

Oahu Civilian E9-1-1

Status Report

August 1, 2017 – August 31, 2017

Oahu Civilian E9-1-1 Status Report

August 1, 2017 - August 31, 2017

TABLE OF CONTENTS

| | |
|--|----|
| 1. PSAP Operations | 5 |
| 9-1-1 Call Volume Civilian PSAPS – August 2017 | 5 |
| 9-1-1 Call Volume Civilian PSAPS – Calendar Year 2017..... | 5 |
| Note: | 5 |
| 9-1-1 Call Volume By Agency – August 2017..... | 6 |
| 9-1-1 Call Volume By Agency – Calendar Year 2017 | 6 |
| 9-1-1 Call Volume Military PSAP – August 2017 | 7 |
| 9-1-1 Call Volume Military PSAP – Calendar Year 2017..... | 7 |
| PSAP Operation Notes:..... | 7 |
| For Your Information..... | 8 |
| Text to 911 Oahu Civilian PSAPs – Current Month – August 2017..... | 9 |
| Note: | 9 |
| Note: | 9 |
| Text to 911 Oahu Military PSAP – Current Month – August 2017..... | 10 |
| Note: | 10 |
| 911 Wireless Oahu Civilian PSAP Testing – August 2017 | 11 |
| Notes: | 11 |
| 911 Wireless Oahu Military PSAP Testing – August 2017 | 11 |
| Notes: | 11 |
| 2. MSAG (Master Street Address Guide) | 12 |

Oahu Civilian E9-1-1 Status Report

August 1, 2017 - August 31, 2017

Oahu Civilian MSAG Transactions Current Month/Year – August 2017 12

 Oahu Civilian Msag current month notes: 13

 Oahu Civilian Telephone Record (ALI) Transactions current month notes: 13

 Oahu Civilian Open Telephone Record (ALI) Discrepancy Status: 13

TNCR (Telephone Number Change Request) Current Status – August, 2017 14

 NOTE:..... 14

Oahu Military MSAG Transactions Current Month/Year – August 2017 15

 Note: 15

 Oahu Military MSAG current month notes: 16

 TELEPHONE RECORD (ALI) Transactions current month notes: 16

Regional Dispatch Center (RDC) OMIL GIS/MSAG Project 17

 Deletion of MSAG records containing zero (0) telephone numbers. 17

Spectrum (Charter) 9-1-1 VoIP Database Verification Project – August 2017 20

3. Geographic Information System (GIS) – August 2017 21

 Mapping Layers Updated (Part I) 21

 Mapping Layers Updated (Part II) 22

 Mapping Layers Updated (Part III)..... 23

 Mapping Layers Updated (Part IV)..... 24

 Mapping Layers Updated (Part V) 25

 Mapping Layers Updated (Part VI)..... 26

 Mapping Layers Updated (Part VII) 27

 Mapping Layers Updated (Part VII) 28

Geographic Information System (GIS) Narratives 29

 GIS Key Activities/Updates..... 29

 MapFlex System 30

 MapFlex Issues 30

Oahu Civilian E9-1-1 Status Report

August 1, 2017 - August 31, 2017

DATE..... 30

ISSUE..... 30

DESCRIPTION 30

STATUS..... 30

 Street Utility Check 32

 TriTech CAD Address Point Project..... 32

 Speed Limit Updates..... 33

AMR-H 33

 American Medical Response (AMR) Hawaii Project 33

RDC: The Regional Dispatch Center..... 34

 RDC MapFlex Project..... 34

 Honolulu EMS Census Report 2017 35

 Honolulu Fire Department MSAG Extract 35

 RDC Community Sweep Project 36

4. E9-1-1 Oahu Civilian Database Synchronization 37

 Audit Summary Results – 2017 -- TBA..... 37

 Audit Summary Results – October 1, 2017 MSAG vs. July 1, 2017 MSAG -- TBA..... 37

 Audit Summary Results October 1, 2017 MSAG vs. July 1, 2017 MSAG Continued 37

 Invalid MSAG Streets and Address Ranges – ESN X99 Records -- TBA..... 37

 Automatic Location Identification (ALI) Database Discrepancies -- TBA 37

5. E9-1-1 Oahu Military RDC Database Synchronization 38

 Audit Summary Results – 2017 -- TBA..... 38

 Audit Summary Results – October 1, 2017 VS. July 1, 2017 MSAG -- TBA..... 38

 Invalid MSAG Streets and Address Ranges – ESN 169 Records -- TBA 38

 Automatic Location Identification (ALI) Database Discrepancies – TBA 38

Oahu Civilian E9-1-1 Status Report

August 1, 2017 - August 31, 2017

1. PSAP OPERATIONS

9-1-1 CALL VOLUME CIVILIAN PSAPS – AUGUST 2017

(Source: West Safety Services Viper system)

(* Totals are based on calls to Primary PSAP.

| 9-1-1 Primary PSAP Call Volume | | | | | | | | | | | | | | | | | |
|--------------------------------|-----------------------------|-----------------------|------------------|-----------------------|------------------|--------------------------|--------------------------|-------------------|------------------|--------------------------|------------------|--------------------|------------------|------------------------|------------------|--------------------|------------------|
| Honolulu City & County PSAPs | | Wireline | | Wireless | | | | VOIP | | Calls With No ALI | | Admin Calls | | Abandoned Calls | | Other Calls | |
| 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 | No. of Other Calls | % of Total Calls |
| August | 87,004 | 18,611 | 21.39% | 64,948 | 74.65% | 48.01% | 26.64% | 3,419 | 3.93% | 26 | 0.03% | 1,821 | 2.09% | 11,326 | 13.02% | 463 | 0.53% |

