



**STATE OF HAWAI'I**

**DEPARTMENT OF ACCOUNTING AND GENERAL SERVICES**

**Enhanced 911 Communications, Technical and Finance Meeting**

**Thursday, August 14, 2014**

***(Joint Meeting with the Board)***

**Kalanimoku Bldg., Room 322B**

**1151 Punchbowl St., Honolulu**

**10 am to 1:00 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. 2014 Legislative Investigative Committee
    - ii. Others
  - b. Technical Committee – Victor Ramos
    - i. Investigative Regulatory Committee update
    - ii. FCC updates
    - iii. Approval:
      1. KPD – HawTelcom T1 interface required for the Intrado E911 upgrade for the dispatch center - \$7,356.
      2. HFD – TRICON Conference (sep2014, San Diego) (1)- \$3,000.
    - iv. Others
  - c. Finance Committee – Kiman Wong

- i. Review of FY 2015 Cash Flow & Budget Financial report
- ii. Approval for funding:
  - 1. KPD – HawTelcom T1 interface required for the Intrado E911 upgrade for the dispatch center -\$7,356.
  - 2. TRICON Conference (Sep2014;SanDiego)
    - a. EMS –additional funding of \$2,000 to be added to \$4,000 previously approved for a total of \$6,000 for two (2) attendees.
    - b. HFD – (1) \$3,000.
- iii. Update on procurement of Independent CPA auditor.
- iv. Discussion on RCUH and Other Alternatives for consideration to provide Administrative and Executive Services.
- v. Others

**VI. PSAP Status Updates**

- a. Kauai – Mark Begley
- b. Oahu – Dave Kajihiro
- c. Molokai – Victor Ramos
- d. Maui – Clayton Tom
- e. Hawaii – Marshall Kanehailua

**VII. Items for Discussion, Consideration and Action**

- a. 911 Timeline update
- d. Others

**VIII. Announcements**

- 1. Next meeting date: Tuesday, September 9, 2014
- ii. Future meeting dates (10am – 12noon).
  - 1. Tuesday, October 7, 2014
  - 2. **Thursday**, November 13, 2014 (**Joint meeting with Board**)
  - 3. Tuesday, December 9, 2014
- b. Others

- IX. Open Forum: Public comment on issues not on the agenda for consideration for Board agenda at the next meeting**
- X. Adjournment**



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DEPARTMENT OF ACCOUNTING AND GENERAL SERVICES

Enhanced 911 Communications, Technical and Finance Meeting

Thursday, August 14, 2014

*(Joint Meeting with the Board)*

Kalanimoku Bldg., Room 322B

1151 Punchbowl St., Honolulu

10 am to 1:00 pm

Meeting Minutes

**Communications Committee members present:** Davlynn Racadio, Marshall Kanehailua, Victor Ramos, Clayton Tom, Thalia Burns, and Lavina Taovao.

**Communications Committee members absent:** Steven Schutte and Paul Ferreira.

**Technical Committee members present:** Victor Ramos (Chair), Marshall Kanehailua, Clayton Tom, Clement Chan, Tony Ramirez, Gary Lum, Aaron Correia, David Miyasaki, Sean Naito and Kiman Wong.

**Technical Committee members absent:** Steven Schutte.

**Finance Committee members present:** Kiman Wong (Chair), Mark Begley, Rob Gausepohl, Lisa Hiraoka and Roy Irei.

**Finance Committee members absent:** Paul Ferreira and Randy Macadangang.

**Staff present:** Thera Bradshaw, Courtney Tagupa, Stella Kam and Kerry Yoneshige.

**Observers:** Travis Ing (HawPD), Robert May (Akimeka), Ryan Freitas (HawTelcom), Ben Morgan (HawTelcom), Tina Metivier (Intrado), Ken Schulte (TriTech), Jim Howe (Ocean Safety), Eleni Papakiristis (HawTelcom), Victoria Garcia (OIMT), Jeff Riewer (AT&T), Diana Chun (EMS), Allan Nagata (HPD), Kenison Tejada (APCO/NENA), Dave Kajihiro (HPD) and Mark Wong (DIT).

- I. Call to Order, Public Notice, Quorum
  - a. The meeting was called to order at 10:05 am.
- II. Public testimony on all agenda items

- a. The Board Chair requested that anyone in attendance who wishes to provide testimony to please come forward.
  - i. Kenison Tejada provided the following testimony on behalf of the Executive Director and Administrative positions proposed by the Board. The following statements were made:
    1. A brief summary of the Executive Director's accomplishments.
    2. Recommendation that the Board implement an RFP with new language that allows a well-executed plan to transition to new leadership and an administrative model.
    3. Also recommended was a sole source solicitation for Ms. Thera Bradshaw's services to serve as Executive Director to assist in the transition plan and its execution. The Board would guide the efforts on how best to utilize the services of the Executive Director.
    4. The existing challenges facing the Board:
      - a. Completion of an optimized 911 system with redundancy;
      - b. Text-911 and related issues;
      - c. State Legislation collecting the surcharge for pre-pad wireless;
      - d. 9-1-1 Annual Audit;
      - e. and other federal mandates.
    5. There needs to be sufficient time to develop a well-planned transition.
- b. The Board Chair asked if anyone else wishes to provide testimony to please come forward. No one responded.

### III. Introductions

- a. Introductions were made of all individuals present.

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

- a. Mr. Roy Irei motioned to accept the minutes of the July 8, 2014 meeting. The motion was seconded and approved unanimously by voice vote.

V. Committee Updates by Committee Chairs

a. Communications Committee – Steven Schutte

i. 2015 Legislative Investigative Committee

- 1. There were no updates at this time.

ii. Others - None

b. Technical Committee – Victor Ramos

i. Investigative Regulatory Committee update

- 1. Marshall Kanehailua sent out the email to the PSAPs and the letter to Hawaiian Telcom will be delivered to Stella Kam for review.

ii. FCC updates

- 1. The Executive Director provided the following update:

- a. The FCC adopted a second report and order requiring wireless carriers and interconnected over-the-top testing providers to be capable of deploying text-to-9-1-1 services by yearend.

The order doesn't require the delivery of texts to PSAP's from WiFi only locations or mobile satellite services and in-flight texting service or internet protocol relay service providers.

There are currently 121 PSAP's in 18 states that are now capable of accepting texts with several hundred more in the process of upgrading networks.

- b. The FCC Public Safety Bureau is tasked with establishing a taskforce to study 911 issues, including whether the PSAP's can operate more effectively and cost efficiently if there was consolidation and how to prevent states from diverting 911 funds for other purposes. The bureau is to include the task force members of CSRIC as well as representatives from states, localities and tribes.
- c. In a companion third notice of proposed rulemaking, the FCC is soliciting comments on other improvements to text-to-911. There is a proposal to require carriers to deliver the best available location information with texts and to require the support of roaming within two years. Additionally, it seeks comment on whether to extend the text-to-911 mandate to those providers that are not connected, such as private messaging apps used for purposes such as games or social media. It also seeks comments on extending the requirement to WiFi only networks, real time texting and telematics services.
- d. There is a major investigation currently underway with the FCC Enforcement Division on 9-1-1 outages. Hawaii is included in this investigation due to the number of outages experienced. Hawaiian Telcom has been requested to provide a report to the board due to the severity of the situation in that these have been statewide

outages affecting every PSAP in the state. Hawaii has had basically one a month since the cutover in January 28, 2014. This report will be provided to the board by the end of next week with specific details on each outage.

iii. Request for Approval:

1. KPD – HawTelcom T1 interface required for the Intrado E911 upgrade for the dispatch center -\$7,356.
  - a. Mr. Clayton Tom motioned to approve the HT T1 interface required for the Intrado E911 upgrade for the Kauai dispatch center subject to funding approval by the Finance Committee and final approval by the Board. The motion was seconded and approved unanimously by voice vote.
2. HFD – TRICON Conference (Sep2014, San Diego) (1)-\$3,000.
  - a. Tony Ramirez motion to amend the agenda to modify the request for approval for attendance by HFD from one individual to two at an increased cost of \$3,000 for a total of \$6,000. The motion was seconded and approved unanimously by voice vote.
  - b. There was a motion to approve attendance by 2 HFD personnel to the TRICOM Conference subject to funding by the Finance Committee and final approval by the Board. The motion was seconded and approved by voice vote.

iv. Others – none.

1. Tony Ramirez delivered a presentation on the differences between NG911 and FirstNet networks. A copy of his presentation slide is attached to the minutes.



2. Jeff Riewer asked the Hawaii PSAP to share their experiences during the recent tropical storm:
  - a. The Hawaii Fire Department experienced some power issues where it was discovered that power devices were incorrectly plugged into commercial power. The source of this error was unknown.
  - b. In addition there was a geothermal release which warranted evacuation but roads were blocked by fallen trees which prevented such evacuations.
  - c. As soon as the storm dissipated, normality resumed. The 911 system worked well during the entire disaster.

c. Finance Committee – Kiman Wong

i. Review of FY 2015 Cash Flow & Budget Financial report

1. Mr. Kiman Wong provide the following summary of the financial results of the first month of FY2015:

- a. Revenue receipts - \$766,892.
- b. Disbursements - \$41,889
- c. Encumbrance pay down - \$455,872.
- d. Net Bank Balance - \$12,773,330
- e. Unencumbered bank balance - \$9,787,515.
- f. Mr. Courtney Tagupa acknowledged that one of the wireless service providers filed for Chapter 11 bankruptcy and currently owes the E911 Fund \$2,952. The AG's office has been informed and will be filing a claim in bankruptcy court for the full amount owing the Board.

ii. Approval for funding:

- a. KPD – HawTelcom T1 interface required for the Intrado E911 upgrade for the dispatch center - \$7,356.
- b. Mr. Mark Wong motioned to approve funding for the HT T1 interface required for the Intrado E911 upgrade for the Kauai dispatch center in the amount of \$7,356 subject to final approval by the Board. The motion was seconded and approved unanimously by voice vote.

2. TRICON Conference (Sep2014;SanDiego)

- a. EMS –additional funding of \$2,000 to be added to \$4,000 previously approved for a total of \$6,000 for two (2) attendees.
- b. Mr. Roy Irei motioned to approve the additional \$2,000 of funding for a total of \$6,000 for two EMS personnel to attend the TRCON Conference subject to final approval by the Board. The motion was seconded and approved unanimously by voice vote.
- c. HFD – (1) \$3,000.
  - i. There was a motion to amend the agenda to modify the request for approval for attendance by HFD from one individual to two at an increased cost of \$3,000 for a total of \$6,000. The motion was seconded and approved unanimously by voice vote.
  - ii. Ryan Freitas motioned to approve funding in amount of \$6,000 for two HFD personnel to attend the TRICON Conference subject to final approval by the Board. The motion

was seconded and approved unanimously by voice vote.

- iii. Update on procurement of Independent CPA auditor.
  1. Courtney Tagupa stated that as a result of repercussions of the PKF's elimination of their auditing services, it was decided to delay procurement of a replacement auditing firm by one month. The current outlook is for delivery of the final audit report during the November 2014 Board meeting remains on track.
- iv. Discussion on RCUH and Other Alternatives for consideration to provide Administrative and Executive Services.
  1. Mr. Roy Irei requested if anyone wishes to provide testimony to the discussion at hand.
  2. Ms. Davlynn Racadio responded by stating that the RFP process may be preferable to the RCUH route.
  3. Mr. Roy Irei responded that the RCUH solution was the result of the following reasons:
    - a. Provide stability to the Board.
    - b. The RCUH path would provide a temporary measure for 18 months to determine if this is the right path for the Board.
    - c. The Board decided to retract its decision in order to hear the feedback from the committees.
    - d. The required skill set and scope of services for the RCUH positions are the same as within the TKC Contract.
  4. Mr. Marshall Kanehailua expressed his concern over that this would approach provides no cost savings from the RCUH path.

5. Mr. Clayton Tom recommended that the RFP process would be preferable to assure qualified personnel.
6. Mr. Tony Ramirez commented that the state has a 911 coordinator. However the 911 Coordinator is part of the approved headcount of the Civil Defense so their permission will be required to transfer that position to the E911 Board.
7. Mr. Mark Begley stated that the Board reviewed all options regarding the matter and came to the conclusion that the RCUH option appeared to be the most efficient route to find qualified individuals but did not bar the Board from utilizing an RFP or consulting services. The goal was to find the best option for the PSAPs and the State of Hawaii.
8. The Executive Director offered assistance to the board for a transition to hire permanent employees. To accomplish this it is imperative to build a new department with the right personnel with the right skills set to accomplish the goals of the board. Most state programs require three to five FTE's. For Hawaii, the Executive Director recommended an Executive Director, a Financial Administrator, a Coordinator that works with the PSAP's, Counties, and Community, and a clerical assistant. Beyond this basic staff the board will need to consider consultants to assist with outside expertise on regulatory, legislative, and technical matters.
9. Mr. Mark Wong stated the following:
  - a. Most functions of the Executive Director are administrative in nature which most executives can handle. However, the technical expertise of

the 911 Board will more likely come from consultants.

- b. Fiscal irresponsibility can take two forms: by spending too much money or by spending too little funds.
- c. It would be a mistake to assume that the Board will save money by making the changes to the Executive Director services and more likely the Board will be spending more money due to the anticipated additional responsibilities that will be required.
- d. The game plan should be to have the administrative responsibilities handled by contract employees and hire consultants to handle the more specialized responsibilities such as legal, legislative and industry issues.

10. The following are answers to questions presented by Mr. Tejada:

- a. Why was RCUH used?
  - i. Most of the questions were answered by Roy Irei, i.e., RCUH proved to be the best solution for the Board's purpose after extensive research by the Board's investigative committee.
- b. Kerry Yoneshige added that RCUH is a temporary measure approved by the governor only one time for 18 months for permanent employees for the Board.
- c. The proposed new hires will be employees of RCUH but will be accountable to the Board.

- d. Although RCUH does not have the expertise in 911, they are the conducting a recruitment to hire qualified temporary employees under the direction of the Board.
- e. The final hiring decisions will be made by the Board.

11. Clayton Tom stated the following:

- a. The Maui PSAP recommends an RFP be used to assure the expertise in the Executive Director position.

12. Roy Irei motioned to proceed with RCUH to provide Executive Director and Assistant Executive Director Services to the E911 Board subject to final approval by the Board. The motion was seconded and approved by voice vote.

13. Roy Irei motioned to include Kenison Tejada as a member of the selection committee for the Executive Director and the Assistant Executive Director. The motion was seconded and approved by voice vote.

## **VI. PSAP Status Updates**

a. Kauai – Mark Begley

i. Ms. Lavina Taovao stated the following:

- 1. Kauai experienced no problems with the 911 system and or abandon calls during the storm.
- 2. Kauai did not experience the difficulties of Hawaii and Maui.

b. Oahu – Dave Kajihiro

- i. Major Correia had nothing to report.
- ii. Battalion Commander Gary Lum expressed his appreciation for all the help HFD received from DIT and Hawaiian Telcom during the storm.

- c. Molokai – Victor Ramos
  - i. No problems due to the storm.
- d. Maui – Clayton Tom
  - i. Davlynn Racadio experience little problems during the storm and there were no issues. She also expressed her appreciation for the great support from the agencies.
- e. Hawaii – Marshall Kanehailua
  - i. Dave Kajihiro stated that during the storm there were few reports from the media. Marshall Kanehailua stated that the main thoroughfares of Puna were blocked and an assessment of the conditions in Puna at the time of the storm was difficult.

**VII. Items for Discussion, Consideration and Action**

- a. 911 Timeline update – There was a renewed request for continued updates.
- d. Others

**VIII. Announcements**

- i. Next meeting date: Tuesday, September 9, 2014
- a. Future meeting dates (10am – 12noon).
  - ii. Tuesday, October 7, 2014
  - iii. **Thursday**, November 13, 2014 (**Joint meeting with Board**)
  - iv. Tuesday, December 9, 2014
- b. Others
  - i. Tony Ramirez expresses his appreciation to the PSAPs for their outstanding performance during the storm.
  - ii. Davlynn Racadio expressed her appreciation to the Board for the opportunity to attend the many conferences available to the PSAPs.

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

**X. Adjournment**

a. The meeting was adjourned at 12:10 pm.

APPROVED 9/11/2014



**AKIMEKA**

A Subsidiary of VSE Corporation

# NG9-1-1 and FirstNet are Intended to be Public Safety Companion Networks

## NG9-1-1

- ✓ NG9-1-1 is an Internet Protocol (IP) based system comprised of managed Emergency Services IP Networks (ESInets), functional elements (applications), and databases that replicate traditional E9-1-1 features and functions and provides additional capabilities.
- ✓ An ESInet is a managed IP network that is used for emergency services communications, and which can be shared by all public safety agencies.
- ✓ Provides the public access to the 9-1-1 network from any device
- ✓ Databases are utilized to assist with the location of the 9-1-1 calling party (Location, Location, Location) and 9-1-1 Call Routing to the PSAP location Functions within the PSAPs.
- ✓ Primarily supports Call Taking and 9-1-1 Caller location Functions within the PSAPs.
- ✓ Funded by the public through Federal 9-1-1 Laws and Tariffs for 9-1-1 purposes only

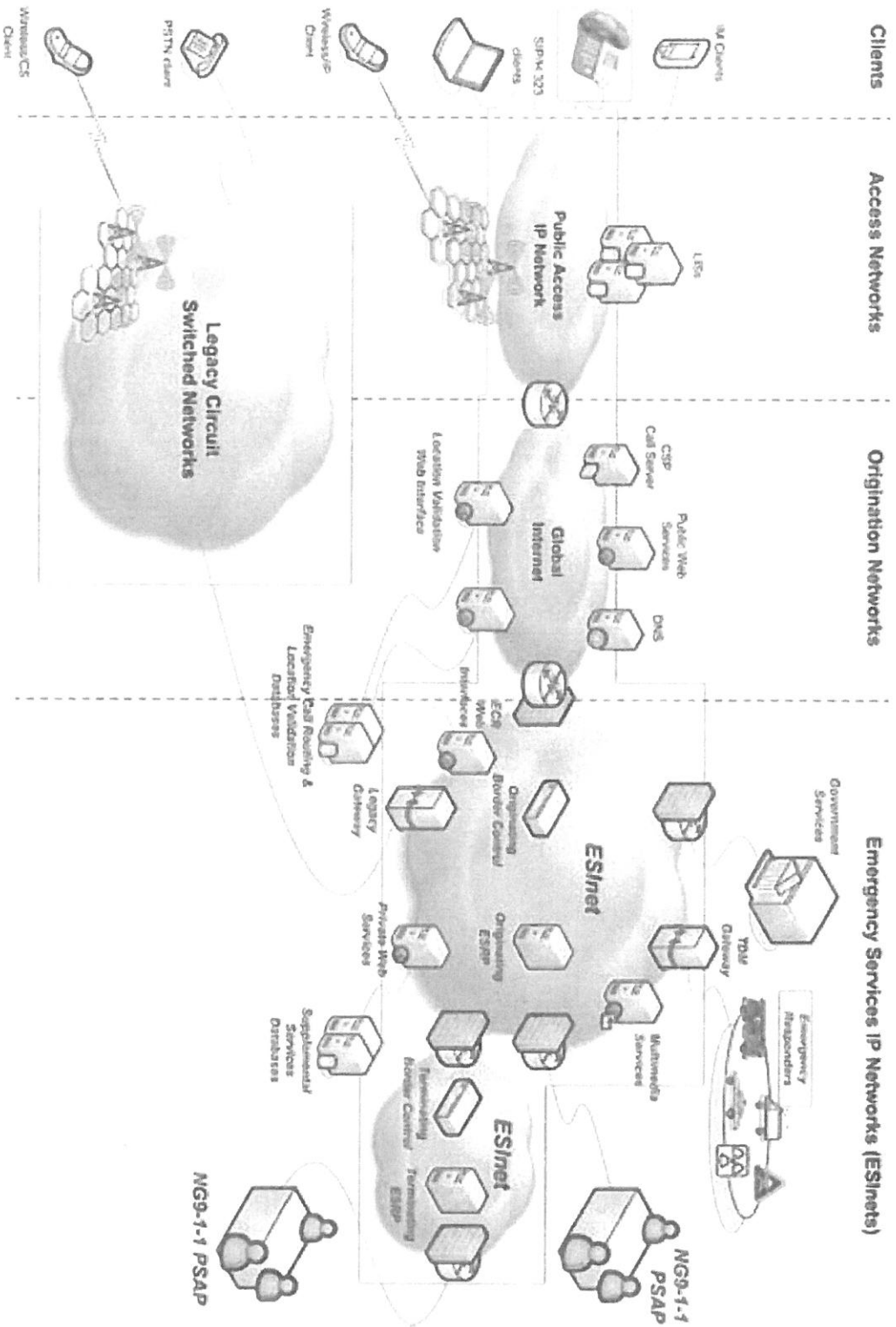
## FirstNet

- ✓ FirstNet is an NTIA initiative to provide emergency responders with the first nationwide, high-speed network dedicated to public safety. FirstNet will be a force multiplier, increasing collaboration to help emergency responders save more lives, solve more crimes, and keep our communities safer.
- ✓ The Middle Class Tax Relief and Job Creation Act of 2012, which mandated the creation of a nationwide interoperable wireless broadband network that will enable police, firefighters, emergency medical service professionals, and other public safety officials to more effectively communicate and do their jobs.
- ✓ Intent is to provide a Public Safety Broadband Emergency Network utilizing LTE technology
- ✓ Intent is to primarily support Dispatch, Response, Report Writing, and Responder Safety Functions OUTSIDE of the PSAP.
- ✓ Funded by the Law and the projected proceeds from the 2014 Spectrum Auction

**AKIMEKA**

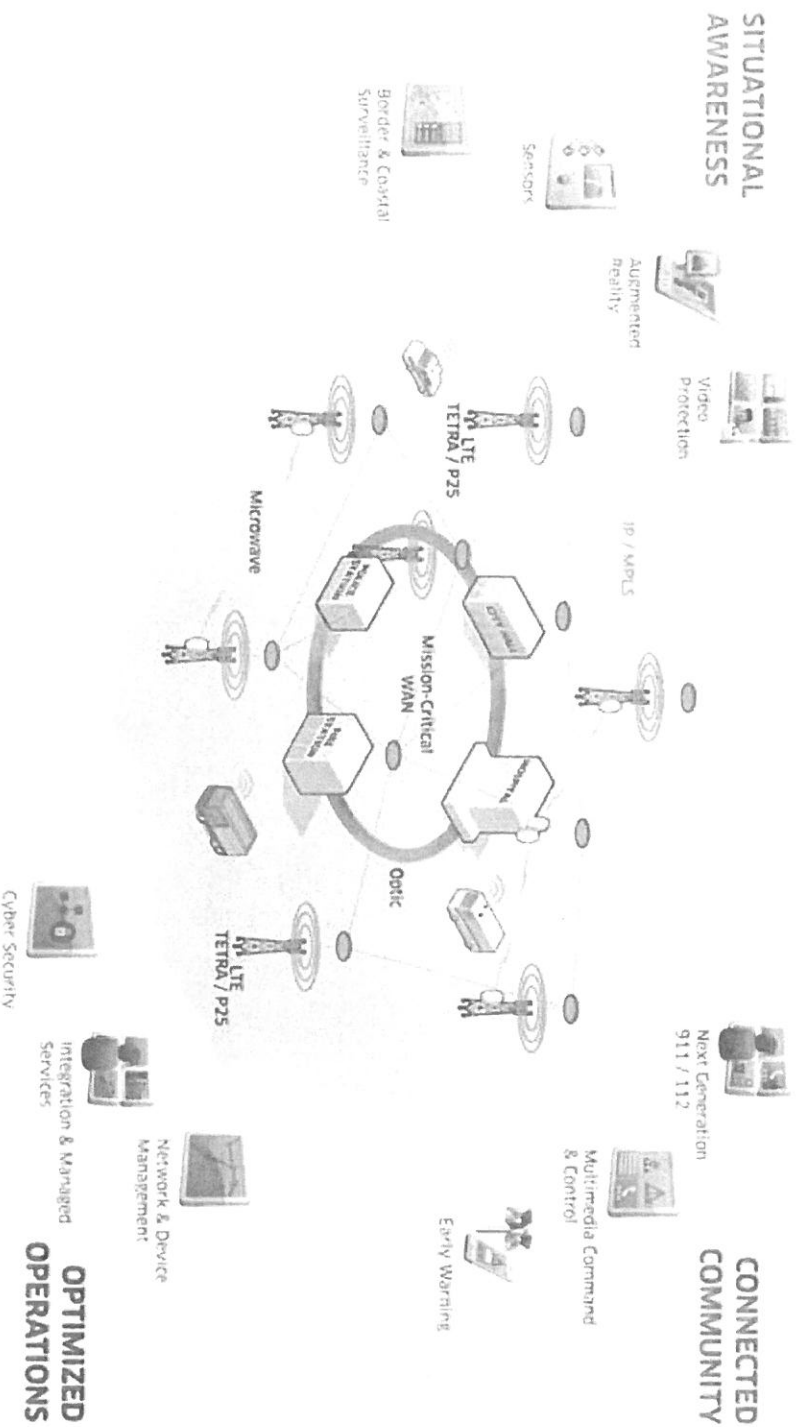
A Subsidiary of VSE Corporation

# NENA NG 9-1-1 Model

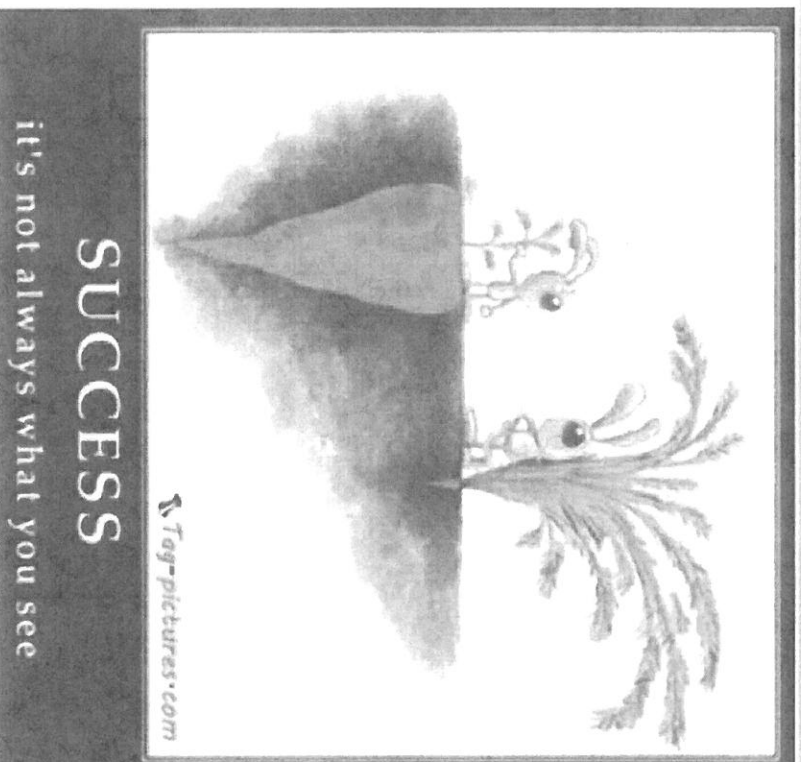


# Public Safety FirstNet Model

## Dynamic Communications for Public Safety



# Questions?



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**HAWAII ENHANCED 911 BOARD  
STATEMENT OF CASH FLOWS  
For month ending July 31, 2014**

| <b>Budget Analysis</b>              |                  |                      |                             |
|-------------------------------------|------------------|----------------------|-----------------------------|
| <b>FY 2014-15</b>                   | <b>Actuals</b>   | <b>Annual Budget</b> | <b>% of Budget Expended</b> |
|                                     | <b>July 2014</b> |                      |                             |
| <b>Receipts:</b>                    |                  |                      |                             |
| Enhanced 911 Surcharge Collection   | 766,780          | 9,080,000            | 8.4%                        |
| Interest Income                     | 112              | 2,500                | 4.5%                        |
|                                     |                  |                      |                             |
| <i>Receipts</i>                     | 766,892          | 9,082,500            | 8.4%                        |
| <b>Disbursements:</b>               |                  |                      |                             |
| Conference Travel                   | (6,097)          | (158,000)            | 3.9%                        |
| Non-Recurring Expenses              | (6,116)          | (1,848,000)          | 0.3%                        |
| <b>Recurring Expenses:</b>          |                  |                      |                             |
| Administration                      | (32,443)         | (1,264,765)          | 2.6%                        |
| Maintenance                         | (0)              | (3,533,551)          | 0.0%                        |
| Telecommunications                  | (1,004)          | (2,097,998)          | 0.0%                        |
| Other                               | 3,770            | (7,600)              | -49.6%                      |
|                                     |                  |                      |                             |
| <i>Disbursements</i>                | (41,889)         | (8,909,914)          | 0.5%                        |
|                                     |                  |                      |                             |
| <i>Net Receipts/(Disbursements)</i> | 725,003          | 172,586              |                             |
| <b>Cash Flow Analysis</b>           |                  |                      |                             |
|                                     |                  |                      |                             |
| <i>Net Receipts/(Disbursements)</i> | \$ 725,003       |                      |                             |
|                                     |                  |                      |                             |
| <b>Encumbrance Paydowns:</b>        |                  |                      | <b>Encumb. Bal.</b>         |
| FY 2011 (Kauai)                     |                  |                      | 419,000                     |
| FY 2012 (HFD/EDS/HPD)               |                  |                      | 751,432                     |
| FY 2014                             | (455,522)        |                      | 1,815,383                   |
| Accounts Receivable (Offset)        | (350)            |                      | 2,952                       |
| Net Encumbrance Adds/(Paydown)      | (455,872)        |                      |                             |
| Net Cash Inflow/(Outflow)           | 269,132          |                      |                             |
|                                     |                  |                      |                             |
| <b>Bank Balance Analysis:</b>       |                  |                      |                             |
| ADD: July 1, 2014 Beginning Balance | 12,504,198       |                      |                             |
| Net Bank Balance                    | 12,773,330       |                      |                             |
| Outstanding Ecumb/Accruals          | (2,985,815)      |                      |                             |
| Unencumbered Cash Balance           | \$ 9,787,515     |                      |                             |

