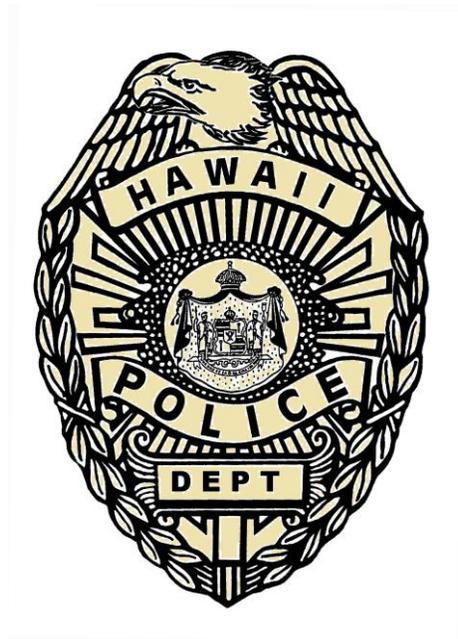


Hawaii County E9-1-1 Status Report

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AKIMEKA | HIGH PRIORITY. HIGH IMPACT.

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1. PSAP OPERATIONS

9-1-1 CALL VOLUME HAWAII COUNTY PSAPS – MARCH 2015

(Source: Intrado Viper)

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

9-1-1 Call Volume																	
HAWAII COUNTY PSAPs		Wireline		Wireless				VOIP		Calls With No ALI		Admin Calls		Abandoned Calls		Other Calls	
2015	Total 9-1-1 Calls Processed	No. of Wireline Calls	% of Total Calls	No. of Wireless Calls	% of Total Calls	% of Wireless WPH1 Calls	% of Wireless WPH2 Calls	No. of VoIP Calls	% of Total Calls	No. of Calls with No ALI	% of Total Calls	No. of Admin Calls	% of Total Calls	No. of 9-1-1 Abandoned	% of Total Calls	No. of Other Calls	% of Total Calls
MAR	17,858	3,765	21.08%	11,972	67.04%	49.27%	50.73%	653	3.66%	3	0.02%	0	0.00%	1,465	8.20%	0	0.00%

CALL VOLUME HAWAII COUNTY PSAP NOTES:

*The number of Wireless Phase 2 calls (50.73%) has exceeded the number of Wireless Phase 1 calls (49.27%) in March 2015.

*Call with no Ali = 0.02% - Statewide average = 0.11%

9-1-1 CALL VOLUME – CALENDAR YEAR 2015

9-1-1 Call Volume																	
HAWAII COUNTY PSAPs		Wireline		Wireless				VOIP		Calls with No ALI		Admin Calls		Abandoned Calls		Other Calls	
2015	Total 9-1-1 Calls Processed	No. of Wireline Calls	% of Total Calls	No. of Wireless Calls	% of Total Calls	% of Wireless WPH1 Calls	% of Wireless WPH2 Calls	No. of VoIP Calls	% of Total Calls	No. of Calls with No ALI	% of Total Calls	No. of Admin Calls	% of Total Calls	No. of 9-1-1 Abandoned	% of Total Calls	No. of Other Calls	% of Total Calls
JAN	19,236	4,158	21.62%	12,597	65.49%	47.56%	52.44%	807	4.20%	4	0.02%	0	0.00%	1,670	8.68%	0	0.00%
FEB	17,222	3,513	20.40%	11,581	67.25%	46.45%	53.55%	707	4.11%	7	0.04%	0	0.00%	1,414	8.21%	0	0.00%
MAR	17,858	3,765	21.08%	11,972	67.04%	49.27%	50.73%	653	3.66%	3	0.02%	0	0.00%	1,465	8.20%	0	0.00%
APR																	
MAY																	
JUNE																	
JULY																	
AUG																	
SEPT																	
OCT																	
NOV																	
DEC																	
YTD	54,316	11,436		36,150				2,167		14		0		4,549		0	
MON AVG	18,105	3,812	21.03%	12,050	66.59%	47.76%	52.24%	722	3.99%	5	0.03%	0	0.00%	1,516	8.36%	0	0.00%

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9-1-1 CALL VOLUME BY AGENCY – MARCH 2015

2015	9-1-1 Call Volume by Agency									
	Hawaii Police Department					Hawaii Fire Department				
	Number of Total Calls Received	% of Total Calls	Number of Admin Calls	Number of Abandoned Dropped Calls	Number of Other Calls	Number of Total Calls Received	% of Total Calls	Number of Admin Calls	Number of Abandoned Dropped Calls	Number of Other Calls
March	15,722	88.04%	0	1,430	0	2,136	11.96%	0	35	0

