Maui County E9-1-1 Status Report

January 1, 2017 – January 31, 2017

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1. PSAP OPERATIONS

9-1-1 CALL VOLUME MAUI PSAP – JANUARY 2017

(Source: West Safety Services Viper system

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

9-1-1 Call Volume																
MAUI PSAP		Wireline		Wireless				VOIP		Calls With No ALI		Admin Calls		Abandoned Calls		Other Calls	
2017	Total 9-1-1 Calls Processed	No. of Wireline Calls	% of Total Calls	No. of Wireless Calls	% of Total Calls	% of Wireless WPH1 Calls	% of Wireless WPH2 Calls	No. of VoIP Calls	% of Total Calls	No. of Calls with No ALI	% of Total Calls	No. of Admin Calls	% of Total Calls	No. of 9-1-1 Abandoned	% of Total Calls	Other Calls	% of Total Calls
JAN	10,192	1,991	19.53%	6,822	66.93%	58.44%	41.56%	286	2.81%	14	0.14%	0	0.00%	1,079	10.59%	0	0.00%

CALL VOLUME MAUI PSAP NOTES:

*Calls with No Ali for January 2017 = 0.14% - Statewide average for 2016 = 0.15%

9-1-1 CALL VOLUME MAUI PSAP – CALENDAR YEAR 2017

9-1-1 Call Volume																
MAUI PSAP		Wireline		Wireless				VOIP		Calls with No ALI		Admin Calls		Abandoned Calls		Other Calls	
2017	Total 9-1-1 Calls Processed	No. of Wireline Calls	% of Total Calls	No. of Wireless Calls	% of Total Calls	% of Wireless WPH1 Calls	% of Wireless WPH2 Calls	No. of VoIP Calls	% of Total Calls	No. of Calls with No ALI	% of Total Calls	No. of Admin Calls	% of Total Calls	No. of 9-1-1 Abandoned	% of Total Calls	Other Calls	% of Total Calls
JAN	10,192	1,991	19.53%	6,822	66.93%	58.44%	41.56%	286	2.81%	14	0.14%	0	0.00%	1,079	10.59%	0	0.00%
FEB																	
MAR																	
APR																	
MAY																	
JUNE																	
JULY																	
AUG																	
SEPT																	
OCT																	
NOV																	
DEC																	
YTD	10,192	1,991		6,822				286		14		0		1,079		0	
MON AVG	10,192	1,991	19.53%	6,822	66.93%	58.44%	41.56%	286	2.81%	14	0.14%	0	0.00%	1,079	10.59%	0.00	0.00%

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9-1-1 CALL VOLUME MOLOKAI PSAP – JANUARY 2017

9-1-1 Call Volume																
MOLOKAI PSAP	**Wireline**		**Wireless**				**VOIP**		**Calls With No ALI**		**Admin Calls**		**Abandoned Calls**		**Other Calls**	
2017	Total 9-1-1 Calls Processed	No. of Wireline Calls	% of Total Calls	No. of Wireless Calls	% of Total Calls	% of Wireless WPH1 Calls	% of Wireless WPH2 Calls	No. of VoIP Calls	% of Total Calls	No. of Calls with No ALI	% of Total Calls	No. of Admin Calls	% of Total Calls	No. of 9-1-1 Abandoned	% of Total Calls	Other Calls	% of Total Calls
JAN	347	127	36.60%	182	52.45%	58.79%	41.21%	0	0.00%	1	0.29%	0	0.00%	37	10.66%	0	0.00%

CALL VOLUME MOLOKAI PSAP NOTES:

* **Calls with No Ali for January 2017 = 0.29% - Statewide average for 2016 = 0.15%**

