	(594,856)	
Total 6400 RECURRING EXPENSES	129,093	1,053,548	(924,455)	
TOTAL DISBURSEMENTS:	123,716	2,599,048	(2,475,332)	

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

FYTD SEPTEMBER 2016 (3 MOS)				Oahu PSAP		
				3 mos.	Annual Budget	\$ Over/Under Budget
TOTAL DISBURSEMENTS:						
6200 New&Emerg. Tech Train.						
	6201	911 Goes to WashDC		0	10,500	(10,500)
	6202	IWCE Conference		0		
	6203	APCO Emerg. Tech Forum		0		
	6204	APCO Conference		0	17,300	(17,300)
	6205	E-911 PSAP Forum		0		
	6206	Smart911 Conference		(2,982)	7,000	(9,982)
	6209	Pictometry Conf		0		
	6212	NASNA Conference		0		
	6213	Navigator		0	8,000	(8,000)
	6214	Nena Conference		(2,052)	10,500	(12,552)
	6215	NENA Tech Dev. Conf		0		
	6216	HiFD Comm CTR Mgr		0		
	6217	Spillkman Conf		0		
	6222	TriTech CAD Users				
	6222.01	EMS Users		0	10,000	(10,000)
	Total 6222 TriTech CAD Users			0	10,000	(10,000)
	6228	HxGN Live Hexagon Conf		0		
	6230.03	Emergency Svcs Trng		0		
	6231	APCO Colorado CC		0	5,000	(5,000)
	Total 6200 New&Emerg. Tech Train.			(5,034)	68,300	(73,334)
6300 Non-RECURRING						
	6301 CAD Replac/Upgrade					
	6301.01	EMS		0	331,000	(331,000)
	6301.06	Maui PD		0		
	Total 6301 CAD Replac/Upgrade			0	331,000	(331,000)
	6303 Computers					
	6303.11	PowerPhone		0		
	6303.25	Workstation				
	HFD			0	40,000	(40,000)
	Total 6303.25 Workstation			0	40,000	(40,000)
	HPD			0	148,000	(148,000)
	Total 6303 Computers			0	188,000	(188,000)
	6307 JTMCM Related Expenses					
	DIT	Logging Record JTMCM		0	356,000	(356,000)
	ESD	JTMCM Viper/CAD/Excom		0	100,000	(100,000)
	HPD	Viper JTMCM Relocation		0	500,000	(500,000)
	Total 6307 JTMCM Related Expenses			0	956,000	(956,000)
	6308	HiPD Comm CTR Console		0		
	6309	HiPD Elect Wiring		0		
	Total 6300 Non-RECURRING			0	1,475,000	(1,475,000)
6400 RECURRING EXPENSES						
	6402 MAINTENANCE					
	6402.02	Imagery Lic Agree		0		
	6402.05	Logging Record Maint		0	60,775	(60,775)
	6402.07	0011 9-1-1MSAG Maint.		41,666	500,000	(458,334)
	6402.08	CAD Maintenance		104,401	400,000	(295,599)
	6402.11	GeoComm Maint		0		
	Total 6402 MAINTENANCE			146,067	960,775	(814,708)
	6403 Other RECURRING					
	6403.01 Telcom Charges					
	6304.0118	KPD Viper ADC		0		
	6403.0101	Alt. PSAP 9-1-1 Del		0		
	6403.0102	Long Distance		0		
	6403.0109	Telcom Trunk		236,720	947,000	(710,280)
	6403.0112	HPD CML Viper-Kapolei		(2,038)	122,330	(124,368)
	6403.0113	HPDCMLViper-Alapai		3,501	14,003	(10,502)
	6403.0114	SD Viper (OSL) (3)		6,980	40,202	(33,222)
	6403.0115	Text-to-911 Service				
	Wailuku Maui Station			0		
	Total 6403.0115 Text-to-911 Service			0		
	6403.0116	Alt PSAP Call Route		0		
	6403.0118	Smart911				
	EMS			0	78,600	(78,600)
	HPD			1,754	27,540	(25,786)
	Total 6403.0118 Smart911			1,754	106,140	(104,386)
	6403.0119	KPD VIPER		0		
	6403.0121	HFD Viper		0	162,000	(162,000)
	Total 6403.01 Telcom Charges			246,916	1,391,675	(1,144,759)
	6403.02	EMS Tower Lease		0	7,600	(7,600)
	Total 6403 Other RECURRING			246,916	1,399,275	(1,152,359)
	Total 6400 RECURRING EXPENSES			392,983	2,360,050	(1,967,067)
TOTAL DISBURSEMENTS:				387,949	3,903,350	(3,515,401)