9-1-1 CALL VOLUME BY AGENCY – CALENDAR YEAR 2015

2015	9-1-1 Call Volume by Agency									
	Hawaii Police Department					Hawaii Fire Department				
	Number of Total Calls Received	% of Total Calls	Number of Admin Calls	Number of Abandoned Dropped Calls	Number of Other Calls	Number of Total Calls Received	% of Total Calls	Number of Admin Calls	Number of Abandoned Dropped Calls	Number of Other Calls
January	15,080	78.39%	0	1,633	0	2,486	12.92%	0	37	0
February	13,678	79.42%	0	1,394	0	2,130	12.37%	0	20	0
March	15,722	88.04%	0	1,430	0	2,136	11.96%	0	35	0
April										
May										
June										
July										
August										
September										
October										
November										
December										
YTD	44,480		0	4,457	0	6,752		0	92	0
MON AVG	14,827	81.95%	0	1,486	0	2,251	12.42%	0	31	0

PSAP OPERATION NOTES:

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

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FYI.....FOR YOUR INFORMATION

FYI For Your Information				
MOBI PCS is in the process of decommissioning their radio network (Cell Towers) statewide.				
All 911 calls originating from Mobi customers will be on the Sprint PCS Network				
Database Synchronization (MSAG database vs GIS database)				
County	As of (Date)	Percentage %		
Hawaii County	February 1, 2015	99.14%		
Kauai County	January 1, 2015	99.90%		
Maui County	March 1, 2015	100.00%		
Oahu Civilian	January 1, 2015	99.70%		
Statewide Average	March 1, 2015	99.69%		
*Statewide average of the Database Synchronization between the MSAG and GIS Database = 99.69%				
NENA's recommended match rate for Next Generation implementation is 98%.				
* Statewide averages does not include the Military databases.				

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WIRELESS PSAP TESTING – MARCH 2015

HAWAII COUNTY - MARCH 2015						
Date	WSP	Sites Tested	Sectors Tested	Tested By:	Test Pass/Fail	Comments:
3/5/2015	Verizon	1	3	Hawaii PSAP	Fail	911 calls routed to Oahu
3/31/2015	Verizon	1	6	Hawaii PSAP	Fail	LTE tower naming discrepancy

NOTES:

- There were two (2) scheduled Wireless 911 Testing for the month of March 2015. Both failed.

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2. MSAG (MASTER STREET ADDRESS GUIDE)

MSAG TRANSACTIONS CURRENT MONTH – MARCH 2015

HAWAII COUNTY	9-1-1 NET REQUESTS						
	MSAG TRANSACTIONS						
2015	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected
MARCH	52	10	3	33	5	1	180

MSAG CURRENT MONTH NOTES:

A total of **222** MSAG transactions were processed in 9-1-1 Net during the month of March 2015. Fifty-two (**52**) requests were processed relating to the MSAG database, and **170** requests relating to the ALI database (see ALI Transaction chart on next page). There were **180** customer ANI/ALI (telephone/address) records updated as a direct result.

MSAG YEAR-TO-DATE (YTD) SUMMARY – 2015

HAWAII COUNTY	9-1-1 NET REQUESTS						
	MSAG TRANSACTIONS						
2015	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected
JANUARY	86	32	0	37	17	0	149
FEBRUARY	26	5	1	9	9	2	109
MARCH	52	10	3	33	5	1	180
APRIL							
MAY							
JUNE							
JULY							
AUGUST							
SEPTEMBER							
OCTOBER							
NOVEMBER							
DECEMBER							
TOTAL YTD	164	47	4	79	31	3	438
AVG PER MONTH	55	16	1	26	10	1	146

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ALI TRANSACTIONS CURRENT MONTH – MARCH 2015

HAWAII COUNTY		9-1-1 NET REQUESTS					
		ALI TRANSACTIONS SUBMITTED			Open Discrepancy Records as of Report Month End		
2015	TOTAL	TN CR (A)	ALI-DR (B)	VoIP DR (C)	TN CR	ALI-DR	VoIP DR
MAR	170	159	10	1	474	3	0

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

ALI TRANSACTIONS CURRENT MONTH NOTES:

159 Telephone Number Change Requests (TN CR) transactions were processed with MSAG valid addresses, as a result of the ESN 299 clean-up effort. There were ten (**10**) ALI Discrepancy Requests (ALI DR) processed in 9-1-1 Net, as the result of a 911 calls from both residences and businesses. There was one (**1**) VoIP Discrepancy Requests submitted to Time Warner Cable for correction. 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.

OPEN DISCREPANCY RECORDS STATUS:

- **There are 474 Open TN CR Transactions as of March 31, 2015**
- **Refer to chart in the next section “TNCR Current Status”**

The Open TN CR transactions 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.

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There are three (3) Open ALI-DRs as of March 31, 2015

The ALI DRs were the result of 9-1-1 calls from businesses in Hilo and Kailua Kona. Hawaii County Fire submitted a request to Akimeka to update the customer information and provided an MSAG valid address. Akimeka submitted the ALI DR to Intrado and the transaction is awaiting approval from the telco.