9-1-1 CALL VOLUME CIVILIAN PSAPS – CALENDAR YEAR 2017

| 9-1-1 Primary PSAP Call Volume | | | | | | | | | | | | | | | | | |
|--------------------------------|-----------------------------|-----------------------|------------------|-----------------------|------------------|--------------------------|--------------------------|-------------------|------------------|--------------------------|------------------|--------------------|------------------|------------------------|------------------|----------------------------|------------------|
| Honolulu City & County PSAPs | | Wireline | | Wireless | | | | VOIP Calls | | Calls with No ALI | | Admin Calls | | Abandoned Calls | | Other Calls | |
| 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 | No. of Total Call Received | % of Total Calls |
| JAN | 86,983 | 18,605 | 21.39% | 64,872 | 74.58% | 52.63% | 21.95% | 3,471 | 3.99% | 35 | 0.04% | 2,304 | 2.65% | 12,546 | 14.42% | 660 | 0.76% |
| FEB | 76,289 | 16,845 | 22.08% | 56,461 | 74.01% | 51.74% | 22.27% | 2,952 | 3.87% | 31 | 0.04% | 1,960 | 2.57% | 10,210 | 13.38% | 556 | 0.73% |
| MAR | 84,599 | 27,766 | 32.82% | 53,847 | 63.65% | 43.49% | 20.16% | 2,961 | 3.50% | 25 | 0.03% | 1,873 | 2.21% | 11,245 | 13.29% | 611 | 0.72% |
| APR | 81,212 | 18,045 | 22.22% | 59,951 | 73.82% | 47.58% | 26.24% | 3,192 | 3.93% | 24 | 0.03% | 1,960 | 2.41% | 11,213 | 13.81% | 670 | 0.83% |
| MAY | 87,640 | 18,869 | 21.53% | 65,406 | 74.63% | 47.39% | 27.24% | 3,330 | 3.80% | 35 | 0.04% | 1,913 | 2.18% | 12,191 | 13.91% | 716 | 0.82% |
| JUNE | 83,778 | 18,021 | 21.51% | 62,524 | 74.63% | 47.10% | 27.53% | 3,209 | 3.83% | 25 | 0.03% | 1,877 | 2.24% | 11,594 | 13.84% | 593 | 0.71% |
| JULY | 89,376 | 18,680 | 20.90% | 67,335 | 75.34% | 46.37% | 28.97% | 3,316 | 3.71% | 45 | 0.05% | 1,881 | 2.10% | 12,826 | 14.35% | 578 | 0.65% |
| AUG | 87,004 | 18,611 | 21.39% | 64,948 | 74.65% | 48.01% | 26.64% | 3,419 | 3.93% | 26 | 0.03% | 1,821 | 2.09% | 11,326 | 13.02% | 463 | 0.53% |
| SEPT | | | | | | | | | | | | | | | | | |
| OCT | | | | | | | | | | | | | | | | | |
| NOV | | | | | | | | | | | | | | | | | |
| DEC | | | | | | | | | | | | | | | | | |
| YTD | 676,881 | 155,442 | | 495,344 | | | | 25,850 | | 246 | | 15,589 | | 93,151 | | 4,847 | |
| MON AVG | 84,610 | 19,430 | 22.98% | 61,918 | 73.16% | 48.04% | 25.13% | 3,231 | 3.82% | 31 | 0.04% | 1,949 | 2.31% | 11,644 | 13.75% | 606 | 0.72% |

NOTE:

- **911** Calls with No ALI for August 2017 = 0.03% - Statewide average for 2016 = 0.15%
- Total call volumes does not include Administrative Calls. Administrative calls = Calls originating on Administrative lines that required 911 service.
- Abandoned Calls represent the number of incoming 9-1-1 calls for which the caller had hung up before a call-taker answered. Dropped Calls are hang ups after transfers.
- Abandoned Calls are **not** included in the Wireline and Wireless total counts respectively.
- All VoIP (Voice over Internet Protocol) types of 911 calls are combined in the Call Volume statistic.

Oahu Civilian E9-1-1 Status Report

August 1, 2017 - August 31, 2017

9-1-1 CALL VOLUME BY AGENCY – AUGUST 2017

| 2017 | 9-1-1 Call Volume by Agency | | | | | | | | | |
|--------|-----------------------------|------------------|---------------------------|-------------------------------|-----------------------|-------------------------|-----------------------------|------------------|-----------------------|-------------------------|
| | Honolulu Police Department | | | | | | Honolulu Fire Department | | | |
| | No. of Total Calls Received | % of Total Calls | Number of Emergency Calls | Number of Non Emergency Calls | Number of Admin Calls | Number of Dropped Calls | No. of Total Calls Received | % of Total Calls | Number of Admin Calls | Number of Dropped Calls |
| August | 75,095 | 86.31% | 19,591 | 43,299 | 879 | 11,326 | 2,717 | 3.12% | 17 | 63 |

| 2017 | 9-1-1 Call Volume by Agency | | | | | | | |
|--------|--------------------------------|------------------|-----------------------|-------------------------|--------------------------------|------------------|-----------------------|-------------------------|
| | Emergency Medical Services | | | | Ocean Safety | | | |
| | Number of Total Calls Received | % of Total Calls | Number of Admin Calls | Number of Dropped Calls | Number of Total Calls Received | % of Total Calls | Number of Admin Calls | Number of Dropped Calls |
| August | 8,684 | 9.98% | 881 | 90 | 45 | 0.05% | 44 | 2 |