9-1-1 CALL VOLUME MOLOKAI PSAP – CALENDAR YEAR 2017

9-1-1 Call Volume																
MOLOKAI PSAP	**Wireline**		**Wireless**				**VOIP**		**Calls with No ALI**		**Admin Calls**		**Abandoned Calls**		**Other Calls**	
2017	Total 9-1-1 Calls Processed	No. of Wireline Calls	% of Total Calls	No. of Wireless Calls	% of Total Calls	% of Wireless WPH1 Calls	% of Wireless WPH2 Calls	No. of VoIP Calls	% of Total Calls	No. of Calls with No ALI	% of Total Calls	No. of Admin Calls	% of Total Calls	No. of 9-1-1 Abandoned	% of Total Calls	Other Calls	% of Total Calls
JAN	347	127	36.60%	182	52.45%	58.79%	41.21%	0	0.00%	1	0.29%	0	0.00%	37	10.66%	0	0.00%
FEB																	
MAR																	
APR																	
MAY																	
JUNE																	
JULY																	
AUG																	
SEPT																	
OCT																	
NOV																	
DEC																	
YTD	347	127		182				0		1		0		37		0	
MON AVG	347	127	36.60%	182	52.45%	58.79%	41.21%	0.00	0.00%	1	0.29%	0	0.00%	37	10.66%	0	0.00%

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9-1-1 CALL VOLUME (COMBINED MAUI & MOLOKAI PSAPS) – JANUARY 2017

9-1-1 Call Volume																
MAUI COUNTY PSAPs	**Wireline**		**Wireless**				**VOIP Calls**		**Calls With No ALI**		**Admin Calls**		**Abandoned Calls**		**Other Calls**	
2017	Total 9-1-1 Calls Processed	No. of Wireline Calls	% of Total Calls	No. of Wireless Calls	% of Total Calls	% of Wireless WPH1 Calls	% of Wireless WPH2 Calls	No. of VoIP Calls	% of Total Calls	No. of Calls with No ALI	% of Total Calls	No. of Admin Calls	% of Total Calls	No. of 9-1-1 Abandoned	% of Total Calls	Other Calls	% of Total Calls
JAN	10,539	2,118	20.10%	7,004	66.46%	58.45%	41.55%	286	2.71%	15	0.14%	0	0.00%	1,116	10.59%	0	0.00%

9-1-1 CALL VOLUME (COMBINED MAUI & MOLOKAI PSAPS) – CALENDAR YEAR 2017

9-1-1 Call Volume																
MAUI COUNTY PSAPs	**Wireline**		**Wireless**				**VOIP**		**Calls with No ALI**		**Admin Calls**		**Abandoned Calls**		**Other Calls**	
2017	Total 9-1-1 Calls Processed	No. of Wireline Calls	% of Total Calls	No. of Wireless Calls	% of Total Calls	% of Wireless WPH1 Calls	% of Wireless WPH2 Calls	No. of VoIP Calls	% of Total Calls	No. of Calls with No ALI	% of Total Calls	No. of Admin Calls	% of Total Calls	No. of 9-1-1 Abandoned	% of Total Calls	Other Calls	% of Total Calls
JAN	10,539	2,118	20.10%	7,004	66.46%	58.45%	41.55%	286	2.71%	15	0.14%	0	0.00%	1,116	10.59%	0	0.00%
FEB																	
MAR																	
APR																	
MAY																	
JUNE																	
JULY																	
AUG																	
SEPT																	
OCT																	
NOV																	
DEC																	
YTD	10,539	2,118		7,004				286		15		0		1,116		0	
MON AVG	10,539	2,118	20.10%	7,004	66.46%	58.45%	41.55%	286	2.71%	15	0.14%	0.00	0.00%	1,116	10.59%	0	0.00%

PSAP OPERATION NOTES:

- **Abandoned Calls represent the number of incoming 9-1-1 calls for which the caller had hung up before a call-taker answered. Dropped Calls are hang ups after transfers.**
- **Abandoned Calls are included in the Wireline and Wireless total counts respectively.**
- **All VoIP (Voice over Internet Protocol) 911 calls are combined in the Call Volume statistic.**
- **Outgoing 911 calls are included in the totals. These are ringback or callback 911calls made from the Viper System.**

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FOR YOUR INFORMATION

FYI ………... For Your Information				
PSAP Operations				
Statewide 911 Call Volumes for 2016 & 2015 compare				
PSAP	2016		2015	
Oahu Civilian	1,009,059	71.93%	1,019,402	70.94%
Hawaii County	205,412	14.64%	217,768	15.15%
Maui County	137,333	9.80%	142,952	9.95%
Kauai County	50,955	3.63%	56,874	3.96%
Total	1,402,759	100.00%	1,436,997	100.00%
*Statewide average does not include Military 911 calls.				