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

There are no Open VoIP DRs as of March 31, 2015

ALI TRANSACTIONS YEAR-TO-DATE (YTD) SUMMARY – 2015

HAWAII COUNTY		9-1-1 NET REQUESTS					
		ALI TRANSACTIONS SUBMITTED			Open Discrepancy Records as of Report Month End		
2015	TOTAL	TN CR	ALI-DR	VoIP DR	TN CR	ALI-DR	VoIP DR
JAN	82	71	5	6	408	2	2
FEB	104	96	5	3	430	3	0
MAR	170	159	10	1	474	3	0
APR							
MAY							
JUNE							
JULY							
AUG							
SEPT							
OCT							
NOV							
DEC							
TOTAL YTD	356	326	20	10			
AVG PER MONTH	119	109	7	3			

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TNCR (TELEPHONE NUMBER CHANGE REQUEST) CURRENT STATUS -- MARCH 2015

NOTE:

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

PSAP 9-1-1 Telephone Number Location Change Request (Telephone Number Change Request (TNCR) Status)				
PSAP	TOTAL TNCR RECORDS SUBMITTED BY AKIMEKA	OPENED TNCRS PENDING FURTHER ACTION BY INTRADO	OPENED TNCRS REFERRED TO TELCO BY INTRADO	TOTAL UNOPENED TNCR RECORDS
HAWAII	474	109	57	308

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

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3. GEOGRAPHIC INFORMATION SYSTEM (GIS) – MARCH 2015

MAPPING LAYERS UPDATED (PART I)

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

HAWAII COUNTY				
Type of Layer	Akimeka GIS Server	Date GIS Delivered	Other/Remarks	
	Date Created/ Edits Performed			
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)				
Address Points	3/27/2015		Spatially corrected three (3) address points (463990, 464002 and 464002 Puaono Rd A) in Honokaa.	
	3/27/2015		Added one (1) address point (162083 Tradewind Dr) in Kurtistown.	
	3/27/2015		Spatially corrected fifty-three (53) address points in Pahoa.	
		03/24/15		
	3/24/2015		Added one (1) address point (162047 Vista Dr) in Kurtistown.	
	3/24/2015		Spatially corrected thirty-three (33) address points in Kurtistown.	
	3/23/2015		Spatially corrected six (6) address points in Volcano.	
	3/23/2015		Corrected address to one address point (181713 Volcano Rd B) in Volcano.	
	3/23/2015		Spatially corrected one hundred thirty-four (134) address points in Pahoa.	
	3/20/2015		Corrected address to one (1) address point (193984 Volcano Rd) in Volcano.	
	3/20/2015		Corrected address to two (2) address points (756130 Alii Dr and 755870 Kahakai Rd) in Kailua Kona.	
	3/20/2015		Added one (1) address point (816635 Puu Ohau Pl) in Kealahou.	
	3/19/2015		Added one (1) address point (730521 Makako Bay Dr) in Kailua Kona.	
	3/18/2015		Spatially corrected two (2) address points (184057 and 184075 7th Rd) in Volcano.	
	3/18/2015		Corrected address to two (2) address points (184057 and 184075 7th Rd) in Volcano.	
	3/16/2015		Spatially corrected six (6) address points in Pahoa.	
	3/16/2015		Added two (2) address points (810875 Makahiki Ln and 881571 Puhala Ave) in Captain Cook.	
	3/16/2015		Added two (2) address points (550719 Kahei Rd and 560790 Kualapa Pl) in Hawi.	
	3/16/2015		Added twelve (12) address points in Hilo.	
	3/16/2015		Added one (1) address point (776067 Mamalahoa Hwy) in Holualoa.	
	3/16/2015		Added one (1) address point (736304 Alani Loop) in Kailua Kona.	
	3/16/2015		Added one (1) address point (591562 Ewalina Pl) in Kamuela.	
	3/16/2015		Added one (1) address point (540536 Kapaau Rd) in Kapaau.	
	3/16/2015		Added eight (8) address points in Keaau.	
3/16/2015		Added three (3) address points (160387 Aulii St, 162073 Lauhala Dr and 162144 Sandalwood Dr) in Kurtistown.		
3/16/2015		Added five (5) address points in Mountain View.		
3/16/2015		Added one (1) address point (955518 Mamalahoa Hwy) in Naalehu.		
3/16/2015		Added one (1) address point (310356 Old Mamalahoa Hwy) in Ninole.		