9-1-1 CALL VOLUME BY AGENCY – CALENDAR YEAR 2017

| 2017 | 9-1-1 Call Volume by Agency | | | | | | | | | | | | | | | | | |
|---------|--------------------------------|------------------|------------------------|----------------------------|--------------------|----------------------|-----------------------------|------------------|--------------------|----------------------|-----------------------------|------------------|--------------------|----------------------|-----------------------------|------------------|--------------------|----------------------|
| | Honolulu Police Department | | | | | | Honolulu Fire Department | | | | Emergency Medical Services | | | | Ocean Safety | | | |
| | Number of Total Calls Received | % of Total Calls | No. of Emergency Calls | No. of Non Emergency Calls | No. of Admin Calls | No. of Dropped Calls | No. of Total Calls Received | % of Total Calls | No. of Admin Calls | No. of Dropped Calls | No. of Total Calls Received | % of Total Calls | No. of Admin Calls | No. of Dropped Calls | No. of Total Calls Received | % of Total Calls | No. of Admin Calls | No. of Dropped Calls |
| JAN | 74,743 | 85.93% | 18,134 | 42,544 | 1,519 | 12,546 | 3,108 | 3.57% | 82 | 87 | 8,421 | 9.68% | 653 | 170 | 51 | 0.06% | 50 | 8 |
| FEB | 64,949 | 85.14% | 16,171 | 37,608 | 960 | 10,210 | 2,745 | 3.60% | 168 | 0 | 7,983 | 10.46% | 778 | 151 | 56 | 0.07% | 54 | 35 |
| MAR | 72,928 | 86.20% | 19,456 | 41,420 | 807 | 11,245 | 2,300 | 2.72% | 148 | 29 | 8,708 | 10.29% | 867 | 129 | 52 | 0.06% | 51 | 9 |
| APR | 69,817 | 85.97% | 17,926 | 39,741 | 937 | 11,213 | 2,402 | 2.96% | 159 | 72 | 8,289 | 10.21% | 830 | 113 | 34 | 0.04% | 34 | 13 |
| MAY | 75,477 | 86.12% | 19,430 | 42,854 | 1,002 | 12,191 | 2,914 | 3.32% | 129 | 41 | 8,491 | 9.69% | 742 | 112 | 42 | 0.05% | 40 | 7 |
| JUNE | 72,241 | 86.23% | 18,339 | 41,323 | 985 | 11,594 | 2,697 | 3.22% | 138 | 51 | 8,203 | 9.79% | 711 | 71 | 44 | 0.05% | 43 | 19 |
| JULY | 77,051 | 86.21% | 19,821 | 43,485 | 919 | 12,826 | 3,372 | 3.77% | 145 | 84 | 8,314 | 9.30% | 757 | 76 | 61 | 0.07% | 60 | 15 |
| AUG | 75,095 | 86.31% | 19,591 | 43,299 | 879 | 11,326 | 2,717 | 3.12% | 17 | 63 | 8,684 | 9.98% | 881 | 90 | 45 | 0.05% | 44 | 2 |
| SEPT | | | | | | | | | | | | | | | | | | |
| OCT | | | | | | | | | | | | | | | | | | |
| NOV | | | | | | | | | | | | | | | | | | |
| DEC | | | | | | | | | | | | | | | | | | |
| YTD | 582,301 | | 148,868 | 332,274 | 8,008 | 93,151 | 22,255 | | 986 | 427 | 67,093 | | 6,219 | 912 | 385 | | 376 | 108 |
| MON AVG | 72,788 | 86.01% | 18,609 | 41,534 | 1,001 | 11,644 | 2,782 | 3.29% | 123 | 53 | 8,387 | 9.93% | 777 | 114 | 48 | 0.06% | 47 | 14 |

Oahu Civilian E9-1-1 Status Report

August 1, 2017 - August 31, 2017

9-1-1 CALL VOLUME MILITARY PSAP – AUGUST 2017

| 9-1-1 Call Volume | | | | | | | | | | | | | | | | | |
|-------------------|-----------------------------|-----------------------|------------------|-----------------------|------------------|--------------------------|--------------------------|-------------------|------------------|--------------------------|------------------|--------------------|------------------|------------------------|------------------|-------------|------------------|
| OAHU MILITARY | | 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 | % of Total Calls |
| AUG | 2,359 | 269 | 11.40% | 1,894 | 80.29% | 42.71% | 57.29% | 59 | 2.50% | 0 | 0.00% | 0 | 0.00% | 137 | 5.81% | 0 | 0.00% |

911 Calls with No Ali for August 2017 = 0.00% - Statewide average for 2016 = 0.15% ** The percentage of Wireless Phase II calls now exceeds the percentage of Wireless Phase I calls. See the monthly progress below.

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

| 9-1-1 Call Volume | | | | | | | | | | | | | | | | | |
|-------------------|-----------------------------|-----------------------|------------------|-----------------------|------------------|--------------------------|--------------------------|-------------------|------------------|--------------------------|------------------|--------------------|------------------|------------------------|------------------|-------------|------------------|
| OAHU MILITARY | | 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 | % of Total Calls |
| JAN | 2,243 | 300 | 13.37% | 1,690 | 75.35% | 58.70% | 41.30% | 75 | 3.34% | 0 | 0.00% | 0 | 0.00% | 178 | 7.94% | 0 | 0.00% |
| FEB | 1,910 | 273 | 14.29% | 1,467 | 76.81% | 57.46% | 42.54% | 50 | 2.62% | 0 | 0.00% | 0 | 0.00% | 120 | 6.28% | 0 | 0.00% |
| MAR | 2,381 | 287 | 12.05% | 1,840 | 77.28% | 55.65% | 44.35% | 78 | 3.28% | 0 | 0.00% | 0 | 0.00% | 176 | 7.39% | 0 | 0.00% |
| APR | 2,339 | 291 | 12.44% | 1,839 | 78.62% | 48.07% | 51.93% | 64 | 2.74% | 0 | 0.00% | 0 | 0.00% | 145 | 6.20% | 0 | 0.00% |
| MAY | 2,391 | 297 | 12.42% | 1,866 | 78.04% | 46.73% | 53.27% | 49 | 2.05% | 0 | 0.00% | 0 | 0.00% | 179 | 7.49% | 0 | 0.00% |
| JUNE | 2,231 | 308 | 13.81% | 1,734 | 77.72% | 43.37% | 56.63% | 33 | 1.48% | 0 | 0.00% | 0 | 0.00% | 156 | 6.99% | 0 | 0.00% |
| JULY | 2,366 | 335 | 14.16% | 1,827 | 77.22% | 44.39% | 55.61% | 60 | 2.54% | 0 | 0.00% | 0 | 0.00% | 144 | 6.09% | 0 | 0.00% |
| AUG | 2,359 | 269 | 11.40% | 1,894 | 80.29% | 42.71% | 57.29% | 59 | 2.50% | 0 | 0.00% | 0 | 0.00% | 137 | 5.81% | 0 | 0.00% |
| SEPT | | | | | | | | | | | | | | | | | |
| OCT | | | | | | | | | | | | | | | | | |
| NOV | | | | | | | | | | | | | | | | | |
| DEC | | | | | | | | | | | | | | | | | |
| YTD | 18,220 | 2,360 | | 14,157 | | | | 468 | | 0 | | 0 | | 1,235 | | 0 | |
| MON AVG | 2,278 | 295 | 12.99% | 1,770 | 77.67% | 49.64% | 50.36% | 59 | 2.57% | 0 | 0.00% | 0 | 0.00% | 154 | 6.77% | 0 | 0.00% |

PSAP OPERATION NOTES:

- Total call volumes does not include Administrative Calls. Administrative calls = Calls originating on Administrative lines that required 911 service.
- Abandoned Calls represent the number of incoming 9-1-1 calls for which the caller had hung up before a call-taker answered. Dropped Calls are hang ups after transfers.
- Abandoned Calls are included in the Wireline and Wireless total counts respectively.
- All VoIP (Voice over Internet Protocol) types of 911 calls are combined in the Call Volume statistic.