TEXT TO 911 – CURRENT MONTH – JANUARY 2017

NOTE:

- Although there is a "Text to 911" plot on the MapFlex, the location of the plot is not reliable. Text to 911 Dispatchers should use their skills to ascertain the exact location of the emergency response.

TEXT TO 911 Maui County PSAPs 2017		
Month	Received at Maui	Received at Molokai
January	12	1
February		
March		
April		
May		
June		
July		
August		
September		
October		
November		
December		
YTD	12	1
Monthly Avg.	12.00	1.00

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WIRELESS PSAP TESTING – JANUARY 2017

MAUI COUNTY - JANUARY 2017						
Date	**WSP**	**Sites Tested**	**Sectors Tested**	**Tested By:**	**Test Pass/Fail**	**Comments:**

NOTES:

- There were no scheduled Wireless 911 tests conducted in January, 2017 for the Maui and Molokai PSAP.

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2. MSAG (MASTER STREET ADDRESS GUIDE)

MSAG TRANSACTIONS CURRENT MONTH/YEAR – JANUARY 2017

MAUI COUNTY	Total	9-1-1 TRANSACTIONS							Customer Addresses Affected
		Dispatchable Location Transactions Prepared	MSAG	ALI Submitted		Open ALI Discrepancy Records			
2017		DL (A)	MSAG (B)	TN CR (C)	ALI DR (D)	TNCR	ALI DR	VoIP DR	
JANUARY	146	134	7	3	2	264	0	0	21
FEBRUARY									
MARCH									
APRIL									
MAY									
JUNE									
JULY									
AUGUST									
SEPTEMBER									
OCTOBER									
NOVEMBER									
DECEMBER									
TOTAL YTD	146	134	7	3	2				21
AVG PER MONTH	146	134	7	3	2				21

Definitions
(A) **D**ispatchable **L**ocation - is defined in the FCC 15-9 Docket as the verified or corroborated street address of the calling party plus additional information such as floor, suite, apartment or similar information that may be needed to adequately identify the location of the calling party. Please see Dispatchable Location Section for more information.
(B) **M**aster **S**treet **A**ddress **G**uide - Represents corrections made to street records including, street names, address ranges, MSAG Communities and ESNs.
(C) **T**elephone **N**umber **C**hange **R**equest - Represents address corrections on a specific TN or group of TNs.   These "invalid" TNs usually have an associated ESN 299 attached to them which indicates the need for validation.
(D) **A**utomatic **L**ocation **I**nformation **D**iscrepancy **R**ecord - Represents an address discrepancy discovered during a live 9-1-1 call, from a landline OR a VoIP phone. These record corrections are treated with a higher priority and should be processed within 48 hours if wireline, and 72 hours if a VoIP phone, as a general guideline.

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MSAG CURRENT MONTH NOTES:

A total of twelve (**12**) MSAG transactions were processed in 9-1-1 Net during the current month. Seven (**7**) requests were processed relating to the MSAG database changes which include: changes to high – low street ranges, combining street records, deletion of invalid records, splitting street records to align with Police, Fire, EMS, and inserting new MSAG records. There were twenty-one (**21**) customer ANI/ALI (telephone number/address) records updated as a direct result.