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MAPPING LAYERS UPDATED (PART II)

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

HAWAII COUNTY				
Type of Layer	Akimeka GIS Server	Date GIS Delivered	Other/Remarks	
	Date Created/ Edits Performed			
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)				
Address Points	3/16/2015		Added ten (10) address points in Ocean View.	
	3/16/2015		Added one (1) address point (962285 Wood Valley Rd) in Pahala.	
	3/16/2015		Added fifteen (15) address points in Pahoa.	
	3/16/2015		Added one (1) address point (270320 Government Rd) in Papaikou.	
	3/16/2015		Added one (1) address point (281413 Old Mamalahoa Hwy) in Pepekeo.	
	3/16/2015		Added three address points (112873 Kahaualea Rd, 182306 Kakahiaka Uhane St and 112930 Puolani St) in Volcano.	
	3/16/2015		Added one (1) address point (683621 Paniola Ave) in Waikoloa.	
	3/16/2015		Completed monthly update on address points.	
	3/13/2015		Spatially corrected five (5) address points in Holualoa.	
	3/13/2015		Corrected address to one (1) address point (765801 Hookahi Rd) in Holualoa.	
	3/13/2015		Corrected address to one (1) address point (170437 Ipuaiwaha St) in Keaau.	
	3/13/2015		Corrected address to one (1) address point (182278 Kakahiaka Uhane St) in Volcano.	
	3/12/2015		Spatially corrected two (2) address points (641034 and 641036 Mamalahoa Hwy) in Kamuela.	
	3/12/2015		Corrected location name to one address point (675175 Kamamalu St)	
	3/12/2015		Added one address point 675175 Kamamalu St) in Kamuela.	
	3/11/2015		Added one (1) address point (143510 Waimea Rd) in Pahoa.	
			03/10/15	
	3/9/2015			Corrected address to four (4) address points (270 Kaumana Dr, 1104 Kilauea Ave, 1593 Kilikina St and 485 Kinoole St) in Hilo.
	3/9/2015			Added one (1) address point (104 Kaumana Dr) in Hilo.
	3/9/2015			Added one (1) address (495912 Waipio Valley Rd) in Honokaa.
	3/9/2015			Added one (1) address (361009 Stevens Rd) in Ookala.
	3/5/2015			Spatially corrected one (1) address point (825863 Lower Napoopoo Rd) in Captain Cook.
	3/5/2015			Added one (1) address point (835797 Mamalahoa Hwy) in Captain Cook.
	3/5/2015			Spatially corrected six (6) address points in Hilo.
	3/5/2015			Corrected address to two (2) addresses (1114 Auwae Rd and 1063 Eleu St) in Hilo.
	3/5/2015			Added two (2) address points (61 Alaloe Rd and 109 Haili St) in Hilo.
	3/5/2015			Spatially corrected one (1) address point (755728 Mamalahoa Hwy) in Holualoa.

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MAPPING LAYERS UPDATED (PART III)

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

HAWAII COUNTY			
Type of Layer	Akimeka GIS Server	Date GIS Delivered	Other/Remarks
	Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Address Points	3/5/2015		Spatially corrected one (1) address point (797514 Mamalahoa Hwy) in Kealakekua.
	3/3/2015		Corrected address to one (1) address point (347 Nohea St) in Hilo.
	3/3/2015		Added one (1) address point (621211 Kahinu Pl B) in Kamuela.
	3/3/2015		Spatially corrected five (5) address points in Kamuela.
	3/3/2015		Added two (2) address points (543877 Akoni Pule Hwy and 543770 Hanaula Pl) in Kapaau.
	3/3/2015		Spatially corrected one (1) address point (540382 Kamehameha Park Rd) in Kapaau.
Airports			
Bridges			
Building Footprints			
Bus Stops			
Churches			
Coastal Names			
Coastline			
Common Places			
Correctional Facilities			

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MAPPING LAYERS UPDATED (PART IV)

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

HAWAII COUNTY			
Type of Layer	Akimeka GIS Server	Date GIS Delivered	Other/Remarks
	Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Emergency Callboxes			
Emergency Operation Centers			
Emergency Shelters			
ESZ/ESN			
Fire Beats			
Fire Districts			
Fire Response Areas			
Fire Stations	3/12/2015	03/24/15	Spatially corrected one (1) Fire Station (Waimea Fire Station) in Kamuela.
Food & Beverage			
Gas Stations			
Gate Codes			

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MAPPING LAYERS UPDATED (PART V)

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

HAWAII COUNTY			
Type of Layer	Akimeka GIS Server	Date GIS Delivered	Other/Remarks
	Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Government Buildings			
Harbors			
Helipads			
Hiking Trails			
Hospitals			
Hydrants			
Hyrdology Layers: Dams Ponds Streams Waterfalls			
Incident Response Areas			
Lodging			
Major Roads			
Medic Beats			

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MAPPING LAYERS UPDATED (PART VI)

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

HAWAII COUNTY			
Type of Layer	Akimeka GIS Server	Date GIS Delivered	Other/Remarks
	Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Medic Districts			
Medic Response Areas			
Medic Stations			
Medical Facilities			
Milepost Markers			
MSAG Communities			
Net Junctions			
Ocean Rescue Boundaries			
Ocean Safety			
Parcels			
Parks			

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MAPPING LAYERS UPDATED (PART VII)