**HAWAII ENHANCED 911 BOARD**  
**STATEMENT OF CASH FLOWS**  
For month ending July 31, 2014

|   | Hawaii PSAP | Kauai PSAP | Maui PSAP | Oahu PSAP | ADMIN    | TOTAL    |               |                        |
|---|-------------|------------|-----------|-----------|----------|----------|---------------|------------------------|
| FY 2014-15 MONTH OF JULY 2014             | 1 mos.      | 1 mos.     | 1 mos.    | 1 mos.    | 1 mos.   | 1 mos.   | ANNUAL Budget | \$ Over/(under) Budget |
| <b>Total RECEIPTS</b>                     | -           | -          | -         | -         | 766,892  | 766,892  | -             | 766,892                |
| <b>DISBURSEMENTS:</b>                     |             |            |           |           |          |          |               |                        |
| 6200 CONFERENCES                          |             |            |           |           |          |          |               |                        |
| 6201 911 Goes to WashDC                   | (150)       | -          | -         | -         | -        | (150)    | -             | (150)                  |
| 6204 APCO Conference                      | -           | -          | -         | -         | -        | -        | 49,400        | (49,400)               |
| 6214 Nena Conference                      | -           | -          | (2)       | 6,248     | -        | 6,247    | -             | 6,247                  |
| 6222 TriTech CAD Users                    | -           | -          | -         | -         | -        | -        | 10,000        | (10,000)               |
| 6200 CONFERENCES - Other                  | -           | -          | -         | -         | -        | -        | 98,600        | (98,600)               |
| <b>Total 6200 CONFERENCES</b>             | (150)       | -          | (2)       | 6,248     | -        | 6,097    | 158,000       | (151,903)              |
| 6300 Non-RECURRING                        |             |            |           |           |          |          |               |                        |
| 6301 CAD Replac/Upgrade                   |             |            |           |           |          |          |               |                        |
| 6301.01 EMS                               | -           | -          | -         | 6,949     | -        | 6,949    | -             | 6,949                  |
| 6301.02 Hawai'i Police Dept               | -           | -          | -         | -         | -        | -        | 1,500,000     | (1,500,000)            |
| 6301.04 Honolulu Police                   | -           | -          | -         | (833)     | -        | (833)    | -             | (833)                  |
| <b>Total 6301 CAD Replac/Upgrade</b>      | -           | -          | -         | 6,116     | -        | 6,116    | 1,500,000     | (1,493,884)            |
| 6302 CMLs for Altern Dispat               | -           | -          | -         | -         | -        | -        | 300,000       | (300,000)              |
| 6303 Computers                            |             |            |           |           |          |          |               |                        |
| 6303.20 Dispatch Software                 | -           | -          | -         | -         | -        | -        | 5,000         | (5,000)                |
| <b>Total 6303 Computers</b>               | -           | -          | -         | -         | -        | -        | 5,000         | (5,000)                |
| 6306 Training                             |             |            |           |           |          |          |               |                        |
| 6306.11 Training (CAD) HPD                | -           | -          | -         | -         | -        | -        | 16,000        | (16,000)               |
| 6306.12 TriTechCADSystAdm                 | -           | -          | -         | -         | -        | -        | 5,000         | (5,000)                |
| 6306.122 CAD TriTech EMS                  | -           | -          | -         | -         | -        | -        | 5,000         | (5,000)                |
| <b>Total 6306.12 TriTechCADSystAdm</b>    | -           | -          | -         | -         | -        | -        | 5,000         | (5,000)                |
| 6306.14 NG Text to 911 Refresh            | -           | -          | -         | -         | -        | -        | 22,000        | (22,000)               |
| <b>Total 6306 Training</b>                | -           | -          | -         | -         | -        | -        | 43,000        | (43,000)               |
| <b>Total 6300 Non-RECURRING</b>           | -           | -          | -         | 6,116     | -        | 6,116    | 1,848,000     | (1,841,884)            |
| 6400 RECURRING EXPENSES                   |             |            |           |           |          |          |               |                        |
| 6401 ADMINISTRATION                       |             |            |           |           |          |          |               |                        |
| 6401.01 Exec Dir. Services                | -           | -          | -         | -         | 28,438   | 28,438   | 368,550       | (340,113)              |
| 6401.02 ElectronSignatur                  | -           | -          | -         | -         | -        | -        | 200           | (200)                  |
| 6401.05 Audit Expense                     | -           | -          | -         | -         | -        | -        | 12,500        | (12,500)               |
| 6401.06 Bank Charge                       | -           | -          | -         | -         | -        | -        | 100           | (100)                  |
| 6401.08 Board Member Travel               | -           | -          | -         | -         | 1,452    | 1,452    | 35,000        | (33,548)               |
| 6401.09 DB&F Assessments                  |             |            |           |           |          |          |               |                        |
| 6401.0101 DB&F Admin. Assess              | -           | -          | -         | -         | 31       | 31       | 175,000       | (174,969)              |
| 6401.0102 DB&F Rev Assessment             | -           | -          | -         | -         | -        | -        | 452,500       | (452,500)              |
| <b>Total 6401.09 DB&amp;F Assessments</b> | -           | -          | -         | -         | 31       | 31       | 627,500       | (627,469)              |
| 6401.12 NASNA Dues                        | -           | -          | -         | -         | -        | -        | 215           | (215)                  |
| 6401.13 Parking Permits                   | -           | -          | -         | -         | -        | -        | 200           | (200)                  |
| 6401.15 WSP Cost Recovery                 |             |            |           |           |          |          |               |                        |
| 6401.0101 Sprint/Nextel                   | -           | -          | -         | -         | (36,000) | (36,000) | -             | (36,000)               |
| 6401.15 WSP Cost Recovery - Other         | -           | -          | -         | -         | 38,522   | 38,522   | 70,000        | (31,478)               |
| <b>Total 6401.15 WSP Cost Recovery</b>    | -           | -          | -         | -         | 2,522    | 2,522    | 70,000        | (67,478)               |
| 6401.17 ADA Compliance                    | -           | -          | -         | -         | -        | -        | 500           | (500)                  |
| 6401.18 AG Legal Fees                     | -           | -          | -         | -         | -        | -        | 100,000       | (100,000)              |
| 6401.19 Public Education                  | -           | -          | -         | -         | -        | -        | 50,000        | (50,000)               |
| <b>Total 6401 ADMINISTRATION</b>          | -           | -          | -         | -         | 32,443   | 32,443   | 1,264,765     | (1,232,322)            |
| 6402 MAINTENANCE                          |             |            |           |           |          |          |               |                        |
| 6402.02 Imagery Lic Agree                 | -           | -          | -         | -         | -        | -        | 1,116,896     | (1,116,896)            |
| 6402.05 Logging RecordMaint               | -           | -          | -         | -         | -        | -        | 60,775        | (60,775)               |
| 6402.07 0011 9-1-1MSAG Maint.             | 0           | -          | -         | -         | -        | 0        | 1,312,521     | (1,312,521)            |
| 6402.08 CAD Maintenance                   | -           | -          | -         | -         | -        | -        | 1,038,752     | (1,038,752)            |
| 6402.13 Software Maintenance              |             |            |           |           |          |          |               |                        |
| 6402.131 Integraph DB S/W Maint           | -           | -          | -         | -         | -        | -        | 4,607         | (4,607)                |
| <b>Total 6402.13 Software Maintenance</b> | -           | -          | -         | -         | -        | -        | 4,607         | (4,607)                |
| <b>Total 6402 MAINTENANCE</b>             | 0           | -          | -         | -         | -        | 0        | 3,533,551     | (3,533,551)            |
| 6403 Other RECURRING                      |             |            |           |           |          |          |               |                        |
| 6403.01 Telcom Charges                    |             |            |           |           |          |          |               |                        |
| 6403.0101 Alt. PSAP 9-1-1 Del             | -           | -          | -         | -         | -        | -        | 232,132       | (232,132)              |
| 6403.0102 Long Distance                   | 29          | -          | 29        | -         | -        | 57       | 2,160         | (2,103)                |
| 6403.0103 Mileage                         | -           | -          | -         | 946       | -        | 946      | 11,353        | (10,407)               |
| 6403.0109 Telcom Trunk                    | -           | -          | -         | -         | -        | -        | 1,643,237     | (1,643,237)            |
| 6403.0110 Ocean Safety                    |             |            |           |           |          |          |               |                        |
| 6403.0110.1 CML                           | -           | -          | -         | 1,663     | -        | 1,663    | -             | 1,663                  |
| 6403.0110.2 Centrex                       | -           | -          | -         | 395       | -        | 395      | -             | 395                    |
| 6403.0110.3 Mileage                       | -           | -          | -         | 67        | -        | 67       | -             | 67                     |
| 6403.0110 Ocean Safety - Other            | -           | -          | -         | (2,124)   | -        | (2,124)  | -             | (2,124)                |
| <b>Total 6403.0110 Ocean Safety</b>       | -           | -          | -         | 0         | -        | 0        | -             | 0                      |
| 6403.0112 HPD CML Viper-Kapolei           | -           | -          | -         | -         | -        | -        | 140,916       | (140,916)              |
| 6403.0114 SD Viper (OSL) (3)              | -           | -          | -         | -         | -        | -        | 43,500        | (43,500)               |
| 6403.0115 Text-to-911 Service             | -           | -          | -         | -         | -        | -        | 24,100        | (24,100)               |
| 6403.0116 Alt PSAP Call Route             | -           | -          | -         | -         | -        | -        | 600           | (600)                  |
| <b>Total 6403.01 Telcom Charges</b>       | 29          | -          | 29        | 947       | -        | 1,004    | 2,097,998     | (2,096,994)            |
| 6403.02 EMS Tower Lease                   | -           | -          | -         | (3,770)   | -        | (3,770)  | 7,600         | (11,370)               |
| <b>Total 6403 Other RECURRING</b>         | 29          | -          | 29        | (2,823)   | -        | (2,766)  | 2,105,598     | (2,108,364)            |
| <b>Total 6400 RECURRING EXPENSES</b>      | 29          | -          | 29        | (2,823)   | 32,443   | 29,676   | 6,903,914     | (6,874,238)            |
| <b>Total Disbursements</b>                | (121)       | -          | 27        | 9,541     | 32,443   | 41,889   | 8,909,914     | (8,868,025)            |

**HAWAII ENHANCED 911 BOARD  
STATEMENT OF CASH FLOWS  
For month ending July 31, 2014**

| FY 2015 STRATEGIC BUDGET PLAN CHANGES               | HAWAII PSAP                            | OAHU PSAP    | MAUI PSAP    | KAUAI PSAP   | ADMIN        | CONFERENCE   | TOTAL        | Board Approval Date |
|---|--|--------------|--------------|--------------|--------------|--------------|--------------|---------------------|
|   | Approved FY 2015 Strategic Budget Plan | 2,503,550.00 | 2,869,518.00 | 1,050,738.00 | 1,063,343.00 | 1,264,765.00 | 158,000.00   | 8,909,914.00        |
| HPD - APCO Conference (3)                           |  | 10,500.00    |              |              |              | (10,500.00)  |              | 5/15/2014           |
| HPD - APCO Conference (1) APCO/NENA Pacific Chapter |  | 3,500.00     |              |              |              | (3,500.00)   |              | 5/15/2014           |
| KPD - APCO Conference (3)                           |  |              |              | 11,100.00    |              | (11,100.00)  |              | 5/15/2014           |
| Executive Director (2) APCO                         |  |              |              |              | 6,000.00     | (6,000.00)   |              | 6/10/2014           |
| MPD - APCO (2)                                      |  |              | 7,400.00     |              |              | (7,400.00)   |              | 6/10/2014           |
| Oahu DIT - (1) APCO                                 |  | 3,500.00     |              |              |              | (3,500.00)   |              | 6/10/2014           |
| HawPD - (2) APCO                                    | 7,400.00                               |              |              |              |              | (7,400.00)   |              | 6/10/2014           |
| EMS - (2) TRICON Conference (Sep28-Oct1, 2014)      |  | 4,000.00     |              |              |              | (4,000.00)   |              | 6/10/2014           |
| KPD- TRICON Conference (Sep28-1Oct2014)             |  |              |              | 6,000.00     |              | (6,000.00)   |              | 6/10/2014           |
| EMS-TRICCON Conference added funding (2)            |  |              |              |              |              |              |              |                     |
| HFD - TRICON Conference (1)                         |  |              |              |              |              |              |              |                     |
| KPD: Intrado interface                              |  |              |              |              |              |              |              |                     |
| Totals  | 2,510,950.00                           | 2,891,018.00 | 1,058,138.00 | 1,080,443.00 | 1,270,765.00 | 98,600.00    | 8,909,914.00 |                     |



**HAWAII ENHANCED 911 BOARD  
STATEMENT OF CASH FLOWS  
For month ending July 31, 2014**

| Summary of Encumbrances/Accruals:  |                     |                   |                   |                     |                   |                     |                   |                     |
|------------------------------------|---------------------|-------------------|-------------------|---------------------|-------------------|---------------------|-------------------|---------------------|
|                                    |                     |                   |                   |                     |                   |                     | TOTAL             | 7/31/2014           |
|                                    | Oahu                | Maui              | Kauai             | Hawaii              | Admin             | Total               | Paydowns          | Balance             |
| <i>FY 2011 Encumbrances:</i>       |                     |                   |                   |                     |                   |                     |                   |                     |
| CAD Upgrade:                       |                     |                   | 418,999.59        |                     |                   | 418,999.59          |                   | 418,999.59          |
| <i>FY 2012 Encumbrances:</i>       |                     |                   |                   |                     |                   | -                   |                   |                     |
| CAD Upgrades:                      |                     |                   |                   |                     |                   |                     |                   |                     |
| EMS/FIRE                           | 56,040.27           |                   |                   |                     |                   | 56,040.27           |                   | 56,040.27           |
| HPD                                | 695,392.00          |                   |                   |                     |                   | 695,392.00          |                   | 695,392.00          |
| <b>Total FY 2012 Encumbrances</b>  | <b>751,432.27</b>   | <b>-</b>          | <b>-</b>          | <b>-</b>            | <b>-</b>          | <b>751,432.27</b>   | <b>-</b>          | <b>751,432.27</b>   |
| <i>FY 2014 Accruals</i>            |                     |                   |                   |                     |                   |                     |                   |                     |
| CAD Upgrade                        | 31,000.00           |                   |                   | 1,500,000.00        |                   | 1,531,000.00        | 31,000.00         | 1,500,000.00        |
| CAD Maintenance                    |                     |                   |                   | 66,517.78           |                   | 66,517.78           | 66,517.78         | -                   |
| DB&F Rev. Assessment               |                     |                   |                   |                     | 8,306.31          | 8,306.31            | 8,306.31          | -                   |
| DB&F Admin. Assessment             |                     |                   |                   |                     | 55,632.35         | 55,632.35           | 55,632.35         | -                   |
| AG Legal Expenses for IRC          |                     |                   |                   |                     | 25,000.00         | 25,000.00           |                   | 25,000.00           |
| NENA Conference                    |                     | 6,600.00          |                   |                     |                   | 6,600.00            | 6,600.00          | -                   |
| Imagery License Agreement          | 127,150.00          |                   |                   |                     |                   | 127,150.00          |                   | 127,150.00          |
| WSP Recovery-Sprint                |                     |                   |                   |                     | 36,000.00         | 36,000.00           | 36,000.00         | -                   |
| MSAG & GIS                         | 90,290.34           | 86,911.73         | 27,535.21         | 25,637.24           |                   | 230,374.52          | 115,927.58        | 114,446.94          |
| Microwave Antenna Lease            | 3,770.00            |                   |                   |                     |                   | 3,770.00            | 3,770.00          | -                   |
| Ocean Safety-Telecom               | 2,124.40            |                   |                   |                     |                   | 2,124.40            | 2,124.40          | -                   |
| HawTelcom CML Positions            | 78,906.78           | 46,415.76         | 18,578.30         | 25,528.66           |                   | 169,429.50          | 127,643.32        | 41,786.18           |
| HT CML Viper (Kapolei)             | 5,500.00            |                   |                   |                     |                   | 5,500.00            |                   | 5,500.00            |
| HT CML Viper (Alapai)              | 1,500.00            |                   |                   |                     |                   | 1,500.00            |                   | 1,500.00            |
| Board & Committee Travel           |                     |                   |                   |                     | 2,000.00          | 2,000.00            | 2,000.00          | -                   |
| <b>Total FY 2014 Accruals</b>      | <b>340,241.52</b>   | <b>139,927.49</b> | <b>46,113.51</b>  | <b>1,617,683.68</b> | <b>126,938.66</b> | <b>2,270,904.86</b> | <b>455,521.74</b> | <b>1,815,383.12</b> |
|                                    |                     |                   |                   |                     |                   |                     |                   |                     |
| <b>Total Encumbrances/Accruals</b> | <b>1,091,673.79</b> | <b>139,927.49</b> | <b>465,113.10</b> | <b>1,617,683.68</b> | <b>126,938.66</b> | <b>3,441,336.72</b> | <b>455,521.74</b> | <b>2,985,814.98</b> |

# Oahu Civilian 9-1-1 Status Report

*July 1, 2014 – July 31, 2014*

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# Oahu Civilian E9-1-1 Status Report

## July 1, 2014 – July 31, 2014

### 1 PSAP Operations

#### 1.1 9-1-1 Call Volume – July 2014

(Source: Intrado Viper)

(\*) 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        |                  |
| 2014                           | 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 Calls Abandoned by Caller | % of Total Calls | No. of Other Calls | % of Total Calls |
| July                           | 91,297                      | 24,331                | 23.61%           | 66,966                | 73.35%           | 54.82%                   | 18.53%                   | 2,739             | 3.00%            | 37                       | 0.04%            | 2,070              | 2.27%            | 13,327                                 | 14.60%           | 426                | 0.47%            |

## Oahu Civilian E9-1-1 Status Report July 1, 2014 – July 31, 2014

### 1.2 9-1-1 Call Volume – Calendar Year 2014

| 9-1-1 Primary PSAP Call Volume |                             |                       |                  |                       |                  |                          |                          |                   |                  |                          |                  |                    |                  |  |                  |                            |                  |
|--------------------------------|-----------------------------|-----------------------|------------------|-----------------------|------------------|--------------------------|--------------------------|-------------------|------------------|--------------------------|------------------|--------------------|------------------|--|------------------|----------------------------|------------------|
| Honolulu City & County PSAPs   |                             | Wireline Calls        |                  | Wireless Calls        |                  |                          |                          | VOIP Calls        |                  | Calls with No ALI        |                  | Admin Calls        |                  | Abandoned Calls                        |                  | Other Calls                |                  |
| 2014                           | 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 Calls Abandoned by Caller | % of Total Calls | No. of Total Call Received | % of Total Calls |
| January                        | 81,098                      | 19,764                | 24.37%           | 57,369                | 70.74%           | 50.56%                   | 20.18%                   | 178               | 0.22%            | 3,787                    | 4.67%            | 1,946              | 2.40%            | 12,235                                 | 15.09%           | 486                        | 0.60%            |
| February                       | 75,497                      | 18,557                | 24.58%           | 53,565                | 70.95%           | 50.60%                   | 20.35%                   | 174               | 0.23%            | 3,201                    | 4.24%            | 1,830              | 2.42%            | 10,227                                 | 13.55%           | 436                        | 0.58%            |
| March                          | 82,191                      | 18,633                | 22.67%           | 58,684                | 71.40%           | 51.74%                   | 19.66%                   | 2,342             | 2.85%            | 2,531                    | 3.08%            | 1,719              | 2.09%            | 12,470                                 | 15.50%           | 334                        | 0.41%            |
| April                          | 78,155                      | 17,655                | 22.59%           | 56,170                | 71.87%           | 52.43%                   | 19.44%                   | 2,384             | 3.05%            | 1,946                    | 2.49%            | 2,023              | 2.59%            | 11,252                                 | 14.40%           | 318                        | 0.41%            |
| May                            | 86,178                      | 19,795                | 22.97%           | 62,763                | 72.83%           | 53.84%                   | 18.99%                   | 2,689             | 3.12%            | 931                      | 1.08%            | 2,078              | 2.41%            | 12,047                                 | 13.98%           | 428                        | 0.50%            |
| June                           | 82,323                      | 19,362                | 23.52%           | 60,483                | 73.47%           | 54.51%                   | 18.96%                   | 2,445             | 2.97%            | 33                       | 0.04%            | 1,652              | 2.01%            | 12,773                                 | 15.52%           | 395                        | 0.48%            |
| July                           | 91,297                      | 24,331                | 23.61%           | 66,966                | 73.35%           | 54.82%                   | 18.53%                   | 2,739             | 3.00%            | 37                       | 0.04%            | 2,070              | 2.27%            | 13,327                                 | 14.60%           | 426                        | 0.47%            |
| August                         |                             |                       |                  |                       |                  |                          |                          |                   |                  |                          |                  |                    |                  |  |                  |                            |                  |
| September                      |                             |                       |                  |                       |                  |                          |                          |                   |                  |                          |                  |                    |                  |  |                  |                            |                  |
| October                        |                             |                       |                  |                       |                  |                          |                          |                   |                  |                          |                  |                    |                  |  |                  |                            |                  |
| November                       |                             |                       |                  |                       |                  |                          |                          |                   |                  |                          |                  |                    |                  |  |                  |                            |                  |
| December                       |                             |                       |                  |                       |                  |                          |                          |                   |                  |                          |                  |                    |                  |  |                  |                            |                  |
| YTD                            | 576,739                     | 138,097               |                  | 416,000               |                  |                          |                          | 12,951            |                  | 12,466                   |                  | 13,318             |                  | 84,331                                 |                  | 2,823                      |                  |
| MON AVG                        | 82,391                      | 19,728                | 23.47%           | 59,429                | 72.09%           | 52.64%                   | 19.44%                   | 1,850             | 2.21%            | 1,781                    | 2.23%            | 1,903              | 2.31%            | 12,047                                 | 14.66%           | 403                        | 0.49%            |

**Note:** Total Calls include Administrative calls that are not direct 9-1-1 calls.

**Note:** There were no call volume statistics between January 28, 2014, 2:11 p.m. HST, and January 28, 2014, 8:39 p.m. HST, while the PSAPs were on the 9-1-1 back-up system due to a Intrado .Viper System outage.

## Oahu Civilian E9-1-1 Status Report July 1, 2014 – July 31, 2014

### 1.3 9-1-1 Call Volume by Agency – July 2014

| 9-1-1 Call Volume by Agency |                             |                  |                           |                               |                       |                         |                       |                             |                  |                       |                         |                       |
|-----------------------------|-----------------------------|------------------|---------------------------|-------------------------------|-----------------------|-------------------------|-----------------------|-----------------------------|------------------|-----------------------|-------------------------|-----------------------|
| HPD                         |                             |                  |                           |                               |                       |                         |                       | HFD                         |                  |                       |                         |                       |
| 2014                        | 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 | Number of Other Calls | No. of Total Calls Received | % of Total Calls | Number of Admin Calls | Number of Dropped Calls | Number of Other Calls |
| July                        | 79,990                      | 87.62%           | 25,633                    | 39,876                        | 1,154                 | 13,327                  | 0                     | 2,512                       | 2.75%            | 135                   | 0                       | 0                     |

| 9-1-1 Call Volume by Agency (Continued) |                                |                  |                       |                         |                       |                                |                  |                       |                         |                       |
|---|--------------------------------|------------------|-----------------------|-------------------------|-----------------------|--------------------------------|------------------|-----------------------|-------------------------|-----------------------|
| EMS                                     |                                |                  |                       |                         |                       | OS                             |                  |                       |                         |                       |
| 2014                                    | Number of Total Calls Received | % of Total Calls | Number of Admin Calls | Number of Dropped Calls | Number of Other Calls | Number of Total Calls Received | % of Total Calls | Number of Admin Calls | Number of Dropped Calls | Number of Other Calls |
| July                                    | 8,299                          | 9.09%            | 711                   | 150                     | 0                     | 70                             | 0.08%            | 70                    | 2                       | 0                     |

## Oahu Civilian E9-1-1 Status Report July 1, 2014 – July 31, 2014

### 1.4 9-1-1 Call Volume by Agency – Calendar Year 2014

| 9-1-1 Call Volume by Agency |                             |                  |                        |                            |                    |                      |                             |                  |                    |                      |                             |                  |                    |                      |                             |                  |                    |                      |
|-----------------------------|-----------------------------|------------------|------------------------|----------------------------|--------------------|----------------------|-----------------------------|------------------|--------------------|----------------------|-----------------------------|------------------|--------------------|----------------------|-----------------------------|------------------|--------------------|----------------------|
| 2014                        | HPD                         |                  |                        |                            |                    |                      | HFD                         |                  |                    |                      | EMS                         |                  |                    |                      | OS                          |                  |                    |                      |
|                             | No. 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 |
| January                     | 70,176                      | 86.53%           | 18,601                 | 38,600                     | 921                | 12,054               | 2,270                       | 2.80%            | 88                 | 61                   | 8,108                       | 10.00%           | 888                | 111                  | 58                          | 0.07%            | 49                 | 9                    |
| February                    | 65,130                      | 86.27%           | 17,565                 | 36,503                     | 915                | 10,147               | 2,228                       | 2.95%            | 233                | 0                    | 7,662                       | 10.15%           | 642                | 78                   | 41                          | 0.05%            | 40                 | 2                    |
| March                       | 71,563                      | 87.07%           | 19,959                 | 38,383                     | 751                | 12,470               | 2,069                       | 2.52%            | 147                | 24                   | 8,153                       | 9.92%            | 750                | 95                   | 72                          | 0.09%            | 71                 | 6                    |
| April                       | 67,525                      | 86.40%           | 19,297                 | 36,199                     | 777                | 11,252               | 2,310                       | 2.96%            | 304                | 0                    | 7,940                       | 10.16%           | 887                | 172                  | 62                          | 0.08%            | 55                 | 7                    |
| May                         | 75,253                      | 87.32%           | 22828                  | 39,363                     | 1,015              | 12,47                | 2,403                       | 2.79%            | 333                | 0                    | 8,031                       | 9.32%            | 669                | 153                  | 63                          | 0.07%            | 61                 | 2                    |
| June                        | 73,876                      | 89.74%           | 22,021                 | 38,346                     | 901                | 12,608               | 0                           | 0.00%            | 0                  | 0                    | 8,021                       | 9.74%            | 721                | 152                  | 31                          | 0.04%            | 30                 | 13                   |
| July                        | 79,990                      | 113.98%          | 25,633                 | 39,876                     | 1,154              | 13,327               | 2,512                       | 2.75%            | 135                | 0                    | 8,299                       | 9.09%            | 711                | 150                  | 70                          | 0.08%            | 70                 | 2                    |
| August                      |                             |                  |                        |                            |                    |                      |                             |                  |                    |                      |                             |                  |                    |                      |                             |                  |                    |                      |
| September                   |                             |                  |                        |                            |                    |                      |                             |                  |                    |                      |                             |                  |                    |                      |                             |                  |                    |                      |
| October                     |                             |                  |                        |                            |                    |                      |                             |                  |                    |                      |                             |                  |                    |                      |                             |                  |                    |                      |
| November                    |                             |                  |                        |                            |                    |                      |                             |                  |                    |                      |                             |                  |                    |                      |                             |                  |                    |                      |
| December                    |                             |                  |                        |                            |                    |                      |                             |                  |                    |                      |                             |                  |                    |                      |                             |                  |                    |                      |
| YTD                         | 503,513                     |                  | 145,904                | 267,270                    | 6,434              | 71,858               | 13,792                      |                  | 1,240              | 85                   | 56,214                      |                  | 5,268              | 911                  | 397                         |                  | 376                | 41                   |
| MON AVG                     | 71,930                      | 91.05%           | 20,843                 | 38,181                     | 919                | 11,976               | 1,970                       | 2.40%            | 177                | 12                   | 8,031                       | 9.77%            | 753                | 130                  | 57                          | 0.07%            | 54                 | 6                    |

Note : Honolulu Fire Department Call Volume Numbers were not provided for June 2014.



## Oahu Civilian E9-1-1 Status Report July 1, 2014 – July 31, 2014

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### 1.5 PSAP Operation Notes

- (1) Total call volumes include Administrative calls. (Administrative calls = Calls originating on Administrative lines that required 911 service.)
- (2) "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.
- (3) "Abandoned" calls are included in the "Wireline" and "Wireless" counts respectively. The standard Intrado Viper reports provide a break-out of "Abandoned" calls between "Wireline" and "Wireless" calls.

### 1.6 Wireless Test – July 2014

| Date     | WSP  | Sites Tested | Sectors Tested | Tested By: | Test Pass/Fail      |
|----------|------|--------------|----------------|------------|---------------------|
| 07/03/14 | AT&T | 2            | 6              | Oahu PSAP  | Pass                |
| 07/29/14 | AT&T | 16           | 32             | Oahu PSAP  | Fail/vendor no show |
|          |      |              |                |            |                     |

There were two (2) scheduled Wireless 911 test in July 2014. The first scheduled test on 07/03/2014 was successfully tested. The second scheduled test was a no show on the vendor. No notification of cancellation was given.

## Oahu Civilian E9-1-1 Status Report July 1, 2014 – July 31, 2014

### 2 MSAG

#### 2.1 Current Month – July 2014

| 2014          |       | 9-1-1NET REQUESTS |        |          |        |        |       |                             |   |  |  | In Referred Status as of Report Month End (d) |        |         | In Suspended Status as of Report Month End (e) |              |
|---------------|-------|-------------------|--------|----------|--------|--------|-------|-----------------------------|---|--|--|---|--------|---------|--|--------------|
|               |       | MSAG TRANSACTIONS |        |          |        |        |       |                             | ALI TRANSACTIONS                                    |  |  | TN CR   | ALI-DR | VoIP DR | # of Transactions                              | TNs Affected |
| PSAP          | TOTAL | Total             | Change | Combined | Delete | Insert | Split | Customer Addresses Affected | County Address Change Request (TN CR) Submitted (a) | ALI Discrepancy (ALI-DR) Submitted (b) | VoIP Discrepancy (VoIP DR) Request Processed (c) |   |        |         |  |              |
| OAHU CIVILIAN | 777   | 103               | 87     | 1        | 5      | 3      | 7     | 1,874                       | 666   | 2                                      | 6  | 6   | 0      | 0       | 0  | 0            |

A total of 777 MSAG transactions were processed during the month of July 2014. 103 9-1-1Net requests were processed relating to the MSAG database, with 1,874 customer ANI/ALI (telephone/address) records updated as a direct result of Akimeka’s address research and GIS validation process. 666 Telephone Number Change Requests (TN CR), two ALI-DR, and six VoIP DR were processed in 9-1-1Net for updates and corrections to the ALI database. Streets and address ranges were validated against the GIS to ensure synchronization and an MSAG address was provided to the Telco. TN CRs must be validated against HT records and approved by the end user Hawaiian Telcom customer before updating the ALI record.

**There are 6 TN CRs in Referred status as of July 31, 2014.**

**Referred Status:** There are six TN CR records in Referred status as of July 31, 2014. Referred records 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 Intrado for correction, it must be verified against HT records and/or approved by the customer. Intrado's internal process requires calling each telephone customer individually for approval to update an address in the 9-1-1 database.

**There are no ALI DRs in Referred status as of July 31, 2014.**

**There are no VoIP DRs in Referred status as of July 31, 2014.**

**There are no Suspended Records as of July 31, 2014.**

## Oahu Civilian E9-1-1 Status Report July 1, 2014 – July 31, 2014

### 2.2 MSAG Year-to-Date (YTD) Summary – 2014

| OAHU CIVILIAN     |              | 9-1-1NET REQUESTS |              |           |           |           |            |                                 |   |  |  | In Referred Status as of Report Month End (d) |        |         | In Suspended Status as of Report Month End (e) |              |
|-------------------|--------------|-------------------|--------------|-----------|-----------|-----------|------------|---------------------------------|---|--|--|---|--------|---------|--|--------------|
|                   |              | MSAG TRANSACTIONS |              |           |           |           |            |                                 | ALI TRANSACTIONS                                    |  |  | TN CR   | ALI-DR | VoIP DR | # of Transactions                              | TNs Affected |
| 2014              | TOTAL        | Total             | Change       | Combined  | Delete    | Insert    | Split      | Customer Addresses Affected (*) | County Address Change Request (TN CR) Processed (a) | ALI Discrepancy (ALI-DR) Processed (b) | VoIP Discrepancy (VoIP DR) Processed (c) |   |        |         |  |              |
| December          |              |                   |              |           |           |           |            |                                 |   |  |  |   |        |         |  |              |
| November          |              |                   |              |           |           |           |            |                                 |   |  |  |   |        |         |  |              |
| October           |              |                   |              |           |           |           |            |                                 |   |  |  |   |        |         |  |              |
| September         |              |                   |              |           |           |           |            |                                 |   |  |  |   |        |         |  |              |
| August            |              |                   |              |           |           |           |            |                                 |   |  |  |   |        |         |  |              |
| July              | 777          | 103               | 87           | 1         | 5         | 3         | 7          | 1,874                           | 666   | 2                                      | 6  | 6   | 0      | 0       | 0  | 0            |
| June              | 411          | 243               | 153          | 10        | 51        | 3         | 26         | 15,959                          | 166   | 2                                      | 0  | 16  | 0      | 0       | 0  | 0            |
| May               | 349          | 313               | 298          | 1         | 8         | 3         | 3          | 3,509                           | 34  | 1                                      | 1  | 41  | 0      | 0       | 0  | 0            |
| April             | 780          | 465               | 421          | 7         | 2         | 2         | 33         | 16,682                          | 314   | 1                                      | 0  | 38  | 0      | 0       | 0  | 0            |
| March             | 500          | 499               | 396          | 13        | 19        | 5         | 66         | 27,257                          | 0   | 1                                      |  | 6   | 0      |         | 0  | 0            |
| February          | 405          | 287               | 274          | 0         | 0         | 3         | 10         | 33,576                          | 115   | 3                                      |  | 6   | 0      |         | 0  | 0            |
| January           | 470          | 434               | 363          | 14        | 1         | 3         | 53         | 23,748                          | 29  | 7                                      |  | 1   | 0      |         | 0  | 0            |
| <b>TOTAL YTD</b>  | <b>3,692</b> | <b>2,344</b>      | <b>1,992</b> | <b>46</b> | <b>86</b> | <b>22</b> | <b>198</b> | <b>122,605</b>                  | <b>1,324</b>  | <b>17</b>                              | <b>7</b>                                 |   |        |         |  |              |
| <b>AVG PER MO</b> | <b>527</b>   | <b>335</b>        | <b>285</b>   | <b>7</b>  | <b>12</b> | <b>3</b>  | <b>28</b>  | <b>17,515</b>                   | <b>189</b>  | <b>2</b>                               | <b>2</b>                                 |   |        |         |  |              |

Note: Revised categories and report format changes effective June 2012 with new Intrado TN CR functionality.

|                     |     |  |
|---------------------|-----|--|
| <b>Definitions:</b> | (a) | 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.  |
|                     | (b) | 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.  |
|                     | (c) | 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. |
|                     | (d) | Represents correction requests that have been referred by Intrado to the appropriate service provider and is awaiting approval to be updated in 9-1-1Net.  |
|                     | (e) | Represents correction requests that have been "paused" due to TN fallouts, range overlaps, or not having a valid address point. Intrado requires additional information from Akimeka/PSAP before the Telco approves the change.  |

## Oahu Civilian E9-1-1 Status Report July 1, 2014 – July 31, 2014

### 2.3 MSAG Communities Project

#### 2.3.1 MSAG Community and Street Segment Sweep – Phase II Status

Based on a verbal agreement between the Honolulu Police Department, as the Primary Civilian PSAP, and Akimeka, it was agreed that the Military MSAG should be updated to reflect the standardized and approved MSAG Community Names approved jointly by the Military and Oahu Civilian PSAPs to ensure interoperability. It was also agreed that this work effort will be completed by Akimeka on an “as we can get to it” basis.