134 Dispatchable Location transactions were prepared during the current month.

TELEPHONE RECORD (ALI) TRANSACTIONS CURRENT MONTH NOTES:

Three (**3**) Telephone Number Change Requests (TN CR) transaction was processed and corrected in 9-1-1 Net with a valid MSAG address. Twenty-one (**21**) TN CRs were completed and as a result, three (**3**) ESN 359/399 street records were deleted from the MSAG database. Two (**2**) ALI DRs were submitted as the result of 9-1-1 calls made from businesses in Haiku and Wailea. Maui PSAP submitted the request to Akimeka to update the customer information and the discrepancy was corrected in 9-1-1 Net.

OPEN TELEPHONE RECORD (ALI) DISCREPANCY STATUS:

- **There are currently 264 Open TN CR Transactions.**
- **Refer to chart in the next section "TNCR Current Status"**

240 Open TN CR transactions are a direct result of the ESN 399 clean-up and are awaiting approval from Hawaiian Telcom, Inc. **24** Open TN CR transactions are a result of the Dispatchable Location project submitted in September 2015. (Refer to the "Dispatchable Location" chart below). Akimeka continues to monitor and track the progress of the Referred records. Once a telephone number is submitted to Intrado for correction, it must be verified against HT records and/or approved by the customer. Intrado's internal process requires calling each telephone customer individually for approval to update an address in the 9-1-1 database.

- **There are no open ALI DRs**
- **There are no open VoIP DRs**

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TNCR (TELEPHONE NUMBER CHANGE REQUEST) CURRENT STATUS – JANUARY, 2017

NOTE:

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

PSAP 9-1-1 Telephone Number Location Change Request (Telephone Number Change Request (TNCR) Status)				
County	**TOTAL TNCR RECORDS SUBMITTED BY AKIMEKA**	**OPENED TNCRS PENDING FURTHER ACTION BY INTRADO**	**OPENED TNCRS REFERRED TO TELCO BY INTRADO**	**TOTAL UNOPENED TNCR RECORDS**
MAUI	193	58	86	49
MOLOKAI	71	15	48	8
TOTAL	264	73	134	57

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

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DISPATCHABLE LOCATION – STATUS AS OF – JANUARY 2017 - PENDING

NARRATIVE:

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

During the month of August 2015, Akimeka started a pilot project, entering additional location information to a verified MSAG address with multiple telephone numbers. Specifically the Queen Kaahumanu Shopping Center at 275 Kaahumanu Ave. The "Dispatchable Location" data is entered into the "Driving Directions" field in the 9-1-1 Net system, and will display on the Viper Power 911 ALI Screen in the "Exact" field should a 911 call be received from that telephone number. Screen shots of the "Before" ALI screen, and the "After" ALI screen with the updated "Dispatchable Location" information visible, were presented to the Dispatch Supervisors. Akimeka received positive feedback from the 911 Dispatch Personnel because the information that the 911 Call Takers will receive, will certainly cut down on the process of determining the exact location of the 911 caller. In addition to this, Akimeka was informed that the Mobile Dispatch Terminals (MDTs) in the Police Vehicles, also are able to view this "Dispatchable Location" information which will reduce the response times for Public Safety.   There are currently 1,746 transactions prepared for submission. Present observations indicate that previous transactions that were submitted in 2015 and 2016 are currently being processed.

Dispatchable Location				
2017 Quarter 1	**Common Name Place MSAG Address**	**TNCR* Transactions Prepared**	**TNCR* Transactions Submitted**	**Transactions Processed****
2016 Carryover		1,612	374	347
January	Village By The Sea, 938 South Kihei Rd, Kihei	134	0	3
February				
March				
Total		1,746	374	350
YTD Total		1,746	374	374

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CHARTER COMMUNICAATIONS (TIME WARNER) VOIP DATABASE TNCR

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

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

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

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

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3. GEOGRAPHIC INFORMATION SYSTEM (GIS) – JANUARY 2017

MAPPING LAYERS UPDATED (PART I)