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

HAWAII COUNTY			
Type of Layer	Akimeka GIS Server	Date GIS Delivered	Other/Remarks
	Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Parks Polygon			
Points of Interest		03/24/15	
	3/12/2015		Added one (1) point of interest (Waimea Civic Center) in Kamuela.
	3/12/2015		Spatially corrected forty-seven (47) points of interest in Kamuela.
	3/12/2015		Corrected address to one (1) Point of Interest (Imiola Congregational Church) in Kamuela.
		03/10/15	
	3/3/2015		Spatially corrected one (1) point of interest (Hisaoka Gym Shelter) in Kapaau.
Police Beats			
Police Districts			
Police Response Areas			
Police Stations			
Post Offices			
Schools			
Street Centerlines	3/27/2015		Spatially corrected twenty-one (21) street segments in Pahoa.
	3/27/2015		Corrected range to one (1) street segment of Kamoamoa St in Pahoa.
	3/27/2015		Deleted two (2) segments of Kamoamoa St in Pahoa.
		03/24/15	
	3/18/2015		Added one (1) street segment of 7th Rd in Volcano.
	3/16/2015		Corrected range to two (2) street segments of Kualapa Pl in Hawi.
	3/16/2015		Corrected range to one (1) segment of Ala Kulia in Pahoa.

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MAPPING LAYERS UPDATED (PART VIII)

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

HAWAII COUNTY				
Type of Layer	Akimeka GIS Server	Date GIS Delivered	Other/Remarks	
	Date Created/ Edits Performed			
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)				
Street Centerlines	3/16/2015		Spatially corrected three (3) street segments (one segment of Ala Kulia and two segments of Ala Lokelani) in Pahoa.	
	3/16/2015		Added one (1) street segment of Ala Kulia in Pahoa.	
	3/16/2015		Completed monthly update on street centerlines.	
	3/11/2015		Spatially corrected seventy-one (71) street segments in Pahoa.	
		03/10/15		
	3/10/2015		Corrected range to one (1) street segment of Osorio Ln in Hilo.	
	3/10/2015		Corrected range to two (2) streets (Alani Loop and Lemi Pl) in Kailua Kona.	
	3/10/2015		Spatially corrected one (1) segment of Uweki Rd in Laupahoehoe.	
	3/10/2015		Added three (3) street segments of Pali Nana Rd in Lapahoehoe.	
	3/10/2015		Corrected name to one (1) street segment of Wood Valley Rd in Pahala.	
	3/10/2015		Corrected range and flipped one (1) segment of Wood Valley Rd in Pahala.	
	3/3/2015		Spatially corrected fifteen (15) street segments in Kapaa.	
Subdivisions				
Tow Jurisdictions				
Tsunami Evacuation Zones				
Tsunami Heights				
Waste Water Plants				
WSP Cell Sectors		03/24/15		
	3/18/2015		Per VZW CRS	
	3/17/2015		Per VZW CRS	
	3/12/2015		Per VZW CRS	
		03/10/15		

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MAPPING LAYERS UPDATED (PART IX)

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

HAWAII COUNTY			
Type of Layer	Akimeka GIS Server	Date GIS Delivered	Other/Remarks
	Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
WSP Cell Towers		03/24/15	
	3/18/2015		Per VZW CRS
	3/17/2015		Per VZW CRS
	3/12/2015		Per VZW CRS
		03/10/15	

NOTE:

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

GEOGRAPHIC INFORMATION SYSTEM (GIS) NARRATIVES

GIS KEY ACTIVITIES/UPDATES

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

Date	Key Activities/Updates
3/24/2015	Performed Powermap Update which included: Address Points, Street Centerlines, WSP Cell Sectors, WSP Cell Towers, Points of Interest, Fire Stations and Puna Lava Flow 2014.
3/10/2015	Performed Powermap Update which included: Address Points, Street Centerlines, WSP Cell Sectors, WSP Cell Towers, Points of Interest and Puna Lava Flow 2014.

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ADDRESS POINTS AND STREET CENTERLINES UPDATE COMPARISON

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

The Address Points and Street Centerlines layer comparative analysis was completed on the updates received from the Hawai'i County Planning Department on **March 16, 2015**. Results are as follows:

HAWAII COUNTY	Address Points Layer	Street Centerlines Layer
New Addresses Added	70	
Addresses Removed	0	
Address Street Name Changes	3	
Address Street Number Changes	2	
New Street Segments Added		3
Street Segments Removed		0
Street Segment Range Changes		4
Street Segment Name Changes		2

NOTE:

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

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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 March 2015, 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
<i>Address Points</i>	New Address Points	85 Added	Throughout County in 22 Communities
	Spatial Correction	259 Corrected	Corrected location of Address Point, recalculated x/y; majority were located in Pahoia and Kurtistown
	Address	16 Corrected	Majority were in Hilo and Volcano
	Location Name	1 Corrected	Address was in Kamuela
<i>Response Boundaries</i>			
<i>Street Centerlines</i>	New Streets	5 Added	Majority were in Laupahoehoe
	Spatial Correction	111 Corrected	To increase spatial accuracy; majority were in Pahoia and Kapaau
	Range/Parity	8 Corrected	Majority were in Hawi, Kailua Kona and Pahoia
	Deleted	2 Removed	Both were in Pahoia
	Name	2 Corrected	Streets were in Pahoia and Volcano
	Flipped	1 Corrected	Street was in Pahala

NOTE:

Response Boundaries include any updates to ESNs, Police Beats, Fire Beats, etc. that pertain to dispatch and response.