Below is the latest status of the Phase II work effort as of **July 31, 2014**

| OMIL Existing Community Name | New Approved Community Name | MSAG Records | MSAG Transactions Required | Status                   | Notes/Comments  |
|------------------------------|-----------------------------|--------------|----------------------------|--------------------------|---|
| Bellows Airforce Station     | BELLOWS                     | 65           | 65                         | COMPLETED --<br>03/31/13 |   |
| Kaneohe MCAS                 | MCBH                        | 356          | 356                        | COMPLETED --<br>06/19/13 |   |
| Helemano Military Res        | HELEMANO                    | 33           | 33                         | COMPLETED --<br>06/24/13 |   |
| Naval Comm Sat Wahiawa       | NCTAMS PAC                  | 3            | 3                          | COMPLETED --<br>07/01/13 |   |
| NCTAMS                       | NCTAMS PAC                  | 12           | 12                         | COMPLETED --<br>07/09/13 |   |
| Naval Comm Stat Wahiawa      | NCTAMS PAC                  | 38           | 38                         | COMPLETED --<br>07/16/13 |   |
| Camp Stover                  | SCHOFIELD                   | 9            | 9                          | COMPLETED --<br>07/16/13 |   |
| East Range                   | SCHOFIELD                   | 3            | 3                          | COMPLETED --<br>07/16/13 |   |
| Schofield Barracks           | SCHOFIELD                   | 2            | 2                          | COMPLETED --<br>07/16/13 |   |
| Hicham AFB                   | HICKAM                      | 2            | 2                          | COMPLETED --<br>07/17/13 |   |
| Manana Naval Quarters        | MANANA                      | 37           | 37                         | COMPLETED --<br>07/17/13 |   |
| TAMC                         | TRIPLER                     | 9            | 9                          | COMPLETED --<br>07/19/13 |   |
| Fort Kam                     | HICKAM                      | 27           | 27                         | COMPLETED --<br>07/31/13 |   |
| Fort Derussy                 | FT DERUSSY                  | 6            | 6                          | COMPLETED --<br>07/31/13 |   |
| Hospital Point               | PEARL HBR                   | 2            | 2                          | COMPLETED --<br>08/12/13 |   |
| Naval Magazine Lualualei     | PEARL HBR                   | 2            | 2                          | COMPLETED --<br>08/12/13 |   |
| Hale Alii                    | PEARL HBR                   | 3            | 3                          | COMPLETED --<br>08/12/13 |   |
| Pearl Harbor                 | PEARL HBR                   | 86           | 86                         | COMPLETED --<br>08/12/13 | Nine (9) records did not receive the new community name. Eight (8) records due to overlapping with existing records (0 TNs) and one (1) record Akimeka does not have the authorization to change. |

## Oahu Civilian E9-1-1 Status Report July 1, 2014 – July 31, 2014

### 2.3.2 MSAG Community and Street Segment Sweep – Phase II Status (continued)

| OMIL Existing Community Name | New Approved Community Name | MSAG Records | MSAG Transactions Required | Status                   | Notes/Comments  |
|------------------------------|-----------------------------|--------------|----------------------------|--------------------------|---|
| Ford Island                  | FORD ISL                    | 147          | 147                        | COMPLETED --<br>09/03/13 |   |
| Regional Dispatch Center     | PEARL HBR                   | 3            | 3                          | COMPLETED --<br>10/03/13 |   |
| Schofield Bks                | SCHOFIELD                   | 661          | 661                        | COMPLETED --<br>01/30/14 | One record did not receive the new community name due to the overlapping with existing records (2 TNs). |
| Tripler AMC                  | TRIPLER                     | 116          | 116                        | COMPLETED --<br>02/18/14 |   |
| Wheeler AFB                  | SCHOFIELD                   | 11           | 11                         | COMPLETED --<br>02/20/14 |   |
| Hickam Air Force Base        | HICKAM                      | 3            | 3                          | COMPLETED --<br>02/24/14 |   |
| Wheeler                      | SCHOFIELD                   | 75           | 75                         | COMPLETED --<br>04/28/14 | One record did not receive the new community name due to the overlapping with existing records (0 TNs). |
| Fort Shafter                 | FT SHAFTER                  | 282          | 282                        | COMPLETED --<br>06/23/14 |   |

A total of 1,993 MSAG transactions have been completed thus far – **80% Complete**. An estimated 474 MSAG transactions remain to be submitted and processed.

Status of the Phase II effort will continue to be tracked until all 9-1-1Net MSAG transactions required have been completed.

## Oahu Civilian E9-1-1 Status Report July 1, 2014 – July 31, 2014

### 2.3.3 MSAG Community and Street Segment Sweep – Phase V

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

A meeting was held with the Oahu Civilian PSAPs and Akimeka on August 7, 2013, to review the Phase V project scope, schedule and timeline. Approval was received to proceed with Phase V and Phase VI after the completion of Phase V.

Below is the latest status of the Phase V work effort as of **July 31, 2014**:

| MSAG COMMUNITY<br>(In Order of Effort) | MSAG COMMUNITY AND STREET SEGMENT SWEEP -- PHASE V |                              |                            |                           |   | GIS UPDATES                     |                                     |
|--|--|------------------------------|----------------------------|---------------------------|---|---------------------------------|-------------------------------------|
|  | TARGET<br>START DATE                               | TARGET<br>COMPLETION<br>DATE | AKIMEKA<br>COMPLETION DATE | ACTUAL<br>COMPLETION DATE | NOTES/COMMENTS  | DATE GIS<br>DELIVERED<br>TO HPD | DATE GIS<br>LOADED TO<br>CAD BY HPD |
| Pearl HBR                              | 08/01/13   | 08/14/13                     | 08/12/13                   | 09/03/13                  | Data was not loaded due to discrepancies with the Common Places   | 08/23/13                        |                                     |
| Ford ISL                               | 08/15/13   | 09/03/13                     | 08/19/13                   | 09/03/13                  |   | 08/23/13                        |                                     |
| Makalapa                               | 09/04/13   | 09/06/13                     | 09/06/13                   | 09/06/13                  |   | 09/06/13                        | 09/11/13                            |
| Aliamanu                               | 09/09/13   | 09/13/13                     | 09/18/13                   | 09/19/13                  |   | 09/20/13                        | 09/23/13                            |
| Salt Lake                              | 09/16/13   | 09/23/13                     | 09/23/13                   | 09/23/13                  |   | 09/20/13                        | 09/23/13                            |
| Kalihi                                 | 09/24/13   | 10/21/13                     | 11/08/13                   | 12/02/13                  |   | 10/18/13                        | 10/29/13                            |
| Nuuanu                                 | 10/22/13   | 11/06/13                     | 11/12/13                   | 11/12/13                  | In 11/1/13 data, a discrepancy was identified with Beat recommendations within the CAD, therefore a new set of data was sent on 11/7/13 to resolve this | 11/1/2013,<br>11/7/13           | 11/12/13                            |
| Downtown                               | 11/07/13   | 11/18/13                     | 11/21/13                   | 11/21/13                  |   | 11/15/13                        | 11/25/13                            |
| Kakaako                                | 11/19/13   | 11/26/13                     | 11/27/13                   | 11/27/13                  |   | 11/29/13                        | 12/06/13                            |
| Ala Moana                              | 11/27/13   | 12/04/13                     | 12/04/13                   | 12/11/13                  |   | 12/13/13                        | 12/19/13                            |
| Honolulu                               | 12/05/13   | 12/16/13                     | 12/13/13                   | 12/20/13                  |   | 12/27/13                        | 01/03/14                            |
| Punchbowl                              | 12/17/13   | 12/26/13                     | 12/20/13                   | 12/27/13                  |   | 01/10/14                        | 01/16/14                            |
| Makiki                                 | 12/27/14   | 01/07/14                     | 01/10/14                   | 01/29/14                  |   | 01/24/14                        | 01/28/14                            |
| Manoa                                  | 01/08/14   | 01/23/14                     | 01/23/14                   | 01/29/14                  |   | 02/07/14                        | 02/13/14                            |
| McCully                                | 01/24/14   | 02/04/14                     | 01/21/14                   | 01/29/14                  |   | 02/21/14                        | 03/03/14                            |
| Ft DeRussy                             | 02/05/14   | 02/06/14                     | 02/05/14                   | 02/05/14                  |   |                                 |                                     |
| Waikiki                                | 02/07/14   | 02/20/14                     | 03/10/14                   | 03/10/14                  |   |                                 |                                     |
| Kaimuki                                | 02/21/14   | 03/10/14                     | 04/14/14                   | 04/28/14                  |   | 03/07/14                        | 03/19/14                            |
| Kapahulu                               | 03/11/14   | 03/18/14                     | 04/11/14                   | 04/28/14                  |   | 03/21/14                        | 03/28/14                            |
| Kahala                                 | 03/19/14   | 03/27/14                     | 04/10/14                   | 04/28/14                  |   |                                 |                                     |
| Waialae                                | 03/28/14   | 04/08/14                     | 04/10/14                   | 04/28/14                  |   | 04/04/14                        | 04/22/14                            |
| Aina Haina                             | 04/09/14   | 04/18/14                     | 04/18/14                   | 04/28/14                  |   | 04/18/14                        | 04/28/14                            |
| Hawaii Kai                             | 04/21/14   | 05/09/14                     | 06/06/14                   | 06/27/14                  |   | 05/02/14                        | 05/16/14                            |
|  |  |                              |                            |                           |   | 05/16/14                        | 05/23/14                            |

**Phase V work effort is now complete.**

## Oahu Civilian E9-1-1 Status Report July 1, 2014 – July 31, 2014

### 3 Geographic Information System (GIS) – July 2014

#### 3.1 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.*

| OAHU CIVILIAN   |                               |   |   |  |
|---|-------------------------------|---|---|--|
| Type of Layer   | Akimeka GIS Server            | Date Uploaded to ftp Site                             | Other/Remarks   |  |
|   | Date Created/ Edits Performed |   |   |  |
| <b>CRITICAL 9-1-1 PUBLIC SAFETY LAYERS</b><br>(Listed Alphabetically) |                               |   |   |  |
| <b>Address Points</b>   |                               | <b>07/25/14</b>                                       |   |  |
|   | 7/24/2014                     |   | Deleted one (1) address point in Kaneohe; duplicate record.   |  |
|   | 7/23/2014                     |   | Added one (1) routing ID to address point Mid Pacific Country in Kailua.  |  |
|   | 7/17/2014                     |   | Received new development Kuauli Subdiv(Kahuku). Georeferenced building plan and added eight (8) new address points in Kahuku. |  |
|   | 7/17/2014                     |   | Spatially corrected one (1) address point in Kahuku.  |  |
|   | 7/17/2014                     |   | Deleted three (3) address points in Kakuku; duplicate addresses.  |  |
|   | 7/16/2014                     |   | Added two (2) routing IDs in Kaneohe.   |  |
|   | 7/16/2014                     |   | Corrected name of one (1) address point in Waimanalo.   |  |
|   | 7/16/2014                     |   | Added one (1) routing ID in Aiea.   |  |
|   |                               |   | <b>07/11/14</b>   |  |
|   | 7/11/2014                     |   | Spatially corrected one (1) address point in Aiea.  |  |
|   | 7/11/2014                     |   | Spatially corrected seven (7) address points in Waipio.   |  |
|   | 7/10/2014                     |   | Reviewed lifeguard tower names and addresses in address points as requested by HFD, no discrepancies found.                   |  |
|   | 7/10/2014                     |   | Spatially corrected one (1) address point in Waianae.   |  |
|   | 7/10/2014                     |   | Reviewed duplicate address points per TriTech restrictions. Identified one (1) valid address point and deleted six (6).       |  |
|   | 7/7/2014                      |   | Added one (1) apartment letter in Kaneohe.  |  |
|   | 7/7/2014                      |   | Deleted two (2) address points in Kaneohe; duplicate addresses.   |  |
|   | 7/1/2014 - 7/28/2014          |   | Spatially corrected nine hundred fifty-nine (959) address points in Kaneohe.  |  |
| 7/1/2014 - 7/28/2014  |                               | Added twenty-eight (28) new address point in Kaneohe. |   |  |
| <b>Common Place Name</b>  |                               | <b>07/25/14</b>                                       |   |  |
|   |                               | <b>07/11/14</b>                                       |   |  |
|   | 7/10/2014                     |   | Researched three (3) TCAD errors for follow up on the JUL 1 2014 report. Completed review.                                    |  |
|   | 7/10/2014                     |   | Corrected MSAG community of one (1) point of interest from Laie to Kahuku.  |  |
|   | 7/9/2014                      |   | Spatially corrected one (1) point of interest in Kailua.  |  |
|   | 7/9/2014 - 7/30/2014          |   | Spatially corrected forty-nine (49) points of interest in Kaneohe.  |  |

## Oahu Civilian E9-1-1 Status Report July 1, 2014 – July 31, 2014

### 3.2 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.*

| OAHU CIVILIAN  |                               |                           |  |
|--|-------------------------------|---------------------------|--|
| Type of Layer  | Akimeka GIS Server            | Date Uploaded to ftp Site | Other/Remarks  |
|  | Date Created/ Edits Performed |                           |  |
| CRITICAL 9-1-1 PUBLIC SAFETY LAYERS<br>(Listed Alphabetically) |                               |                           |  |
| Fire Response Areas  |                               | <b>07/25/14</b>           |  |
|  | 7/15/2014                     |                           | Corrected STA6/STA30 boundary  |
|  | 7/14/2014                     |                           | Corrected STA12/STA36 boundary and STA12/STA42 boundary                |
| Fire Stations  |                               | <b>07/11/14</b>           |  |
|  |                               |                           |  |
|  |                               |                           |  |
| ESZ/ESN  | 7/16/2014                     |                           | Continued working on boundaries for new ESN layer                      |
|  | 7/14/2014                     |                           | Continued working on boundaries for new ESN layer                      |
|  | 7/9/2014                      |                           | Continued working on boundaries for new ESN layer                      |
|  | 7/8/2014                      |                           | Continued working on boundaries for new ESN layer                      |
|  | 7/3/2014                      |                           | Began working on defining boundaries for new ESN layer                 |
| Major Roads  |                               |                           |  |
| MSAG Address Points (aka Pseudo Address Points)                |                               |                           |  |
| MSAG Communities (aka Towns)                                   | 7/30/2014                     |                           | Corrected Ewa Beach/Puuloa boundary at military fence line             |
|  |                               | <b>07/25/14</b>           |  |
|  | 7/21/2014                     |                           | Corrected Waipahu boundary   |
| Medic Beats  |                               |                           |  |
|  |                               |                           |  |
|  |                               |                           |  |
| Medic Response Areas   |                               | <b>07/25/14</b>           |  |
|  | 7/14/2014                     |                           | Corrected MED10/MED12 boundary   |
|  |                               | <b>07/11/14</b>           |  |
| Medic Stations   |                               |                           |  |
| Milepost Markers   |                               |                           |  |
| Net_Junctions  |                               | <b>07/29/14</b>           |  |
|  | 7/29/2014                     |                           | Populated Net Junctions with the latest Police Beat and MSAG Community |
|  |                               | <b>07/14/14</b>           |  |
|  | 7/14/2014                     |                           | Populated Net Junctions with the latest Police Beat and MSAG Community |
|  | 7/1/2014                      |                           | Populated Net Junctions with the latest Police Beat and MSAG Community |



## Oahu Civilian E9-1-1 Status Report July 1, 2014 – July 31, 2014

### 3.3 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.*

| OAHU CIVILIAN  |                               |                           |   |
|--|-------------------------------|---------------------------|---|
| Type of Layer  | Akimeka GIS Server            | Date Uploaded to ftp Site | Other/Remarks   |
|  | Date Created/ Edits Performed |                           |   |
| CRITICAL 9-1-1 PUBLIC SAFETY LAYERS<br>(Listed Alphabetically) |                               |                           |   |
| Points of Interest   |                               |                           |   |
|  |                               |                           |   |
|  |                               |                           |   |
| Police Beats   |                               | 07/25/14                  |   |
|  | 7/21/2014                     |                           | Corrected Beat 877, and began on 878 and 879 according to the HPD written policies and procedures |
|  |                               | 07/11/14                  |   |
|  | 7/9/2014                      |                           | Continued working on Beat 876   |
|  | 7/8/2014                      |                           | Corrected Beat 875 according to the HPD written policies and procedures, and began on Beat 876    |
|  | 7/7/2014                      |                           | Worked on correcting Beat 875 according to the HPD written policies and procedures                |
| Police Districts   |                               |                           |   |
|  |                               |                           |   |
| Police Response Areas  |                               |                           |   |
|  |                               |                           |   |
| Police Stations  |                               |                           |   |
|  |                               |                           |   |
| Schools  |                               |                           |   |
|  |                               |                           |   |
|  |                               |                           |   |
| Street Centerlines   |                               | 07/25/14                  |   |
|  | 7/22/2014                     |                           | Added street segments and corrected ranges in Kailua on Lama Pl, Koohoo Pl, Kaelepula Dr          |
|  | 7/21/2014                     |                           | Added street segments and corrected ranges for Laulaunui St in Ewa Beach                          |
|  | 7/21/2014                     |                           | Spatially corrected streets in Kailua on Aalapapa Dr, Lapa Pl, Lopaka Way, Luika Pl, Poopoo Pl    |
|  | 7/18/2014                     |                           | Spatially corrected streets in Waimanalo on Haunaukoi St  |
|  | 7/18/2014                     |                           | Spatially corrected streets in Kailua on Mokulua Dr and Kehaulani Dr                              |
|  | 7/18/2014                     |                           | Split Mokulua Dr in Kailua  |
|  | 7/17/2014                     |                           | Corrected ranges on Keolu Dr in Kailua  |
|  | 7/17/2014                     |                           | Spatially corrected street segments in Waimanalo on Mekia St and Kakaina St                       |

## Oahu Civilian E9-1-1 Status Report July 1, 2014 – July 31, 2014

### 3.4 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.*

| OAHU CIVILIAN  |                               |                           |  |
|--|-------------------------------|---------------------------|--|
| Type of Layer  | Akimeka GIS Server            | Date Uploaded to ftp Site | Other/Remarks  |
|  | Date Created/ Edits Performed |                           |  |
| CRITICAL 9-1-1 PUBLIC SAFETY LAYERS<br>(Listed Alphabetically) |                               |                           |  |
| Street Centerlines   | 7/17/2014                     |                           | Corrected ranges on Kalaniana'ole Hwy, Kanapuu Dr, Kauhokahiki St in Waimanalo   |
|  | 7/17/2014                     |                           | Added new street segments for Mokulua Dr and Luika Pl in Kailua  |
|  | 7/16/2014                     |                           | Spatially corrected Haiku Rd in Kaneohe  |
|  | 7/15/2014                     |                           | Split Middle St at the Airport/Kalihi boundary   |
|  | 7/15/2014                     |                           | Spatially corrected streets in Kailua on Paokano Pl, Paakiki Pl, Paokano Loop  |
|  | 7/15/2014                     |                           | Spatially corrected streets in Kalihi on Middle St   |
|  |                               | <b>07/11/14</b>           |  |
|  | 7/8/2014                      |                           | Spatially corrected 16 streets in Ewa Beach on Fort Weaver Rd, Iroquois Rd, Makule Rd, Pohakupuna Rd   |
|  | 7/2/2014 - 7/31/2014          |                           | Spatially corrected ninety-five (95) streets in Kailua Akalei Pl, Akumu St, Alahaki St, Halula Pl, Holoholo St, Kahili St, Paako St, Iana Pl, Iana St, Keolu Dr, Pahumele Pl, Pahumele Way, Papalani St, Pauku St, Paulele St, Pomahina Pl, Wanaao Pl, Wanaao Rd, Aala Dr, Aalapapa Dr, Aalapapa Pl, Aalapapa Way, Haokea Dr, Kaelepulu Dr, Kaiolena Dr, Koohoo Pl, Kuailima Dr, Lala Pl, Lama Pl, Lanipo Dr, Mokolea Dr, Mokulua Dr, Mokumanu Dr, Onekea Dr, Pokole Way |
| Trails   |                               |                           |  |
|  |                               |                           |  |
|  |                               |                           |  |
| WSP Cell Sectors   | 7/31/2014                     |                           | Per VZW CRS  |
|  | 7/29/2014                     |                           | Per VZW CRS  |
|  | 7/29/2014                     |                           | Per VZW CRS  |
|  |                               | <b>07/28/14</b>           |  |
|  |                               | <b>07/25/14</b>           |  |
|  | 7/23/2014                     |                           | Per VZW CRS  |
|  | 7/22/2014                     |                           | Per VZW CRS  |
|  | 7/22/2014                     |                           | Per VZW CRS  |
|  | 7/22/2014                     |                           | Per VZW CRS  |
|  | 7/22/2014                     |                           | Per VZW CRS  |
|  |                               | <b>07/21/14</b>           |  |
|  | 7/21/2014                     |                           | Per VZW CRS  |
|  | 7/18/2014                     |                           | Per VZW CRS  |
|  | 7/15/2014                     |                           | Per TMOB CRS   |
|  |                               | <b>07/14/14</b>           |  |
|  | <b>07/11/14</b>               |                           |  |
|  | <b>07/07/14</b>               |                           |  |

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### 3.5 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.*

| OAHU CIVILIAN   |                               |                           |               |
|---|-------------------------------|---------------------------|---------------|
| Type of Layer   | Akimeka GIS Server            | Date Uploaded to ftp Site | Other/Remarks |
|   | Date Created/ Edits Performed |                           |               |
| <b>CRITICAL 9-1-1 PUBLIC SAFETY LAYERS</b><br>(Listed Alphabetically)         |                               |                           |               |
| WSP Cell Towers   | 7/31/2014                     |                           | Per VZW CRS   |
|   | 7/29/2014                     |                           | Per VZW CRS   |
|   | 7/29/2014                     |                           | Per VZW CRS   |
|   |                               | <b>07/28/14</b>           |               |
|   |                               | <b>07/25/14</b>           |               |
|   | 7/23/2014                     |                           | Per VZW CRS   |
|   | 7/22/2014                     |                           | Per VZW CRS   |
|   | 7/22/2014                     |                           | Per VZW CRS   |
|   | 7/22/2014                     |                           | Per VZW CRS   |
|   | 7/22/2014                     |                           | Per VZW CRS   |
|   |                               | <b>07/21/14</b>           |               |
|   | 7/21/2014                     |                           | Per VZW CRS   |
|   | 7/18/2014                     |                           | Per VZW CRS   |
|   | 7/15/2014                     |                           | Per TMOB CRS  |
|   |                               | <b>07/14/14</b>           |               |
|   | <b>07/11/14</b>               |                           |               |
|   | <b>07/07/14</b>               |                           |               |
| <b>OTHER SUPPORTING 9-1-1 PUBLIC SAFETY LAYERS</b><br>(Listed Alphabetically) |                               |                           |               |
| Churches  |                               |                           |               |
| Gas Stations  |                               |                           |               |
| Food & Beverage   |                               |                           |               |
| Hospitals   |                               |                           |               |
| Lodging   |                               |                           |               |
| Medical Facilities  |                               |                           |               |

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### 3.6 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.*

| OAHU CIVILIAN  |                               |                           |  |
|--|-------------------------------|---------------------------|--|
| Type of Layer  | Akimeka GIS Server            | Date Uploaded to ftp Site | Other/Remarks                                |
|  | Date Created/ Edits Performed |                           |  |
| OTHER SUPPORTING 9-1-1 PUBLIC SAFETY LAYERS<br>(Listed Alphabetically) |                               |                           |  |
| Ocean Rescue Boundaries  |                               | 07/25/14                  |  |
|  |                               |                           |  |
|  |                               | 07/11/14                  |  |
| Ocean Safety (Includes Lifeguard Stands)                               | 7/10/2014                     |                           | Added one (1) new LifeguardTower in Waikiki. |
| - Dive Locations   |                               |                           |  |
| - Surf Breaks  |                               |                           |  |
| Parcels  |                               |                           |  |
| Parks (Includes National Parks)  |                               |                           |  |
| Parks Polygon  |                               |                           |  |
| Post Offices   |                               |                           |  |
| Subdivisions   |                               |                           |  |
| DISASTER/HOMELAND SECURITY LAYERS<br>(Listed Alphabetically)           |                               |                           |  |
| Airports   |                               |                           |  |
| Bridges  |                               |                           |  |
| Coastline  |                               |                           |  |
| Coastal Names  |                               |                           |  |
| Critical Infrastructure  |                               |                           |  |

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### 3.7 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.*

| OAHU CIVILIAN  |                               |                           |               |
|--|-------------------------------|---------------------------|---------------|
| Type of Layer  | Akimeka GIS Server            | Date Uploaded to ftp Site | Other/Remarks |
|  | Date Created/ Edits Performed |                           |               |
| <b>DISASTER/HOMELAND SECURITY LAYERS<br/>(Listed Alphabetically)</b> |                               |                           |               |
| Emergency Shelters   |                               |                           |               |
| Government Buildings   |                               |                           |               |
| Helipads   |                               |                           |               |
| Hydrology Layers   |                               |                           |               |
| - Dams   |                               |                           |               |
| - Ponds  |                               |                           |               |
| - Streams (Includes Rivers)  |                               | 07/25/14                  |               |
|  |                               | 07/11/14                  |               |
| - Waterfalls   |                               |                           |               |
| Tsunami Evacuation Zones   |                               |                           |               |
| Tsunami Roadblocks   |                               |                           |               |
| United States National Grid  |                               |                           |               |
| Volcano Hazard Zones   |                               |                           |               |
| Wharfs   |                               |                           |               |

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### 3.8 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.*

| OAHU CIVILIAN           |                                  |                              |               |
|-------------------------|----------------------------------|------------------------------|---------------|
| Type of Layer           | Akimeka GIS Server               | Date Uploaded<br>to ftp Site | Other/Remarks |
|                         | Date Created/<br>Edits Performed |                              |               |
| <b>SPECIAL REQUESTS</b> |                                  |                              |               |
| Tow Boundaries          |                                  | 07/25/14                     |               |
|                         |                                  | 07/11/14                     |               |

*\*Every time the GIS Update tool is used, Indexes and Cache have to be built. The Positron system configurator is adjusted every time a layer is loaded in the PowerMap database. Each PSAP position is updated accordingly.*

## Oahu Civilian E9-1-1 Status Report

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### 3.9 Geographic Information System (GIS) Narrative

#### 3.9.1 Police Beats Corrections

##### Background

The Police Beats 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 July 2014. Akimeka completed an additional three (3) Police Beat (875, 876, and 877) boundary correction.

##### Upload Process

It was agreed that the Police Beats layer will not be uploaded to the current Motorola CAD system and will only be uploaded to the new Motorola PremierOne CAD system. Although the Police Beats layer (with the corrections) will not be uploaded to the current CAD system, the Street Centerlines are impacted by these boundary updates.

As such, Akimeka assisted with creating a new upload process which mirrors a step similar to the updates with the MSAG Communities. The new process was run successfully in November 2013, and has been successful since that time. In addition, the new upload process for the Premier CAD, also resolved other discrepancies with recommendations which were previously identified. It was agreed that this new process will be implemented and used going forward. Subsequent to this process improvement, there have been no issues and the Police Beat corrections project continues to move forward.

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### 3.9.2 Intrado PowerMap Upload

Since the establishment of the GIS Data deliverable process between Akimeka and Intrado in January 2014, the data uploads have been successfully carried out.

In January and February 2014, an issue within PowerMap had been identified with the display of Phase 1 wireless 911 calls. The issue identified is that the map is not displaying the Phase 1 polygons, but is zooming to the area when the 911 call occurs. Akimeka assisted Intrado on a couple occasions with the configuration settings; however no true identification of the cause of the discrepancy has been identified.

| GIS UPDATES FOR POWERMAP 4.1  |  |  |
|-------------------------------|--|--|
| DATE GIS DELIVERED TO INTRADO | DATE GIS LOADED TO POWERMAP BY INTRADO | NOTES/COMMENTS                             |
| 01/03/14                      |  | Data not loaded due to issue with indexing |
| 01/10/14                      | <b>01/13/14</b>                        |  |
| 01/24/14                      | <b>01/27/14</b>                        |  |
| 02/07/14                      | <b>02/07/14</b>                        |  |
| 02/21/14                      |  |  |
| 03/07/14                      |  |  |
| 03/12/14                      | <b>03/19/14</b>                        |  |
| 04/04/14                      |  |  |
| 04/18/14                      |  |  |
| 05/02/14                      |  |  |
| 05/16/14                      |  |  |
| 05/30/14                      | <b>06/06/14</b>                        |  |
| 06/13/14                      | <b>06/18/14</b>                        |  |
| 06/27/14                      | <b>07/03/14</b>                        |  |
| 07/11/14                      |  |  |
| 07/25/14                      |  |  |

\* The Honolulu PowerMap 4.1 GIS Deliverable always include the following GIS layers: WSP Cell Sites, WSP Cell Sectors, Street Centerlines, Address Points, Common Places, MSAG Communities, ESN, Fire Response Areas, Medic Response Areas, Police Response Areas, Streams, and Tow Boundaries



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#### 3.9.3 TriTech CAD System Upgrade

During the month of January 2014, Akimeka, HFD and EMS had begun coordination to prepare Address Points for the new TriTech CAD system for Address Validation. Since Address Points have not been used in the CAD system, but in the past had been used as visual only, there are needed configurations in both the GIS and the CAD in order to work properly. HFD, EMS, and Akimeka will continue to work together to ensure the proper information is being utilized.