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

MAUI COUNTY			
Type of Layer	**Akimeka GIS Server** **Date Created/ Edits Performed**	**Date GIS Delivered**	**Other/Remarks**
	CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE **(Listed Alphabetically)**		
Address Points	1/27/2017		Added one (1) address in Hoolehua
	1/23/2017		Spatially corrected one (1) address point in Hana
	1/23/2017		Added two (2) addresses in Wailuku
	1/23/2017		Added Location Name to three (3) addresses in Wailuku
	1/23/2017		Changed Location Name for two (2) addresses in Wailuku
	1/23/2017		Spatially corrected nine (9) address points in Wailuku
	1/23/2017		Added Location Name to four (4) addresses in Wailuku
	1/23/2017		Added two (2) addresses in Hoolehua
	1/20/2017		Added one (1) address in Hana
	1/20/2017		Added one (1) address in Kahului
	1/20/2017		Added one (1) address in Maunaloa
	1/20/2017		Added two (2) addresses in Lahaina
	1/20/2017		Added two (2) addresses in Hoolehua
		01/18/17	
	1/17/2017		Added one (1) address in Hana
	1/17/2017		Added one (1) address in Lahaina
	1/17/2017		Added one (1) address in Maalaea
	1/17/2017		Spatially corrected one (1) address point in Napili
	1/17/2017		Changed one (1) address in Pukalani
	1/17/2017		Spatially corrected eleven (11) address points in Wailuku
	1/13/2017		Added twenty-eight (28) addresses in Lahaina
	1/12/2017		Spatially corrected one hundred eighty-eight (188) address points in Wailea
	1/12/2017		Added thirteen (13) addresses in Wailea
	1/11/2017		Changed Location Name for one (1) address in Lahaina
	1/11/2017		Removed Location Name for one (1) address in Lanai
	1/11/2017		Spatially corrected one (1) address point in Paia
	1/11/2017		Spatially corrected eight (8) address points in Wailuku
	1/10/2017		Spatially corrected twelve (12) address points in Haiku
	1/10/2017		Changed one (1) address in Haiku per DSA
	1/10/2017		Spatially corrected three (3) address points in Kahului
	1/10/2017		Spatially corrected one hundred (100) address points in Lahaina
	1/10/2017		Spatially corrected one (1) address point in Lanai

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MAPPING LAYERS UPDATED (PART II)

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

MAUI COUNTY			
Type of Layer	**Akimeka GIS Server** **Date Created/ Edits Performed**	**Date GIS Delivered**	**Other/Remarks**
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE **(Listed Alphabetically)**			
Address Points	1/10/2017		Spatially corrected one (1) address point in Pukoo
	1/10/2017		Corrected Location Name for one (1) address point in Pukoo
	1/10/2017		Spatially corrected nine (9) address points in Wailuku
	1/10/2017		Added Location Name for one (1) address point in Wailuku
	1/10/2017		Changed Location Name for one (1) address in Wailuku
	1/10/2017		Spatially corrected seventeen (17) address points in Wailea
	1/5/2017		Spatially corrected one (1) address point in Port Allen
		01/04/17	
	1/4/2017		Added sixty-eight (68) addresses in Lahaina
	1/3/2017		Added one (1) address in Hoolehua
	1/3/2017		Spatially corrected three (3) address points in Kihei
	1/3/2017		Spatially corrected one (1) address point in Lahaina
	1/3/2017		Removed Location Name for one (1) address in Lanai
	1/3/2017		Added one (1) address in Pukalani
	1/3/2017		Spatially corrected two (2) address points in Waikapu
	1/3/2017		Changed Location Name for one (1) address in Waikapu
Airports			
Bridges			
Building Footprints			
Bus Stops			
Churches			
Coastal Names			
Coastline			
Common Places			
Correctional Facilities			
Emergency Callboxes			
Emergency Operation Centers			
Emergency Shelters			
ESZ/ESN			
Fire Beats			
Fire Districts			

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MAPPING LAYERS UPDATED (PART III)

