

Maui County E9-1-1 Status Report

May 1, 2017 – May 31, 2017



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1. PSAP OPERATIONS

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

(Source: West Safety Services Viper system)

(* Total 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
MAY	10,262	1,887	18.39%	6,944	67.67%	51.21%	48.79%	332	3.24%	4	0.04%	0	0.00%	1,095	10.67%	0	0.00%

CALL VOLUME MAUI PSAP NOTES:

*Calls with No Ali for May 2017 = 0.04% - 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	9,578	1,888	19.71%	6,354	66.34%	58.59%	41.41%	306	3.19%	9	0.09%	0	0.00%	1,021	10.66%	0	0.00%
MAR	11,067	2,168	19.59%	7,283	65.81%	53.99%	46.01%	344	3.11%	8	0.07%	0	0.00%	1,264	11.42%	0	0.00%
APR	10,206	1,915	18.76%	6,822	66.84%	52.33%	47.67%	319	3.13%	3	0.03%	0	0.00%	1,147	11.24%	0	0.00%
MAY	10,262	1,887	18.39%	6,944	67.67%	51.21%	48.79%	332	3.24%	4	0.04%	0	0.00%	1,095	10.67%	0	0.00%
JUNE																	
JULY																	
AUG																	
SEPT																	
OCT																	
NOV																	
DEC																	
YTD	51,305	9,849		34,225				1,587		38		0		5,606		0	
MON AVG	10,261	1,970	19.20%	6,845	66.72%	54.91%	45.09%	317	3.09%	8	0.07%	0	0.00%	1,121	10.92%	0.00	0.00%

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9-1-1 CALL VOLUME MOLOKAI PSAP – MAY 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
MAY	376	107	28.46%	232	61.70%	58.62%	41.38%	0	0.00%	0	0.00%	0	0.00%	37	9.84%	0	0.00%

CALL VOLUME MOLOKAI PSAP NOTES:

* Calls with No Ali for May 2017 = 0.00% - 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	264	90	34.09%	140	53.03%	67.86%	32.14%	3	1.14%	0	0.00%	0	0.00%	31	11.74%	0	0.00%
MAR	369	129	34.96%	196	53.12%	65.82%	34.18%	2	0.54%	3	0.81%	0	0.00%	39	10.57%	0	0.00%
APR	367	106	28.88%	212	57.77%	62.26%	37.74%	3	0.82%	2	0.54%	0	0.00%	44	11.99%	0	0.00%
MAY	376	107	28.46%	232	61.70%	58.62%	41.38%	0	0.00%	0	0.00%	0	0.00%	37	9.84%	0	0.00%
JUNE																	
JULY																	
AUG																	
SEPT																	
OCT																	
NOV																	
DEC																	
YTD	1,723	559		962				8		6		0		188		0	
MON AVG	345	112	32.60%	192	55.61%	62.67%	37.33%	1.60	0.50%	1	0.33%	0	0.00%	37.6	10.96%	0	0.00%

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9-1-1 CALL VOLUME (COMBINED MAUI & MOLOKAI PSAPS) – MAY 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
MAY	10,638	1,994	18.74%	7,176	67.46%	51.45%	48.55%	332	3.12%	4	0.04%	0	0.00%	1,132	10.64%	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	9,842	1,978	20.10%	6,494	65.98%	58.79%	41.21%	309	3.14%	9	0.09%	0	0.00%	1,052	10.69%	0	0.00%
MAR	11,436	2,297	20.09%	7,479	65.40%	54.30%	45.70%	346	3.03%	11	0.10%	0	0.00%	1,303	11.39%	0	0.00%
APR	10,573	2,021	19.11%	7,034	66.53%	52.63%	47.37%	322	3.05%	5	0.05%	0	0.00%	1,191	11.26%	0	0.00%
MAY	10,638	1,994	18.74%	7,176	67.46%	51.45%	48.55%	332	3.12%	4	0.04%	0	0.00%	1,132	10.64%	0	0.00%
JUNE																	
JULY																	
AUG																	
SEPT																	
OCT																	
NOV																	
DEC																	
YTD	53,028	10,408		35,187				1,595		44		0		5,794		0	
MON AVG	10,606	2,082	19.63%	7,037	66.36%	55.12%	44.88%	319	3.01%	9	0.08%	0.00	0.00%	1,159	10.92%	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 911 calls 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 – MAY 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	15	0
March	17	2
April	16	0
May	34	6
June		
July		
August		
September		
October		
November		
December		
YTD	94	9
Monthly Avg.	18.80	1.80