1. Subsequent to the delivery of the small batch of Address Points on February 7, 2014, some potential issues were identified.
  - a. Apartment numbers are included in the GIS data.
    - a. Depending on how the TriTech CAD system gets configured, the information for apartment numbers and/or building numbers should not be included in the full address for address validation.
    - b. Akimeka identified previously that the ANI/ALI information for the State of Hawaii does not include apartment information in the full address used in the address validation process. That information however, does come across in driving instructions which is a comment field used to provide additional information for address locations and is not an identifier used in validations of the call.
    - c. With that said, Akimeka preferred to hold on discussing the address point configuration until a meeting with all of the PSAPs can be set up. It is important for all public safety agencies to discuss these items collectively as a group so decisions can be made together.
  - b. On March 13, 2014, a meeting was held to discuss the apartment field in the GIS and the validation source with the ANI/ALI fields. The PSAPs and Akimeka agreed that the apartment field would best be used as a visual display in the mapping and CAD systems as a label. Considering the apartment information is not available in the designated field in the ANI/ALI it is best to use the full address without apartment and/or building numbers for address validations.
2. On May 18, 2014, all of the Oahu Address Points were included in the GIS data deliverable for the TriTech CAD for Fire and EMS.
3. Subsequent to previous discussions, there were no changes during the month of May 2014. Address Points were provided without issues throughout the month.
4. Subsequent to GIS deliverables that included Address Points in May 2014, it was requested by HFD CAD Administrator that the Address Points not include the apartment and building numbers.
  - a. On June 13, 2014, Akimeka delivered GIS data for Address Points that met this request.
    - a. Included in the GIS deliverable, were Address Points without apartment and building numbers, intended for configuration in the system since this matches with the ANI/ALI. Also included were the Address Points that have building and/or apartment number to be used as a visual tool in the map display, if helpful. The third set of Address Point data was Ocean Safety points that only included the locations for Surf Breaks, Dive Locations, Lifeguard Towers, and BROW, as requested previously.
    - b. Shortly after the deliverables were sent, it was decided by the HFD CAD Administrator that Address Points will not be loaded in the TriTech CAD for HFD. The volume of Address Points was overwhelming and presented difficulty for the CAD Administrator.
5. During July 2014, Issues from the HFD RMS Administrator were brought to Akimeka's attention that there may potentially be incorrect Community names being provided into the TriTech RMS.

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- a. On July 7, 2014, Akimeka reviewed the discrepancies that were identified, and were able to confirm that the Community names that were identified are correct as they appeared.
  - a. The names of the Communities had previously been decided on and agreed to among all of the PSAP representatives at the beginning of the MSAG Community and Street Segment sweep project which was an effort initiated to begin the synchronization of the 911 databases, starting in early 2012.
6. Also during July 2014, it was requested for Akimeka to assist with the creation of a boundary layer to help identify the federal properties in the TriTech CAD system, in order to attach caution notes for dispatch purposes.
  - a. On July 21, 2014, Akimeka received the request and began creating the Geographic Areas based on the MSAG Community's federal properties which have previously been defined with the help and assistance of the PSAPs, including the Regional Dispatch Center at Pearl Harbor.
    - a. The boundaries were provided as requested on July 21, 2014, via Akimeka's ftp site.
    - b. Subsequent to the boundary layer being provided, minor configurations were requested and made throughout the remainder of July 2014.
    - c. Akimeka will continue to assist in the creation of the Federal Geographic Areas for HFD's TriTech CAD system, until it is finalized. There are no foreseen issues with work effort which would require HPD's approval and adjustment of timelines/priorities.

### 3.9.4 SPAWAR Meeting on Addressing for MCBH

There has been no further information or correspondence with regards to this project.

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### 3.9.5 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 delivered on June 27, 2014 and July 25, 2014. Below are the results of the comparison.

|                                    | First Report<br>06/01/12 | 06/27/14      | 07/25/14      | Improvement/<br>Comments                          |
|------------------------------------|--------------------------|---------------|---------------|---|
| <b>Total Number of GIS Records</b> | <b>26,602</b>            | <b>27,047</b> | <b>27,058</b> | <b>Added eleven (11) records</b>                  |
|                                    | <b>Errors Identified</b> |               |               |   |
| <b>Zero Errors</b>                 | 5,112                    | 699           | 646           | Further reduced errors by 7.6% (53 errors)        |
| <b>Low &gt; High Errors</b>        | 3                        | 0             | 0             | No Change   |
| <b>Mixed Parity Errors</b>         | 1                        | 0             | 2             | Increased by 2 errors                             |
| <b>Changed Parity Errors</b>       | 105                      | 0             | 0             | No Change   |
| <b>Address Gap Errors</b>          | 2,629                    | 0             | 0             | No Change   |
| <b>Address Overlap Errors</b>      | 423                      | 0             | 0             | No Change   |
| <b>Flipped Link Errors</b>         | 1,030                    | 533           | 518           | Further reduced errors by 2.8% (15 errors)        |
| <b>Total Errors</b>                | <b>9,303</b>             | <b>1,232</b>  | <b>1,166</b>  | <b>Further reduced errors by 5.4% (66 errors)</b> |

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.

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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)**

As part of Akimeka's value added services, Akimeka conducted a database synchronization audit for the Oahu Civilian PSAP in July 2014.

The database synchronization effort included comparing Oahu Civilian's 9-1-1 MSAG against its GIS Street Centerline data. A total number of **7,511** 9-1-1 MSAG records were reviewed in the audit and analyzed. Results of the database synchronization audit completed on July 1, 2014 for the Oahu Civilian PSAP are reported below.

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

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

#### 4.1 Audit Summary Results – 2014

| 9-1-1 MSAG TO GIS STREET CENTERLINE<br>AUDIT COMPARISON RESULTS                        | Notes | As of October 21, 2013       |              | As of January 13, 2014       |              | As of April 1, 2014          |              | As of July 1, 2014           |              |
|--|-------|------------------------------|--------------|------------------------------|--------------|------------------------------|--------------|------------------------------|--------------|
|  |       | 9-1-1 MSAG<br>Dated 10-01-13 |              | 9-1-1 MSAG<br>Dated 01-01-14 |              | 9-1-1 MSAG<br>Dated 04-01-14 |              | 9-1-1 MSAG<br>Dated 07-01-14 |              |
|  |       | # of<br>Records              | %            | # of<br>Records              | %            | # of<br>Records              | %            | # of<br>Records              | %            |
| Total 9-1-1 MSAG Records Reviewed  |       | 7,111                        | 0            | 7,336                        |              | 7,509                        |              | 7,511                        |              |
| Less: 9-1-1 MSAG Exception Records   | (1)   | 6                            | 0.1%         | 6                            | 0.1%         | 6                            | 0.1%         | 118                          | 1.6%         |
| Net 9-1-1 MSAG Records Eligible for Comparison   |       | <b>7,105</b>                 | <b>0</b>     | <b>7,330</b>                 |              | <b>6,560</b>                 |              | <b>7,393</b>                 |              |
| Total 9-1-1 MSAG Records Match<br>(9-1-1 MSAG -- GIS Match -- No Corrections Required) |       | <b>6,825</b>                 | <b>96.1%</b> | <b>7,082</b>                 | <b>96.6%</b> | <b>6,430</b>                 | <b>98.0%</b> | <b>7,364</b>                 | <b>99.6%</b> |
| 9-1-1 MSAG -- GIS No Match - Minor Correction Required                                 | (2)   | 213                          | 3.0%         | 166                          | 11.6%        | 57                           | 0.9%         | 34                           | 0.5%         |
| 9-1-1 MSAG Record With No Matching GIS Record  | (3)   | 67                           | 0.9%         | 82                           | 1.1%         | 73                           | 1.1%         | 7                            | 0.1%         |
| Total 9-1-1 MSAG Records No Match  |       | <b>280</b>                   | <b>3.9%</b>  | <b>248</b>                   | <b>3.4%</b>  | <b>130</b>                   | <b>2.0%</b>  | <b>41</b>                    | <b>0.6%</b>  |

**Objective: NENA Recommended Match Rate = 98%**

*The two-way (MSAG – GIS) database synchronization audit for the City & County of Honolulu (Civilian PSAPs) was completed as scheduled. Further progress has been made from April 2014 with a 98% Match Rate to a 99.6% Match Rate as of July 2014*

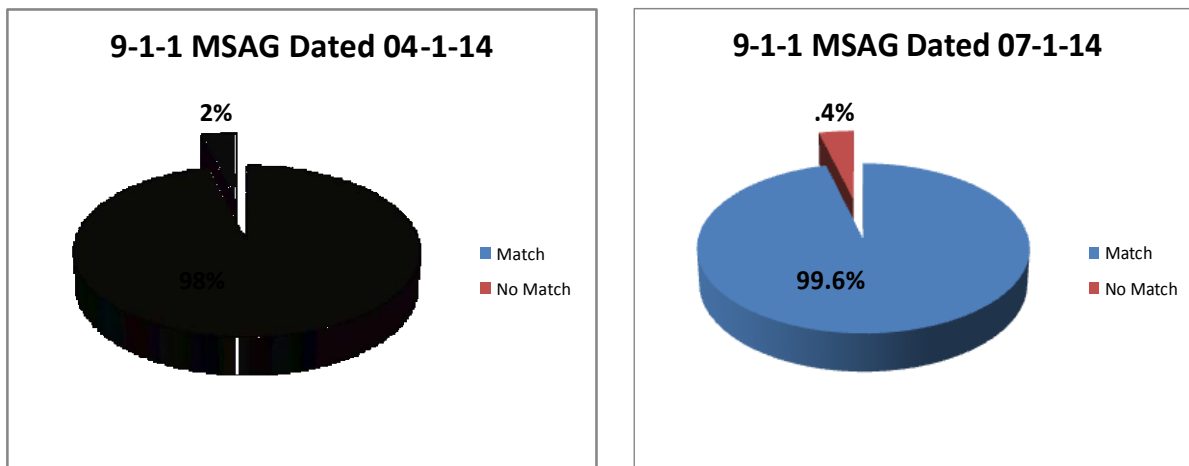
## Oahu Civilian E9-1-1 Status Report July 1, 2014 – July 31, 2014

### 4.2 Audit Summary Results – 2014 (Part II)

**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.

### 4.3 Audit Summary Results – April 1, 2014 MSAG vs. July 1, 2014 MSAG



**Oahu Civilian’s level of accuracy or 9-1-1 Match percentage improved from 98% as of April 1, 2014 to 99.6% as of July 1, 2014. The majority of the remaining MSAG and GIS discrepancies are in the Honolulu MSAG Community.**

- ❖ As agreed between HPD PMT and Akimeka, Akimeka would initially focus on the existing MSAG and GIS records to produce a match which will benefit the PSAP in the interim.
- ❖ This effort would not include the MSAG Communities project to implement the new MSAG Communities and associated GIS Street Centerlines. This would be handled as a separate project as identified and agreed to.
- ❖ As a result of the MSAG Community and Street Segment Sweep project, the majority of the remaining discrepancies reside in the Honolulu MSAG Community and will be addressed during the Phase V effort.

## Oahu Civilian E9-1-1 Status Report July 1, 2014 – July 31, 2014

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### 4.3.1 Audit Summary Results – July 1, 2014 MSAG vs. April 1, 2014 (Part II)

- ❖ The previously completed MSAG Communities as a result of the MSAG Community and Street Segment Sweep project are now considered part of ongoing maintenance.
- ❖ “MSAG - GIS Minor Corrections” were further reduced by **40.4%** (57 to 34) from April 2014 to July 2014 respectively. Low and high address ranges, odd/even combines, and street suffixes were adjusted in the MSAG to correspond with the GIS record. Although identified as a minor correction, customer telephone numbers (TNs) must be validated in 9-1-1Net prior to correcting the MSAG record to ensure the correction will not result in an orphan ALI Record or TN Fall-out.
- ❖ “MSAG Record With No GIS Record” decreased by **90.4%** (73 to 7) from April 2014 to July 2014 respectively. The decrease in records were due primarily to the verification of the MSAG records against multiple GIS databases to determine if the roads are existing within City and County Honolulu.
- ❖ “GIS MSAG Records With No Matching E9-1-1 MSAG Record” increased from 4 to 2 records from April 2014 to July 2014. The decrease in records were due primarily to the verification of the MSAG records against the single source 9-1-1 GIS databases created by Akimeka from the multiple public safety agencies’ databases to determine if the roads exist within City & County of Honolulu and Military bases GIS records.
- ❖ “GIS – MSAG Minor Corrections” were further reduced by **55.7%** (104 to 46) from from April 2014 to July 2014 respectively. Low and high address ranges, street suffixes, and MSAG Community were adjusted in the GIS database to correspond with the MSAG record.
- ❖ A constant effort to keep the databases synchronized and maintained are required to improve the level of accuracy of the E9-1-1 databases each time an MSAG or GIS record is “last modified”.
- ❖ Accurate location and GIS information will ensure proper dispatching and response in a timely manner for all Public Safety agencies.
- ❖ All the hard work to maintain and synchronize the E9-1-1 databases is validated when a life and/or property is saved.

## Oahu Civilian E9-1-1 Status Report July 1, 2014 – July 31, 2014

### 4.4 Invalid MSAG Streets and Address Ranges – ESN x99 Records

At the request of the Kauai County and Hawai'i County Chief of Police, Hawaiian Telcom, Inc. (HTI) provided all State of Hawai'i PSAPs and Akimeka, as the PSAP's agent, with access and visibility to the ESN x99 MSAG records which are "known" invalid streets and address ranges. Akimeka will be investigating and reporting on these ESN x99 MSAG records as a separate project and add-on to the Database Synchronization quarterly report.

Results of the Oahu Civilian data provided are as follows:

| OAHU<br>CIVILIAN | Invalid MSAG Records                         |   |                           |   |                           |   |
|------------------|--|---|---------------------------|---|---------------------------|---|
|                  | 9-1-1 MSAG Dated 01-01-14                    |   | 9-1-1 MSAG Dated 04-01-14 |   | 9-1-1 MSAG Dated 07-01-14 |   |
|                  | # of Records<br>(Baseline<br>Starting Point) | % of Total<br>MSAG<br>Records<br>(Valid and<br>Invalid) | # of Records              | % of Total<br>MSAG<br>Records<br>(Valid and<br>Invalid) | # of Records              | % of Total<br>MSAG<br>Records<br>(Valid and<br>Invalid) |
| <b>ESN 199</b>   | <b>238</b>                                   | <b>3.1%</b>   | <b>220</b>                | <b>2.8%</b>   | <b>209</b>                | <b>2.7%</b>   |

These invalid MSAG records represent **2.7%** of the Total MSAG records for the City & County of Honolulu as of the July 1, 2014 MSAG. The individual ALI records associated with these records are provided below.

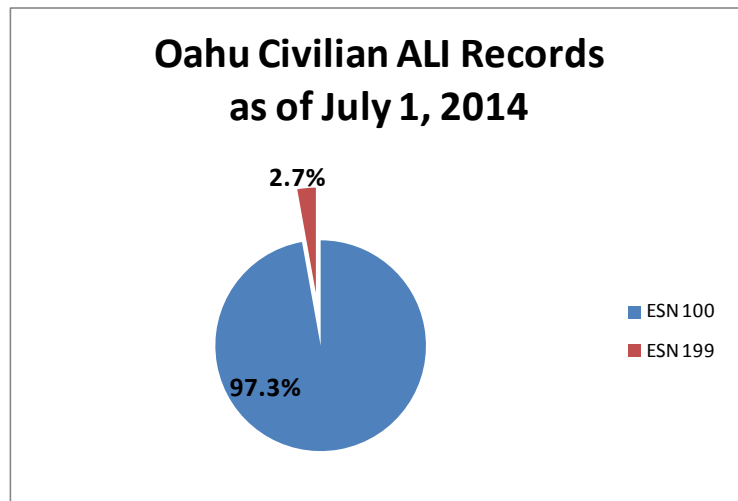
TN CRs are submitted by Akimeka when valid MSAG addresses are identified and validated against the GIS data. Akimeka will continue to investigate and report on these ESN 199 MSAG records as a separate project and add-on to the Database Synchronization quarterly report.

## Oahu Civilian E9-1-1 Status Report July 1, 2014 – July 31, 2014

### 4.5 Automatic Location Identification (ALI) Discrepancy Report

As part of Akimeka’s ongoing database synchronization efforts, Akimeka reviewed and summarized the ALI discrepancies by community in 9-1-1Net for the City & County of Honolulu (Oahu Civilian). As of June 30, 2014, there are **209** ALI records with an assigned ESN of 199, representing **2.7%** of the City & County of Honolulu (Oahu Civilian) total ALI records.

With Akimeka’s continuing MSAG Community and Street Segment Sweep effort, the percentage of ESN 199 records may increase as low and high address ranges and new communities are verified.



The total number of ALI records decreased by **2.2%** (491,003 to 479,999) while the number of ESN 199 records decreased by **8.3%** (1,709 to 1,568) from April 2014 to July 2014 respectively. The decrease was due primarily to Akimeka’s effort to identify the invalid MSAG records and verify their correct locations against current County GIS data.

Although the ESN 199 is a “valid” MSAG utilized for overflow addressing, the voice portion of the 9-1-1 call will still be routed to the PSAP. However, the address information will present an invalid address/location to the dispatcher or a “No Record Found” condition which may affect the processing of the 9-1-1 response and/or cause confusion or delay during the dispatch of 9-1-1 resources to the caller’s location.

The goal, which requires the cooperation among all service providers, is to clean-up all ESN 199 MSAG records to a valid City & County of Honolulu ESN 100 to ensure that all ALI records assigned to the City & County of Honolulu (Oahu Civilian) have an “MSAG valid address”.



# Maui County 9-1-1 Status Report

*July 1, 2014 – July 31, 2014*

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## Maui County E9-1-1 Status Report July 1, 2014 – July 31, 2014

### 1 PSAP Operations

#### 1.1 9-1-1 Call Volume (Maui) – July 2014

Source: Intrado Viper

| 9-1-1 Call Volume |                             |                       |                  |                       |                  |                          |                          |                   |                  |                          |                  |                    |                  |  |                  |  |                  |
|-------------------|-----------------------------|-----------------------|------------------|-----------------------|------------------|--------------------------|--------------------------|-------------------|------------------|--------------------------|------------------|--------------------|------------------|--|------------------|--|------------------|
| Maui PSAP         |                             | Wireline              |                  | Wireless              |                  |                          |                          | VOIP              |                  | Calls With No ALI        |                  | Admin Calls        |                  | Abandoned Calls                        |                  | Other Calls                            |                  |
| 2014              | 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 Calls Abandoned by Caller | % of Total Calls | No. of 9-1-1 Calls Abandoned by Caller | % of Total Calls |
| July              | 13000                       | 2401                  | 18.47%           | 8448                  | 64.98%           | 66.62%                   | 33.38%                   | 248               | 1.91%            | 396                      | 3.05%            | 0                  | 0.00%            | 1507                                   | 11.59%           | 0                                      | 0.00%            |

#### 1.1.1 Call Volume Maui County PSAP Notes:

Intrado Viper Call Volume Statistics began on January 22, 2014 at 7:00 a.m. (HST) when 911 trunks were Transferred and connected to the Intrado Viper System from the 9-1-1 backup system being utilized during the Intrado conversion from the CML/Plant system.

There were no call volume statistics between January 28, 2014, 2:11 p.m. HST, and January 28, 2014, 8:39 p.m. HST, while the PSAPs were on the 9-1-1 back-up system due to a Intrado Viper System outage.

## Maui County E9-1-1 Status Report July 1, 2014 – July 31, 2014

### 1.2 9-1-1 Call Volume (Maui) – Calendar Year 2014

Source: Intrado Viper

| 9-1-1 Call Volume |                             |                       |                  |                       |                  |                          |                          |                   |                  |                          |                  |                    |                  |  |                  |             |                  |
|-------------------|-----------------------------|-----------------------|------------------|-----------------------|------------------|--------------------------|--------------------------|-------------------|------------------|--------------------------|------------------|--------------------|------------------|--|------------------|-------------|------------------|
| Maui PSAP         |                             | Wireline              |                  | Wireless              |                  |                          |                          | VOIP              |                  | Calls with No ALI        |                  | Admin Calls        |                  | Abandoned Calls                        |                  | Other Calls |                  |
| 2014              | 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 Calls Abandoned by Caller | % of Total Calls | Other       | % of Total Calls |
| January           | 816                         | 114                   | 13.97%           | 244                   | 29.90%           | 63.52%                   | 36.48%                   | 0                 | 0.00%            | 20                       | 2.45%            | 0                  | 0.00%            | 438                                    | 53.68%           | 0           | 0.00%            |
| February          | 9,876                       | 2,169                 | 21.96%           | 6,385                 | 64.65%           | 68.21%                   | 31.79%                   | 40                | 0.41%            | 361                      | 3.66%            | 0                  | 0.00%            | 921                                    | 9.33%            | 0           | 0.00%            |
| March             | 12,054                      | 2,441                 | 20.25%           | 7,378                 | 61.21%           | 70.05%                   | 29.95%                   | 333               | 2.76%            | 357                      | 2.96%            | 0                  | 0.00%            | 1,545                                  | 12.82%           | 0           | 0.00%            |
| April             | 11,510                      | 2,242                 | 19.48%           | 7,234                 | 62.85%           | 69.28%                   | 30.72%                   | 0                 | 0.00%            | 462                      | 4.01%            | 0                  | 0.00%            | 1,572                                  | 13.66%           | 0           | 0.00%            |
| May               | 12,495                      | 2,252                 | 18.02%           | 7,940                 | 63.55%           | 67.46%                   | 32.54%                   | 332               | 2.66%            | 408                      | 3.27%            | 0                  | 0.00%            | 1,563                                  | 12.51%           | 0           | 0.00%            |
| June              | 12,069                      | 2,106                 | 17.45%           | 7,926                 | 65.67%           | 64.94%                   | 35.06%                   | 225               | 1.86%            | 335                      | 2.78%            | 0                  | 0.00%            | 1,477                                  | 12.24%           | 0           | 0.00%            |
| July              | 13,000                      | 2,401                 | 18.47%           | 8,448                 | 64.98%           | 66.62%                   | 33.38%                   | 248               | 1.91%            | 396                      | 3.05%            | 0                  | 0.00%            | 1,507                                  | 11.59%           | 0           | 0.00%            |
| August            |                             |                       |                  |                       |                  |                          |                          |                   |                  |                          |                  |                    |                  |  |                  |             |                  |
| September         |                             |                       |                  |                       |                  |                          |                          |                   |                  |                          |                  |                    |                  |  |                  |             |                  |
| October           |                             |                       |                  |                       |                  |                          |                          |                   |                  |                          |                  |                    |                  |  |                  |             |                  |
| November          |                             |                       |                  |                       |                  |                          |                          |                   |                  |                          |                  |                    |                  |  |                  |             |                  |
| December          |                             |                       |                  |                       |                  |                          |                          |                   |                  |                          |                  |                    |                  |  |                  |             |                  |
| <b>YTD</b>        | <b>71,820</b>               | <b>13,725</b>         |                  | <b>45,555</b>         |                  |                          |                          | <b>1178</b>       |                  | <b>2,339</b>             |                  | <b>0</b>           |                  | <b>9,023</b>                           |                  | <b>0</b>    |                  |
| <b>MON AVG</b>    | <b>10,260</b>               | <b>1,961</b>          | <b>18.52%</b>    | <b>6,508</b>          | <b>58.97%</b>    | <b>67.15%</b>            | <b>32.85%</b>            | <b>168</b>        | <b>1.37%</b>     | <b>334</b>               | <b>3.17%</b>     | <b>0</b>           | <b>0.00%</b>     | <b>1,289</b>                           | <b>17.97%</b>    | <b>0</b>    | <b>0.00%</b>     |

## Maui County E9-1-1 Status Report July 1, 2014 – July 31, 2014

### 1.3 9-1-1 Call Volume (Molokai) – Calendar Year 2014

Source: Intrado Viper

| 9-1-1 Call Volume |                             |                       |                  |                       |                  |                          |                          |                   |                  |                          |                  |                    |                  |  |                  |  |                  |
|-------------------|-----------------------------|-----------------------|------------------|-----------------------|------------------|--------------------------|--------------------------|-------------------|------------------|--------------------------|------------------|--------------------|------------------|--|------------------|--|------------------|
| Molokai PSAP      |                             | Wireline              |                  | Wireless              |                  |                          |                          | VOIP              |                  | Calls With No ALI        |                  | Admin Calls        |                  | Abandoned/Dropped Calls                |                  | Other Calls                            |                  |
| 2014              | 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 Calls Abandoned by Caller | % of Total Calls | No. of 9-1-1 Calls Abandoned by Caller | % of Total Calls |
| July              | 447                         | 134                   | 29.98%           | 214                   | 47.87%           | 58.88%                   | 41.12%                   | 2                 | 0.45%            | 27                       | 6.04%            | 0                  | 0.00%            | 70                                     | 15.66%           | 0                                      | 0.00%            |

#### 1.3.1 Call Volume Molokai County PSAP Notes:

- (1) Total call volumes include Administrative calls. (Administrative calls = Calls made between 9-1-1 positions but are not 9-1-1 calls.)
- (2) "Abandoned" calls represent the number of incoming 9-1-1 calls for which the caller had hung up before a call-taker answered.
- (3) "Abandoned" calls are included in the "Wireline" and "Wireless" counts respectively. The standard Intrado Viper reports provide a break-out of "Abandoned" calls between "Wireline" and "Wireless" calls.

## Maui County E9-1-1 Status Report July 1, 2014 – July 31, 2014

### 1.4 9-1-1 Call Volume (Molokai) – Calendar Year 2014

| 9-1-1 Call Volume |                             |                       |                  |                       |                  |                          |                          |                   |                  |                          |                  |                    |                  |  |                  |             |                  |
|-------------------|-----------------------------|-----------------------|------------------|-----------------------|------------------|--------------------------|--------------------------|-------------------|------------------|--------------------------|------------------|--------------------|------------------|--|------------------|-------------|------------------|
| Molokai PSAP      |                             | Wireline              |                  | Wireless              |                  |                          |                          | VOIP              |                  | Calls with No ALI        |                  | Admin Calls        |                  | Abandoned Calls                        |                  | Other Calls |                  |
| 2014              | 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 Calls Abandoned by Caller | % of Total Calls | Other       | % of Total Calls |
| January           | 187                         | 67                    | 35.83%           | 98                    | 52.41%           | 55.10%                   | 44.90%                   | 0                 | 0.00%            | 7                        | 3.74%            | 0                  | 0.00%            | 15                                     | 8.02%            | 0           | 0.00%            |
| February          | 182                         | 37                    | 20.33%           | 131                   | 71.98%           | 55.73%                   | 44.27%                   | 3                 | 1.65%            | 11                       | 6.04%            | 0                  | 0.00%            | 0                                      | 0.00%            | 0           | 0.00%            |
| March             | 323                         | 115                   | 35.60%           | 165                   | 51.08%           | 70.91%                   | 29.09%                   | 0                 | 0.00%            | 7                        | 2.17%            | 0                  | 0.00%            | 36                                     | 11.15%           | 0           | 0.00%            |
| April             | 374                         | 130                   | 34.76%           | 173                   | 46.26%           | 56.65%                   | 43.35%                   | 1                 | 0.27%            | 18                       | 4.81%            | 0                  | 0.00%            | 52                                     | 13.90%           | 0           | 0.00%            |
| May               | 355                         | 120                   | 33.80%           | 181                   | 50.99%           | 53.59%                   | 46.41%                   | 0                 | 0.00%            | 11                       | 3.10%            | 0                  | 0.00%            | 43                                     | 12.11%           | 0           | 0.00%            |
| June              | 435                         | 144                   | 33.10%           | 223                   | 51.26%           | 53.81%                   | 46.19%                   | 1                 | 0.23%            | 9                        | 2.07%            | 0                  | 0.00%            | 58                                     | 13.33%           | 0           | 0.00%            |
| July              | 447                         | 134                   | 29.98%           | 214                   | 47.87%           | 58.88%                   | 41.12%                   | 2                 | 0.45%            | 27                       | 6.04%            | 0                  | 0.00%            | 70                                     | 15.66%           | 0           | 0.00%            |
| August            |                             |                       |                  |                       |                  |                          |                          |                   |                  |                          |                  |                    |                  |  |                  |             |                  |
| September         |                             |                       |                  |                       |                  |                          |                          |                   |                  |                          |                  |                    |                  |  |                  |             |                  |
| October           |                             |                       |                  |                       |                  |                          |                          |                   |                  |                          |                  |                    |                  |  |                  |             |                  |
| November          |                             |                       |                  |                       |                  |                          |                          |                   |                  |                          |                  |                    |                  |  |                  |             |                  |
| December          |                             |                       |                  |                       |                  |                          |                          |                   |                  |                          |                  |                    |                  |  |                  |             |                  |
| <b>YTD</b>        | <b>2,303</b>                | <b>747</b>            |                  | <b>1185</b>           |                  |                          |                          | <b>7</b>          |                  | <b>90</b>                |                  | <b>0</b>           |                  | <b>274</b>                             |                  | <b>0</b>    |                  |
| <b>MON AVG</b>    | <b>329</b>                  | <b>107</b>            | <b>31.91%</b>    | <b>169</b>            | <b>53.12%</b>    | <b>57.81%</b>            | <b>42.19%</b>            | <b>1.00</b>       | <b>0.37%</b>     | <b>13</b>                | <b>4.00%</b>     | <b>0</b>           | <b>0.00%</b>     | <b>39.14285714</b>                     | <b>10.60%</b>    | <b>0</b>    | <b>0.00%</b>     |

#### 1.4.1 Call Volume Maui County PSAP Notes:

The January Total Calls include both the Viper System and CML/Plant volumes combined. The CML/Plant VOIP calls were included into the Wireline totals

## Maui County E9-1-1 Status Report July 1, 2014 – July 31, 2014

### 1.5 9-1-1 Call Volume (Combined Maui & Molokai) – July 2014

| 9-1-1 Call Volume |                             |                       |                  |                       |                  |                          |                          |                   |                  |                          |                  |                    |                  |                              |                  |             |                  |
|-------------------|-----------------------------|-----------------------|------------------|-----------------------|------------------|--------------------------|--------------------------|-------------------|------------------|--------------------------|------------------|--------------------|------------------|------------------------------|------------------|-------------|------------------|
| Maui County       |                             | Wireline Calls        |                  | Wireless Calls        |                  |                          |                          | VOIP Calls        |                  | Calls With No ALI        |                  | Admin Calls        |                  | Abandoned Calls              |                  | Other Calls |                  |
| 2014              | 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 Calls | % of Total Calls | Other Calls | % of Total Calls |
| July              | 13447                       | 2535                  | 18.85%           | 8662                  | 64.42%           | 66.43%                   | 33.57%                   | 250               | 1.86%            | 423                      | 3.15%            | 0                  | 0.00%            | 1577                         | 11.73%           | 0           | 0.00%            |

### 1.6 9-1-1 Call Volume (Combined Maui & Molokai) – Calendar Year 2014

| 9-1-1 Call Volume |                             |                       |                  |                       |                  |                          |                          |                   |                  |                          |                  |                    |                  |  |                  |             |                  |
|-------------------|-----------------------------|-----------------------|------------------|-----------------------|------------------|--------------------------|--------------------------|-------------------|------------------|--------------------------|------------------|--------------------|------------------|--|------------------|-------------|------------------|
| Maui County       |                             | Wireline              |                  | Wireless              |                  |                          |                          | VOIP              |                  | Calls with No ALI        |                  | Admin Calls        |                  | Abandoned Calls                        |                  | Other Calls |                  |
| 2014              | 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 Calls Abandoned by Caller | % of Total Calls | Other       | % of Total Calls |
| January           | 6,578                       | 1,890                 | 28.73%           | 4,207                 | 63.96%           | 0.00%                    | 0.00%                    | 0                 | 0.00%            | 27                       | 0.41%            | 1                  | 0.02%            | 1,260                                  | 19.15%           | 0           | 0.00%            |
| February          | 10,058                      | 2,206                 | 21.93%           | 6,516                 | 64.78%           | 67.96%                   | 32.04%                   | 43                | 0.43%            | 372                      | 3.70%            | 0                  | 0.00%            | 921                                    | 9.16%            | 0           | 0.00%            |
| March             | 12,377                      | 2,556                 | 20.25%           | 7,378                 | 61.21%           | 70.06%                   | 29.94%                   | 333               | 2.69%            | 364                      | 2.94%            | 0                  | 0.00%            | 1,581                                  | 12.77%           | 0           | 0.00%            |
| April             | 11,884                      | 2,372                 | 19.96%           | 7,407                 | 62.33%           | 68.99%                   | 31.01%                   | 1                 | 0.01%            | 480                      | 4.04%            | 0                  | 0.00%            | 1,624                                  | 13.67%           | 0           | 0.00%            |
| May               | 12,850                      | 2,372                 | 18.46%           | 8,121                 | 63.20%           | 67.15%                   | 32.85%                   | 332               | 2.58%            | 419                      | 3.26%            | 0                  | 0.00%            | 1,606                                  | 12.50%           | 0           | 0.00%            |
| June              | 12,504                      | 2,250                 | 17.99%           | 8,149                 | 65.17%           | 64.63%                   | 35.37%                   | 226               | 1.81%            | 344                      | 2.75%            | 0                  | 0.00%            | 1,535                                  | 12.28%           | 0           | 0.00%            |
| July              | 13,447                      | 2,535                 | 18.85%           | 8,662                 | 64.42%           | 66.43%                   | 33.57%                   | 250               | 1.86%            | 423                      | 3.15%            | 0                  | 0.00%            | 1,577                                  | 11.73%           | 0           | 0.00%            |
| August            |                             |                       |                  |                       |                  |                          |                          |                   |                  |                          |                  |                    |                  |  |                  |             |                  |
| September         |                             |                       |                  |                       |                  |                          |                          |                   |                  |                          |                  |                    |                  |  |                  |             |                  |
| October           |                             |                       |                  |                       |                  |                          |                          |                   |                  |                          |                  |                    |                  |  |                  |             |                  |
| November          |                             |                       |                  |                       |                  |                          |                          |                   |                  |                          |                  |                    |                  |  |                  |             |                  |
| December          |                             |                       |                  |                       |                  |                          |                          |                   |                  |                          |                  |                    |                  |  |                  |             |                  |
| <b>YTD</b>        | <b>79,698</b>               | <b>16,181</b>         |                  | <b>50,440</b>         |                  |                          |                          | <b>1185</b>       |                  | <b>2429</b>              |                  | <b>1</b>           |                  | <b>10,104</b>                          |                  | <b>0</b>    |                  |
| <b>MON AVG</b>    | <b>11,385</b>               | <b>2,312</b>          | <b>20.88%</b>    | <b>7,206</b>          | <b>63.58%</b>    | <b>57.89%</b>            | <b>27.83%</b>            | <b>169</b>        | <b>1.34%</b>     | <b>347</b>               | <b>2.89%</b>     | <b>0.14</b>        | <b>0.00%</b>     | <b>1,443</b>                           | <b>13.04%</b>    | <b>0</b>    | <b>0.00%</b>     |



## Maui County E9-1-1 Status Report July 1, 2014 – July 31, 2014

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### 1.7 Wireless Test – July 2014

| Date     | WSP  | Sites Tested | Sectors Tested | Tested By: | Test Pass/Fail |
|----------|------|--------------|----------------|------------|----------------|
| 07/28/14 | AT&T | 4            | 8              | Maui PSAP  | Pass           |
|          |      |              |                |            |                |
|          |      |              |                |            |                |

There was one (1) scheduled 911 wireless test for the Maui PSAP. One (4) tower with nine (8) sectors were successfully tested on July 28, 2014. There were no scheduled tests for the Molokai PSAP in July 2014.