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

Type of Layer	Akimeka GIS Server Date Created/ Edits Performed	Date GIS Delivered	Other/Remarks
MAUI COUNTY			
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Fire Response Areas			
Fire Stations			
Food & Beverage			
Gas Stations			
Gate Codes			
Government Buildings			
Harbors			
Helipads			
Hiking Trails			
Hospitals			
Hydrants			
Hyrdology Layers			
Incident Response Areas			
Lodging			
Major Roads			
Medic Beats			
Medic Districts			
Medic Response Areas			
Medic Stations			
Medical Facilities			
Milepost Markers			
MSAG Communities			
Net Junctions			
Ocean Rescue Boundaries			
Ocean Safety			
Parcels			
Parks			
Parks Polygon			
Points of Interest	1/27/2017		Added one (1) POI in Haiku
	1/27/2017		Added one (1) POI in Wailuku
	1/27/2017		Added one (1) POI in Lanai
	1/27/2017		Added one (1) POI in Waihee

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MAPPING LAYERS UPDATED (PART IV)

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

MAUI COUNTY			
Type of Layer	**Akimeka GIS Server** **Date Created/ Edits Performed**	**Date GIS Delivered**	**Other/Remarks**
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE **(Listed Alphabetically)**			
Points of Interest	1/23/2017		Added one (1) POI in Haliimaile
	1/23/2017		Added seven (7) POI in Hana
	1/23/2017		Spatially corrected one (1) POI in Hana
	1/23/2017		Added two (2) POI in Kahului
	1/23/2017		Added one (1) POI in Kaunakakai
	1/23/2017		Added one (1) POI in Kihei
	1/23/2017		Added four (4) POI in Kula
	1/23/2017		Added two (2) POI in Makawao
	1/23/2017		Spatially corrected two (2) POI in Wailuku
	1/23/2017		Changed one (1) POI name in Wailuku
	1/23/2017		Added twenty-four (24) POI in Wailuku
		01/18/17	
	1/17/2017		Added three (3) POI in Haiku
	1/17/2017		Added six (6) POI in Kahului
	1/17/2017		Added one (1) POI in Kaunakakai
	1/17/2017		Added one (1) POI in Kihei
	1/17/2017		Added two (2) POI in Lahaina
	1/17/2017		Added two (2) POI in Napili
	1/17/2017		Added one (1) POI in Spreckelsville
	1/17/2017		Added five (5) POI in Wailuku
	1/13/2017		Added one (1) POI in Lahaina
	1/13/2017		Added one (1) POI in Lanai
	1/13/2017		Added one (1) POI in Kahului
	1/12/2017		Added three (3) POI in Wailea
	1/12/2017		Changed two (2) POI names in Wailea
	1/12/2017		Spatially corrected five (5) POI in Wailea
	1/11/2017		Added one (1) POI in Hana
	1/11/2017		Added three (3) POI in Kahului
	1/11/2017		Added one (1) POI in Lahaina
	1/11/2017		Added seventeen (17) POI in Lanai
	1/11/2017		Added one (1) POI in Napili
	1/11/2017		Added four (4) POI in Paia

Maui County E9-1-1 Status Report

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MAPPING LAYERS UPDATED (PART V)