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WIRELESS PSAP TESTING – MAY 2017

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

NOTES:

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

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2. MSAG (MASTER STREET ADDRESS GUIDE)

MSAG TRANSACTIONS CURRENT MONTH/YEAR – MAY 2017

MAUI COUNTY	9-1-1 TRANSACTIONS								Customer Addresses Affected
	Total	Dispatchable Location Transactions Submitted	MSAG	ALI Submitted		Open ALI Discrepancy Records			
		DL (A)	MSAG (B)	TN CR (C)	ALI DR (D)	TNCR	ALI DR	VoIP DR	
2017									
JANUARY	146	134	7	3	2	264	0	0	21
FEBRUARY	231	207	11	7	6	259	0	0	203
MARCH	130	80	16	33	1	228	0	0	68
APRIL	173	107	8	58	0	238	0	0	72
MAY	153	118	10	24	1	218	0	0	179
JUNE									
JULY									
AUGUST									
SEPTEMBER									
OCTOBER									
NOVEMBER									
DECEMBER									
TOTAL YTD	833	646	52	125	10				543
AVG PER MONTH	167	129	10	25	2				109

Definitions

- (A) **Dispatchable Location** - is defined in the FCC 15-9 Docket as the verified or corroborated street address of the calling party plus additional information such as floor, suite, apartment or similar information that may be needed to adequately identify the location of the calling party. Please see Dispatchable Location Section for more information.
- (B) **Master Street Address Guide** - Represents corrections made to street records including, street names, address ranges, MSAG Communities and ESNs.
- (C) **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.
- (D) **Automatic Location Information Discrepancy Record** - 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 thirty-five (35) MSAG transactions were processed in 9-1-1 Net during the current month. Ten (10) requests were processed relating to the MSAG database. Changes 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. 179 customer ANI/ALI (telephone number/address) records updated as a direct result.

118 Dispatchable Location transactions were submitted during the current month.

TELEPHONE RECORD (ALI) TRANSACTIONS CURRENT MONTH NOTES:

142 Telephone Number Change Request (TN CR) transactions were processed and corrected in 9-1-1 Net during the current month. Twenty-four (24) TN CRs were completed for the ESN 399/359 clean-up project and as a result, two (2) ESN 399/359 street records were deleted from the MSAG database. 118 TN CRs were processed relating to the Dispatchable Location project.

OPEN TELEPHONE RECORD (ALI) DISCREPANCY STATUS:

- **There are currently 218 Open TN CR Transactions.**
- **Refer to chart in the next section “TNCR Current Status”**

199 Open TN CR transactions are a direct result of the ESN 399/359 clean-up and are awaiting approval from Hawaiian Telcom, Inc. 19 Open TN CR transactions are a result of the Dispatchable Location project. Akimeka continues to monitor and track the progress of the Referred records. Once a telephone number is submitted to West for correction, it must be verified against HT records and/or approved by the customer. West's internal process requires calling each telephone customer individually for approval to update an address in the 9-1-1 database.

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

NARRATIVE:

Akimeka has prepared a total of 2,140 Dispatchable Location transactions for submission. 118 previously prepared transactions were submitted in May and 130 transactions were processed.

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TNCR (TELEPHONE NUMBER CHANGE REQUEST) CURRENT STATUS – MAY, 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 WEST SAFETY SERVICES (INTRADO)	OPENED TNCRS REFERRED TO TELCO BY WEST SAFETY SERVICES (INTRADO)	TOTAL UNOPENED TNCR RECORDS
MAUI	168	57	69	42
MOLOKAI	50	12	33	5
TOTAL	218	69	102	47

STATUS
<u>TOTAL TNCRS SUBMITTED</u> - The total number of TNCR requests for modification that have been submitted in 9-1-1
<u>PENDING STATUS</u> - 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.
<u>REFERRED STATUS</u> - 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.
<u>TOTAL UNOPENED TNCR RECORDS STATUS</u> - 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 – MAY 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.