## Maui County E9-1-1 Status Report July 1, 2014 – July 31, 2014

### 2 MSAG

#### 2.1 Current Month – July 2014

| 2014        |       | 9-1-1NET REQUESTS |        |          |        |        |       |                             |   |  |  |       | In Referred Status as of Report Month End (d) |         |                   | In Suspended Status as of Report Month End (e) |              |
|-------------|-------|-------------------|--------|----------|--------|--------|-------|-----------------------------|---|--|--|-------|---|---------|-------------------|--|--------------|
|             |       | MSAG TRANSACTIONS |        |          |        |        |       |                             | ALI TRANSACTIONS                                    |  |  |       | TN CR   | ALI DR  | VoIP DR           | # of Transactions                              | TNs Affected |
| PSAP        | TOTAL | Total             | Change | Combined | Delete | Insert | Split | Customer Addresses Affected | County Address Change Request (TN CR) Processed (a) | ALI Discrepancy Request (ALI DR) Processed (b) | VoIP Discrepancy Request (VoIP DR) Processed (c) | TN CR | ALI DR  | VoIP DR | # of Transactions | TNs Affected                                   |              |
| MAUI COUNTY | 262   | 51                | 12     | 2        | 26     | 10     | 1     | 780                         | 211   | 0  | 0  | 239   | 0   | 0       | 0                 | 0  |              |

## Maui County E9-1-1 Status Report July 1, 2014 – July 31, 2014

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### 2.1.1 MSAG Current Month Notes:

A total of 262 MSAG transactions were processed during the month of July 2014. Fifty-one (51) 9-1-1 Net requests were processed relating to the Maui County MSAG database, with 780 customer ANI/ALI (telephone/address) records updated as a direct result of Akimeka's address research and GIS validation process. 211 Telephone Number Change Requests (TN CR) transactions were processed in 9-1-1 Net for updates and corrections relating to the ESN 359/399 clean-up effort. Streets and address ranges were validated against the GIS to ensure synchronization and an MSAG valid address was provided to the Telco. TN CRs must be validated against HT records and approved by the end user HawaiianTelcom customer before updating the ALI record.

**There are 239 TN CRs in Referred status as of July 31, 2014.**

The TN CRs in "Referred" status are a direct result of the ESN 359/399 clean-up and are awaiting approval from Hawaiian Telcom, Inc (HTI) and/or customer to update ALI records. No explanation has been provided as to why these TN CRs have not been corrected for 9-1-1 purposes. Akimeka continues to monitor and track the progress of Referred TN CRs.

**There are no VoIP DR records in Referred status as of July 31, 2014.**

**There are no ALI DR records in Referred status as of July 31, 2014.**

**There are no records in Suspended status as of July 31, 2014.**

### 2.1.2 Definitions for Year-To-Date Summary

|                     |     |  |
|---------------------|-----|--|
| <b>Definitions:</b> | (a) | 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.  |
|                     | (b) | 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.  |
|                     | (c) | 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. |
|                     | (d) | Represents correction requests that have been referred by Intrado to the appropriate service provider and is awaiting approval to be updated in 9-1-1Net.  |
|                     | (e) | Represents correction requests that have been "paused" due to TN fallouts, range overlaps, or not having a valid address point. Intrado requires additional information from Akimeka/PSAP before the Telco approves the change.  |

## Maui County E9-1-1 Status Report July 1, 2014 – July 31, 2014

### 2.2 Year-to-Date (YTD) –2014

| MAUI COUNTY       |              | 9-1-1NET REQUESTS |            |           |           |           |           |                                 |   |  |  | In Referred Status as of Report Month End (d) |        |         | In Suspended Status as of Report Month End (e) |              |
|-------------------|--------------|-------------------|------------|-----------|-----------|-----------|-----------|---------------------------------|---|--|--|---|--------|---------|--|--------------|
|                   |              | MSAG TRANSACTIONS |            |           |           |           |           |                                 | ALI TRANSACTIONS                                    |  |  | TN CR   | ALI-DR | VoIP DR | # of Transactions                              | TNs Affected |
| 2014              | TOTAL        | Total             | Change     | Combined  | Delete    | Insert    | Split     | Customer Addresses Affected (*) | County Address Change Request (TN CR) Processed (a) | ALI Discrepancy (ALI-DR) Processed (b) | VoIP Discrepancy (VoIP DR) Processed (c) |   |        |         |  |              |
| December          |              |                   |            |           |           |           |           |                                 |   |  |  |   |        |         |  |              |
| November          |              |                   |            |           |           |           |           |                                 |   |  |  |   |        |         |  |              |
| October           |              |                   |            |           |           |           |           |                                 |   |  |  |   |        |         |  |              |
| September         |              |                   |            |           |           |           |           |                                 |   |  |  |   |        |         |  |              |
| August            |              |                   |            |           |           |           |           |                                 |   |  |  |   |        |         |  |              |
| July              | 262          | 51                | 12         | 2         | 26        | 10        | 1         | 780                             | 211   | 0                                      | 0  | 239   | 0      | 0       | 0  | 0            |
| June              | 157          | 55                | 31         | 0         | 17        | 6         | 1         | 885                             | 102   | 0                                      | 0  | 183   | 0      | 0       | 1  | 1            |
| May               | 119          | 46                | 25         | 2         | 11        | 5         | 3         | 339                             | 73  | 0                                      | 0  | 124   | 0      | 0       | 1  | 1            |
| April             | 159          | 31                | 17         | 2         | 1         | 10        | 1         | 775                             | 128   | 0                                      | 0  | 209   | 0      | 0       | 0  | 0            |
| March             | 123          | 95                | 63         | 5         | 12        | 13        | 2         | 951                             | 26  | 2                                      |  | 195   | 0      |         | 0  | 0            |
| February          | 136          | 48                | 34         | 4         | 5         | 0         | 5         | 959                             | 87  | 1                                      |  | 176   | 0      |         | 0  | 0            |
| January           | 83           | 65                | 44         | 2         | 13        | 6         | 0         | 743                             | 16  | 2                                      |  | 147   | 0      |         | 0  | 0            |
| <b>TOTAL YTD</b>  | <b>1,039</b> | <b>391</b>        | <b>226</b> | <b>17</b> | <b>85</b> | <b>50</b> | <b>13</b> | <b>5,432</b>                    | <b>643</b>  | <b>5</b>                               | <b>0</b>                                 |   |        |         |  |              |
| <b>AVG PER MO</b> | <b>148</b>   | <b>56</b>         | <b>32</b>  | <b>2</b>  | <b>12</b> | <b>7</b>  | <b>2</b>  | <b>776</b>                      | <b>92</b>   | <b>1</b>                               | <b>0</b>                                 |   |        |         |  |              |

**Note:** Revised categories and report format changes effective April 2012 with new Intrado TN CR functionality.

## Maui County E9-1-1 Status Report July 1, 2014 – July 31, 2014

### 3 GIS Mapping Layers – July 2014

#### 3.1 Updated/Loaded Into GIS (Part I)

*9-1-1 GIS layers provided by Akimeka to the PSAP are designed for use on E9-1-1 systems and are NG9-1-1 i3 ready*

| MAUI COUNTY  |            |                               |                                  |   |
|--|------------|-------------------------------|----------------------------------|---|
| Type of Layer  | Island     | Akimeka GIS Server            | Date Loaded Into PSAP GIS Server | Other/Remarks   |
|  |            | Date Created/ Edits Performed |                                  |   |
| <b>CRITICAL 9-1-1 PUBLIC SAFETY LAYERS<br/>(Listed Alphabetically)</b> |            |                               |                                  |   |
| <b>Address Points</b>  | Maui/Lanai | 7/29/2014                     |                                  | Corrected one (1) Routing ID  |
|  | Maui/Lanai | 7/25/2014                     |                                  | Spatially corrected one (1) address point in Haiku  |
|  |            |                               | <b>07/23/14</b>                  |   |
|  | Maui/Lanai | 7/22/2014                     |                                  | Spatially corrected two (2) address points in Kula and two (2) in Makawao.                                  |
|  | Maui/Lanai | 7/22/2014                     |                                  | Prepared data for Intergraph delivery - Assigned ID to all new addresses and checked for duplicate ID       |
|  | Molokai    | 7/22/2014                     |                                  | Changed highway name for twenty-four (24) mile marker address points on Kalae and Maunaloa Hwy's.           |
|  | Maui/Lanai | 7/17/2014                     |                                  | Added MSAG Address in Haiku   |
|  | Maui/Lanai | 7/17/2014                     |                                  | Spatially corrected one (1) address point in Haiku and four (4) in Kula                                     |
|  | Molokai    | 7/17/2014                     |                                  | Added MSAG Address in Kualapuu  |
|  | Maui/Lanai | 7/16/2014                     |                                  | Spatially corrected one (1) address on Lanai, two (2) in Wailuku, one (1) in Kahului and three (3) in Haiku |
|  | Maui/Lanai | 7/16/2014 - 7/22/2014         |                                  | Added two (2) MSAG Address in Hana  |
|  |            |                               | <b>07/09/14</b>                  |   |
|  | Maui/Lanai | 7/9/2014                      |                                  | Spatially corrected eleven (11) address points in Haiku and six (6) in Kihei                                |
|  | Maui/Lanai | 7/8/2014                      |                                  | Spatially corrected one (1) address point in Haiku, one (1) in Hana and one (1) in Lahaina.                 |
|  | Maui/Lanai | 7/8/2014                      |                                  | Corrected one (1) address in Kahului  |
|  | Maui/Lanai | 7/8/2014                      |                                  | Added one (1) POI address point for Baby Beach Lahaina off of Puunoa PI as requested by Dispatch            |
|  | Molokai    | 7/2/2014 - 7/25/2014          |                                  | Added thirty-four (34) addresses received from DSA  |

## Maui County E9-1-1 Status Report July 1, 2014 – July 31, 2014

### 3.2 Updated/Loaded Into GIS (Part II)

*9-1-1 GIS layers provided by Akimeka to the PSAP are designed for use on E9-1-1 systems and are NG9-1-1 i3 ready*

| MAUI COUNTY  |            |                               |   |   |  |
|--|------------|-------------------------------|---|---|--|
| Type of Layer  | Island     | Akimeka GIS Server            | Date Loaded Into PSAP GIS Server  | Other/Remarks   |  |
|  |            | Date Created/ Edits Performed |   |   |  |
| <b>CRITICAL 9-1-1 PUBLIC SAFETY LAYERS<br/>(Listed Alphabetically)</b> |            |                               |   |   |  |
| <b>DISPATCH AND RESPONSE</b>   |            |                               |   |   |  |
| <b>ESZ/ESN</b>   | Maui/Lanai | 7/30/2014                     |   | Modified boundary between ESN 302 & 303   |  |
|  | Maui/Lanai | 7/3/2014                      |   | Moved boundary between 305 & 306, 306 & 307, 307 & 308, 308 & 309 and 309 & 310 to match spatially corrected Honoapiilani Hwy |  |
|  | Maui/Lanai | 7/2/2014                      |   | Moved the boundary between ESN 305 & 306 to match the spatially corrected street centerlines                                  |  |
| <b>Emergency Callboxes</b>   |            |                               |   |   |  |
| <b>Fire Beats</b>  | Maui/Lanai | 7/31/2014                     |   | Modified Engine 3, 7, 10 and 14 according to the Fire Boundary Descriptions   |  |
|  | Maui/Lanai | 7/30/2014                     |   | Modified Engine 5, 6, 13, 14, according to the Fire Boundary Descriptions   |  |
|  | Maui/Lanai | 7/29/2014                     |   | Modified Station 1, 2, 6, and 10 according to the Fire Boundary Descriptions  |  |
|  | Maui/Lanai | 7/28/2014                     |   | Modified boundary between Engine 1 and 10 according to the Fire Boundary Descriptions   |  |
|  | Maui/Lanai | 7/25/2014                     |   | Modified boundary between Engine 1 and 10 according to the Fire Boundary Descriptions   |  |
|  | Maui/Lanai | 7/24/2014                     |   | Modified boundary between Engine 11 and Engine 1  |  |
|  |            |                               |   | <b>07/23/14</b>   |  |
|  | Maui/Lanai | 7/17/2014                     |   | Modified boundary of Eng 1 along Kahakuloa Stream according to descriptions   |  |
|  |            |                               |   | <b>07/09/14</b>   |  |
| Maui/Lanai   | 7/3/2014   |                               | Moved boundary between Engine 3 & 11 to match spatially corrected Honoapiilani Hwy. |   |  |

## Maui County E9-1-1 Status Report July 1, 2014 – July 31, 2014

### 3.3 Updated/Loaded Into GIS (Part III)

*9-1-1 GIS layers provided by Akimeka to the PSAP are designed for use on E9-1-1 systems and are NG9-1-1 i3 ready*

| MAUI COUNTY  |            |                               |                                  |   |
|--|------------|-------------------------------|----------------------------------|---|
| Type of Layer  | Island     | Akimeka GIS Server            | Date Loaded Into PSAP GIS Server | Other/Remarks   |
|  |            | Date Created/ Edits Performed |                                  |   |
| <b>CRITICAL 9-1-1 PUBLIC SAFETY LAYERS<br/>(Listed Alphabetically)</b> |            |                               |                                  |   |
| <i>DISPATCH AND RESPONSE</i>   |            |                               |                                  |   |
| Fire Districts   |            |                               |                                  |   |
| Fire Response Areas  |            |                               |                                  |   |
| Fire Stations  |            |                               |                                  |   |
| Major Roads  |            |                               |                                  |   |
| MSAG Address Points (aka Pseudo Address Points)                        |            |                               |                                  |   |
| MSAG Communities (aka Towns)   |            |                               | 07/09/14                         |   |
|  | Maui/Lanai | 7/2/2014                      |                                  | Moved the boundary between Lahaina & Kaanapali and Kaanapali & Napili to match the spatially corrected street centerlines |
| Medic Beats  |            |                               | 07/09/14                         |   |
|  | Maui/Lanai | 7/3/2014                      |                                  | Moved boundary between Medic 4 & 5 to match spatially corrected Honoapiilani Hwy  |
| Medic Districts  |            |                               |                                  |   |
| Medic Response Areas   |            |                               |                                  |   |
| Medic Stations   |            |                               |                                  |   |

## Maui County E9-1-1 Status Report July 1, 2014 – July 31, 2014

### 3.4 Updated/Loaded Into GIS (Part IV)

*9-1-1 GIS layers provided by Akimeka to the PSAP are designed for use on E9-1-1 systems and are NG9-1-1 i3 ready*

| MAUI COUNTY  |            |                               |                                  |   |
|--|------------|-------------------------------|----------------------------------|---|
| Type of Layer  | Island     | Akimeka GIS Server            | Date Loaded Into PSAP GIS Server | Other/Remarks   |
|  |            | Date Created/ Edits Performed |                                  |   |
| <b>CRITICAL 9-1-1 PUBLIC SAFETY LAYERS<br/>(Listed Alphabetically)</b> |            |                               |                                  |   |
| <i>DISPATCH AND RESPONSE</i>   |            |                               |                                  |   |
| Milepost Markers   |            |                               |                                  |   |
|  |            |                               |                                  |   |
|  |            |                               |                                  |   |
| Points of Interest   |            |                               | <b>07/23/14</b>                  |   |
|  | Maui/Lanai | 7/16/2014                     |                                  | Corrected the name Mai Poina Oe Iau Beach Park and added the address for Keopuolani Park  |
|  |            |                               | <b>07/09/14</b>                  |   |
| Police Beats   | Maui/Lanai | 7/8/2014                      |                                  | Added Baby Beach Lahaina Ala Moana St and Baby Beach Lahaina Puunoa Pl as requested by Dispatch                                     |
|  |            |                               | <b>07/09/14</b>                  |   |
|  | Maui/Lanai | 7/2/2014                      |                                  | Moved the following boundaries to match spatially corrected street centerlines: 4-10, 4-20, 4-30, 4-40, 4-50                        |
| Police Districts   |            |                               |                                  |   |
|  |            |                               |                                  |   |
|  |            |                               |                                  |   |
| Police Response Areas  | Maui/Lanai | 7/23/2014                     |                                  | Edited RA 29 & 53   |
|  | Maui/Lanai | 7/16/2014                     |                                  | Moved Response Area 22 & 23 to match spatially corrected street centerline for Puunene Ave  |
|  | Maui/Lanai | 7/8/2014                      |                                  | Moved the following boundaries to match spatially corrected street centerlines: RA 58, 60, 61, 63, 64, 65, 66, 67, 68, 69, 70 & 71. |
| Police Stations  |            |                               |                                  |   |
|  |            |                               |                                  |   |
|  |            |                               |                                  |   |
| WSP Cell Sectors   |            |                               |                                  |   |
|  |            |                               |                                  |   |
|  |            |                               |                                  |   |



## Maui County E9-1-1 Status Report July 1, 2014 – July 31, 2014

### 3.5 Updated/Loaded Into GIS (Part V)

*9-1-1 GIS layers provided by Akimeka to the PSAP are designed for use on E9-1-1 systems and are NG9-1-1 i3 ready*

| MAUI COUNTY  |            |                               |                                  |  |
|--|------------|-------------------------------|----------------------------------|--|
| Type of Layer  | Island     | Akimeka GIS Server            | Date Loaded Into PSAP GIS Server | Other/Remarks  |
|  |            | Date Created/ Edits Performed |                                  |  |
| <b>CRITICAL 9-1-1 PUBLIC SAFETY LAYERS<br/>(Listed Alphabetically)</b> |            |                               |                                  |  |
| <i>DISPATCH AND RESPONSE</i>   |            |                               |                                  |  |
| <b>Schools</b>   |            |                               |                                  |  |
|  |            |                               |                                  |  |
|  |            |                               |                                  |  |
| <b>Street Centerlines</b>  | Maui/Lanai | 7/31/2014                     |                                  | Spatially corrected two (2) street centerline segments and one (1) partial spatial correction in Lahaina. Split one (1) segment on Fire Beat boundary between Engine 3 & 11.   |
|  | Maui/Lanai | 7/30/2014                     |                                  | Spatially corrected six (6) street centerline segments and three (3) partial spatial corrections in Kihei  |
|  | Maui/Lanai | 7/29/2014                     |                                  | Spatially corrected three (3) street centerline segments and partial spatial corrections on fourteen (14) segments in Haiku. Split three segments at boundary between Engine 2 & 5. Partial spatial corrections on three (3) segments in Kula. Spatially corrected seven (7) street centerline segments and partial spatial corrections on two (2) segments in Maalaea. Partial spatial corrections on three (3) segments in Makawao. Spatially corrected one (1) street centerline segment and partial spatial corrections on two (2) segments in Spreckelsville. |
|  | Maui/Lanai | 7/28/2014                     |                                  | Spatially corrected one (1) street centerline segment and partial spatial corrections on two (2) segments in Kahului. Spatially corrected four (4) street centerline segments and partial spatial corrections on five (5) segments in Maalaea. Spatially corrected two (2) street centerline segments and partial spatial corrections on three (3) segments in Spreckelsville. Spatially corrected three (3) street centerline segments and partial spatial correction on one (1) segment in Waikapu.  |
|  | Maui/Lanai | 7/25/2014                     |                                  | Spatially corrected nineteen (19) street centerline segments and partial spatial corrections on eleven (11) segments in Kahului  |

## Maui County E9-1-1 Status Report July 1, 2014 – July 31, 2014

### 3.6 Updated/Loaded Into GIS (Part VI)

*9-1-1 GIS layers provided by Akimeka to the PSAP are designed for use on E9-1-1 systems and are NG9-1-1 i3 ready*

| MAUI COUNTY  |            |                               |                                  |   |  |
|--|------------|-------------------------------|----------------------------------|---|--|
| Type of Layer  | Island     | Akimeka GIS Server            | Date Loaded Into PSAP GIS Server | Other/Remarks   |  |
|  |            | Date Created/ Edits Performed |                                  |   |  |
| <b>CRITICAL 9-1-1 PUBLIC SAFETY LAYERS<br/>(Listed Alphabetically)</b> |            |                               |                                  |   |  |
| <b>DISPATCH AND RESPONSE</b>   |            |                               |                                  |   |  |
| <b>Street Centerlines</b>  |            |                               | <b>07/23/14</b>                  |   |  |
|  | Maui/Lanai | 7/22/2014                     |                                  | Prepared data for Intergraph CAD delivery - Checked for duplicate ID  |  |
|  | Molokai    | 7/17/2014                     |                                  | Spatially corrected one (1) street centerline segment and partial spatial correction of one (1) segment in Pukoo  |  |
|  | Maui/Lanai | 7/16/2014                     |                                  | Assigned ranges to two (2) streets according to newly assigned addresses in Haiku   |  |
|  |            |                               |                                  | <b>07/09/14</b>   |  |
|  | Maui/Lanai | 7/9/2014                      |                                  | Added street centerlines for Hookili Rd and Leleaka Pl in Haiku. Spatially corrected two (2) street centerline segments and partial spatial correction of one (1) segment in Haiku. Split two (2) segments and modified four (4) segment ranges in Haiku. |  |
|  | Maui/Lanai | 7/8/2014                      |                                  | Spatially corrected four (4) street centerline segments in Lahaina  |  |
|  | Maui/Lanai | 7/8/2014                      |                                  | Modified two (2) street centerline range segments and assigned one (1) range segment in Kahului. Modified two (2) range segments in Kaanapali.  |  |
|  | Maui/Lanai | 7/3/2014                      |                                  | Spatially corrected eight (8) street centerline segments of Honoapiilani Hwy in Kapalua and five (5) in Napili. Partial spatial correction on Honokohau Valley Rd in Kapalua and one (1) segment of Honoapiilani Hwy in Kapalua.                          |  |
|  | Maui/Lanai | 7/2/2014                      |                                  | Spatially corrected seventeen (17) street centerline segments in Kaanapali and five (5) in Napili. Partial spatial correction of nine (9) segments in Kaanapali.  |  |
|  | Maui/Lanai | 7/2/2014                      |                                  | Modified two (2) range segments of Baldwin Ave, Makawao to fit newly assigned addresses   |  |
|  | Molokai    | 7/2/2014                      |                                  | Corrected the ESN for one (1) street centerline segment of Kalaupapa Airport, Kaunakakai  |  |

## Maui County E9-1-1 Status Report July 1, 2014 – July 31, 2014

### 3.7 Updated/Loaded Into GIS (Part VII)

*9-1-1 GIS layers provided by Akimeka to the PSAP are designed for use on E9-1-1 systems and are NG9-1-1 i3 ready*

| MAUI COUNTY  |            |                                  |                                  |                                   |
|--|------------|----------------------------------|----------------------------------|-----------------------------------|
| Type of Layer  | Island     | Akimeka GIS Server               | Date Loaded Into PSAP GIS Server | Other/Remarks                     |
|  |            | Date Created/<br>Edits Performed |                                  |                                   |
| Trails   |            |                                  |                                  |                                   |
| WSP Cell Towers  |            |                                  |                                  |                                   |
| <b>OTHER SUPPORTING 9-1-1 PUBLIC SAFETY LAYERS<br/>(Listed Alphabetically)</b> |            |                                  |                                  |                                   |
| Buildings  |            |                                  |                                  |                                   |
| Churches   |            |                                  |                                  |                                   |
| Gas Stations   |            |                                  |                                  |                                   |
| Food & Beverage  |            |                                  |                                  |                                   |
| Hospitals  |            |                                  |                                  |                                   |
| Lodging  |            |                                  |                                  |                                   |
| Medical Facilities   |            |                                  |                                  |                                   |
| Parcels  |            |                                  |                                  |                                   |
| Parks<br>(Includes National Parks)   |            |                                  | 07/23/14                         |                                   |
|  | Maui/Lanai | 7/16/2014                        |                                  | Added address for Keopuolani Park |
|  |            |                                  |                                  |                                   |

## Maui County E9-1-1 Status Report July 1, 2014 – July 31, 2014

### 3.8 Updated/Loaded Into GIS (Part VIII)

*9-1-1 GIS layers provided by Akimeka to the PSAP are designed for use on E9-1-1 systems and are NG9-1-1 i3 ready*

| MAUI COUNTY  |            |                                  |                                  |                                   |
|--|------------|----------------------------------|----------------------------------|-----------------------------------|
| Type of Layer  | Island     | Akimeka GIS Server               | Date Loaded Into PSAP GIS Server | Other/Remarks                     |
|  |            | Date Created/<br>Edits Performed |                                  |                                   |
| <b>OTHER SUPPORTING 9-1-1 PUBLIC SAFETY LAYERS<br/>(Listed Alphabetically)</b> |            |                                  |                                  |                                   |
| Park Polygon   |            |                                  | 07/23/14                         |                                   |
|  | Maui/Lanai | 7/16/2014                        |                                  | Added address for Keopuolani Park |
| Post Offices   |            |                                  |                                  |                                   |
|  |            |                                  |                                  |                                   |
| Subdivisions   |            |                                  |                                  |                                   |
|  |            |                                  |                                  |                                   |
| <b>DISASTER/HOMELAND SECURITY LAYERS<br/>(Listed Alphabetically)</b>           |            |                                  |                                  |                                   |
| Airports   |            |                                  |                                  |                                   |
| Bridges  |            |                                  |                                  |                                   |
| Coastline  |            |                                  |                                  |                                   |
|  |            |                                  |                                  |                                   |
| Coastal Names  |            |                                  |                                  |                                   |
|  |            |                                  |                                  |                                   |
| Emergency Operation Centers (EOC)  |            |                                  |                                  |                                   |
|  |            |                                  |                                  |                                   |
| Emergency Shelters   |            |                                  |                                  |                                   |
| Government Buildings   |            |                                  |                                  |                                   |
|  |            |                                  |                                  |                                   |
| Harbors  |            |                                  |                                  |                                   |
|  |            |                                  |                                  |                                   |
| Helipads   |            |                                  |                                  |                                   |

## Maui County E9-1-1 Status Report July 1, 2014 – July 31, 2014

### 3.9 Updated/Loaded Into GIS (Part IX)

*9-1-1 GIS layers provided by Akimeka to the PSAP are designed for use on E9-1-1 systems and are NG9-1-1 i3 ready*

| MAUI COUNTY  |        |                               |                                  |               |
|--|--------|-------------------------------|----------------------------------|---------------|
| Type of Layer  | Island | Akimeka GIS Server            | Date Loaded Into PSAP GIS Server | Other/Remarks |
|  |        | Date Created/ Edits Performed |                                  |               |
| <b>DISASTER/HOMELAND SECURITY LAYERS<br/>(Listed Alphabetically)</b> |        |                               |                                  |               |
| Hydrology Layers   |        |                               |                                  |               |
| - Dams   |        |                               |                                  |               |
| - Ponds  |        |                               |                                  |               |
|  |        |                               |                                  |               |
|  |        |                               |                                  |               |
| - Streams<br>(Includes Rivers)                                       |        |                               |                                  |               |
|  |        |                               |                                  |               |
| - Waterfalls   |        |                               |                                  |               |
| Ocean Rescue Boundaries  |        |                               |                                  |               |
| Ocean Safety<br>(Includes Lifeguard Stands)                          |        |                               |                                  |               |
|  |        |                               |                                  |               |
| Tsunami Evacuation Zones   |        |                               |                                  |               |
| Tsunami Heights  |        |                               |                                  |               |
| United States National Grid (50K)                                    |        |                               |                                  |               |
| United States National Grid (500K)                                   |        |                               |                                  |               |
| Waste Water Plants   |        |                               |                                  |               |

## Maui County E9-1-1 Status Report July 1, 2014 – July 31, 2014

### 3.10 Updated/Loaded Into GIS (Part X)

*9-1-1 GIS layers provided by Akimeka to the PSAP are designed for use on E9-1-1 systems and are NG9-1-1 i3 ready*

| MAUI COUNTY         |        |                               |                                  |   |
|---------------------|--------|-------------------------------|----------------------------------|---|
| Type of Layer       | Island | Akimeka GIS Server            | Date Loaded Into PSAP GIS Server | Other/Remarks   |
|                     |        | Date Created/ Edits Performed |                                  |   |
| SPECIAL REQUESTS    |        |                               |                                  |   |
| Gate Codes          |        |                               |                                  |   |
|                     |        |                               |                                  |   |
|                     |        |                               |                                  |   |
| HCS Monsanto Fields |        |                               |                                  |   |
|                     |        |                               |                                  |   |
| Tow Boundaries      |        | 7/17/2014                     |                                  | Added new Tow Company, KK/AMERICAN/MAUI TOW to ESN 7000, 7001, 7003, and 7004.  |
|                     |        | 7/10/2014                     |                                  | Added new Tow Company, Bob's Auto Refinishing to ESN 7000, 7001, 7003, and 7004 |

*(\*) Every time the GIS Update tool is used, Indexes and Cache have to be built. The Positron system configurator is adjusted every time a layer is loaded in the PowerMap database. Each PSAP position is updated accordingly.*

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

## Maui County E9-1-1 Status Report July 1, 2014 – July 31, 2014

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### 3.11 CAD/Mapping System GIS Upload Process

#### 3.11.1 Current Month Key GIS Activities and Updates – July 2014

- 7/23/2014 Prepared and delivered Intergraph CAD Map which included the following updated data: Address Points, Street Centerlines, WSP Cell Towers, Fire Beats, Points of Interest, Parks, Police Response Areas, Tow Boundaries, and Common name look up table. Files prepared and delivered were the mdf, ldf, str, rte, map and ply files.
- 7/23/2014 Updated PowerMap including Address Points, Street Centerlines, WSP Cell Sectors, WSP Cell Towers, Fire Beats, Points of Interest and Parks
- 7/10/2014 Cleaned up duplicate labels on Street Centerline, Trails and Streams. Created highway shields for Piilani Hwy, Hwy 31 and labeled Makena State Park. Re-ran Tow Truck .ply, published the .map and created the .str and .rte files. Tested I/Dispatcher.
- 7/9/2014 Uploaded the following data for a PowerMap update: Address Points, Street Centerlines, WSP Cell Sectors, WSP Cell Towers, Fire Beats, Medic Beats, MSAG Communities, Points of Interest and Police Beats.
- 7/1/2014 Deleted duplicate, overlapping and multiple labels of Street Centerlines, Streams and Trails on the Intergraph CAD Map. Also spatially moved labels and created highways shields.