Oahu Civilian E9-1-1 Status Report

August 1, 2017 - August 31, 2017

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.

Oahu Civilian E9-1-1 Status Report

August 1, 2017 - August 31, 2017

TEXT TO 911 OAHU CIVILIAN PSAPS – CURRENT MONTH – AUGUST 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 Oahu Civilian PSAPs 2017 | | | | | | |
|--------------------------------------|-------|-------|-----|-----|-----|---------------|
| Month | Total | HPD | HFD | EMS | OS | 911 (handled) |
| January | 188 | 175 | 2 | 0 | 0 | 11 |
| February | 146 | 141 | 2 | 0 | 0 | 3 |
| March | 166 | 147 | 2 | 0 | 0 | 17 |
| April | 182 | 165 | 2 | 7 | 0 | 8 |
| May | 155 | 139 | 3 | 0 | 0 | 13 |
| June | 208 | 193 | 3 | 0 | 0 | 12 |
| July | 177 | 167 | 0 | 5 | 0 | 5 |
| August | 178 | 148 | 4 | 4 | 0 | 22 |
| September | | | | | | |
| October | | | | | | |
| November | | | | | | |
| December | | | | | | |
| YTD | 1400 | 1275 | 18 | 16 | 0 | 91 |
| Monthly Avg. | 175.0 | 159.4 | 2.3 | 2.0 | 0.0 | 11.4 |

NOTE:

The 9-1-1 handled texts were incidents in which the Division conducted testing or the texter texted 911 in error.

Oahu Civilian E9-1-1 Status Report

August 1, 2017 - August 31, 2017

TEXT TO 911 OAHU MILITARY PSAP – CURRENT MONTH – AUGUST 2017

| TEXT TO 911 Pearl Harbor RDC 2017 | |
|-----------------------------------|----------------|
| Month | Total received |
| January | 6 |
| February | 18 |
| March | 9 |
| April | 13 |
| May | 7 |
| June | 7 |
| July | 6 |
| August | 7 |
| September | |
| October | |
| November | |
| December | |
| YTD | 73 |
| Monthly Avg. | 9.1 |

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.

Oahu Civilian E9-1-1 Status Report

August 1, 2017 - August 31, 2017

911 WIRELESS OAHU CIVILIAN PSAP TESTING – AUGUST 2017

| OAHU CIVILIAN - AUGUST 2017 | | | | | | |
|-----------------------------|----------|--------------|----------------|------------|----------------|-----------------------|
| Date | WSP | Sites Tested | Sectors Tested | Tested By: | Test Pass/Fail | Comments: |
| 8/3/2017 | T-Mobile | 1 | 3 | Oahu PSAP | Pass | |
| 8/17/17 | Verizon | 1 | 3 | Oahu PSAP | Pass | |
| 8/22/17 | Verizon | 1 | 3 | Oahu PSAP | Pass | |
| 8/24/17 | T-Mobile | 1 | 3 | Oahu PSAP | Pass | |
| 8/30/17 | T-Mobile | 1 | 2 | Oahu PSAP | Pass | 2nd Test re-scheduled |
| 8/31/17 | T-Mobile | 2 | 3/4 | Oahu PSAP | Pass/Fail | /tower 1047 azimuths |

NOTES:

- There were seven (7) scheduled Wireless 911 Testing for the Oahu Civilian PSAP in August, 2017.

911 WIRELESS OAHU MILITARY PSAP TESTING – AUGUST 2017

| OAHU MILITARY - AUGUST 2017 | | | | | | |
|-----------------------------|-----|--------------|----------------|------------|----------------|-----------|
| Date | WSP | Sites Tested | Sectors Tested | Tested By: | Test Pass/Fail | Comments: |
| | | | | | | |
| | | | | | | |
| | | | | | | |

NOTES:

- There were no scheduled Wireless 911 Testing for the Oahu Military PSAP in August, 2017.

Oahu Civilian E9-1-1 Status Report

August 1, 2017 - August 31, 2017

2. MSAG (MASTER STREET ADDRESS GUIDE)

OAHU CIVILIAN MSAG TRANSACTIONS CURRENT MONTH/YEAR – AUGUST 2017

| OAHU CIVILIAN | 9-1-1 TRANSACTIONS | | | | | | | | |
|----------------------|--------------------|------------|---------------|------------|----------|------------------------------|--------|---------|-----------------------------|
| | Total | MSAG | ALI Submitted | | | Open ALI Discrepancy Records | | | Customer Addresses Affected |
| 2017 | | MSAG (A) | TN CR (B) | ALI DR (C) | VoIP (D) | TNCR | ALI DR | VoIP DR | |
| JANUARY | 30 | 28 | 2 | 0 | 0 | 80 | 0 | 1 | 1,283 |
| FEBRUARY | 6 | 5 | 0 | 1 | 0 | 80 | 0 | 1 | 80 |
| MARCH | 7 | 5 | 1 | 1 | 0 | 79 | 0 | 1 | 20 |
| APRIL | 18 | 15 | 2 | 1 | 0 | 78 | 0 | 1 | 446 |
| MAY | 51 | 20 | 31 | 0 | 0 | 42 | 0 | 1 | 1,825 |
| JUNE | 62 | 20 | 42 | 0 | 0 | 6 | 0 | 0 | 1,697 |
| JULY | 81 | 3 | 77 | 1 | 0 | 5 | 0 | 2 | 77 |
| AUGUST | 54 | 8 | 46 | 0 | 0 | 0 | 0 | 3 | 182 |
| SEPTEMBER | | | | | | | | | |
| OCTOBER | | | | | | | | | |
| NOVEMBER | | | | | | | | | |
| DECEMBER | | | | | | | | | |
| TOTAL YTD | 309 | 104 | 201 | 4 | 0 | | | | 5,610 |
| AVG PER MONTH | 39 | 13 | 25 | 1 | 0 | | | | 701 |

Definitions

- (A) **Master Street Address Guide** - Represents corrections made to street records including, street names, address ranges, MSAG Communities and ESNs.
- (B) **Telephone Number Change Request** - Represents address corrections on a specific TN or group of TNs. These "invalid" TNs usually have an associated ESN 199 attached to them which indicates the need for validation.
- (C) **Automatic Location Information Discrepancy Record** - Represents an address discrepancy discovered during a live 9-1-1 call, from a landline. These record corrections are treated with a higher priority and should be processed within 48 hours as a general guideline.
- (D) **Voice over Internet Protocol Discrepancy Record** - Represents an address discrepancy discovered during a live 9-1-1 call, from a VoIP phone. These record corrections are treated with a higher priority and should be processed within 72 hours as a general guideline per Time Warner Operations Center. MSR tracking effective April 2014.