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

FYTD SEPTEMBER 2016 (3 MOS)					ADMIN		
					3 mos.	Annual Budget	\$ Over/Under Budget
TOTAL DISBURSEMENTS:							
6200	New&Emerg. Tech Train.						
	6201	911	Goes to WashDC		0	6,000	(6,000)
	6202	IWCE Conference			0	2,500	(2,500)
	6203	APCO Emerg. Tech Forum			0		
	6204	APCO Conference		2,614	3,300	(686)	
	6205	E-911 PSAP Forum		0	25,000	(25,000)	
	6206	Smart911 Conference		0			
	6209	Pictometry Conf		0			
	6212	NASNA Conference		0	2,800	(2,800)	
	6213	Navigator		0			
	6214	Nena Conference		0	6,000	(6,000)	
	6215	NENA Tech Dev. Conf		0			
	6216	HiFD Comm CTR Mgr		0			
	6217	Spillkman Conf		0			
	6222	TriTech CAD Users					
	6222.01	EMS Users		0			
	Total 6222 TriTech CAD Users				0		
	6228 HxGN Live Hexagon Conf				0		
	6230.03 Emergency Svcs Trng				0		
	6231 APCO Colorado CC				0		
	Total 6200 New&Emerg. Tech Train.				2,614	45,600	(42,986)
6400	RECURRING EXPENSES						
	6401	ADMINISTRATION					
	6401.01	Exec Dir. Services		45,163	180,000	(134,837)	
	6401.02	ElectronSignatur		0	260	(260)	
	6401.05	Audit Expense		0	13,000	(13,000)	
	6401.06	Bank Charge		0	50	(50)	
	6401.08	Board Member Travel		1,689	36,180	(34,491)	
	6401.09	DB&F Assessments					
	6401.0101	DB&F Admin. Assess		(5,490)	182,280	(187,770)	
	6401.0102	DB&F Rev Assessment		2,773	457,640	(454,867)	
	Total 6401.09 DB&F Assessments				(2,717)	639,920	(642,637)
	6401.11	Miscellaneous Expense		(0)			
	6401.13	Parking Permits		0	400	(400)	
	6401.15	WSP Cost Recovery					
	6401.0101	Sprint/Nextel		37			
	6401.15	WSP Cost Recovery - Other		0	80,000	(80,000)	
	Total 6401.15 WSP Cost Recovery				37	80,000	(79,963)
	6401.16	Meeting Expenses		117	500	(383)	
	6401.17	ADA Compliance		0	150	(150)	
	6401.18	AG Legal Fees		0	8,000	(8,000)	
	6401.19	Public Education		(1,279)	10,000	(11,279)	
	6401.21	Cell Phone Charges		102	1,200	(1,098)	
	6401.22	Office Supplies		538	5,000	(4,462)	
	6401.24	Office Furn EQ		(11)	7,500	(7,511)	
	6401.26	IntraState Travel		0	2,500	(2,500)	
	Total 6401 ADMINISTRATION				43,640	984,660	(941,020)
	6402	MAINTENANCE					
	6402.02	Imagery Lic Agree		0			
	6402.05	Logging RecordMaint		0			
	6402.07	0011 9-1-1MSAG Maint.		0			
	6402.08	CAD Maintenance		0			
	6402.11	GeoComm Maint		0			
	Total 6402 MAINTENANCE				0		
	6403	Other RECURRING					
	6403.01	Telcom Charges					
	6304.0118	KPD Viper ADC		0			
	6403.0101	Alt. PSAP 9-1-1 Del		0			
	6403.0102	Long Distance		0			
	6403.0109	Telcom Trunk		0			
	6403.0112	HPD CML Viper-Kapolei		0			
	6403.0113	HPDCMLViper-Alapai		0			
	6403.0114	SD Viper (OSL) (3)		0			
	6403.0115	Text-to-911 Service					
		Wailuku Maui Station		0			
	Total 6403.0115 Text-to-911 Service				0		
	6403.0116	Alt PSAP Call Route		0			
	6403.0118	Smart911					
		EMS		0	0	0	
		HPD		0			
	Total 6403.0118 Smart911				0	0	0
	6403.0119	KPD VIPER		0			
	6403.0121	HFD Viper		0			
	Total 6403.01 Telcom Charges				0	0	0
	6403.02	EMS Tower Lease		0			
	Total 6403 Other RECURRING				0	0	0
	Total 6400 RECURRING EXPENSES				43,640	984,660	(941,020)
TOTAL DISBURSEMENTS:					46,254	1,030,260	(984,006)