❖ *Everytime the GIS Update tool is used, Indexes and Cache have to be built. The Positron system configurator is adjusted every time a layer is loaded in the PowerMap database. Each PSAP position is updated accordingly.*

## Maui County E9-1-1 Status Report July 1, 2014 – July 31, 2014

### 4 Geographic Information System (GIS)

#### 4.1 Next Generation 911 (NG9-1-1) GIS Requirements

The transition of E9-1-1 to NG9-1-1 has caused a shift in the focus of the 9-1-1 GIS work. This new focus has centralized the GIS data model with more of an emphasis toward a higher degree of precision, while continuing its foundation on current, accurate, and standardized GIS data, only now to a higher level of exactness.

The NG9-1-1 GIS requirements have repositioned the focal point from generalizations and interpolation on Street Centerlines and civic addressing, to new and more focused requirements of point specific locations utilizing lat/longs, combined with civic addresses to determine a 9-1-1 caller's location from any communications device and from any location.

Akimeka has adapted the NG9-1-1 requirements into their correction processes and has continued working to improve accuracy, completeness, and quality of the GIS data. The redesigned correction process will also promote a higher level of detail, which helps facilitate data consistency and is an important element for interoperability and information sharing across the PSAPs.

During the month of July 2014, Akimeka has focused on correcting the following areas and has established a baseline moving into NG9-1-1:

| NG9-1-1 GIS Data Corrections |  |  |  |
|------------------------------|--|--|--|
| GIS Layer Name               | Type of Correction                             | Number of Records Corrected/Modified/Added/Removed | Comments/Details   |
| Address Points               | Added  | 39   | Addresses received from DSA, DSA Address layer, MSAG and field verifications |
| Address Points               | Corrections                                    | 26   | Correction to address, MSAG Community, ESN or Routing ID                     |
| Address Points               | Spatially Corrected                            | 37   | Corrected location of address point, recalculated x/y                        |
| Street Centerlines           | New Segment                                    | 4  |  |
| Street Centerlines           | Range Segments Corrected                       | 15   | Ranges modified according to address point locations                         |
| Street Centerlines           | ESN Correction                                 | 1  |  |
| Street Centerlines           | Spatially Corrected/Partial Spatial Correction | 101/64   |  |



## Maui County E9-1-1 Status Report July 1, 2014 – July 31, 2014

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### 4.2 Intergraph CAD Upgrade

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

1. Throughout July, aesthetic work was done on the Intergraph CAD Map, as previously requested.
  - a. Overlapping and duplicate labels of Street Centerlines, Streams and Trails were deleted or moved to de-clutter the map to ease reading. Additional highway shields were also added at this time. The aesthetic work with the map visual will be an ongoing item and will continue to be a work in progress.
2. On July 8, 2014, the following data was prepared for an Intergraph CAD Map delivery:
  - a. Address Points, Street Centerlines, WSP Cell Towers, Fire Beats, Medic Beats, Points of Interest, Police Beats, and Police Response Areas. This data was not delivered due to permission issues within the SQL Server which restricted access to be able to copy the CAD Map Build database.
3. An updated Tow Jurisdictions .ply file which included a new Tow Company, Bob's Auto Refinishing was delivered to MPD on July 10, 2014.
4. On July 17, 2014, another new Tow Company, KK/AMERICAN/MAUI TOW was added to the Tow Jurisdictions and an updated Tow Jurisdictions .ply file was delivered to MPD.
5. On July 21, 2014, MPD IT was able to correct the SQL Server permission issue on the Intergraph CAD Build machine housed at Akimeka.
6. Akimeka successfully delivered an updated Intergraph CAD map on July 23, 2014 which included:
  - a. Address Points, Street Centerlines, WSP Cell Towers, Fire Beats, Points of Interest, Parks, Police Response Areas, Tow Boundaries, and the Common name look up table.
7. Intergraph Personnel, Jeff Warren and Tammi-Ann Renton made a site visit to Akimeka as part of additional training, which the Maui Police Department was afforded, due to resource changes within Intergraph during the upgrade with the Maui Police Department's Intergraph CAD system. Also in attendance were Tony LaSoya and Charles Davis of MPD IT.
  - a. General questions of the Map Build process were reviewed
  - b. Further enhancements were made to the CAD map including a time stamp
  - c. The Maui Custom Map Workflow document was revised. Tony LaSoya agreed to combine the corrections and updates, which Akimeka had contributed with edits.
8. Throughout August 2014, 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.
  - a. As the Intergraph deliverable continues to be provided and uploaded, changes/updates will continue to be made to the Maui Custom Map Workflow, and communication will continue between MPD IT and Akimeka so that improvements can continuously be provided.

## Maui County E9-1-1 Status Report July 1, 2014 – July 31, 2014

### 5 Service Requests Transactions

#### 5.1 Open Service Requests – July 2014

| MAUI PSAP |      |          |             |          |         |          |
|-----------|------|----------|-------------|----------|---------|----------|
| #         | Date | Ticket # | Description | Category | Urgency | Comments |
|           |      |          | NONE        |          |         |          |

There are no Open Service Requests for Maui County.

**Note:** Open Service Requests reflect what is in pending status at the end of the report month.

| MOLOKAI PSAP |      |          |             |          |         |          |
|--------------|------|----------|-------------|----------|---------|----------|
| #            | Date | Ticket # | Description | Category | Urgency | Comments |
|              |      |          | NONE        |          |         |          |

**Note:** Open Service Requests reflect what is in pending status at the end of the report month.

#### 5.2 Maui Service Request Year-To-Date (YTD) Summary – 2014

| MAUI PSAP      |          |          |          | SERVICE REQUEST CATEGORIES |          |          |          |                  |          |             |          |
|----------------|----------|----------|----------|----------------------------|----------|----------|----------|------------------|----------|-------------|----------|
| 2014           | TOTAL    |          | Open*    | 911 Map                    |          | MSAG     |          | Request Training |          | Suggestions |          |
|                | Created  | Closed   |          | Created                    | Closed   | Created  | Closed   | Created          | Closed   | Created     | Closed   |
| December       |          |          |          |                            |          |          |          |                  |          |             |          |
| November       |          |          |          |                            |          |          |          |                  |          |             |          |
| October        |          |          |          |                            |          |          |          |                  |          |             |          |
| September      |          |          |          |                            |          |          |          |                  |          |             |          |
| August         |          |          |          |                            |          |          |          |                  |          |             |          |
| July           | 0        | 0        | 0        | 0                          | 0        | 0        | 0        | 0                | 0        | 0           | 0        |
| June           | 0        | 0        | 0        | 0                          | 0        | 0        | 0        | 0                | 0        | 0           | 0        |
| May            | 0        | 0        | 0        | 0                          | 0        | 0        | 0        | 0                | 0        | 0           | 0        |
| April          | 1        | 2        | 0        | 1                          | 1        | 0        | 1        | 0                | 0        | 0           | 0        |
| March          | 3        | 2        | 1        | 0                          | 0        | 3        | 2        | 0                | 0        | 0           | 0        |
| February       | 1        | 2        | 0        | 0                          | 1        | 1        | 1        | 0                | 0        | 0           | 0        |
| January        | 2        | 2        | 1        | 1                          | 0        | 1        | 2        | 0                | 0        | 0           | 0        |
| 2013 Carryover |          |          | 1        | 0                          | 0        | 1        | 0        | 0                | 0        | 0           | 0        |
| <b>TOTAL</b>   | <b>7</b> | <b>8</b> | <b>0</b> | <b>2</b>                   | <b>2</b> | <b>6</b> | <b>6</b> | <b>0</b>         | <b>0</b> | <b>0</b>    | <b>0</b> |

**Note:** The 2013 Carry Over row indicated the number of Service Requests that were opened in 2013; however, were brought forward into 2014 in an effort to track the service request until completion.

\*Open Service Requests reflect what is in pending status at the end of the report month

## Maui County E9-1-1 Status Report July 1, 2014 – July 31, 2014

### 5.3 Molokai Service Request Year-To-Date (YTD) Summary – 2014

| MOLOKAI PSAP   |          |          |          | SERVICE REQUEST CATEGORIES |          |          |          |                  |          |             |          |
|----------------|----------|----------|----------|----------------------------|----------|----------|----------|------------------|----------|-------------|----------|
| 2014           | TOTAL    |          | Open*    | 911 Map                    |          | MSAG     |          | Request Training |          | Suggestions |          |
|                | Created  | Closed   |          | Created                    | Closed   | Created  | Closed   | Created          | Closed   | Created     | Closed   |
| December       |          |          |          |                            |          |          |          |                  |          |             |          |
| November       |          |          |          |                            |          |          |          |                  |          |             |          |
| October        |          |          |          |                            |          |          |          |                  |          |             |          |
| September      |          |          |          |                            |          |          |          |                  |          |             |          |
| August         |          |          |          |                            |          |          |          |                  |          |             |          |
| July           | 0        | 0        | 0        | 0                          | 0        | 0        | 0        | 0                | 0        | 0           | 0        |
| June           | 0        | 0        | 0        | 0                          | 0        | 0        | 0        | 0                | 0        | 0           | 0        |
| May            | 0        | 0        | 0        | 0                          | 0        | 0        | 0        | 0                | 0        | 0           | 0        |
| April          | 0        | 0        | 0        | 0                          | 0        | 0        | 0        | 0                | 0        | 0           | 0        |
| March          | 0        | 0        | 0        | 0                          | 0        | 0        | 0        | 0                | 0        | 0           | 0        |
| February       | 1        | 1        | 0        | 0                          | 0        | 1        | 1        | 0                | 0        | 0           | 0        |
| January        | 0        | 0        | 0        | 0                          | 0        | 0        | 0        | 0                | 0        | 0           | 0        |
| 2013 Carryover | 0        | 0        | 0        | 0                          | 0        | 0        | 0        | 0                | 0        | 0           | 0        |
| <b>TOTAL</b>   | <b>1</b> | <b>1</b> | <b>0</b> | <b>0</b>                   | <b>0</b> | <b>1</b> | <b>1</b> | <b>0</b>         | <b>0</b> | <b>0</b>    | <b>0</b> |

**Note:** Open Service Requests reflect what is in pending status at the end of the report month

|                     | Category         | Description   |
|---------------------|------------------|---|
| <b>Definitions:</b> | 911 Map          | Mapping computer not functioning or displaying properly |
|                     | MSAG             | Discrepancies with 9-1-1 MSAG addresses                 |
|                     | Request Training | E-911 Operations training needs                         |
|                     | Suggestions      | Vehicle to share suggestions                            |

## Maui County E9-1-1 Status Report July 1, 2014 – July 31, 2014

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### 6 E9-1-1 Database Synchronization

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

### **Next scheduled Database Synchronization report on September 2014**

#### 6.1 Audit Summary Results – 2014

#### 6.2 Audit Summary Notes:

#### 6.3 MSAG Audit Summary Results – March 1, 2014 vs June 1, 2014

#### 6.4 MSAG Audit Summary Results Notes –

#### 6.5 Invalid MSAG Streets and Address Ranges – ESN x99 Records

#### 6.6 Automatic Location Identification (ALI) Discrepancy Reports

# Hawaii County 9-1-1 Status Report

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## Hawai'i County 9-1-1 Status Report July 1, 2014 – July 31, 2014

### 1 PSAP Operations

#### 1.1 9-1-1 Call Volume Hawaii County PSAPs – July 2014

Source: Intrado Viper

| 9-1-1 Call Volume   |                             |                       |                  |                       |                  |                          |                          |                   |                  |                          |                  |                    |                  |  |                  |  |                  |
|---------------------|-----------------------------|-----------------------|------------------|-----------------------|------------------|--------------------------|--------------------------|-------------------|------------------|--------------------------|------------------|--------------------|------------------|--|------------------|--|------------------|
| HAWAII POLICE PSAPs |                             | Wireline              |                  | Wireless              |                  |                          |                          | VOIP              |                  | Calls With No ALI        |                  | Admin Calls        |                  | Abandoned Calls                        |                  | Other Calls                            |                  |
| 2014                | 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 Calls Abandoned by Caller | % of Total Calls | No. of 9-1-1 Calls Abandoned by Caller | % of Total Calls |
| July                | 20960                       | 4476                  | 21.35%           | 14023                 | 66.90%           | 49.43%                   | 50.57%                   | 769               | 3.67%            | 7                        | 0.03%            | 0                  | 0.00%            | 1685                                   | 8.04%            | 0                                      | 0.00%            |

##### 1.1.1 Call Volume Hawaii County PSAP Notes:

There were no call volume statistics between January 28, 2014, 2:11 p.m. HST, and January 28, 2014, 9:01 p.m. HST, while the PSAPs were on the 9-1-1 back-up system due to a Intrado Viper System outage.

## Hawai'i County 9-1-1 Status Report July 1, 2014 – July 31, 2014

### 1.2 911 Call Volume Hawaii County PSAPs – Calendar Year 2014

| 9-1-1 Call Volume   |                             |                       |                  |                       |                  |                          |                          |                   |                  |                          |                  |                    |                  |  |                  |                    |                  |
|---------------------|-----------------------------|-----------------------|------------------|-----------------------|------------------|--------------------------|--------------------------|-------------------|------------------|--------------------------|------------------|--------------------|------------------|--|------------------|--------------------|------------------|
| Hawaii County PSAPs |                             | Wireline              |                  | Wireless              |                  |                          |                          | VOIP              |                  | Calls with No ALI        |                  | Admin Calls        |                  | Abandoned Calls                        |                  | Other Calls        |                  |
| 2014                | 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 Calls Abandoned by Caller | % of Total Calls | No. of Other Calls | % of Total Calls |
| January             | 20,517                      | 5,680                 | 27.68%           | 12,884                | 62.80%           | 48.15%                   | 51.85%                   | 9                 | 0.04%            | 22                       | 0.11%            | 0                  | 0.00%            | 1,922                                  | 9.37%            | 0                  | 0.00%            |
| February            | 17,275                      | 4,716                 | 27.30%           | 11,352                | 65.71%           | 46.41%                   | 53.59%                   | 22                | 0.13%            | 14                       | 0.08%            | 0                  | 0.00%            | 1,171                                  | 6.78%            | 0                  | 0.00%            |
| March               | 19,732                      | 4,443                 | 22.52%           | 12,678                | 64.25%           | 51.64%                   | 48.36%                   | 646               | 3.27%            | 20                       | 0.10%            | 0                  | 0.00%            | 1,945                                  | 9.86%            | 0                  | 0.00%            |
| April               | 19,216                      | 4,223                 | 21.98%           | 12,562                | 65.37%           | 51.62%                   | 48.38%                   | 715               | 3.72%            | 15                       | 0.08%            | 0                  | 0.00%            | 1,694                                  | 8.82%            | 7                  | 0.04%            |
| May                 | 19,520                      | 4,459                 | 22.84%           | 12,892                | 66.05%           | 51.61%                   | 48.39%                   | 670               | 3.43%            | 15                       | 0.08%            | 0                  | 0.00%            | 1,484                                  | 7.60%            | 0                  | 0.00%            |
| June                | 19,007                      | 4,179                 | 21.99%           | 12,635                | 66.48%           | 52.16%                   | 47.84%                   | 656               | 3.45%            | 4                        | 0.02%            | 0                  | 0.00%            | 1,533                                  | 8.07%            | 0                  | 0.00%            |
| July                | 20,960                      | 4,476                 | 21.35%           | 14,023                | 66.90%           | 49.43%                   | 50.57%                   | 769               | 3.67%            | 7                        | 0.03%            | 0                  | 0.00%            | 1,685                                  | 8.04%            | 0                  | 0.00%            |
| August              |                             |                       |                  |                       |                  |                          |                          |                   |                  |                          |                  |                    |                  |  |                  |                    |                  |
| September           |                             |                       |                  |                       |                  |                          |                          |                   |                  |                          |                  |                    |                  |  |                  |                    |                  |
| October             |                             |                       |                  |                       |                  |                          |                          |                   |                  |                          |                  |                    |                  |  |                  |                    |                  |
| November            |                             |                       |                  |                       |                  |                          |                          |                   |                  |                          |                  |                    |                  |  |                  |                    |                  |
| December            |                             |                       |                  |                       |                  |                          |                          |                   |                  |                          |                  |                    |                  |  |                  |                    |                  |
| YTD                 | 136,227                     | 32,176                |                  | 89,026                |                  |                          |                          | 3,487.00          |                  | 97                       |                  | 0                  |                  | 11,434                                 |                  | 7                  |                  |
| MON AVG             | 19,461                      | 4,597                 | 23.67%           | 12,718                | 65.37%           | 50.15%                   | 49.85%                   | 498.14            | 2.53%            | 13.86                    | 0.07%            | 0                  | 0.00%            | 1,633                                  | 8.36%            | 1                  | 0.01%            |

## Hawai'i County 9-1-1 Status Report July 1, 2014 – July 31, 2014

### 1.3 9-1-1 Call Volume by Agency – July 2014

Source: Intrado Viper

| 9-1-1 Call Volume by Agency |                                |                  |                       |                                   |                       |                                |                  |                       |                                   |                       |
|-----------------------------|--------------------------------|------------------|-----------------------|-----------------------------------|-----------------------|--------------------------------|------------------|-----------------------|-----------------------------------|-----------------------|
| Hawaii County Police        |                                |                  |                       |                                   |                       | Hawaii County Fire             |                  |                       |                                   |                       |
| 2014                        | 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 |
| July                        | 16977                          | 81.00%           | 0                     | 1669                              | 0                     | 2298                           | 10.96%           | 0                     | 16                                | 0                     |

#### 1.3.1 Call Volume by Agency Notes:

- (1) Total call volumes include Administrative calls. (Administrative calls = Calls made between 9-1-1 positions but are not 9-1-1 calls.)
- (2) "Abandoned" calls represent the number of incoming 9-1-1 calls for which the caller had hung up before a call-taker answered. These calls are included in the "Wireline" and "Wireless" counts respectively. The standard Intrado Viper reports provide a break-out of "Abandoned" calls between "Wireline" and "Wireless" calls.
- (3) "Other Calls" for HPD and HFD include calls marked "PBXR", "RSDX" and "RSDX" in the call volumes.

## Hawai'i County 9-1-1 Status Report July 1, 2014 – July 31, 2014

### 1.4 9-1-1 Call Volume by Agency – Calendar Year 2014

| 9-1-1 Call Volume by Agency |                                |                       |                           |                       |                  |                                |                       |                         |                       |                  |
|-----------------------------|--------------------------------|-----------------------|---------------------------|-----------------------|------------------|--------------------------------|-----------------------|-------------------------|-----------------------|------------------|
| 2014                        | Hawaii Police Department       |                       |                           |                       |                  | Hawaii Fire Department         |                       |                         |                       |                  |
|                             | Number of Total Calls Received | Number of Admin Calls | Number of Abandoned Calls | Number of Other Calls | % of Total Calls | Number of Total Calls Received | Number of Admin Calls | Number of Dropped Calls | Number of Other Calls | % of Total Calls |
| January                     | 16,012                         | 0                     | 1,891                     |                       | 78.04%           | 2,583                          | 0                     | 31                      |                       | 12.59%           |
| February                    | 13,955                         | 0                     | 1,163                     |                       | 80.78%           | 2,149                          | 0                     | 8                       |                       | 12.44%           |
| March                       | 15,526                         | 0                     | 1,845                     |                       | 78.68%           | 2,261                          | 0                     | 100                     |                       | 11.46%           |
| April                       | 15,296                         | 0                     | 1,667                     | 5                     | 79.60%           | 2,219                          | 0                     | 27                      | 2                     | 11.55%           |
| May                         | 15,829                         | 0                     | 1,462                     | 0                     | 81.07%           | 2,211                          | 0                     | 22                      | 0                     | 11.32%           |
| June                        | 15,326                         | 0                     | 1,512                     | 0                     | 80.63%           | 2,148                          | 0                     | 21                      | 0                     | 11.30%           |
| July                        | 16,977                         | 0                     | 1,669                     | 0                     | 81.00%           | 2,298                          | 0                     | 16                      | 0                     | 10.96%           |
| August                      |                                |                       |                           |                       |                  |                                |                       |                         |                       |                  |
| September                   |                                |                       |                           |                       |                  |                                |                       |                         |                       |                  |
| October                     |                                |                       |                           |                       |                  |                                |                       |                         |                       |                  |
| November                    |                                |                       |                           |                       |                  |                                |                       |                         |                       |                  |
| December                    |                                |                       |                           |                       |                  |                                |                       |                         |                       |                  |
| <b>YTD</b>                  | <b>108,921</b>                 | <b>0</b>              | <b>11,209</b>             | <b>5</b>              |                  | <b>15,869</b>                  | <b>0</b>              | <b>225</b>              | <b>2</b>              |                  |
| <b>MON AVG</b>              | <b>15,560</b>                  | <b>0</b>              | <b>1,601</b>              | <b>1</b>              | <b>79.97%</b>    | <b>2,267</b>                   | <b>0</b>              | <b>32</b>               | <b>1</b>              | <b>11.66%</b>    |

## Hawai'i County 9-1-1 Status Report July 1, 2014 – July 31, 2014

### 1.5 Wireless Test – July 2014

| Date     | WSP              | Sites Tested | Sectors Tested | Tested By:  | Test Pass/Fail |
|----------|------------------|--------------|----------------|-------------|----------------|
| 07/08/14 | Verizon Wireless | 1            | 3              | Hawaii PSAP | Fail           |
| 07/17/14 | Verizon Wireless | 1            | 3              | Hawaii PSAP | Fail           |
| 07/24/14 | Verizon Wireless | 1            | 3              | Hawaii PSAP | Pass           |
| 07/25/14 | AT&T             | 8            | 16             | Hawaii PSAP | Pass           |

#### 1.5.1 Wireless Test Notes:

There were 4 scheduled 911 Wireless Tests for Hawaii County in July 2014. After 2 failed attempts, a successful test was completed on 07/24/14.

## 2 MSAG

### 2.1 Current Month – July 2014

| 2014   |       | 9-1-1NET REQUESTS |        |          |        |        |       |                             |   |  |  |       | In Referred Status as of Report Month End (d) |         |                   | In Suspended Status as of Report Month End (e) |  |
|--------|-------|-------------------|--------|----------|--------|--------|-------|-----------------------------|---|--|--|-------|---|---------|-------------------|--|--|
|        |       | MSAG TRANSACTIONS |        |          |        |        |       |                             | ALI TRANSACTIONS                                    |  |  |       |   |         |                   |  |  |
| PSAP   | TOTAL | Total             | Change | Combined | Delete | Insert | Split | Customer Addresses Affected | County Address Change Request (TN CR) Processed (a) | ALI Discrepancy Request (ALI-DR) Processed (b) | VoIP Discrepancy Request (VoIP DR) Processed (c) | TN CR | ALI-DR  | VoIP-DR | # of Transactions | TNs Affected                                   |  |
| HAWAII | 288   | 59                | 13     | 2        | 28     | 11     | 5     | 234                         | 226   | 3  | 0  | 552   | 0   | 0       | 0                 | 0  |  |

#### 2.1.1 MSAG Current Month Notes:

A total of 288 MSAG transactions were processed in 9-1-1 Net during the month of July 2014. Fifty-nine (59) requests were processed relating to the MSAG database, with 234 customer ANI/ALI (telephone/address) records updated as a direct result. 226 Telephone Number Change Requests (TN CR) transactions and three (3) ALI-DR transactions were processed and updated in 9-1-1Net. The 226 TNCRs were submitted with MSAG valid addresses, as a result of the ESN 299 clean-up effort. Streets and address ranges were validated against the GIS to ensure synchronization and an MSAG valid address was provided to the Telco. TN CRs must be validated against HT records and approved by the end user Hawaiian Telcom customer before updating the ALI record.

There are 552 TN CRs in Referred Status as of July 31, 2014, which are a direct result of the ESN 299 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 Intrado for correction, it must be verified against HT records and/or approved by the customer. Intrado's internal process requires calling each telephone customer individually for approval to update an address in the 9-1-1 database.

## Hawai'i County 9-1-1 Status Report July 1, 2014 – July 31, 2014

### 2.1.2 MSAG Current Month Notes (Part II):

**There are no ALI-DRs in Referred Status as of July 31, 2014**

**There are no VoIP DRs in Referred Status as of July 31, 2014**

**There are no records in Suspended Status as of July 31, 2014.**

### 2.1.3 Definitions for Year-To-Date Summary

|                     |     |  |
|---------------------|-----|--|
| <b>Definitions:</b> | (a) | 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.  |
|                     | (b) | 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.  |
|                     | (c) | 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. |
|                     | (d) | Represents correction requests that have been referred by Intrado to the appropriate service provider and is awaiting approval to be updated in 9-1-1Net.  |
|                     | (e) | Represents correction requests that have been "paused" due to TN fallouts, range overlaps, or not having a valid address point. Intrado requires additional information from Akimeka/PSAP before the Telco approves the change.  |

## Hawai'i County 9-1-1 Status Report July 1, 2014 – July 31, 2014

### 2.2 Year-to-Date (YTD) Summary – 2014

**Note:** Revised categories and report format changes effective June 2012 with new Intrado TN CR unctinality.

| HAWAII COUNTY     |              | 9-1-1NET REQUESTS |            |           |            |           |           |  |   |   |   |     | In Referred Status<br>as of Report Month End<br>(d) |        |      | In Suspended Status<br>as of Report Month End<br>(e) |                 |  |
|-------------------|--------------|-------------------|------------|-----------|------------|-----------|-----------|--|---|---|---|-----|---|--------|------|--|-----------------|--|
|                   |              | MSAG TRANSACTIONS |            |           |            |           |           |  | ALI TRANSACTIONS  |   |   |     | TN CR   | ALI-DR | VoIP | # of Transactions                                    | TNs<br>Affected |  |
| 2014              | TOTAL        | Total             | Change     | Combined  | Delete     | Insert    | Split     | Customer<br>Addresses<br>Affected<br>(*) | County<br>Address<br>Change<br>Request<br>(TN CR)<br>Processed<br>(a) | ALI Discrepancy<br>(ALI-DR)<br>Processed<br>(b) | VoIP<br>Discrepancy<br>(VoIP DR)<br>Request<br>Processed<br>(c) |     |   |        |      |  |                 |  |
| December          |              |                   |            |           |            |           |           |  |   |   |   |     |   |        |      |  |                 |  |
| November          |              |                   |            |           |            |           |           |  |   |   |   |     |   |        |      |  |                 |  |
| October           |              |                   |            |           |            |           |           |  |   |   |   |     |   |        |      |  |                 |  |
| September         |              |                   |            |           |            |           |           |  |   |   |   |     |   |        |      |  |                 |  |
| August            |              |                   |            |           |            |           |           |  |   |   |   |     |   |        |      |  |                 |  |
| July              | 288          | 59                | 13         | 2         | 28         | 11        | 5         | 234                                      | 226   | 3   | 0   | 552 | 0   | 0      | 0    | 0  | 0               |  |
| June              | 326          | 65                | 13         | 2         | 28         | 16        | 6         | 67                                       | 255   | 4   | 2   | 427 | 1   | 3      | 0    | 0  | 0               |  |
| May               | 333          | 76                | 21         | 5         | 22         | 25        | 3         | 592                                      | 246   | 8   | 3   | 476 | 0   | 1      | 0    | 0  | 0               |  |
| April             | 401          | 142               | 71         | 4         | 48         | 11        | 8         | 777                                      | 252   | 4   | 3   | 544 | 1   | 0      | 0    | 0  | 0               |  |
| March             | 338          | 312               | 201        | 0         | 103        | 6         | 2         | 2,344                                    | 17  | 9   |   | 486 | 4   |        | 1    | 1  | 1               |  |
| February          | 171          | 64                | 12         | 28        | 16         | 7         | 1         | 1,571                                    | 96  | 11  |   | 383 | 2   |        | 0    | 0  | 0               |  |
| January           | 313          | 141               | 22         | 39        | 61         | 15        | 4         | 64                                       | 164   | 8   |   | 670 | 1   |        | 0    | 0  | 0               |  |
| <b>TOTAL YTD</b>  | <b>2,170</b> | <b>859</b>        | <b>353</b> | <b>80</b> | <b>306</b> | <b>91</b> | <b>29</b> | <b>5,649</b>                             | <b>1,256</b>  | <b>47</b>                                       | <b>8</b>  |     |   |        |      |  |                 |  |
| <b>AVG PER MO</b> | <b>310</b>   | <b>123</b>        | <b>50</b>  | <b>11</b> | <b>44</b>  | <b>13</b> | <b>4</b>  | <b>807</b>                               | <b>179</b>  | <b>7</b>  | <b>2</b>  |     |   |        |      |  |                 |  |

## Hawai'i County 9-1-1 Status Report July 1, 2014 – July 31, 2014

### 3 GIS Mapping Layers – July 2014

#### 3.1 Updated/Loaded Into GIS (Part I)

*9-1-1 GIS layers provided by Akimeka to the PSAP are designed for use on E9-1-1 systems and are NG9-1-1 i3 ready*

| HAWAII   |                                  |  |  |
|--|----------------------------------|--|--|
| Type of Layer  | Akimeka GIS Server               | Date Loaded Into PSAP GIS Server   | Other/Remarks  |
|  | Date Created/<br>Edits Performed |  |  |
| <b>CRITICAL 9-1-1 PUBLIC SAFETY LAYERS<br/>(Listed Alphabetically)</b> |                                  |  |  |
| <b>CALLER LOCATION</b>   |                                  |  |  |
| <b>Address Points</b>  | 7/30/2014                        |  | Spatially corrected 44 address points on Yutaka Pen Pl in Kamuela.   |
|  |                                  | <b>07/22/14</b>  |  |
|  | 7/18/2014                        |  | Added one (1) new address point (550469 Upolu Rd) in Hawi.   |
|  | 7/16/2014                        |  | Added one (1) new address point (550231 Hoea Rd) in Hawi.  |
|  | 7/16/2014                        |  | Added seven (7) new address points in Hilo.  |
|  | 7/16/2014                        |  | Added five (5) new address points in Kailua Kona.  |
|  | 7/16/2014                        |  | Added two (2) new address points (590112 Lumai Pl and 640659 Puu Olu Pl) in Kamuela.   |
|  | 7/16/2014                        |  | Added three (3) new address points (540473 Honomakau Rd, 540548 Kapaau Rd and 541506 Kohala Mountain Rd) in Kapaau.                          |
|  | 7/16/2014                        |  | Added 17 new address points in Keaau.  |
|  | 7/16/2014                        |  | Added one (1) new address point (816400 Onouli Uka Rd) in Kealakekua.  |
|  | 7/16/2014                        |  | Added seven (7) new address points in Kurtistown.  |
|  | 7/16/2014                        |  | Added seven (7) new address points in Mountain View.   |
|  | 7/16/2014                        |  | Added two (2) new address points (946435 Ahi Rd and 946520 Kuamoo Rd) in Naalehu.  |
|  | 7/16/2014                        |  | Added four (4) new address points (922403 Mahimahi Dr, 926061 Orchid Circle Mauka, 922066 Palm Pkwy and 929036 Paradise Pkwy) in Ocean View. |
|  | 7/16/2014                        |  | Added two (2) new address points (444009 Kukuipapa Rd and 444085 Kukuipapa Rd) in Paauilo.   |
|  | 7/16/2014                        |  | Added ten (10) new address points in Pahoa.  |
|  | 7/16/2014                        |  | Added two (2) new address points (113775 2nd St and 113525 Old Volcano Rd) in Volcano.   |
|  | 7/16/2014                        |  | Completed monthly update on Address Points.  |
|  | 7/9/2014                         |  | Changed street name to 755597 Palani Rd (previously Kopiko St) in Kailua Kona.   |
|  | 7/9/2014                         |  | Spatially corrected 75597 Palani Rd A in Kailua Kona.  |
|  | 7/9/2014                         |  | Added twelve (12) new address points on Mauna Kea Access Rd in Hilo.   |
|  |                                  | <b>07/08/14</b>  |  |
|  | 7/7/2014                         |  | Corrected routing id to 543620 Akoni Pule Hwy in Kapaau.   |
|  | 7/7/2014                         |  | Populated Location Name field for 816619 Hawaii Belt Rd (Kealakekua Public Library) in Kealakekua.   |
|  | 7/7/2014                         |  | Spatially corrected two (2) address points (553412 and 553419 Akoni Pule Hwy) in Hawi.   |
|  | 7/7/2014 - 7/29/2014             |  | Spatially corrected fifty-seven (57) address points in Kapaau.   |
|  | 7/7/2014                         |  | Populated Location Name field for 543645 Akoni Pule Hwy (North Kohala Public Library) in Kapaau.   |
|  | 7/1/2014                         |  | Spatially corrected 15 address points in Volcano.  |
| 7/1/2014   |                                  | Changed address number from 194340 Ainahau Rd to 194306 Ainahau Rd in Volcano. |  |