Dispatchable Location				
2017	Common Name Place MSAG Address	TNCR*	TNCR*	Transactions Processed**
Quarter 2		Transactions Prepared	Transactions Submitted	
Quarter 1 Carryover		2,033	374	350
April	Menehune Shores, 760 S Kihei Rd, Kihei	107	0	0
	Kealia Resort, 191 N Kihei Rd, Kihei	0	41	34
May	Koa Resort, 811 S. Kihei Rd, Kihei	0	21	21
	Kihei Resort, 777 S. Kihei Rd, Kihei	0	16	16
	Menehune Shores, 760 S Kihei Rd, Kihei	0	41	41
	Kihei Bay Surf, 715 S. Kihei Rd, Kihei	1	18	18
	QKC, 275 Kaahumanu Ave, Kahului	0	0	5
	Kealia Resort, 191 N Kihei Rd, Kihei	0	0	7
	Kihei Bay Vista, 679 S. Kihei Rd, Kihei	0	22	22
June				
Quarter 2 Total		107	159	164
Total		2,140	533	514

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CHARTER COMMUNICATIONS (TIME WARNER) VOIP DATABASE TNCR

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

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

Charter Communications 9-1-1 Telephone Number Location Change Request (Telephone Number Change Request (TNCR) Status)			
PSAP	TOTAL RECORDS SUBMITTED BY CHARTER (A)	RECORDS REQUIRING FURTHER INFORMATION BY CHARTER (B)	RECORDS CORRECTED AND RETURNED TO CHARTER BY AKIMEKA (C)
HAWAII County	19,135	5	33
KAUAI County	7,911	7	39
MAUI County	15,629	0	7
OAHU 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) – MAY 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 GIS Delivered	Other/Remarks	
	Date Created/Edits Performed			
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)				
Address Points	5/30/2017		Added one (1) address in Hana	
	5/30/2017		Added one (1) address in Kaluakoi	
	5/30/2017		Added one (1) address in Kihei	
	5/30/2017		Added three (3) addresses in Waihee	
	5/30/2017		Added one (1) address in Wailea	
		05/24/17		
	5/23/2017		Added one (1) address in Waihee	
	5/23/2017		Added one (1) address in Kualapuu	
	5/22/2017		Added fourteen (14) addresses in Kihei	
	5/17/2017		Added two (2) addresses in Hana	
	5/17/2017		Added two (2) addresses in Hoolehua	
	5/17/2017		Spatially corrected four (4) address points in Kahului	
	5/17/2017		Added two (2) addresses in Kahului	
	5/17/2017		Added one (1) address in Kaunakakai	
	5/17/2017		Spatially corrected one (1) address point in Kaunakakai	
	5/17/2017		Added three (3) addresses in Napili	
	5/17/2017		Spatially corrected seven (7) address points in Makawao	
	5/15/2017		Spatially corrected one (1) address point in Kaanapali	
	5/15/2017		Updated Location Name for one (1) address in Kaanapali	
	5/15/2017		Spatially corrected three (3) address points in Lahaina	
		05/10/17		
	5/9/2017		Spatially corrected five (5) address points in Haiku	
	5/9/2017		Added one (1) address in Haiku	
	5/9/2017		Added one (1) address in Kihei	
	5/9/2017		Added one (1) address in Kula	
	5/9/2017		Added two (2) addresses in Makawao	
	5/9/2017		Added one (1) address in Napili	
	5/9/2017		Spatially corrected forty-five (45) address points in Napili	
	5/3/2017		Updated Location Name for one (1) address in Wailuku	
	5/3/2017		Added Location Name for one (1) address in Waikapu	
	5/3/2017		Added one (1) address in Kahului	
	5/3/2017		Added one (1) address in Waihee	
5/3/2017		Updated Location Name for one (1) address in Kahului		