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LAVA FLOW AND ALTERNATE ROUTES

During the month of September 2014, Akimeka created two (2) new layers detailing the lava flow nearing Pahoia, in an effort to provide the 911 centers on Hawaii a valuable resource in identifying current and proposed lava flows.

1. In light of the potential consequences to public safety from the current lava flow heading toward Pahoia, Akimeka created two new layers to support the PSAP, “Puna Lava Flow 2014” and “Alternate Routes Lower Puna” to be utilized by the PSAPs.
 - a. Akimeka created the layer “Puna Lava Flow 2014”, which details the current progress of the lava flow as well as the flow forecast.
 - b. Akimeka also created the layer “Alternate Routes Lower Puna”, which displays the alternate routes in Lower Puna in the event Hwy 130 becomes obstructed by the lava flow.
 - c. The two new layers were uploaded into PowerMap on September 23rd 2014 and are available to the dispatchers.
 - i. Since that time, the activity has been monitored, updated as needed, and added to the PowerMap.
 - d. During March 2015, Akimeka continued to monitor the activity of the lava flow and updated and uploaded the Puna Lava Flow 2014 layer into PowerMap on March 10th and March 24th 2015.
 - e. Akimeka will continue to monitor the activity of the lava flow and will update the Puna Lava Flow 2014 layer as necessary. Akimeka will also monitor the status of the Chain of Craters Road and will add it to the Alternate Routes Lower Puna layer if and when it is rebuilt and available as an alternate route.
 - f. Due to the vital importance involved in staying apprised of the lava flow progress heading toward Pahoia and the Pacific Ocean, Akimeka will upload the Puna Lava Flow 2014 and Alternate Routes Lower Puna layers into PowerMap more frequently than the regularly scheduled PowerMap uploads if necessary.

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MAPFLEX DEPLOYMENT

As Hawaii County and Intrado continued to move forward with the deployment of the new MapFlex mapping system to replace the current PowerMap, forward movement with the project took place during the month of February 2015.

1. In order to proceed with the system configuration by Intrado for MapFlex, the GIS data for Hawaii County was requested by Intrado in order to perform validation prior to the installation. As a means of safeguarding the proprietary content of the GIS data, a Non-Disclosure Agreement (NDA) was initiated by Akimeka in May 2014 with guidance and approval from the Hawaii County Police Department.
 - a. The NDA would serve as the agreement among the County and vendors.
 - i. Hawaii County Police Department, Akimeka, Intrado, and Hawaiian Telcom
 - b. The initial NDA had been coordinated between Hawaii County and Akimeka in May 2014 and was pending Intrado's approval until it was signed on December 5, 2014.
 - c. Shortly after the NDA was signed and fully executed by all parties, the GIS data was delivered via Intrado's ftp site on December 19, 2014 for validation.
2. On December 22, 2014, the results of the GIS validation from Intrado were received.
 - a. The data assessment was in alignment with the expectations from Akimeka and looked very good.
 - i. There were no mandatory corrections required and some recommended corrections.
 1. Of the recommended corrections, there were none that required correction. All of the identified potential records in need of cleanup were valid exceptions. Meaning, they were not actual discrepancies.
 - ii. Akimeka followed up with Intrado to confirm receipt of the data assessment, and it was communicated to Akimeka that there were no further data assessments required and Intrado will move forward with their MapFlex deployment timeline.
3. During the month of January, 2015, Intrado continued with their MapFlex implementation.
 - a. There were no further requests for GIS data for Akimeka from Intrado.
 - b. No status on the establishment of the secure FTP site and new GIS data upload procedures were communicated by Intrado.
 - i. The status is considered pending.
4. On January 30, 2015, Akimeka participated in an assessment of the MapFlex system. Upon arrival Akimeka met with PSAPs representatives from the Hawaii PSAP and the Maui PSAP. Discussion was held with regards to the specification for the delivery of the GIS data to Hawaiian Telcom and Intrado, and the delivery of the GIS layers which had resulted in confusion regarding the delivery of the GIS data.
 - a. The issue that had been identified was that Intrado had requested GIS data from Akimeka, in order to perform the data assessment.
 - i. Included in the request was an attached MapFlex specifications document from Intrado's GIS Manager that detailed the required layers.
 1. All required layers were provided to Intrado for the data assessment.
 - ii. The additional GIS layers currently within Hawaii County's PowerMap were not provided as it had not been requested for the data validation process, and it was understood from Akimeka that these would be requested once the MapFlex system had been configured with the mandatory data and all function of the required layers were operating properly.