## Hawai'i County 9-1-1 Status Report July 1, 2014 – July 31, 2014

### 3.2 Updated/Loaded Into GIS (Part II)

*9-1-1 GIS layers provided by Akimeka to the PSAP are designed for use on E9-1-1 systems and are NG9-1-1 i3 ready*

| HAWAII   |                                  |                                  |   |
|--|----------------------------------|----------------------------------|---|
| Type of Layer  | Akimeka GIS Server               | Date Loaded Into PSAP GIS Server | Other/Remarks   |
|  | Date Created/<br>Edits Performed |                                  |   |
| <b>CRITICAL 9-1-1 PUBLIC SAFETY LAYERS<br/>(Listed Alphabetically)</b> |                                  |                                  |   |
| <b>CALLER LOCATION</b>   |                                  |                                  |   |
| Emergency Callboxes  |                                  |                                  |   |
| Fire Stations  |                                  |                                  |   |
| Medic Stations   |                                  |                                  |   |
| Milepost Markers   |                                  |                                  |   |
| Points of Interest (POI)   |                                  | 07/22/14                         |   |
|  |                                  | 07/08/14                         |   |
|  | 7/8/2014                         |                                  | Performed review of Name Field and to be compliant with NENA standards removed special characters from 393 records. |
|  | 7/7/2014                         |                                  | Added Kealahou Public Library in Kealahou and North Kohala Public Library in Kapaau.                                |
| Police Stations  |                                  |                                  |   |
| Schools  |                                  |                                  |   |
| Tsunami Evacuation Zones   |                                  |                                  |   |
| Tsunami Roadblocks   |                                  |                                  |   |
| WSP Cell Towers  |                                  | 07/22/14                         |   |
|  | 7/22/2014                        |                                  | Per VZW CRS   |
|  |                                  | 07/08/14                         |   |
|  | 7/7/2014                         |                                  | Per TMOB CRS  |
|  | 7/3/2014                         |                                  | Per VZW CRS   |
| <b>DISPATCH AND RESPONSE</b>   |                                  |                                  |   |
| ESZ/ESN  |                                  |                                  |   |
|  |                                  |                                  |   |
|  |                                  |                                  |   |
|  |                                  |                                  |   |

## Hawai'i County 9-1-1 Status Report July 1, 2014 – July 31, 2014

### 3.3 Updated/Loaded Into GIS (Part III)

*9-1-1 GIS layers provided by Akimeka to the PSAP are designed for use on E9-1-1 systems and are NG9-1-1 i3 ready*

| HAWAII   |                                  |                                  |   |
|--|----------------------------------|----------------------------------|---|
| Type of Layer  | Akimeka GIS Server               | Date Loaded Into PSAP GIS Server | Other/Remarks   |
|  | Date Created/<br>Edits Performed |                                  |   |
| <b>CRITICAL 9-1-1 PUBLIC SAFETY LAYERS<br/>(Listed Alphabetically)</b> |                                  |                                  |   |
| <i>DISPATCH AND RESPONSE</i>   |                                  |                                  |   |
| Fire Beats<br>(Includes Medic Beats)                                   |                                  |                                  |   |
| Fire Districts<br>(Includes Medic Districts)                           |                                  |                                  |   |
| Fire Response Areas  |                                  |                                  |   |
| MSAG Communities<br>(aka Towns)  |                                  |                                  |   |
| Medic Response Areas   | N/A for Hawaii County            |                                  |   |
| Ocean Rescue Boundaries  |                                  |                                  |   |
| Police Beats   | 7/21/2014                        | 07/22/14                         | Corrected boundaries to Police Beats 151, 641 and 732.          |
| Police Districts   |                                  |                                  |   |
| Police Response Areas  | 7/21/2014                        |                                  | Corrected boundaries to Police Response Areas 151, 641 and 732. |
| WSP Cell Sectors   |                                  | 07/22/14                         |   |
|  | 7/22/2014                        |                                  | Per VZW CRS   |
|  | 7/7/2014                         |                                  | Per TMOB CRS  |
|  | 7/3/2014                         |                                  | Per VZW CRS   |

## Hawai'i County 9-1-1 Status Report July 1, 2014 – July 31, 2014

### 3.4 Updated/Loaded Into GIS (Part IV)

*9-1-1 GIS layers provided by Akimeka to the PSAP are designed for use on E9-1-1 systems and are NG9-1-1 i3 ready*

| HAWAII   |                                  |   |   |
|--|----------------------------------|---|---|
| Type of Layer  | Akimeka GIS Server               | Date Loaded Into PSAP GIS Server                                | Other/Remarks   |
|  | Date Created/<br>Edits Performed |   |   |
| <b>CRITICAL 9-1-1 PUBLIC SAFETY LAYERS<br/>(Listed Alphabetically)</b> |                                  |   |   |
| <b>RESPONSE ROUTING</b>  |                                  |   |   |
| <b>Street Centerlines</b>  | 7/31/2014                        |   | Corrected range to 15 streets in Kamuela.   |
|  | 7/30/2014                        |   | Corrected parity to Yutaka Pen PI in Kamuela.   |
|  | 7/30/2014                        |   | Spatially corrected five (5) streets in Kamuela.  |
|  | 7/29/2014                        |   | Spatially corrected five (5) streets in Kapaau.   |
|  | 7/25/2014                        |   | Corrected range to four (4) streets (two segments of Akoni Pule Hwy and two segments of Makapala Rd) in Kapaau.   |
|  | 7/24/2014                        |   | Corrected range to four (4) streets (two segments of Kolonahe St and two segments of Kohala Mountain Rd) in Kapaau.   |
|  |                                  | <b>07/22/14</b>   |   |
|  | 7/16/2014                        |   | Corrected range to two (2) segments of Onouli Uka Rd in Kealakekua.   |
|  | 7/16/2014                        |   | Completed monthly update on Street Centerlines.   |
|  | 7/16/2014                        |   | Spatially corrected one (1) segment of Holuakai St and split one (1) segment of Kaleiopapa St in Keauhou.   |
|  | 7/15/2014                        |   | Added one (1) new street (Lolia PI) and split one (1) street (Kalapana Kapoho Beach Rd) in Pahoa.   |
|  | 7/11/2014                        |   | Corrected "Street Type" to Keahole St in Kailua Kona.   |
|  | 7/9/2014                         |   | Spatially corrected four (4) street segments (Malia PI, Ololi Rd and two segments of Kopiko St) in Kailua Kona.   |
|  | 7/9/2014                         |   | Corrected range to one (1) segment of Malia PI in Kailua Kona.  |
|  | 7/9/2014                         |   | Added five (5) new street segments of Mauna Kea Access Rd in Hilo.  |
|  | 7/9/2014                         |   | Corrected range to seven (7) segments, spatially corrected ten (10) segments, split four (4) segments and flipped one (1) segment of Mauna Kea Access Rd in Hilo. |
|  |                                  | <b>07/08/14</b>   |   |
|  | 7/8/2014                         |   | Corrected range to three (3) segments of Kapaau Rd in Kapaau.   |
|  | 7/8/2014                         |   | Merged two (2) segments of Keokea Park Rd in Kapaau.  |
|  | 7/7/2014                         |   | Corrected range to 13 street segments in Kapaau.  |
| 7/7/2014   |                                  | Spatially corrected two (2) segments of Kapaau Rd in Kapaau.    |   |
| 7/2/2014   |                                  | Spatially corrected two (2) segments of Kaalaiki Rd in Naalehu. |   |
| 7/2/2014   |                                  | Spatially corrected one (1) segment of Kaalaiki Rd in Pahala.   |   |

## Hawai'i County 9-1-1 Status Report July 1, 2014 – July 31, 2014

### 3.5 Updated/Loaded Into GIS (Part V)

*9-1-1 GIS layers provided by Akimeka to the PSAP are designed for use on E9-1-1 systems and are NG9-1-1 i3 ready*

| HAWAII   |                               |                                  |   |
|--|-------------------------------|----------------------------------|---|
| Type of Layer  | Akimeka GIS Server            | Date Loaded Into PSAP GIS Server | Other/Remarks                                       |
|  | Date Created/ Edits Performed |                                  |   |
| <b>CRITICAL 9-1-1 PUBLIC SAFETY LAYERS<br/>(Listed Alphabetically)</b> |                               |                                  |   |
| <b>VISUAL REFERENCE</b>  |                               |                                  |   |
| Coastline  |                               |                                  |   |
| Major Roads  | 7/11/2014                     |                                  | Corrected ESN to one (1) segment of Akoni Pule Hwy. |
| Parcels  |                               |                                  |   |
| Trails   |                               |                                  |   |
| <b>SPECIAL REQUESTS</b>  |                               |                                  |   |
| Correctional Facilities  |                               |                                  |   |

### 3.6 CAD/Mapping System GIS Upload Process

#### 3.6.1 Current Month GIS Activities – July 2014

7/22/2014      Performed Powermap Update which included: Address Points, Street Centerlines, WSP Cell Sectors, WSP Cell Towers, Points of Interest and Police Beats.

7/8/2014      Performed Powermap Update which included: Address Points, Street Centerlines, WSP Cell Sectors, WSP Cell Towers and Points of Interest.

*\*Everytime the GIS Update tool is used, Indexes and Cache have to be built. The Positron system configurator is adjusted every time a layer is loaded in the PowerMap database. Each PSAP position is updated accordingly.*

## Hawai'i County 9-1-1 Status Report July 1, 2014 – July 31, 2014

### 4 Mapping Layers Updated/Loaded Into GIS – July 2014

#### 4.1.1 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. In the month of June 2014, Akimeka added a process to identify changes to the Street Segment Names which has been included in the chart below.

The Address Points and Street Centerlines layer comparative analysis was completed on the updates received from the Hawai'i County Planning Department on **July 16, 2014**. Results are as follows:

| HAWAII COUNTY                      | Address Points Layer | Street Centerlines Layer |
|------------------------------------|----------------------|--------------------------|
| # of New Street Segments Added     |                      | <b>3</b>                 |
| # of Street Segments Removed       |                      | <b>0</b>                 |
| # of New Addresses Added           | <b>70</b>            |                          |
| # of Addresses Removed             | <b>0</b>             |                          |
| # of Street Segment Range Changes  |                      | <b>0</b>                 |
| # of Street Segment Name Changes   |                      | <b>0</b>                 |
| # of Address Street Name Changes   | <b>0</b>             |                          |
| # of Address Street Number Changes | <b>0</b>             |                          |

**Note:** Some Address Points have its street name and street number changed at the same time. These are counted as separate actions since these changes are needed to make the layers "9-1-1 capable" for dispatch and response.

## Hawai'i County 9-1-1 Status Report July 1, 2014 – July 31, 2014

### 5 Geographic Information System (GIS)

#### 5.1 Next Generation 911 (NG9-1-1) GIS Requirements

The transition of E9-1-1 to NG9-1-1 has caused a shift in the focus of the 9-1-1 GIS work. This new focus has centralized the GIS data model with more of an emphasis toward a higher degree of precision, while continuing its foundation on current, accurate, and standardized GIS data, only now to a higher level of exactness.

The NG9-1-1 GIS requirements have repositioned the focal point from generalizations and interpolation on Street Centerlines and civic addressing, to new and more focused requirements of point specific locations utilizing lat/longs, combined with civic addresses to determine a 9-1-1 caller's location from any communications device and from any location.

Akimeka has adapted the NG9-1-1 requirements into their correction processes and has continued working to improve accuracy, completeness, and quality of the GIS data. The redesigned correction process will also promote a higher level of detail, which helps facilitate data consistency and is an important element for interoperability and information sharing across the PSAPs.

During the month of July 2014, Akimeka has focused on correcting the following areas and has established a baseline moving into NG9-1-1:

| NG9-1-1 GIS Data Corrections |                    |  |   |
|------------------------------|--------------------|--|---|
| GIS Layer Name               | Type of Correction | Number of Records Corrected/Modified/Added/Removed | Comments/Details  |
| Street Centerlines           | New Streets        | 6 Added  | 5 in Hilo, 1 in Pahoia  |
| Street Centerlines           | Range/Parity       | 50 Corrected                                       | Majority were in Kapaau and Kamuela   |
| Street Centerlines           | Spatial Correction | 30 Corrected                                       | To increase spatial accuracy, majority were in Hilo and Kapaau  |
| Street Centerlines           | Splits             | 6 Corrected  | To eliminate segments from crossing boundaries and where existing streets were intersected by new streets |
| Street Centerlines           | Merged             | 2 Corrected  | Streets were in Kapaau  |
| Street Centerlines           | Flipped Direction  | 1 Corrected  | Street was in Hilo  |

## Hawai'i County 9-1-1 Status Report July 1, 2014 – July 31, 2014

### 5.2 Next Generation 911 (NG9-1-1) GIS Requirements (Part II)

|                              |                         |               |  |
|------------------------------|-------------------------|---------------|--|
| <b>Street Centerlines</b>    | Changed Street Type     | 1 Corrected   | Street was in Kailua Kona  |
| <b>Address Points</b>        | New Address Points      | 83 Added      | Throughout County in 14 communities  |
| <b>Address Points</b>        | Changed Street Name     | 1 Modified    | Address was in Kailua Kona   |
| <b>Address Points</b>        | Spatial Correction      | 119 Corrected | Corrected location of Address Point, recalculated x/y, majority were in Kapaau and Kamuela |
| <b>Address Points</b>        | Routing ID              | 1 Corrected   | To ensure proper routing to address, address was in Kapaau                                 |
| <b>Address Points</b>        | Changed Address Number  | 1 Modified    | Address was in Volcano   |
| <b>Address Points</b>        | Location Name Attribute | 2 Added       | 1 in Kapaau and 1 in Kealakekua  |
| <b>Points of Interest</b>    | New Points of Interest  | 2 Added       | 1 in Kapaau and 1 in Kealakekua  |
| <b>Points of Interest</b>    | Name Field Attribute    | 393 Corrected | Throughout County in 30 communities  |
| <b>Police Beats</b>          | Boundaries              | 3 Corrected   | Police Beats 151, 641 and 732  |
| <b>Police Response Areas</b> | Boundaries              | 3 Corrected   | Police Response Areas 151, 641 and 732   |
| <b>Major Roads</b>           | ESN Attribute           | 1 Corrected   | 1 segment of Akoni Pule Hwy  |
| <b>Trails</b>                | Description Attribute   | 2 Corrected   | Both were in HVNP  |

## Hawai'i County 9-1-1 Status Report July 1, 2014 – July 31, 2014

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### 5.3 Mamalahoa Hwy Project

During June 2014, Akimeka performed research and an analysis of the naming discrepancies between Mamalahoa Hwy and Hawaii Belt Rd. Akimeka identified discrepancies regarding the addresses that are used on these streets as well as the street signs posted along them versus the naming of the streets on which they are located.

1. During June 2014, Akimeka initiated the research for a Mamalahoa Renaming Project and identified a correction process which involves renaming certain segments of Hawaii Belt Rd to Mamalahoa Hwy.
  - a. This project will correct 556 TNs in Kealahou and 345 TNs in Captain Cook for a total of 901 TNs.
  - b. During the month of July 2014, Akimeka awaited approval to proceed with the project. Once approval has been granted the updates will be made in the GIS and MSAG Databases.
    - 1) Once the corrections have been made the updates will be reflected into the PowerMap and available to the dispatchers.
  - c. Subsequent to receiving approval, Akimeka plans to initiate the correction process during the month of August 2014.



## Hawai'i County 9-1-1 Status Report July 1, 2014 – July 31, 2014

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### 5.4 Fire Department's PowerMap

Beginning around the March 2014 timeframe, there had been several occurrences of technical issues occurring with the Hawaii County Fire Department's PowerMap not receiving ANI/ALI data on all four (4) of their positions.

1. On March 19, 2014, it was brought to Akimeka's attention that the Hawaii Fire Department was experiencing a network connection issue with the GIS Server. The PowerMap positions at Fire were not receiving ANI/ALI data from the PowerMap Server located in the Police building. The PowerMap positions in the Police Department were working without issue, as were the Fire Station Viper and Intergraph systems. The following day on March 20, 2014, all Fire Powermap positions were fully operational.
  - a. Since March 19, 2014, the above issue had repeated many times. At first it seemed to occur following PowerMap updates performed by Akimeka. Akimeka had been communicating with Scott Uehara and the Hawaii Fire Department to investigate the cause and help to find a solution to this technical issue. It had come to light that the issue had nothing to do with the PowerMap updates performed by Akimeka and that the issue would occur and be resolved for no known reason and at times unrelated to when PowerMap updates were performed.
  - b. On June 24, 2014, Akimeka was informed that a couple of weeks prior to June 24, 2014 the Hawaii County IT had performed some technical work on the issue and the Fire Department's PowerMap had been functioning properly since then with the exception of one short interruption.
  - c. Akimeka will continue to monitor the performance of the Fire Department's PowerMap and if technical issues should occur again, Akimeka will continue to help investigate the cause and help to find a solution.
  - d. Throughout July 2014, the Fire Department's PowerMap has not incurred any further technical difficulties. Akimeka will continue monitoring its performance and be ready to help with any possible issues that may arise.

## Hawai'i County 9-1-1 Status Report July 1, 2014 – July 31, 2014

### 6 Service Requests Transactions

#### 6.1 Open Service Requests – July 2014

| # | Date | Ticket # | Description | Category | Urgency | Comments |
|---|------|----------|-------------|----------|---------|----------|
|   |      |          | None        |          |         |          |
|   |      |          |             |          |         |          |

Note\* There are no open service requests pending for July 2014

#### 6.2 Service Request Year-to-Date (YTD) Summary – 2014

| HAWAII         |           |           |          | SERVICE REQUEST CATEGORIES |          |           |           |                  |          |             |          |
|----------------|-----------|-----------|----------|----------------------------|----------|-----------|-----------|------------------|----------|-------------|----------|
| 2014           | TOTAL     |           | Open*    | 911 Map                    |          | MSAG      |           | Request Training |          | Suggestions |          |
|                | Created   | Closed    |          | Created                    | Closed   | Created   | Closed    | Created          | Closed   | Created     | Closed   |
| December       |           |           |          |                            |          |           |           |                  |          |             |          |
| November       |           |           |          |                            |          |           |           |                  |          |             |          |
| October        |           |           |          |                            |          |           |           |                  |          |             |          |
| September      |           |           |          |                            |          |           |           |                  |          |             |          |
| August         |           |           |          |                            |          |           |           |                  |          |             |          |
| July           | 3         | 7         | 0        | 0                          | 0        | 3         | 7         | 0                | 0        | 0           | 0        |
| June           | 7         | 4         | 4        | 0                          | 0        | 7         | 4         | 0                | 0        | 0           | 0        |
| May            | 12        | 13        | 1        | 0                          | 0        | 12        | 13        | 0                | 0        | 0           | 0        |
| April          | 10        | 17        | 2        | 0                          | 0        | 10        | 17        | 0                | 0        | 0           | 0        |
| March          | 11        | 5         | 9        | 0                          | 0        | 11        | 5         | 0                | 0        | 0           | 0        |
| February       | 14        | 13        | 3        | 0                          | 0        | 14        | 13        | 0                | 0        | 0           | 0        |
| January        | 9         | 9         | 2        | 0                          | 0        | 9         | 9         | 0                | 0        | 0           | 0        |
| 2013 Carryover |           |           | 2        | 0                          | 0        | 0         | 0         | 0                | 0        | 0           | 0        |
| <b>TOTAL</b>   | <b>66</b> | <b>68</b> | <b>0</b> | <b>0</b>                   | <b>0</b> | <b>66</b> | <b>68</b> | <b>0</b>         | <b>0</b> | <b>0</b>    | <b>0</b> |

Note: \*The 2013 Carry Over row indicated the number of Service Requests that were opened in 2013; however, were brought forward into 2014 in an effort to track the service request until completion.

| Definitions: | Category         | Description   |
|--------------|------------------|---|
|              | 911 Map          | Mapping computer not functioning or displaying properly |
|              | MSAG             | Discrepancies with 9-1-1 MSAG addresses                 |
|              | Request Training | E-911 Operations training needs                         |
|              | Suggestions      | Vehicle to share suggestions                            |

## Hawai'i County 9-1-1 Status Report July 1, 2014 – July 31, 2014

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### **7 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 report on August 2014**

#### **7.1 Audit Summary Results – 2014**

#### **7.2 Audit Summary Results – 2014 (Part II)**

#### **7.3 Audit Summary Result Comparison – May 1, 2014 MSAG vs. February 1, 2014 MSAG**

#### **7.4 Audit Summary Result Comparison Notes – May 1, 2014 MSAG vs February 1, 2014 MSAG.**

#### **7.5 Invalid MSAG Streets and Address Ranges – ESN x99 Records**

#### **7.6 Automatic Location Identification (ALI) Discrepancy Reports**

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## Kauai County 9-1-1 Status Report July 1, 2014 – July 31, 2014

### 1 PSAP Operations

#### 1.1 9-1-1 Call Volume – July 2014

Source: Intrado Viper

| 9-1-1 Call Volume |                             |                       |                  |                       |                  |                          |                          |                   |                  |                          |                  |                    |                  |  |                  |             |                  |
|-------------------|-----------------------------|-----------------------|------------------|-----------------------|------------------|--------------------------|--------------------------|-------------------|------------------|--------------------------|------------------|--------------------|------------------|--|------------------|-------------|------------------|
| KAUA'I PSAP       |                             | Wireline              |                  | Wireless              |                  |                          |                          | VOIP              |                  | Calls With No ALI        |                  | Admin Calls        |                  | Abandoned Calls                        |                  | Other Calls |                  |
| 2014              | 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 Calls Abandoned by Caller | % of Total Calls | Other       | % of Total Calls |
| July              | 5826                        | 839                   | 14.40%           | 3900                  | 66.94%           | 54.21%                   | 45.79%                   | 116               | 1.99%            | 34                       | 0.58%            | 0                  | 0.00%            | 937                                    | 16.08%           | 0           | 0.00%            |

#### 1.2 9-1-1 Call Volume – Calendar Year – 2014

| 9-1-1 Call Volume |                             |                       |                  |                       |                  |                          |                          |                   |                  |                          |                  |                    |                  |  |                  |             |                  |
|-------------------|-----------------------------|-----------------------|------------------|-----------------------|------------------|--------------------------|--------------------------|-------------------|------------------|--------------------------|------------------|--------------------|------------------|--|------------------|-------------|------------------|
| KAUA'I PSAP       |                             | Wireline              |                  | Wireless              |                  |                          |                          | VOIP              |                  | Calls with No ALI        |                  | Admin Calls        |                  | Abandoned Calls                        |                  | Other Calls |                  |
| 2014              | 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 Calls Abandoned by Caller | % of Total Calls | Other       | % of Total Calls |
| January           | 5,059                       | 1,034                 | 20.44%           | 3,107                 | 61.42%           | 51.66%                   | 48.34%                   | 7                 | 0.14%            | 30                       | 0.59%            | 0                  | 0.00%            | 881                                    | 17.41%           | 0           | 0.00%            |
| February          | 4,091                       | 806                   | 19.70%           | 2,703                 | 66.07%           | 50.06%                   | 49.94%                   | 6                 | 0.15%            | 28                       | 0.68%            | 0                  | 0.00%            | 548                                    | 13.40%           | 0           | 0.00%            |
| March             | 4,717                       | 857                   | 18.17%           | 2,977                 | 63.11%           | 51.06%                   | 48.94%                   | 97                | 2.06%            | 32                       | 0.68%            | 0                  | 0.00%            | 754                                    | 15.98%           | 0           | 0.00%            |
| April             | 4,819                       | 819                   | 17.00%           | 3,001                 | 62.27%           | 53.52%                   | 46.48%                   | 125               | 2.59%            | 55                       | 1.14%            | 0                  | 0.00%            | 819                                    | 17.00%           | 0           | 0.00%            |
| May               | 4,966                       | 806                   | 16.23%           | 3,379                 | 68.04%           | 56.38%                   | 43.62%                   | 110               | 2.22%            | 27                       | 0.54%            | 0                  | 0.00%            | 644                                    | 12.97%           | 0           | 0.00%            |
| June              | 4,900                       | 778                   | 15.88%           | 3,191                 | 65.12%           | 55.31%                   | 44.69%                   | 128               | 2.61%            | 48                       | 0.98%            | 0                  | 0.00%            | 755                                    | 15.41%           | 0           | 0.00%            |
| July              | 5,826                       | 839                   | 14.40%           | 3,900                 | 66.94%           | 54.21%                   | 45.79%                   | 116               | 1.99%            | 34                       | 0.58%            | 0                  | 0.00%            | 937                                    | 16.08%           | 0           | 0.00%            |
| August            |                             |                       |                  |                       |                  |                          |                          |                   |                  |                          |                  |                    |                  |  |                  |             |                  |
| September         |                             |                       |                  |                       |                  |                          |                          |                   |                  |                          |                  |                    |                  |  |                  |             |                  |
| October           |                             |                       |                  |                       |                  |                          |                          |                   |                  |                          |                  |                    |                  |  |                  |             |                  |
| November          |                             |                       |                  |                       |                  |                          |                          |                   |                  |                          |                  |                    |                  |  |                  |             |                  |
| December          |                             |                       |                  |                       |                  |                          |                          |                   |                  |                          |                  |                    |                  |  |                  |             |                  |
| <b>YTD</b>        | <b>34,378</b>               | <b>5,939</b>          | <b>17.28%</b>    | <b>22,258</b>         |                  |                          |                          | <b>589</b>        |                  | <b>254</b>               |                  | <b>0</b>           |                  | <b>5338</b>                            |                  | <b>0</b>    |                  |
| <b>MON AVG</b>    | <b>4,911</b>                | <b>848</b>            | <b>17.40%</b>    | <b>3,180</b>          | <b>64.71%</b>    | <b>53.17%</b>            | <b>46.83%</b>            | <b>84</b>         | <b>1.68%</b>     | <b>36</b>                | <b>0.74%</b>     | <b>0</b>           | <b>0.00%</b>     | <b>763</b>                             | <b>15.46%</b>    | <b>0</b>    | <b>0.00%</b>     |

## Kauai County 9-1-1 Status Report July 1, 2014 – July 31, 2014

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### 1.2.1 Call Volume Notes

- (1) Total call volumes include Administrative calls. (Administrative calls = Calls made between 9-1-1 positions but are not 9-1-1 calls.)
- (2) "Abandoned" calls represent the number of incoming 9-1-1 calls for which the caller had hung up before a call-taker answered.
- (3) "Abandoned" calls are included in the "Wireline" and "Wireless" counts respectively. The standard Intrado Viper reports does not provide a break-out of "Abandoned" calls between "Wireline" and "Wireless" calls.

### 1.3 Wireless Test – July 2014

| Date     | WSP  | Sites Tested | Sectors Tested | Tested By: | Test Pass/Fail |
|----------|------|--------------|----------------|------------|----------------|
| 07/28/14 | AT&T | 4            | 8              | Kauai PSAP | Pass           |
|          |      |              |                |            |                |
|          |      |              |                |            |                |

There was 1 scheduled Wireless 911 Test for Kauai County in July 2014. 4 sites and 8 sectors were successfully Tested.



## Kauai County 9-1-1 Status Report July 1, 2014 – July 31, 2014

### 2 MSAG

#### 2.1 Current Month – July 2014

| 2014  |       | 9-1-1NET REQUESTS |        |          |        |        |       |                                   |   |   |   |       | In Referred Status<br>as of Report Month End<br>(d) |         |                      | In Suspended Status<br>as of Report Month End<br>(e) |  |
|-------|-------|-------------------|--------|----------|--------|--------|-------|-----------------------------------|---|---|---|-------|---|---------|----------------------|--|--|
|       |       | MSAG TRANSACTIONS |        |          |        |        |       |                                   | ALI TRANSACTIONS  |   |   |       |   |         |                      |  |  |
| PSAP  | TOTAL | Total             | Change | Combined | Delete | Insert | Split | Customer<br>Addresses<br>Affected | County<br>Address<br>Change<br>Request<br>(TN CR)<br>Processed<br>(a) | ALI<br>Discrepancy<br>Request<br>(ALI DR)<br>Processed<br>(b) | VoIP<br>Discrepancy<br>Request<br>(VoIP DR)<br>Processed<br>(c) | TN CR | ALI DR  | VoIP-DR | # of<br>Transactions | TNs<br>Affected                                      |  |
| KAUAI | 51    | 12                | 2      | 2        | 2      | 6      | 0     | 94                                | 38  | 1   | 0   | 142   | 0   | 0       | 0                    | 0  |  |

##### 2.1.1 MSAG Notes for July 2014

A total of fifty-one (51) MSAG transactions were processed during the month of July 2014. Twelve (12) 9-1-1Net requests were processed relating to the MSAG database, with 94 customer ANI/ALI (telephone/address) records updated as a direct result of Akimeka's address research and GIS validation process. Thirty-eight (38) Telephone Number Change Requests (TN CR) were processed in 9-1-1Net for updates and corrections to the ALI database. The TN CRs were submitted as a result of the ESN 499 clean-up effort. Streets and address ranges were validated against the GIS to ensure synchronization and an MSAG address was provided to the Telco. TN CRs must be validated against HT records and approved by the end user Hawaiian Telcom customer before updating the ALI record.

## Kauai County 9-1-1 Status Report July 1, 2014 – July 31, 2014

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### 2.1.2 MSAG Notes for July 2014 (Part II)

**There are 142 TN CRs in Referred status as of July 31, 2014.**

142 TN CRs that remain in "Referred" status are a direct result of the ESN 499 clean-up and are awaiting approval from end user Hawaiian Telcom customer in order to update the ALI records. No explanation has been provided by HTI as to why these TN CRs have not been processed for 9-1-1 purposes.

Intrado will notify Akimeka when each TN has been updated in 9-1-1Net.