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MAPPING LAYERS UPDATED (PART II)

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

MAUI COUNTY			
Type of Layer	Akimeka GIS Server	Date GIS Delivered	Other/Remarks
	Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Address Points	5/3/2017		Added one (1) address in Kahului
	5/3/2017		Updated Location Name for two (2) addresses in Kahului
	5/3/2017		Removed Location Name for one (1) address in Kahului
	5/3/2017		Spatially corrected nineteen (19) address points in Kahului
	5/3/2017		Added one (1) address in Waihee
	5/3/2017		Spatially corrected four (4) address points in Waikapu
	5/3/2017		Added Location Name for one (1) address point in Waikapu
	5/3/2017		Updated Location Name for one (1) address in Waikapu
	5/3/2017		Spatially corrected seven (7) address points in Wailuku
	5/2/2017		Updated Location Name for four (4) addresses in Kahului
	5/2/2017		Spatially corrected eight (8) address points in Kahului
	5/2/2017		Added one (1) address in Wailuku
	5/2/2017		Spatially corrected fifty-three (53) address points in Wailuku
	5/1/2017		Updated Location Name for two (2) address points in Kahului
	5/1/2017		Spatially corrected seven (7) address points in Kahului
	5/1/2017		Added two (2) addresses in Wailuku
	5/1/2017		Added Location Name for one (1) address in Wailuku
5/1/2017		Spatially corrected one hundred fifty-four (154) address points in Wailuku	
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			

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MAPPING LAYERS UPDATED (PART III)

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

MAUI COUNTY			
Type of Layer	Akimeka GIS Server	Date GIS Delivered	Other/Remarks
	Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Fire Districts			
Fire Response Areas			
Fire Stations			
Food & Beverage		05/10/17	
	5/2/2017		Spatially corrected three (3) restaurants in Wailuku
	5/2/2017		Updated one (1) restaurant name in Wailuku
Gas Stations			
Gate Codes		05/24/17	
	5/17/2017		Spatially corrected one (1) gate code point in Makawao
	5/17/2017		Added one (1) gate code in Makawao
	5/9/2017		Spatially corrected one (1) gate code in Haiku
	5/9/2017		Updated gate code in Wailea
	5/9/2017		Added Street Name for one (1) gate code in Wailea
	5/9/2017		Spatially corrected one (1) gate code in Wailea
	5/9/2017		Spatially corrected one (1) gate code in Napili
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			

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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 GIS Delivered	Other/Remarks	
	Date Created/ Edits Performed			
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)				
Net Junctions				
Ocean Rescue Boundaries				
Ocean Safety				
Parcels				
Parks				
Parks Polygon				
Points of Interest		05/24/17		
	5/22/2017		Spatially corrected one (1) POI in Kihei	
	5/18/2017		Added two (2) POI in Kaunakakai	
	5/18/2017		Spatially corrected one (1) POI in Kaunakakai	
	5/17/2017		Spatially corrected one (1) POI in Kula	
	5/15/2017		Updated two (2) addresses in Kaanapali	
	5/15/2017		Spatially corrected four (4) POI in Lahaina	
	5/15/2017		Corrected one (1) POI name in Pukalani	
			05/10/17	
	5/3/2017		Added sixteen (16) POI in Kahului	
	5/3/2017		Spatially corrected one (1) POI in Waikapu	
	5/3/2017		Added four (4) POI in Waikapu	
	5/3/2017		Updated Name for two (2) POI in Wailuku	
	5/3/2017		Added sixteen (16) POI in Wailuku	
	5/2/2017		Added six (6) POI in Kahului	
	5/2/2017		Spatially corrected two (2) POI in Kahului	
	5/2/2017		Updated POI Name for one (1) POI in Kahului	
	5/2/2017		Added seven (7) POI in Wailuku	
	5/2/2017		Spatially corrected five (5) POI in Wailuku	
	5/2/2017		Updated Location Name for one (1) POI in Wailuku	
	5/1/2017		Spatially corrected two (2) POI in Kahului	
	5/1/2017		Updated one (1) POI name in Kahului	
	5/1/2017		Added fifteen (15) POI in Kahului	
5/1/2017		Added one (1) POI in Waiehu		
5/1/2017		Added one (1) POI in Waikapu		
5/1/2017		Added address for one (1) POI in Wailuku		
5/1/2017		Added forty-three (43) POI in Wailuku		