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

MAUI COUNTY			
Type of Layer	**Akimeka GIS Server** **Date Created/ Edits Performed**	**Date GIS Delivered**	**Other/Remarks**
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE **(Listed Alphabetically)**			
Points of Interest	1/11/2017		Added ten (10) POI in Wailea
	1/11/2017		Added four (4) POI in Wailuku
	1/10/2017		Added six (6) POI in Kahului
	1/10/2017		Added one (1) POI in Lahaina
	1/10/2017		Added one (1) POI in Lanai
	1/10/2017		Added one (1) POI in Pukoo
	1/10/2017		Added one (1) POI in Wailea
	1/10/2017		Added nine (9) POI in Wailuku
		01/04/17	
	1/3/2017		Added six (6) POI in Kahului
	1/3/2017		Spatially corrected one (1) POI in Kaluakoi
	1/3/2017		Added four (4) POI in Kihei
	1/3/2017		Added one (1) POI in Kula
	1/3/2017		Added four (4) POI in Lahaina
	1/3/2017		Changed Name of one (1) POI in Lahaina
	1/3/2017		Added one (1) POI in Waihee
	1/3/2017		Added two (2) POI in Waikapu
	1/3/2017		Added one (1) POI in Wailea
	1/3/2017		Added two (2) POI in Wailuku
Police Beats			
Police Districts			
Police Response Areas			
Police Stations			
Post Offices			
Schools			
Street Centerlines	1/27/2017		Added five (5) street centerline segments in Kahului
	1/26/2017		Spatially corrected four (4) street centerline segments in Hana
	1/25/2017		Spatially corrected (8) street centerline segments in Hana
	1/24/2017		Spatially corrected seven (7) street centerline segments in Hana
		01/18/17	
	1/9/2017		Spatially corrected fifteen (15) street centerlines in Hana
	1/9/2017		Spatially corrected seven (7) street centerlines in Wailea

Maui County E9-1-1 Status Report

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MAPPING LAYERS UPDATED (PART VI)

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

Type of Layer	Akimeka GIS Server Date Created/ Edits Performed	Date GIS Delivered	Other/Remarks
MAUI COUNTY			
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE **(Listed Alphabetically)**			
Street Centerlines	1/5/2017		Added three (3) street centerlines in Lahaina
		01/04/17	
	1/4/2017		Added three (3) street centerlines in Lahaina
	1/3/2017		Added one (1) street centerline in Maunaloa
Subdivisions			
Tow Jurisdictions			
Tsunami Evacuation Zones			
Tsunami Heights			
Waste Water Plants			
WSP Cell Sectors		**01/18/17**	
	1/17/2017		Per Verizon CRS
	1/12/2017		Per Verizon CRS
WSP Cell Towers		**01/18/17**	
	1/17/2017		Per Verizon CRS
	1/12/2017		Per Verizon CRS

NOTE:

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

Maui County E9-1-1 Status Report

January 1, 2017 - January 31, 2017

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
1/18/2017	Delivered .map, .str., rte., Maui Cell Coverage. cvs which included updated Address Points, Common Places Lookup Table, Street Centerlines and WSP Cell Towers for Intergraph CAD Map update
1/4/2017	Delivered .map, .str., rte., Maui Cell Coverage. cvs which included updated Address Points, Coastal Names, Common Places Lookup Table, Street Centerlines, Subdivisions, and WSP Cell Towers for Intergraph CAD Map update

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INTERGRAPH CAD UPGRADE

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

1. On January 4, 2017 – Akimeka delivered an updated Intergraph CAD map which included:
   a. Address Points, Coastal Names, Common Places Lookup Table, Street Centerlines, Subdivisions, and WSP Cell Towers.
   b. .map, .str, .rte, CAD Map Build database and Cell Coverage.csv
   c. Added Street labels to the CAD map.

2. Akimeka delivered an updated Intergraph CAD map January 18, 2017 which included:
   a. Address Points, Common Places Lookup Table, Street Centerlines, and WSP Cell Towers.
   b. .map, .str, .rte, CAD Map Build database and Cell Coverage.csv

During February 2017, the Intergraph CAD map will continue to be delivered every other week, which has been coordinated with all mapping system updates and synchronizations with other 911 databases.

MAPFLEX SYSTEM

During the month of January 2017, the MapFlex system did not receive any updates as a result of MapFlex having several issues pertaining to the automated upload processes.

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

Due to the issues MapFlex is having regarding the automatic updates, all of the PSAPs had agreed to hold on all GIS updates until West has made the necessary system changes.

Akimeka delivered GIS data to the MapFlex system on the following dates in January 2017:

   a. **Hawaii County**
   b. **Maui County**
   c. **Kauai County**
   d. **Honolulu**

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January 1, 2017 - January 31, 2017

MAPFLEX SYSTEM ISSUES

Below is a detailed list of issues regarding the MapFlex systems throughout the State of Hawaii.