Oahu Civilian E9-1-1 Status Report

August 1, 2017 - August 31, 2017

OAHU CIVILIAN MSAG CURRENT MONTH NOTES:

A total of fifty-four (**54**) MSAG transactions were processed in 9-1-1 Net during the current reporting month. Eight requests were processed relating to the MSAG database which include: changes to high – low street ranges, combining street records, deletion of invalid records, splitting street records to align with Police, Fire, EMS and Military response areas, and inserting new MSAG records.

There were **182** customer ANI/ALI (telephone/address) records updated as a direct result.

OAHU CIVILIAN TELEPHONE RECORD (ALI) TRANSACTIONS CURRENT MONTH NOTES:

Forty-six (**46**) Telephone Number Change Requests (TN CR) transactions were processed in 9-1-1 Net with valid MSAG addresses, as a result of the ESN 199 clean-up effort. ESN 199 TN CRs must be validated against HT records and approved by the end user Hawaiian Telcom customer before updating the ALI record. One ALI DR was submitted as the result of a 9-1-1 call from a business in McCully.

OAHU CIVILIAN OPEN TELEPHONE RECORD (ALI) DISCREPANCY STATUS:

- **There are no Open ALI-DRs as of August 31, 2017**
- **There are no Open ALI-DRs as of August 31, 2017**
- **There is one (3) Open VoIP DRs as of August 31, 2017**

The VoIP DRs was the result of 9-1-1 call from a shelter with an incorrect address in Waianae, a resident with an incorrect address in Kaimuki and a resident with incorrect Lat/Longs in Kapolei. Akimeka submitted the VoIP DR to the proper telco's via email and are awaiting confirmation that the addresses have been updated.

Oahu Civilian E9-1-1 Status Report

August 1, 2017 - August 31, 2017

TNCR (TELEPHONE NUMBER CHANGE REQUEST) CURRENT STATUS – AUGUST, 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) | | | | |
|--|--|--|---|------------------------------------|
| PSAP | TOTAL TNCR RECORDS SUBMITTED BY AKIMEKA | OPENED TNCRS PENDING FURTHER ACTION BY WEST SAFETY SERVICES (INTRADO) | OPENED TNCRS REFERRED TO TELCO BY WEST SAFETY SERVICES (INTRADO) | TOTAL UNOPENED TNCR RECORDS |
| OAHU CIVILIAN | 0 | 0 | 0 | 0 |

| 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. |

Oahu Civilian E9-1-1 Status Report

August 1, 2017 - August 31, 2017

OAHU MILITARY MSAG TRANSACTIONS CURRENT MONTH/YEAR – AUGUST 2017

| OAHU MILITARY | | 9-1-1NET REQUESTS | | | | | | | | | |
|---------------|-------|-------------------|--------|----------|--------|--------|-------|-----------------------------|--|--|--------------------------------|
| | | MSAG TRANSACTIONS | | | | | | | ALI TRANSACTIONS | | |
| 2017 | TOTAL | Total | Change | Combined | Delete | Insert | Split | Customer Addresses Affected | Address Change Request (TN CR) Processed (a) | ALI Discrepancy (ALI-DR) Processed (b) | VoIP Discrepancy Processed (c) |
| August | 524 | 509 | 340 | 24 | 49 | 22 | 74 | 16,617 | 15 | 0 | 0 |

NOTE:

- Akimeka received authorization to begin MSAG transactions on behalf of the RDC on January 25, 2017.

| OAHU MILITARY | | 9-1-1NET REQUESTS | | | | | | | | | |
|-------------------|--------------|-------------------|------------|------------|------------|-----------|-----------|-----------------------------|--|--|--------------------------------|
| | | MSAG TRANSACTIONS | | | | | | | ALI TRANSACTIONS | | |
| 2017 | TOTAL | Total | Change | Combined | Delete | Insert | Split | Customer Addresses Affected | Address Change Request (TN CR) Processed (a) | ALI Discrepancy (ALI-DR) Processed (b) | VoIP Discrepancy Processed (c) |
| January | 50 | 50 | 4 | 25 | 21 | 0 | 0 | 24 | 0 | 0 | 0 |
| February | 156 | 156 | 17 | 122 | 17 | 0 | 0 | 1,047 | 0 | 0 | 0 |
| March | 365 | 365 | 59 | 286 | 18 | 1 | 1 | 120 | 0 | 0 | 0 |
| April | 234 | 231 | 41 | 182 | 7 | 1 | 0 | 22,517 | 0 | 3 | 0 |
| May | 257 | 240 | 190 | 24 | 21 | 4 | 1 | 307 | 17 | 0 | 0 |
| June | 103 | 42 | 16 | 3 | 11 | 12 | 0 | 101 | 61 | 0 | 0 |
| July | 159 | 123 | 106 | 0 | 8 | 9 | 0 | 201 | 36 | 0 | 0 |
| August | 524 | 509 | 340 | 24 | 49 | 22 | 74 | 16,617 | 15 | 0 | 0 |
| September | | | | | | | | | | | |
| October | | | | | | | | | | | |
| November | | | | | | | | | | | |
| December | | | | | | | | | | | |
| TOTAL YTD | 1,848 | 1,716 | 773 | 666 | 152 | 49 | 76 | 40,934 | 129 | 3 | 0 |
| AVG PER MO | 231 | 215 | 97 | 83 | 19 | 6 | 10 | 5,117 | 16 | 0 | 0 |

| | | |
|---------------------|-----|--|
| Definitions: | (a) | Represents address corrections on a specific TN or group of TNs. |
| | (b) | Represents ALI Discrepancies discovered during a 9-1-1 call. These record corrections are treated with a higher urgency. |
| | (c) | Represents ALI Discrepancies discovered during a 9-1-1 call from a VoIP telephone. These record corrections are treated with a higher urgency. |

Oahu Civilian E9-1-1 Status Report

August 1, 2017 - August 31, 2017

OAHU MILITARY MSAG CURRENT MONTH NOTES:

A total of 524 MSAG transactions were processed in 9-1-1 Net during the current reporting month. 509 requests were processed relating to the MSAG database which include: changes to high – low street ranges, combining street records, deletion of invalid records, splitting street records to align with Police, Fire, EMS and Military response areas, and inserting new MSAG records.