**There are no ALI DRs in Referred status as of July 31, 2014.**

**There are no VoIP DRs in Referred status as of July 31, 2014.**

**There are no Suspended Records as of July 31, 2014**

### 2.1.3 Definitions for Year-To-Date Summary

|                     |     |  |
|---------------------|-----|--|
| <b>Definitions:</b> | (a) | 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.  |
|                     | (b) | 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.  |
|                     | (c) | 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. |
|                     | (d) | Represents correction requests that have been referred by Intrado to the appropriate service provider and is awaiting approval to be updated in 9-1-1Net.  |
|                     | (e) | Represents correction requests that have been "paused" due to TN fallouts, range overlaps, or not having a valid address point. Intrado requires additional information from Akimeka/PSAP before the Telco approves the change.  |

## Kauai County 9-1-1 Status Report July 1, 2014 – July 31, 2014

### 2.2 Year-to-Date (YTD) Summary – 2014

| KAUAI            |            | 9-1-1NET REQUESTS |           |           |           |           |          |              |                  |  |   |  | In Referred Status<br>as of Report Month End<br>(d)  |       |        | In Suspended Status<br>as of Report Month End<br>(e) |                      |
|------------------|------------|-------------------|-----------|-----------|-----------|-----------|----------|--------------|------------------|--|---|--|--|-------|--------|--|----------------------|
|                  |            | MSAG TRANSACTIONS |           |           |           |           |          |              | ALI TRANSACTIONS |  |   |  |  |       |        |  |                      |
|                  |            | 2014              | TOTAL     | Total     | Change    | Combined  | Delete   | Insert       | Split            | Customer<br>Addresses<br>Affected<br>(*) | County<br>Address<br>Change<br>Request<br>(TN CR)<br>Processed<br>(a) | ALI<br>Discrepancy<br>(ALI-DR)<br>Processed<br>(b) | VoIP<br>Discrepancy<br>(VoIP DR)<br>Processed<br>(c) | TN CR | ALI-DR | VoIP DR  | # of<br>Transactions |
| December         |            |                   |           |           |           |           |          |              |                  |  |   |  |  |       |        |  |                      |
| November         |            |                   |           |           |           |           |          |              |                  |  |   |  |  |       |        |  |                      |
| October          |            |                   |           |           |           |           |          |              |                  |  |   |  |  |       |        |  |                      |
| September        |            |                   |           |           |           |           |          |              |                  |  |   |  |  |       |        |  |                      |
| August           |            |                   |           |           |           |           |          |              |                  |  |   |  |  |       |        |  |                      |
| July             | 51         | 12                | 2         | 2         | 2         | 6         | 0        | 94           | 38               | 1  | 0   | 142  | 0  | 0     | 0      | 0  | 0                    |
| June             | 62         | 30                | 7         | 2         | 15        | 5         | 1        | 102          | 32               | 0  | 0   | 121  | 0  | 0     | 0      | 0  | 0                    |
| May              | 59         | 20                | 8         | 1         | 3         | 8         | 0        | 107          | 39               | 0  | 0   | 239  | 0  | 0     | 0      | 2  | 2                    |
| April            | 86         | 10                | 5         | 0         | 1         | 1         | 3        | 203          | 75               | 0  | 1   | 263  | 0  | 0     | 0      | 1  | 1                    |
| March            | 124        | 11                | 2         | 1         | 5         | 3         | 0        | 82           | 113              | 0  |   | 217  | 0  |       | 0      | 0  | 0                    |
| February         | 38         | 9                 | 7         | 2         | 0         | 0         | 0        | 443          | 27               | 2  |   | 155  | 0  |       | 0      | 0  | 0                    |
| January          | 46         | 15                | 3         | 2         | 5         | 2         | 3        | 42           | 31               | 0  |   | 139  | 0  |       | 0      | 0  | 0                    |
| <b>TOTAL YTD</b> | <b>466</b> | <b>107</b>        | <b>34</b> | <b>10</b> | <b>31</b> | <b>25</b> | <b>7</b> | <b>1,073</b> | <b>355</b>       | <b>3</b>                                 | <b>1</b>  |  |  |       |        |  |                      |
| <b>AVG PER</b>   | <b>67</b>  | <b>15</b>         | <b>5</b>  | <b>1</b>  | <b>4</b>  | <b>4</b>  | <b>1</b> | <b>153</b>   | <b>51</b>        | <b>0</b>                                 | <b>0</b>  |  |  |       |        |  |                      |

**Note:** Revised categories and report format changes effective July 2012 with new Intrado TN CR functionality.

## Kauai County 9-1-1 Status Report July 1, 2014 – July 31, 2014

### 3 GIS Mapping Layers – July 2014

#### 3.1 Updated/Loaded Into GIS (Part I)

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

| KAUAI  |                               |  |  |
|--|-------------------------------|--|--|
| Type of Layer  | Akimeka GIS Server            | Date Loaded Into PSAP GIS Server                                       | Other/Remarks  |
|  | Date Created/ Edits Performed |  |  |
| <b>CRITICAL 9-1-1 PUBLIC SAFETY LAYERS<br/>(Listed Alphabetically)</b> |                               |  |  |
| <b>Address Points</b>  | 7/31/2014                     |  | Added one (1) new address point at 4781 Apopo Rd in Kapaa.   |
|  |                               | <b>07/24/14</b>  |  |
|  | 7/18/2014                     |  | Added one (1) new address point (5064 Kukuna Rd) in Anahola.   |
|  | 7/18/2014                     |  | Added one (1) new address point (5425 Honu Rd) in Princeville.   |
|  |                               | <b>07/10/14</b>  |  |
|  | 7/7/2014                      |  | Added one (1) new address point at 6042 Menehune Rd in Waimea.   |
|  | 7/3/2014                      |  | Spatially corrected 57 address points in Anahola.  |
|  | 7/3/2014                      |  | Spatially corrected seven (7) address points in Kealia.  |
|  | 7/2/2014                      |  | Added three (3) new addresses (4681 Aulima Rd A, 4681 Aulima Rd B and 4681 Aulima Rd C) in Lawai.            |
|  | 7/1/2014 - 7/31/2014          |  | Spatially corrected thirty-one (31) address points in Kapaa.   |
|  | 7/1/2014                      |  | Added three (3) new address points (6380 Kawaihau Rd, 1716 Mauna Ikena Rd and 1741 Mauna Ikena Rd) in Kapaa. |
| 7/1/2014   |                               | Changed address from 6386 Kawaihau Rd to 1710 Mauna Ikena Rd in Kapaa. |  |
| <b>DISPATCH AND RESPONSE</b>   |                               |  |  |
| <b>ESZ/ESN</b>   | 7/28/2014                     |  | Corrected boundary to ESN 401.   |
|  |                               |  |  |
| <b>Emergency Callboxes</b>   |                               |  |  |
|  |                               |  |  |
|  |                               |  |  |
|  |                               |  |  |
| <b>Fire Beats</b>  | 7/28/2014                     |  | Corrected boundary to Fire Beat 1.   |
|  |                               |  |  |
|  |                               |  |  |
| <b>Fire Districts</b>  | 7/28/2014                     |  | Corrected boundary   |
|  |                               |  |  |
| <b>Fire Response Areas</b>   | 7/28/2014                     |  | Corrected boundary to Fire Response Area 10.   |
|  | 7/18/2014                     |  | Corrected boundaries to Fire Response Areas 20 and 21.   |
|  |                               |  |  |

## Kauai County 9-1-1 Status Report July 1, 2014 – July 31, 2014

### 3.2 Updated/Loaded Into GIS (Part II)

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

| KAUAI  |                                  |                                  |  |
|--|----------------------------------|----------------------------------|--|
| Type of Layer  | Akimeka GIS Server               | Date Loaded Into PSAP GIS Server | Other/Remarks                                  |
|  | Date Created/<br>Edits Performed |                                  |  |
| <b>CRITICAL 9-1-1 PUBLIC SAFETY LAYERS<br/>(Listed Alphabetically)</b> |                                  |                                  |  |
| <i>DISPATCH AND RESPONSE</i>   |                                  |                                  |  |
| Fire Stations  |                                  |                                  |  |
|  |                                  |                                  |  |
|  |                                  |                                  |  |
| Incident Response Area   |                                  |                                  |  |
|  |                                  |                                  |  |
|  |                                  |                                  |  |
| Major Roads  |                                  |                                  |  |
|  |                                  |                                  |  |
|  |                                  |                                  |  |
| MSAG Communities (aka Towns)   | 7/28/2014                        |                                  | Corrected MSAG Community boundary to Haena.    |
|  |                                  |                                  |  |
|  |                                  |                                  |  |
| Medic Districts  | 7/28/2014                        |                                  | Corrected boundary to Medic District layer.    |
|  |                                  |                                  |  |
|  |                                  |                                  |  |
| Medic Response Areas   | 7/28/2014                        |                                  | Corrected boundary to Medic Beat 22.           |
|  |                                  |                                  |  |
|  |                                  |                                  |  |
| Medic Stations   |                                  |                                  |  |
| Milepost Markers   |                                  |                                  |  |
| Points of Interest   |                                  |                                  |  |
|  |                                  |                                  |  |
|  |                                  |                                  |  |
| Police Beats   | 7/28/2014                        |                                  | Corrected boundary to Police Beat 550.         |
|  |                                  |                                  |  |
|  |                                  |                                  |  |
| Police Districts   | 7/28/2014                        |                                  | Corrected boundary to Hanalei Police District. |
|  |                                  |                                  |  |
|  |                                  |                                  |  |
| Police Response Areas  | 7/28/2014                        |                                  | Corrected boundary to Police Response Area 15. |
|  |                                  |                                  |  |
|  |                                  |                                  |  |
| Police Stations  |                                  |                                  |  |

## Kauai County 9-1-1 Status Report July 1, 2014 – July 31, 2014

### 3.3 Updated/Loaded Into GIS (Part III)

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

| KAUAI  |                               |                                  |   |
|--|-------------------------------|----------------------------------|---|
| Type of Layer  | Akimeka GIS Server            | Date Loaded Into PSAP GIS Server | Other/Remarks   |
|  | Date Created/ Edits Performed |                                  |   |
| <b>CRITICAL 9-1-1 PUBLIC SAFETY LAYERS<br/>(Listed Alphabetically)</b>         |                               |                                  |   |
| <b>DISPATCH AND RESPONSE</b>   |                               |                                  |   |
| <b>Schools</b>   |                               |                                  |   |
| <b>Street Centerlines</b>  | 7/25/2014 - 7/30/2014         |                                  | Corrected range to forty-one (41) streets in Kapaa.   |
|  | 7/25/2014 - 7/31/2014         |                                  | Spatially corrected eleven (11) streets in Kapaa.   |
|  |                               | <b>07/24/14</b>                  |   |
|  | 7/23/2014                     |                                  | Added three (3) new streets (two segments of Malino Nei Pl and one segment of Ike Kai St) and split Ala Kukuiula in Kukuiula. |
|  | 7/23/2014                     |                                  | Spatially corrected six (6) streets in Kukuiula.  |
|  | 7/23/2014                     |                                  | Corrected range to six (6) streets in Kukuiula.   |
|  | 7/18/2014                     |                                  | Spatially corrected five (5) streets in Wailua.   |
|  |                               | <b>07/10/14</b>                  |   |
|  | 7/7/2014                      |                                  | Corrected range and spatially corrected one (1) segment of Menehune Rd in Waimea.   |
|  | 7/3/2014                      |                                  | Flipped four (4) streets (Aopoonui Pl, Malua St, Pilipoli Rd and Ulumano St) and corrected parity to Pilipoli Rd in Anahola.  |
| <b>Trails</b>  |                               | <b>07/10/14</b>                  |   |
|  |                               | <b>07/24/14</b>                  |   |
| <b>WSP Cell Sectors</b>  |                               | <b>07/10/14</b>                  |   |
|  |                               | <b>07/24/14</b>                  |   |
| <b>WSP Cell Towers (Points)</b>  |                               | <b>07/10/14</b>                  |   |
| <b>OTHER SUPPORTING 9-1-1 PUBLIC SAFETY LAYERS<br/>(Listed Alphabetically)</b> |                               |                                  |   |
| <b>Churches</b>  |                               |                                  |   |
| <b>Gas Stations</b>  |                               |                                  |   |
| <b>Food &amp; Beverage</b>   |                               |                                  |   |
| <b>Hospitals</b>   |                               | <b>07/10/14</b>                  |   |

## Kauai County 9-1-1 Status Report July 1, 2014 – July 31, 2014

### 3.4 Updated/Loaded Into GIS (Part IV)

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

| KAUAI  |                                  |                                  |  |
|--|----------------------------------|----------------------------------|--|
| Type of Layer  | Akimeka GIS Server               | Date Loaded Into PSAP GIS Server | Other/Remarks                                  |
|  | Date Created/<br>Edits Performed |                                  |  |
| <b>OTHER SUPPORTING 9-1-1 PUBLIC SAFETY LAYERS<br/>(Listed Alphabetically)</b> |                                  |                                  |  |
| Lodging  |                                  |                                  |  |
|  |                                  |                                  |  |
|  |                                  |                                  |  |
| Medical Facilities   |                                  | 07/10/14                         |  |
|  |                                  |                                  |  |
| Parcels  |                                  |                                  |  |
|  |                                  |                                  |  |
|  |                                  |                                  |  |
| Parks  |                                  |                                  |  |
| Parks Polygon  | 7/28/2014                        |                                  | Corrected boundary to Hono O Na Pali Nar Park. |
|  |                                  |                                  |  |
| Post Offices   |                                  |                                  |  |
| Subdivisions   |                                  |                                  |  |
|  |                                  |                                  |  |
|  |                                  |                                  |  |
| <b>DISASTER/HOMELAND SECURITY LAYERS<br/>(Listed Alphabetically)</b>           |                                  |                                  |  |
| Airports   |                                  |                                  |  |
|  |                                  |                                  |  |
|  |                                  |                                  |  |
| Bridges  |                                  |                                  |  |
|  |                                  |                                  |  |
| Coastline  | 7/28/2014                        |                                  | Corrected boundary to Coastline.               |
|  |                                  |                                  |  |
| Coastal Names  |                                  |                                  |  |
| Communications   |                                  |                                  |  |

## Kauai County 9-1-1 Status Report July 1, 2014 – July 31, 2014

### 3.5 Updated/Loaded Into GIS (Part V)

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

| KAUAI  |                                  |                                  |               |
|--|----------------------------------|----------------------------------|---------------|
| Type of Layer  | Akimeka GIS Server               | Date Loaded Into PSAP GIS Server | Other/Remarks |
|  | Date Created/<br>Edits Performed |                                  |               |
| <b>DISASTER/HOMELAND SECURITY LAYERS<br/>(Listed Alphabetically)</b> |                                  |                                  |               |
| Emergency Shelters   |                                  |                                  |               |
|  |                                  |                                  |               |
| Emergency Operation Centers (EOC)                                    |                                  |                                  |               |
|  |                                  |                                  |               |
| Government Buildings   |                                  |                                  |               |
|  |                                  |                                  |               |
| Harbors  |                                  |                                  |               |
|  |                                  |                                  |               |
| Helipads   |                                  |                                  |               |
|  |                                  |                                  |               |
| Hydrants   |                                  |                                  |               |
|  |                                  |                                  |               |
| <b>Hydrology Layers</b>  |                                  |                                  |               |
| - Dams   |                                  | 07/10/14                         |               |
| - Ponds  |                                  |                                  |               |
|  |                                  |                                  |               |
| - Streams<br>(Includes Rivers)                                       |                                  |                                  |               |
| - Waterfalls   |                                  |                                  |               |
| Ocean Rescue Boundaries  |                                  |                                  |               |
|  |                                  |                                  |               |
| Ocean Safety<br>(Includes Lifeguard Stands)                          |                                  |                                  |               |
|  |                                  |                                  |               |
| Tsunami Evacuation Zones   |                                  |                                  |               |
|  |                                  |                                  |               |
| Tsunami Heights  |                                  |                                  |               |
| United States National Grid  |                                  |                                  |               |
| Waste Water Plants   |                                  |                                  |               |
|  |                                  |                                  |               |



## Kauai County 9-1-1 Status Report July 1, 2014 – July 31, 2014

### 3.6 Updated/Loaded Into GIS (Part VI)

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

| KAUAI  |                                  |                                  |               |
|--|----------------------------------|----------------------------------|---------------|
| Type of Layer  | Akimeka GIS Server               | Date Loaded Into PSAP GIS Server | Other/Remarks |
|  | Date Created/<br>Edits Performed |                                  |               |
| <b>DISASTER/HOMELAND SECURITY LAYERS<br/>(Listed Alphabetically)</b> |                                  |                                  |               |
| Emergency Shelters   |                                  |                                  |               |
| Emergency Operation Centers (EOC)                                    |                                  |                                  |               |
| Government Buildings   |                                  |                                  |               |
| Harbors  |                                  |                                  |               |
| Helipads   |                                  |                                  |               |
| Hydrants   |                                  |                                  |               |
| Hydrology Layers   |                                  |                                  |               |
| - Dams   |                                  | 07/10/14                         |               |
| - Ponds  |                                  |                                  |               |
| - Streams (Includes Rivers)  |                                  |                                  |               |
| - Waterfalls   |                                  |                                  |               |
| Ocean Rescue Boundaries  |                                  |                                  |               |
| Ocean Safety (Includes Lifeguard Stands)                             |                                  |                                  |               |
| Tsunami Evacuation Zones   |                                  |                                  |               |
| Tsunami Heights  |                                  |                                  |               |
| United States National Grid  |                                  |                                  |               |
| Waste Water Plants   |                                  |                                  |               |

## Kauai County 9-1-1 Status Report July 1, 2014 – July 31, 2014

### 3.7 Updated/Loaded Into GIS (Part VII)

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

| KAUAI                   |                                  |                                  |               |
|-------------------------|----------------------------------|----------------------------------|---------------|
| Type of Layer           | Akimeka GIS Server               | Date Loaded Into PSAP GIS Server | Other/Remarks |
|                         | Date Created/<br>Edits Performed |                                  |               |
| <b>SPECIAL REQUESTS</b> |                                  |                                  |               |
| KCC Building Outline    |                                  |                                  |               |
| KCC Callboxes           |                                  |                                  |               |

*\*Every time the GIS Update tool is used, Indexes and Cache have to be built. The Positron system configurator is adjusted every time a layer is loaded in the PowerMap database. Each PSAP position is updated accordingly.*

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.

### 3.8 CAD/Mapping System GIS Upload Process

#### 3.8.1 Current Month Key GIS Activities and Updates – July 2014

- 7/24/2014      Performed Powermap Update which included: Address Points, Street Centerlines, WSP Cell Sectors and WSP Cell Towers.
  
- 7/24/2014      Address Points, Street Centerlines, Geofile for Street Centerlines, WSP Cell Sectors and WSP Cell Towers for GeoComm.
  
- 7/10/2014      Performed Powermap Update which included: Address Points, Street Centerlines, WSP Cell Sectors, WSP Cell Towers, Trails, Hospitals and Dams.
  
- 7/10/2014      Address Points, Street Centerlines, Geofile for Street Centerlines, WSP Cell Sectors, WSP Cell Towers, Trails, Medical Facilities, Hospitals and Dams for GeoComm.

## Kauai County 9-1-1 Status Report July 1, 2014 – July 31, 2014

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### 3.8.2 Creation of Police Beat 453

During the month of June 2014, per special request of the Kauai Police Department, Akimeka began creating Police Beat 453.

1. Throughout July 2014, Akimeka completed the draft boundary for Police Beat 453 based on the boundary descriptions provided by the Kauai Police Department.
  - a. During this process, the boundaries for Police Beats 450, 456 and 556 were modified to accommodate for the new Police Beat 453.
  - b. Two (2) maps were created by Akimeka detailing the boundary of the new Police Beat and provided to the Kauai Police Department for their review and approval.
    - i. Once the Police Beat has been approved for use by the Kauai Police Department, Akimeka will initiate the correction process to all accompanying layers, if necessary.
    - ii. Research is currently being conducted to see if the ESZ/ESN GIS Layer requires modification in order to accommodate the changes to the Police Beat Layer. If it is determined that it does require corrective action, the process will also include corrections to the Street Centerlines, Address Points and the MSAG database including all affected TNs to ensure proper routing of emergency services.
  - c. Subsequent to approval, the Police Beats layer will be uploaded into PowerMap and will be available to the dispatchers, potentially in August.

## Kauai County 9-1-1 Status Report July 1, 2014 – July 31, 2014

### 4 Service Requests Transactions

#### 4.1 Open Service Requests – July 2014

| # | Date | Ticket # | Description | Category | Urgency | Comments |
|---|------|----------|-------------|----------|---------|----------|
|   |      |          | NONE        |          |         |          |
|   |      |          |             |          |         |          |
|   |      |          |             |          |         |          |
|   |      |          |             |          |         |          |
|   |      |          |             |          |         |          |

**Note:** Open Service Requests reflect what is in pending status at the end of the report month.  
There are no open service requests for July 2014.

#### 4.2 Service Request Year-To-Date (YTD) Summary – 2014

| 2014           | KAUAI    |          |          | SERVICE REQUEST CATEGORIES |          |          |          |                  |          |             |          |          |
|----------------|----------|----------|----------|----------------------------|----------|----------|----------|------------------|----------|-------------|----------|----------|
|                | TOTAL    |          | Open*    | 911 Map                    |          | MSAG     |          | Request Training |          | Suggestions |          |          |
|                | Created  | Closed   |          | Created                    | Closed   | Created  | Closed   | Created          | Closed   | Created     | Closed   |          |
| December       |          |          |          |                            |          |          |          |                  |          |             |          |          |
| November       |          |          |          |                            |          |          |          |                  |          |             |          |          |
| October        |          |          |          |                            |          |          |          |                  |          |             |          |          |
| September      |          |          |          |                            |          |          |          |                  |          |             |          |          |
| August         |          |          |          |                            |          |          |          |                  |          |             |          |          |
| July           | 1        | 1        | 0        | 0                          | 0        | 1        | 1        | 0                | 0        | 0           | 0        | 0        |
| June           | 0        | 0        | 0        | 0                          | 0        | 0        | 0        | 0                | 0        | 0           | 0        | 0        |
| May            | 0        | 1        | 0        | 0                          | 0        | 0        | 1        | 0                | 0        | 0           | 0        | 0        |
| April          | 1        | 1        | 1        | 0                          | 0        | 1        | 1        | 0                | 0        | 0           | 0        | 0        |
| March          | 0        | 0        | 1        | 0                          | 0        | 0        | 0        | 0                | 0        | 0           | 0        | 0        |
| February       | 3        | 2        | 1        | 0                          | 0        | 3        | 2        | 0                | 0        | 0           | 0        | 0        |
| January        | 0        | 0        | 0        | 0                          | 0        | 0        | 0        | 0                | 0        | 0           | 0        | 0        |
| 2013 Carryover | 0        | 0        | 0        | 0                          | 0        | 0        | 0        | 0                | 0        | 0           | 0        | 0        |
| <b>TOTAL</b>   | <b>5</b> | <b>5</b> | <b>0</b> | <b>0</b>                   | <b>0</b> | <b>5</b> | <b>5</b> | <b>0</b>         | <b>0</b> | <b>0</b>    | <b>0</b> | <b>0</b> |

**Note:** Open Service Requests reflect what is in pending status at the end of the report month.

| Definitions: | Category         | Description   |
|--------------|------------------|---|
|              | 911 Map          | Mapping computer not functioning or displaying properly |
|              | MSAG             | Discrepancies with 9-1-1 MSAG addresses                 |
|              | Request Training | E-911 Operations training needs                         |
|              | Suggestions      | Vehicle to share suggestions                            |

## Kauai County 9-1-1 Status Report July 1, 2014 – July 31, 2014

### 5 E9-1-1 Database Synchronization

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

As part of Akimeka's value added services, Akimeka conducted a special re-run of the quarterly database synchronization audit for Kauai County in July 2014.

The database synchronization effort included comparing Kauai County's 9-1-1 MSAG against its GIS Street Centerline data. A total number of **1,268** 9-1-1 MSAG records were reviewed in the audit and analyzed. Results of the database synchronization audit completed on July 1, 2014 for Kauai County are reported below.

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

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

#### 5.1 Audit Summary Results – 2014

| 9-1-1 MSAG TO GIS STREET CENTERLINE<br>AUDIT COMPARISON RESULTS                      | Notes | As of January 7, 2014        |       | As of April 1, 2014          |       | As of July 1, 2014           |       |
|--|-------|------------------------------|-------|------------------------------|-------|------------------------------|-------|
|  |       | 9-1-1 MSAG<br>Dated 01-01-14 |       | 9-1-1 MSAG<br>Dated 04-01-14 |       | 9-1-1 MSAG<br>Dated 07-01-14 |       |
|  |       | # of<br>Records              | %     | # of<br>Records              | %     | # of<br>Records              | %     |
| Total 9-1-1 MSAG Records Reviewed  |       | 1,266                        |       | 1,264                        |       | 1,268                        |       |
| Less: 9-1-1 MSAG Exception Records   | (1)   | 56                           | 4.4%  | 56                           | 4.4%  | 60                           | 4.7%  |
| Net 9-1-1 MSAG Records Eligible for Comparison                                       |       | 1,210                        |       | 1,208                        |       | 1,208                        |       |
| Total 9-1-1 MSAG Records Match<br>(9-1-1 MSAG – GIS Match – No Corrections Required) |       | 1,204                        | 99.5% | 1,205                        | 99.8% | 1,202                        | 99.5% |
| 9-1-1 MSAG -- GIS No Match - Minor Correction Required                               | (2)   | 6                            | 0.5%  | 3                            | 0.2%  | 5                            | 0.4%  |
| 9-1-1 MSAG Record With No GIS Record   | (3)   | 0                            | 0.0%  | 0                            | 0.0%  | 1                            | 0.1%  |
| Total 9-1-1 MSAG Records No Match  |       | 6                            | 0.5%  | 3                            | 0.2%  | 6                            | 0.5%  |

**Objective:** NENA Recommended Match Rate = 98%

***The two-way (MSAG – GIS) database synchronization audit completed for Kauai County resulted in a 99.5% 9-1-1 Match percentage***

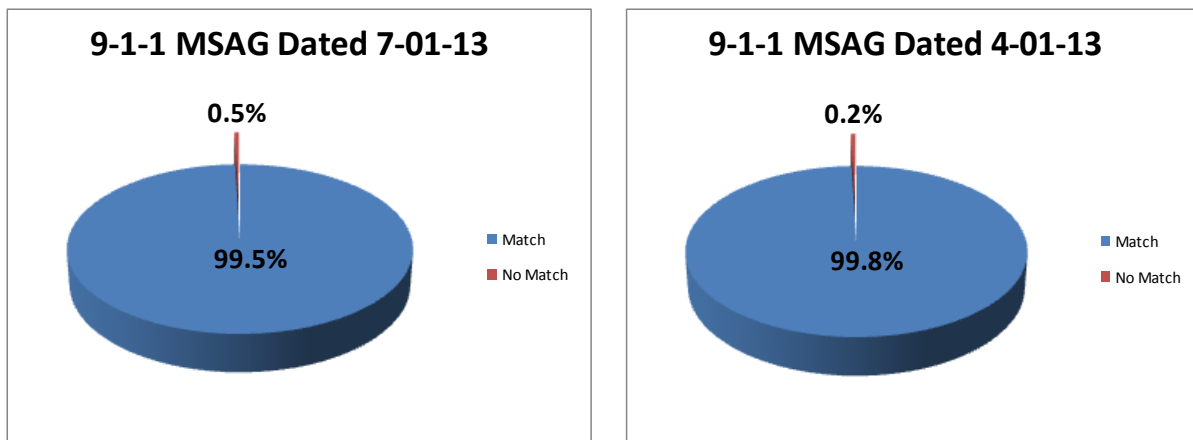
## Kauai County 9-1-1 Status Report July 1, 2014 – July 31, 2014

### 5.2 Audit Summary Results – (Part II)

**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.

### 5.3 Audit Summary Results – July 1, 2014 MSAG vs. April 1, 2014 MSAG



**Kauai County's level of accuracy or 9-1-1 Match percentage as of January 2014 was 99.8%.**

***The NENA recommended minimum match rate of 98% has been met consistently in 2013 and continues in 2014.***

- ❖ Akimeka continues to work with Kauai County GIS and Planning departments to validate streets and communities.
- ❖ In achieving and exceeding the NENA minimum match rate of 98% for data accuracy, Kauai County is ready for Next Generation 9-1-1 (NG9-1-1) from a database perspective.
- ❖ A constant effort to keep the databases synchronized and maintained are required to ensure the level of accuracy of the E9-1-1 databases each time an MSAG or GIS record is "last modified".
- ❖ There is three (3) MSAG record that don't match the GIS. This is a result in which MSAG records submitted in 9-1-1 Net were not completed prior to the to the end of the month. These records have been corrected and will be reflected in the October 2014 re-analysis.

## Kauai County 9-1-1 Status Report July 1, 2014 – July 31, 2014

### 5.4 Audit Summary Results – July 1, 2014 MSAG vs. April 1, 2014 MSAG (Part II)

- ❖ There is one (1) MSAG record with missing GIS record. The missing record was due to MSAG correction request not being completed prior to the end of month. This record has been completed and will be reflected in the October 2014 re-analysis.
- ❖ Five (5) minor MSAG corrections were identified. MSAG records have been combined, split, and high/low ranges have been changed, to match the Street Centerlines, and will be reflected in the October 2014 re-analysis.
- ❖ Accurate location and GIS information will ensure proper dispatching and response in a timely manner for all Public Safety agencies.
- ❖ All the hard work to maintain and synchronize the E9-1-1 databases is validated when a life and/or property is saved.
- ❖ Coordinating the clean-up of the ALI discrepancy records associated with an assigned ESN of 499 with the respective Service Providers is needed to ensure all records are MSAG valid.

#### 5.4.1 Invalid MSAG Streets and Address Ranges – ESN x99 Records

At the request of the Kauai County Chief of Police, Hawaiian Telcom, Inc. (HTI) provided Kauai County and Akimeka, as the PSAP’s agent, with access and visibility to the ESN x99 MSAG records which are “known” invalid streets and address ranges. Akimeka will be investigating and reporting on these ESN x99 MSAG records as a separate project and add-on to the Database Synchronization quarterly report.

Results of the data provided are as follows:

| KAUAI   | Invalid MSAG Records     |   |                           |   |                           |   |
|---------|--------------------------|---|---------------------------|---|---------------------------|---|
|         | 9-1-1 MSAG Dated 1-01-14 |   | 9-1-1 MSAG Dated 04-01-14 |   | 9-1-1 MSAG Dated 07-01-14 |   |
|         | # 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) |
| ESN 499 | 112                      | 8.1%  | 103                       | 7.5%  | 85                        | 6.3%  |

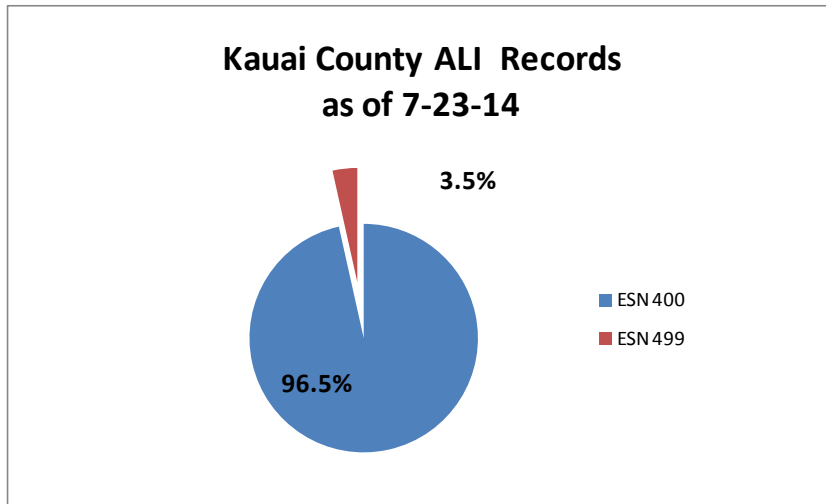
These invalid MSAG records represent **6.3%** of the Total MSAG records for Kauai County as of the July 1, 2014 MSAG as compared to **7.5%** as of the April 1, 2014 MSAG. The individual ALI records associated with these records are provided below.

The decrease in the number of invalid MSAG records is a result of Akimeka’s research and validation of telephone numbers (TNs) assigned an invalid MSAG address. In order for a TN to be corrected, Akimeka submits the update to the Service Provider via Intrado for approval.

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### 5.5 Automatic Location Identification (ALI) Discrepancy Report

As part of Akimeka’s ongoing database synchronization efforts, Akimeka reviewed and summarized the ALI discrepancies by community in 9-1-1Net for Kauai County. As of July 23, 2014, there are **890** ESN 499 ALI records, representing **3.5%** of Kauai County’s Total ALI records. The number of ESN 499 ALI records was further reduced by **17.2%** (1,075 to 890) from April 30, 2014 to July 23, 2014 respectively.



The total number of ALI records remains relatively consistent.

Although the ESN 499 is a “valid” MSAG utilized for overflow addressing, the voice portion of the 9-1-1 call will still be routed to the PSAP. However, the address information will present an invalid address/location to the dispatcher or a “No Record Found” condition which may affect the processing of the 9-1-1 response and/or cause confusion or delay during the dispatch of 9-1-1 resources to the caller’s location.

The goal, which requires the cooperation among all service providers, is to clean-up all ESN 499 MSAG records to a valid Kauai County ESN 400 – 448 to ensure that all ALI records assigned to the County of Kauai have an “MSAG valid address”.