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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 GIS Delivered	Other/Remarks
	Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Police Beats			
Police Districts			
Police Response Areas			
Police Stations			
Post Offices			
Schools			
Street Centerlines	5/31/2017		Spatially corrected seven (7) street centerline segments in Haiku
	5/30/2017		Spatially corrected four (4) street centerline segments in Haiku
		05/24/17	
	5/22/2017		Spatially corrected one (1) street centerline segment in Kapalua
	5/22/2017		Spatially corrected one (1) street centerline segment in Kaluakoi
	5/19/2017		Modified one (1) street centerline range in Napili
	5/19/2017		Spatially corrected twelve (12) street centerline segments in Kaunakakai
	5/18/2017		Spatially corrected nine (9) street centerline segments in Kaunakakai
	5/18/2017		Split one (1) street centerline in Kaunakakai
	5/18/2017		Modified two (2) street centerline range segments in Kaunakakai
	5/17/2017		Spatially corrected four (4) street centerlines in Kaunakakai
	5/17/2017		Spatially corrected one (1) street centerline in Hoolehua
	5/12/2017		Spatially corrected one (1) street centerline segment in Kaluakoi
	5/12/2017		Split one (1) street centerline in Kaluakoi
	5/12/2017		Modified two (2) street centerline range segments in Kaluakoi
	5/12/2017		Spatially corrected one (1) street centerline segment in Maunaloa
	5/12/2017		Spatially corrected four (4) street centerline segments in Kaunakakai
	5/12/2017		Spatially corrected one (1) street centerline segment in Kaluakoi
	5/12/2017		Split one (1) street centerline in Kaluakoi
	5/12/2017		Modified range for two (2) street centerline segments in Kaluakoi
	5/12/2017		Spatially corrected four (4) street centerline segments in Kaunakakai
5/12/2017		Spatially corrected one (1) street centerline in Maunaloa	
	05/14/17		
5/10/2017		Spatially corrected one (1) street centerline segment in Hoolehua	
5/10/2017		Modified range of one (1) street centerline range in Maunaloa	
5/9/2017		Spatially corrected four (4) street centerline segments in Hoolehua	

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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.

MAUI COUNTY			
Type of Layer	Akimeka GIS Server	Date GIS Delivered	Other/Remarks
	Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Street Centerlines	5/9/2017		Modified one (1) street centerline range in Hoolehua
	5/9/2017		Added one (1) street centerline segment in Hoolehua
	5/8/2017		Spatially corrected four (4) street centerline segments in Hoolehua
	5/3/2017		Modified range of one (1) street centerline segment in Kahului
Subdivisions			
Tow Jurisdictions			
Tsunami Evacuation Zones			
Tsunami Heights			
Waste Water Plants			
WSP Cell Sectors			
WSP Cell Towers			

NOTE:

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

Maui County E9-1-1 Status Report

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GEOGRAPHIC INFORMATION SYSTEM (GIS) NARRATIVES

GIS KEY ACTIVITIES/UPDATES

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

Date	Key Activities/Updates
5/24/2017	Delivered .map, .str, .rte., and Maui Cell Coverage.csv which included updated Address Points, Common Places Lookup Table, Gate Codes, Points Of Interest, Street Centerlines, and WSP Cell Towers for Intergraph.
5/24/2017	Delivered updated Address Points, Points Of Interest, Street Centerlines, WSP Cell Sectors, and WSP Cell Towers for MapFlex
5/10/2017	Delivered .map, .str, .rte., and Maui Cell Coverage.csv which included updated Address Points, Common Places Lookup Table, Gate Codes, ParksPolygon, Points Of Interest, Street Centerlines, and WSP Cell Towers for Intergraph.
5/10/2017	Delivered updated Address Points, Parks, Parks Polygon, Points Of Interest, Street Centerlines, WSP Cell Sectors, and WSP Cell Towers for MapFlex