There were **16,617** customer ANI/ALI (telephone/address) records updated as a direct result.

TELEPHONE RECORD (ALI) TRANSACTIONS CURRENT MONTH NOTES:

Fifteen (15) Telephone Number Change Requests (TN CR) transactions were processed in 9-1-1 Net with valid MSAG addresses, as a result of the ESN 169 clean-up effort. ESN 169 TN CRs must be validated against HT records and approved by the end user Hawaiian Telcom customer before updating the ALI record.

Oahu Civilian E9-1-1 Status Report

August 1, 2017 - August 31, 2017

REGIONAL DISPATCH CENTER (RDC) OMIL GIS/MSAG PROJECT

PHASE I RDC MSAG Correction of OMILFK Records

DELETION OF MSAG RECORDS CONTAINING ZERO (0) TELEPHONE NUMBERS.

- A total of 35 records containing zero (0) TNs were deleted from the OMILFK database.
- This is a preventive measure to restrict Telco's from inserting unverified TN's into the 911 Net database.
- As of August 2017, there are 115 MSAG records containing 10,671 TN's with invalid MSAG addresses.

| PHASE II RDC MSAG Preparation | | | | | |
|-------------------------------|-----------------|--------------|----------------|-----------|-----------|
| Community | Street Name (A) | Combined (B) | Total TN's (C) | Status | Date |
| MCBH | 16 | 72 | 346 | Completed | 2/16/2017 |
| Camp Smith | 0 | 1 | 80 | Completed | 2/16/2017 |
| Puuloa | 0 | 0 | 0 | Completed | 2/17/2017 |
| Bellows | 0 | 12 | 20 | Completed | 2/20/2017 |
| Kahuku RNG | 0 | 0 | 0 | Completed | 2/21/2017 |
| Makua | 0 | 0 | 0 | Completed | 2/21/2017 |
| Helemano | 1 | 11 | 98 | Completed | 2/23/2017 |
| NCTAMS PAC | 1 | 3 | 1,044 | Completed | 2/27/2017 |
| Lualualei | 0 | 73 | 2 | Completed | 3/2/2017 |
| Manana | 2 | 9 | 13 | Completed | 3/15/2017 |
| Schofield | 40 | 137 | 24,204 | Completed | 3/21/2017 |
| Red Hill | 1 | 28 | 29 | Completed | 3/22/2017 |
| Makalapa | 0 | 10 | 56 | Completed | 3/22/2017 |
| Tripler | 2 | 11 | 135 | Completed | 3/31/2017 |
| Ft Shafter | 9 | 62 | 150 | Completed | 4/6/2017 |
| Pearl HBR | 27 | 59 | 408 | Completed | 4/11/2017 |
| Hickam | 37 | 82 | 6,329 | Completed | 4/24/2017 |
| Ft Derussy | 0 | 2 | 95 | Completed | 4/24/2017 |
| Ford ISL | 162 | 37 | 15,535 | Completed | 5/5/2017 |
| AMR | 144 | 20 | 209 | Completed | 5/26/2017 |

Definitions

(A) Changed the Street Name Suffixes to meet USPS Pub 28 standards.

(B) Two or more MSAG records combined into one valid record.

(C) Total number of Community Telephone ALI Records within 911Net.

Note: MSAG transactions currently being performed does not affect TN counts in 911 Net.

Oahu Civilian E9-1-1 Status Report

August 1, 2017 - August 31, 2017

PHASE III RDC GIS Address Points

The Phase III effort is taking place in conjunction with the Phase II effort in the MSAG. The Phase III project includes the collection and creation of new Address Points in the GIS to be used as a critical source of information in the Street Centerline correction and synchronization process with the MSAG data. Furthermore, the Address Points serve as a vital piece of information in the identification of the 9-1-1 caller's location and synchronization with the ALI database. Much of this Phase III effort is dependent on the availability of information.

| PHASE III RDC GIS Address Points | | | | | |
|----------------------------------|---|---------------------------------|---|-------------|-----------|
| Community | Address Points at start of project 7/1/17 | Address Points Added This Month | Total Address Points That Have Been Added | Status | Date |
| MCBH | 7 | 0 | 2,994 | **Completed | 6/12/2017 |
| Camp Smith | 0 | 0 | 18 | In Progress | |
| Puuloa | 1 | 0 | 1 | In Progress | |
| Bellows | 3 | 0 | 3 | In Progress | |
| Kahuku RNG | 0 | 0 | 19 | In Progress | |
| Makua | 4 | 0 | 4 | In Progress | |
| Helemano | 0 | 0 | 360 | Completed | 6/30/2017 |
| NCTAMS PAC | 0 | 0 | 0 | In Progress | |
| Lualualei | 0 | 0 | 0 | In Progress | |
| Schofield | 1 | 0 | 1 | In Progress | |
| Manana | 0 | 0 | 173 | In Progress | |
| Red Hill | 0 | 0 | 140 | Completed | 5/1/2017 |
| AMR | 0 | 0 | 1,425 | **Completed | 4/26/2017 |
| Makalapa | 0 | 146 | 146 | In Progress | |
| Tripler | 0 | 0 | 34 | In Progress | |
| Pearl HBR | 4 | 51 | 56 | In Progress | |
| Hickam | 4 | 1 | 2,283 | In Progress | |
| Ft Shafter | 4 | 0 | 319 | In Progress | |
| Ft Derussy | 21 | 1 | 22 | Completed | 8/25/2017 |
| Fold ISL | 1 | 411 | 412 | In Progress | |
| Total | 50 | 610 | 8,410 | | |

****Completed status indicates the community has received more than 95% of the Address Points or at a level of completion based on available data sources. It's understood that because of new developments, no community will ever truly be completed.**

Oahu Civilian E9-1-1 Status Report

August 1, 2017 - August 31, 2017

PHASE IV RDC GIS/MSAG Community Synchronization

Specific Project Plan – Starting in September 2017

PHASE V RDC ESN/ELT

Specific Project Plan – TBA

PHASE VI Total Oahu Database Synchronization

Specific Project Plan – TBA

PHASE VII Spatial Corrections in GIS

Specific Project Plan – TBA

Oahu Civilian E9-1-1 Status Report

August 1, 2017 - August 31, 2017

SPECTRUM (CHARTER) 9-1-1 VOIP DATABASE VERIFICATION PROJECT – AUGUST 2017

Akimeka received the Automatic Location Identification (ALI) records from Spectrum (formally known as Charter Communications) which is the predominant Voice over Internet Protocol (VoIP) provider in the State of Hawaii. As Akimeka has access to these ALI Records, Akimeka is researching and verifying the VoIP records against an MSAG valid address and the GIS data. This research is a validation of the ALI Record to ensure that 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 indicates that there are invalid MSAG addresses utilized by the VoIP Provider. These records are being identified, and will be sent back to Spectrum for corrective action.