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MAPFLEX DEPLOYMENT – CONTINUED

1. In addition, the remaining GIS layers that had not been provided on the first delivery are almost all strictly for visual purposes and do not impact the true functionality of the MapFlex system.
2. It was understood that at a minimum, Intrado’s secure ftp site would be established and an upload of the remaining GIS layers would run through the process before “going live”.
3. Intrado technicians that were on site did a side by side comparison and identified that many GIS layers were missing and it appeared all were merged into a Common Places layer.
 - a. Unknown to the Intrado technicians, the Common Places layer also known as Points of Interest, have been in the PowerMap since 2009 and is the configured layer for searching location names.
 - b. The individual layers identified as “missing” are the layers used for visual purposes in order to provide a separate symbol within the map; however these individual layers are not configured for searching. That functionality exists with the Common Places layer, meaning nothing in MapFlex that was provided by Akimeka through the GIS layers differs from the functionality of what is currently in PowerMap. The “discrepancies” that were identified are visual icons, which with some configuration could have easily been established. Intrado did not have this understanding, since the system was not being specifically designed for the PSAP operations.
- b. Akimeka and the Hawaii PSAPs agreed that an itemized inventory of the existing GIS layers would be provided to the Hawaii PSAPs and Akimeka would have the layers available to Intrado once their secure ftp site has been established and the process formalized.
- c. It was determined during observation that the Pictometry Oblique Photo Imagery was not operational and it was agreed upon that Pictometry would need to be consulted and this would not be a part of this assessment/observation.
 - i. It was recommended that a Pictometry technician/representation be brought on-site to properly configure and activate the tools and features for Pictometry’s Active-X functionality.

During the assessment the following items were either visually confirmed or analyzed;

Key 9-1-1 Functional Operational and Visual Mapping Items:

1. It was observed that Wireless Phase I 9-1-1 calls were not displaying the coverage area associated with the sector.
 - a. A discussion took place between Akimeka and Intrado representatives regarding the location in the delivered ALI stream and the location of the information utilized to identify the Tower ID and the Sector ID fields.
2. It was observed that the Latitude and Longitude were only displaying out to the fifth character with a “*” character in the sixth position.
 - a. It was recommended by Akimeka that the Latitude and Longitude be carried out to the sixth degree to match the delivered Latitude and Longitude from the CSPs in the ALI spill.
3. It was reported to the Akimeka representatives the additional Alias names were not displaying for Street Centerlines and other Common Place Names.

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MAPFLEX DEPLOYMENT - CONTINUED

4. It was observed the Medical Services Agency was missing from the ESN display box. The ESN display box annotated the proper ESN, the MSAG Community, and the English Language Translations (ELTs) for Police and Fire; however, the Medic unit was missing and there was not a column in the table for the medic ELT.
5. It was identified that the Street Centerline labeling was overlapping the Street segment, which makes the geometry of the street disappear behind the label.
6. It was observed that the ortho-mosaic imagery on the MapFlex system appeared to be slightly off.
 - a. A potential resolution to the issue that was provided by Akimeka was to perform the proper geographic transformations of the ortho-mosaic imagery to the correct spatial reference of WGS 1984.
 - b. The spatial reference of WGS 1984 was utilized in the GIS data as a forward-thinking drive to satisfy NG9-1-1 requirements and to establish a foundation for interoperability among all of the PSAPs in the State of Hawaii.
7. It was observed that all address points on the Points of Interest layer were utilizing the same icon as a residence.
 - a. The potential remedy for this item is to properly utilize the symbology within the MapFlex system. Properly utilizing the symbology features will make the mapping system more productive and efficient for the dispatchers.
8. It was observed that the “Labels” on the Street Centerlines may be required to be resized to accommodate zoom extents before truncation takes place and to reduce clutter.
9. Recommended was provided that; as all new visual layers are added to the mapping system, the PSAPs have an opportunity to identify the zoom extent that is best applicable to their operation.

During the month of February 2015, Akimeka coordinated with the Hawaii Police Department for final approval of GIS layers to be provided for the MapFlex system.

1. On February 5, Akimeka prepared a total of forty-nine (49) GIS layers to be delivered to Intrado for configuration and implementation in the MapFlex system. The GIS layers that were provided include all of the displayed GIS layers currently within the PowerMap.
 - a. Akimeka delivered the GIS data layers to Intrado’s temporary FTP site as a means of getting the data updated in the MapFlex.
2. On February 5, 2015, during the delivery of GIS data, Akimeka received confirmation from Intrado that the FTP site used for this delivery was a temporary site and the MapFlex sFTP was not established yet.
3. On February 7, 2015, Intrado requested that if Akimeka had specific symbology for the PSAPs they were interested in using, they should send it to Intrado to use for MapFlex.
 - (a) Akimeka replied that the specific symbology should be customized with each of the PSAPs and their operations in mind. Akimeka does not have a preference on which colors the symbology is displayed and relayed to Intrado that it would be best to involve the PSAPs in the configuration process.
4. On February 23, 2015, Intrado notified Akimeka that they were moving forward with the new MapFlex FTP site and requested that Akimeka send a “sample” map update for one of the sites they are working on; Hawaii, Maui, or Kauai.
 - (a) Akimeka attempted to connect using the provided IP address and was unable to gain access.
 - (b) Akimeka followed up with Intrado to request additional connection information with ports, and ftp credentials. In addition, Akimeka requested additional information on the delivery processes associated with MapFlex, such as:
 - (i) Does each delivery within MapFlex require a complete refresh or only updated layers?