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 May 10, 2017 – Akimeka delivered an updated Intergraph CAD map which included:
 - a. Address Points, Gate Codes, Common Places Lookup Table, Parks Polygon, Points of Interest, Street Centerlines and WSP Cell Towers
 - b. .map, .str, .rte, CAD Map Build database and Cell Coverage.csv
2. Akimeka delivered an updated Intergraph CAD map May 24, 2017 which included:
 - a. Address Points, Common Places Lookup Table, Gate Codes, Points of Interest, Street Centerlines, and WSP Cell Towers.
 - b. .map, .str, .rte, CAD Map Build database and Cell Coverage.csv

During June 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.

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MAPFLEX SYSTEM

During the month of May 2017, the MapFlex system received updates manually 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 and 2016 years.

1. Akimeka delivered GIS data to the MapFlex system on the following dates in May 2017
 - a. **Hawaii County** – May 9th, 2017 and May 23rd, 2017
 - b. **Maui County** – May 10th, 2017 and May 24th, 2017
 - c. **Kauai County** – May 11th, 2017 and May 25th, 2017
 - d. **Honolulu** – May 12th, 2017 and May 26th, 2017

MAPFLEX 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, however as of April 2017, West/HT has decided to implement a process to upload data the following week after GIS uploads (manually)
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) There have been no reported blank screens
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.	Partially Resolved (Nov 2016) The overriding ALI with updated Lat/Longs from the GIS is still occurring
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

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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 – Notified by West in Feb 2017 that they are still planning this with HT and should be able to move forward soon.
3/22/2017	ArcGIS Address Locator	The locators in MapFlex have a configurations which does not include ESNs. A reported issue has occurred with the Sheraton in Waikiki. The address locator does not differentiate between the Sheraton hotel and the surf break and plots on the surf break. The bigger issue is that this same issue will occur with complexes that have same primary address.	A new SP 5.4 update by West is aimed to correct this issue.
5/17/2017	VoIP Calls Plotting Incorrectly	Recognized in late April and early May 2017, the PSAPs have been receiving several VoIP calls which are plotting in the incorrect locations. After further research it was determined that it is because MapFlex is configured to plot the received Lat/Long. The problem is that these are not always maintained properly and that ideally the system should first choose to match with the GIS data based on the provided address.	West is currently researching their configurations (May 2017)
5/17/2017	Landline Calls Producing X/Y on calls	It was determined that for normal landline calls, the X/Y coordinates are being sent. The PSAPs have asked where these are being generated and why would they be sent for landline calls.	West is looking into this (May 2017)

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4. SERVICE REQUESTS TRANSACTIONS

OPEN SERVICE REQUESTS – MAUI COUNTY PSAPS - MAY 2017

MAUI COUNTY						
#	Date	Ticket #	Description	PSAP	Urgency	Comments
			None			

NOTE:

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

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

MAUI COUNTY				MSAG SERVICE REQUEST CATEGORIES					
2017	TOTAL		Open	WIRESLINE		WIRELESS		VoIP	
	Created	Closed		Created	Closed	Created	Closed	Created	Closed
2016 Carryover*			0						
January	2	2	0	2	2	0	0	0	0
February	6	6	0	6	6	0	0	0	0
March	1	1	0	1	1	0	0	0	0
April	0	0	0	0	0	0	0	0	0
May	1	1	0	0	0	0	0	1	1
June									
July									
August									
September									
October									
November									
December									
TOTAL	10	10	0	9	9	0	0	1	1

<u>Note:</u>	*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.
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	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

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5. E9-1-1 DATABASE SYNCHRONIZATION

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

Next Scheduled Database Synchronization Report – June 2017

AUDIT SUMMARY RESULTS – 2016 -2017 -- TBA

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

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

AUTOMATIC LOCATION IDENTIFICATION (ALI) DISCREPANCY REPORT -- TBA