| *Spectrum (Charter) 9-1-1 VoIP Database Verification Project | | | | | |
|---|--|---|-----------------------------------|--|--------------------------|
| PSAP | TOTAL RECORDS SUBMITTED BY SPECTRUM (A) | TOTAL RECORDS MATCHING & VERIFIED WITH 911 DATABASES (B) | TOTAL RECORDS NOT MATCHING | NON MATCHING RECORDS CORRECTED BY AKIMEKA (C) | PERCENT COMPLETED |
| HAWAII County | 22,044 | 21,638 (98%) | 406 | 204 | 50.25% |
| KAUAI County | 8,936 | 8,695 (97%) | 241 | 200 | 82.99% |
| MAUI County | 18,256 | 17,517 (96%) | 739 | 599 | 81.06% |
| OAHU Civilian | 87,414 | 85,329 (98%) | 2,085 | 66 | 3.17% |
| OAHU Military | 3,663 | 710 (19%) | 2,953 | 153 | 5.18% |
| TOTAL | 140,313 | **133,889 | 6,424 | 1,222 | 44.5% |

* Spectrum VoIP Database received on June 21st, 2017

** Akimeka provided VoIP Records with Latitude/Longitude coordinates

| | |
|-----|---|
| (A) | VoIP Database records submitted by Spectrum to Akimeka for research and MSAG address validation. |
| (B) | Akimeka has researched and verified the VoIP record against an MSAG valid address and GIS data. Akimeka is tracking corrections needed to be performed by Spectrum. Addressing data will be updated or added in the GIS if the VoIP record is determined to be valid. |
| (C) | Verification Process Completed. |

Oahu Civilian E9-1-1 Status Report

August 1, 2017 - August 31, 2017

3. GEOGRAPHIC INFORMATION SYSTEM (GIS) – AUGUST 2017

MAPPING LAYERS UPDATED (PART I)

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

| OAHU CIVILIAN PSAPS & RDC | | | | |
|--|-------------------------------|--------------------|--|--|
| 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 | 8/31/2017 | | Added six hundred thirty-one (631) new addresses in Hawaii Kai | |
| | 8/31/2017 | | Spatially corrected two (2) addresses in Hawaii Kai | |
| | 8/29/2017 | | Corrected address to eleven (11) address points in Ewa Beach. | |
| | 8/29/2017 | | Corrected address to forty-five (45) address points in MCBH. | |
| | 8/28/2017 | | Corrected address to one (1) address point (911103 Hokua St) in Ewa Beach. | |
| | 8/25/2017 | | Added one (1) address point (2056 Kalia Rd) in Ft Derussy. | |
| | 8/25/2017 | | Added one (1) address point (620425 Emerson Rd) in Haleiwa. | |
| | 8/24/2017 | | Corrected address to one (1) address point (4616 Gardenia Ln) in AMR. | |
| | 8/23/2017 | | Spatially corrected four (4) address points in Pearl City. | |
| | 8/21/2017 | | Corrected location name to one (1) address point (1061 Mikole St) in Kalihi. | |
| | 8/21/2017 | | Corrected location name to one (1) address point (820 Isenberg St) in McCully. | |
| | | 08/18/17 | | |
| | 8/17/2017 | | | Spatially corrected twenty-two (22) address points in Moanalua V. |
| | 8/17/2017 | | | Added location name to twenty-one (21) address points in Moanalua V. |
| | 8/17/2017 | | | Added building number to twenty-two (22) address points in Moanalua V. |
| | 8/17/2017 | | | Added three (3) address points (1269, 1279, and 1289 Ala Kapuna) in Moanalua V. |
| | 8/16/2017 | | | Spatially corrected twenty (20) address points in Wahiawa. |
| | 8/16/2017 | | | Added forty-four (44) address points in Wahiawa. |
| | 8/14/2017 | | | Added twenty-six (26) address points in Kailua. |
| | 8/11/2017 | | | Added six (6) address points in Kailua. |
| | 8/10/2017 | | | Added one (1) address point (905 Kalaniana'ole Hwy) in Kailua. |
| | 8/10/2017 | | | Assigned alias to seventeen (17) address points in Wahiawa. |
| | 8/9/2017 | | | Added one (1) address point (850 Whitmore Ave) in Wahiawa. |
| | 8/7/2017 | | | Added one (1) address point (100 McChord St) in Hickam. |
| | 8/7/2017 | | | Added two (2) address points (680 Whitmore Ave and 900 Whitmore Ave) in Wahiawa. |
| | | 08/04/17 | | |
| | 8/2/2017 | | | Added four hundred eleven (411) address points in Ford Isl. |
| 8/2/2017 | | | Corrected address to one (1) address point (9700 Kalaniana'ole Hwy) in Hawaii Kai. | |
| 8/2/2017 | | | Added one hundred forty-six (146) address points in Makalapa. | |
| 8/2/2017 | | | Added fifty-one (51) address points in Pearl Hbr. | |

Oahu Civilian E9-1-1 Status Report

August 1, 2017 - August 31, 2017

MAPPING LAYERS UPDATED (PART II)