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MAPFLEX DEPLOYMENT - CONTINUED

- (ii) Are there specific file names and locations needed to pull updates?
 - (iii) What is the update process that takes place within MapFlex?
 - (iv) Is there a specific time the update takes place?
 - (v) What is the notification processes that the updates were successful?
 - (vi) What is the test/validation processes the PSAP should be informed of?
 - (vii) How are discrepancies reported in the procedure and to whom?
5. On February 25, 2015, Akimeka was invited to join a conference call with staff from Intrado qualified to help answer questions and to gain access to the new MapFlex secure FTP site.
- (a) Intrado's Sr. Systems Administrator provided information on ports and credentials that were required to get access.
 - (b) Little information was provided during the conference on the specific operations that take place within the MapFlex in order to pull updates, however it was replayed that there will be an automated delivery process where a script will identify when new GIS layers are placed on the secure FTP site. Once the layers are identified as new, the layers will be pulled from the FTP site, a simple validation process ran, and placed on the MapFlex server where it will then be pushed to the workstation. There is currently no automation on notifications and no procedure on reporting discrepancies. There is a roll back procedure if there are errors that are identified in the GIS data. The MapFlex will hold onto 5 sets of data. If there is an issue that is identified, the data can be rolled back manually. Currently there is no automation with this.
6. Subsequent to the conference call, Akimeka attempted to connect to the secure FTP site on February 25, 2015, and was unsuccessful.
- (a) After additional coordination with Intrado's Sr. System Administrator, Akimeka was able to gain access on February 26, 2015.
7. On February 26, 2015, Akimeka successfully delivered the same updated GIS layers for the MapFlex system via new secure FTP site, that were included in the February 24, 2015 deliverable for PowerMap.
- (a) This ensures that if the GIS data delivered for MapFlex is made available to dispatch, it will be consistent with the PowerMap.
8. During the month of March 2015, there were no new reports on the status of MapFlex.
- (a) Akimeka was prepared to provide updated GIS data once confirmation is made that Intrado's delivery system is working properly and configured.

Hawaii County E9-1-1 Status Report

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4. SERVICE REQUESTS TRANSACTIONS

OPEN SERVICE REQUESTS – MARCH 2015

#	Date	Ticket #	Description	Category	Urgency	Comments
1	08/19/14	716	Updated Address	MSAG	Normal	Submitted to Intrado for Correction. RN
2	08/19/14	717	Updated Address	MSAG	Normal	Submitted to Intrado for Correction. RN
3	03/09/15	779	Updated Address	MSAG	Normal	Submitted to Intrado for Correction. RN
4	03/31/15	789	Updated Address	MSAG	Normal	Submitted to Intrado for Correction. RN

Note* There are four (4) opened service requests pending for February 2015.

SERVICE REQUEST YEAR-TO-DATE (YTD) SUMMARY – 2015

HAWAII				SERVICE REQUEST CATEGORIES			
2015	TOTAL		Open	911 Map		MSAG	
	Created	Closed		Created	Closed	Created	Closed
2014 Carryover*			6				
January	6	10	2	0	0	6	10
February	7	7	2	0	0	7	7
March	14	12	4	0	0	14	12
April							
May							
June							
July							
August							
September							
October							
November							
December							
TOTAL	27	29	4	0	0	27	29

NOTE:

- *The 2014 Carryover row indicated the number of Service Requests that were opened in 2014; however, were brought forward into 2015 in an effort to track the service request until completion.
- Detailed information on service tickets is available upon request.

Definitions:	Category	Description
	911 Map	Mapping computer not functioning or displaying properly
	MSAG	Discrepancies with 9-1-1 MSAG addresses

Hawaii County E9-1-1 Status Report

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5. E9-1-1 DATABASE SYNCHRONIZATION

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

Next scheduled Data Synchronization Report – May 2015

AUDIT SUMMARY RESULTS – MAY 2015 -- TBA

AUDIT SUMMARY RESULTS COMPARISON – FEBRUARY 1, 2015 VS. MAY 1, 201 -- TBA

AUDIT SUMMARY RESULTS -- TBA

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

AUTOMATIC LOCATION IDENTIFICATION (ALI) DISCREPANCY REPORT