DATE	ISSUE	DESCRIPTION	STATUS
7/24/2016	Automatic Uploads Malfunctioning	It was identified that the Automatic uploads were creating issues within the MapFlex systems, where locators were not being published, etc. as a result of a scripting error at West. Manual uploads have been taking place of the GIS as necessary and agreed by all PSAPs.	Pending
7/24/2016	Blank MapFlex Screen	The MapFlex screen went blank and there was no mapping capability, similar to what had occurred with Maui PD. Resulted from West's automatic update script. All of the PSAPs agreed to hold off on all GIS updates in MapFlex until West has resolved the issue.	Resolved (Nov 2016)
8/2016	Wireless Addresses	MapFlex system began displaying wireless information incorrectly. MapFlex system is doing a reverse query for additional information in the GIS and this is overriding the ALI information with the closest address in the GIS.	Resolved (Nov 2016)
8/2016	Text-to-911 Icons	Icons for text calls have stopped displaying. Previously when calls came in as a text call, there would be an icon displaying "TEXT" where the call was plotted.	Resolved (Nov 2016)
11/2016	Phase I Display	Wireless Phase I calls plotting at centroid of coverage area and landing in the ocean. After installation of new MapFlex version to correct other issues, the configurations for Wireless Phase I were not set up properly by West, in which the mapping did not point to the correct information in MapFlex.	Resolved (Dec 2016)
11/2016	Wireless Confidence	Sprint calls coming across with unusually high confidence. Coordination is taking place with Sprint and West. West provides the PDE services for Sprint.	Pending
1/18/2017	RDC MapFlex	During a meeting between Akimeka and RDC, it was identified that HPD GIS data was contained within the RDC MapFlex and was missing RDC's data. Due to the proprietary nature of the GIS data provided by Akimeka for the civilian PSAP's mapping systems and the confidential information contained to support HPD operations, it was concerning. Actions were taken to request West to stop this and to pull RDC's archive data. West has since replied that they never knew RDC was military and functioned separately from the civilian PSAPs. HPD, RDC, and Akimeka have taken corrective actions to construct GIS data that will be used as a baseline for the RDC and to remove sensitive information supplied for the RDC MapFlex.	Pending

Maui County E9-1-1 Status Report

January 1, 2017 - January 31, 2017

4. SERVICE REQUESTS TRANSACTIONS

OPEN SERVICE REQUESTS – MAUI COUNTY PSAPS - JANUARY 2017

			MAUI COUNTY			
#	Date	Ticket #	Description	PSAP	Urgency	Comments
			None			

NOTE:

There are no Open Service Requests for the Maui County PSAPs for January, 2017.

MAUI PSAP SERVICE REQUESTS YEAR-TO-DATE (YTD) SUMMARY – 2017

MAUI COUNTY				MSAG SERVICE REQUEST CATEGORIES					
2017	**TOTAL**		Open	**WIRELINE**		**WIRELESS**		**VoIP**	
	Created	**Closed**		Created	Closed	Created	Closed	Created	Closed
2016 Carryover*			0						
January	0	0	0	0	0	0	0	0	0
February									
March									
April									
May									
June									
July									
August									
September									
October									
November									
December									
TOTAL	**0**	**0**	0	0	0	0	0	0	0

Note:	*The 2016 Carry Over row indicates the number of Service Requests that were opened in 2016; however, were brought forward into 2017 in an effort to track the service request until completion.

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

5. E9-1-1 DATABASE SYNCHRONIZATION

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

Next Scheduled Database Synchronization Report – March 2017

AUDIT SUMMARY RESULTS – 2016 -2017 -- TBA

MSAG AUDIT SUMMARY RESULTS – MARCH 1, 2017 VS DECEMBER 1, 2016 -- TBA

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

AUTOMATIC LOCATION IDENTIFICATION (ALI) DISCREPANCY REPORT -- TBA