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

| OAHU CIVILIAN PSAPS & RDC | | | |
|--|-------------------------------|---|--|
| 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) | | | |
| Airports | | | |
| AMR Response Areas | | | |
| Bridges | | | |
| Building Footprints | | | |
| Bus Stops | | | |
| Churches | | | |
| Coastal Names | | | |
| Coastline | | | |
| Common Places | 8/29/2017 | | Spatially corrected one (1) point of interest (Black Point Bch) in Kahala. |
| | 8/29/2017 | | Corrected address to one (1) point of interest (Black Point Bch) in Kahala. |
| | 8/29/2017 | | Added one (1) point of interest (Youth Challenge Acad) in Kalaeloa. |
| | 8/29/2017 | | Added one (1) point of interest (Wakea Onto H1E) in Kapolei. |
| | 8/29/2017 | | Corrected name to one (1) point of interest (Kids Garden Intl) in Waiialae. |
| | 8/29/2017 | | Corrected name to one (1) point of interest (Barefoot Bch Cafe) in Waikiki. |
| | 8/24/2017 | | Corrected address to one (1) point of interest (Kakaako Waterfront) in Kakaako. |
| | 8/24/2017 | | Spatially corrected one (1) point of interest (Kakaako Waterfront) in Kakaako. |
| | 8/24/2017 | | Corrected name to one (1) point of interest (Ross Iwilei) in Kalihi. |
| | 8/24/2017 | | Spatially corrected one (1) point of interest (Ross Iwilei) in Kalihi. |
| | 8/24/2017 | | Corrected name to one (1) point of interest (Hale Mohalu 1) in Pearl City. |
| | 8/24/2017 | | Spatially corrected one (1) point of interest (Hale Mohalu 1) in Pearl City. |
| | 8/24/2017 | | Added one (1) point of interest (Jbphh Base Police) in Pearl Hbr. |
| | 8/24/2017 | | Added one (1) point of interest (Laylow Hotel) in Waikiki. |
| | 8/24/2017 | | Deleted one (1) point of interest (Waterfront State Pk) in Kakaako. |
| | 8/23/2017 | | Corrected address to one (1) point of interest (Nashville Waikiki) in Downtown. |
| | 8/23/2017 | | Spatially corrected one (1) point of interest (Nashville Waikiki) in Downtown. |
| | 8/23/2017 | | Corrected address to one (1) point of interest (The Shack Hawaii Kai) in Hawaii Kai. |
| 8/23/2017 | | Added one (1) point of interest (Hale Mohalu 2) in Pearl City. | |
| 8/23/2017 | | Corrected name to one (1) point of interest (Holiday Inn Express) in Waikiki. | |
| 8/21/2017 | | Corrected name to one (1) point of interest (Aloha Pacific FCU) in Kaimuki. | |
| 8/21/2017 | | Corrected address to one (1) point of interest (Kunis Tow) in Kalihi. | |

Oahu Civilian E9-1-1 Status Report

August 1, 2017 - August 31, 2017

MAPPING LAYERS UPDATED (PART III)

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

| OAHU CIVILIAN PSAPS & RDC | | | | |
|--|-------------------------------|--|--|--|
| Type of Layer | Akimeka GIS Server | Date GIS Delivered | Other/Remarks | |
| | Date Created/ Edits Performed | | | |
| CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically) | | | | |
| Common Places | 8/21/2017 | | Spatially corrected one (1) point of interest (Kunis Tow) in Kalihi. | |
| | 8/21/2017 | | Corrected name to one (1) point of interest (Four Season Hotel) in Kapolei. | |
| | 8/21/2017 | | Corrected name to one (1) point of interest (Spectrum) in Mililani. | |
| | 8/21/2017 | | Corrected name to one (1) point of interest (Kids Garden Int Inc) in Waiialae. | |
| | 8/21/2017 | | Deleted one (1) point of interest (Waimalu Park Condo) in Pearl City. | |
| | | 08/18/17 | | |
| | 8/17/2017 | | Corrected name to two (2) points of interest (Texaco Aiea and Texaco Stadium Mp) in Aiea. | |
| | 8/17/2017 | | Corrected name to one (1) point of interest (Texaco Lagoon) in Airport. | |
| | 8/17/2017 | | Corrected name to one (1) point of interest (Texaco Ewa Beach) in Ewa Beach. | |
| | 8/17/2017 | | Corrected name to one (1) point of interest (Texaco Hawaii Kai) in Hawaii Kai. | |
| | 8/17/2017 | | Corrected name to two (2) points of interest (Texaco Beretania and Texaco Piikoi) in Honolulu. | |
| | 8/17/2017 | | Corrected name to three (3) points of interest in Kailua. | |
| | 8/17/2017 | | Corrected name to three (3) points of interest in Kaimuki. | |
| | 8/17/2017 | | Corrected name to six (6) points of interest in Kalihi. | |
| | 8/17/2017 | | Corrected name to two (2) points of interest in Kaneohe. | |
| | 8/17/2017 | | Corrected name to two (2) points of interest (Texaco Kaimuki and Texaco Kapahulu) in Kapahulu. | |
| | 8/17/2017 | | Corrected name to one (1) point of interest (Texaco Kapolei) in Kapolei. | |
| | 8/17/2017 | | Corrected name to one (1) point of interest (Texaco Laie) in Laie. | |
| | 8/17/2017 | | Corrected name to one (1) point of interest (Texaco Manoa) in Manoa. | |
| | 8/17/2017 | | Corrected name to one (1) point of interest (Texaco Mapunapuna) in Mapunapuna. | |
| | 8/17/2017 | | Corrected name to two (2) points of interest (Texaco Mililani and Texaco Waipio) in Mililani. | |
| | 8/17/2017 | | Corrected name to one (1) point of interest (Texaco Moanalua Ctr) in Moanalua. | |
| | 8/17/2017 | | Corrected name to one (1) point of interest (Texaco Nuuanu) in Nuuanu. | |
| 8/17/2017 | | Corrected name to two (2) points of interest in Pearl City. | | |
| 8/17/2017 | | Corrected name to one (1) point of interest in (Texaco Punchbowl) Punchbowl. | | |
| 8/17/2017 | | Corrected name to one (1) point of interest (Texaco Salt Lake) in Salt Lake. | | |

Oahu Civilian E9-1-1 Status Report

August 1, 2017 - August 31, 2017

MAPPING LAYERS UPDATED (PART IV)

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

| OAHU CIVILIAN PSAPS & RDC | | | | |
|--|------------------------------|--|---|--|
| Type of Layer | Akimeka GIS Server | Date GIS Delivered | Other/Remarks | |
| | Date Created/Edits Performed | | | |
| CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically) | | | | |
| Common Places | 8/17/2017 | | Corrected name to one (1) point of interest (Texaco Sunset Beach) in Sunset. | |
| | 8/17/2017 | | Corrected name to one (1) point of interest (Texaco Wahiawa) in Wahiawa. | |
| | 8/17/2017 | | Spatially corrected one (1) point of interest (Pineapple Variety Ga) in Wahiawa. | |
| | 8/17/2017 | | Corrected name to two (2) points of interest in Waipahu. | |
| | | 08/04/17 | | |
| | 8/3/2017 | | Added one (1) point of interest (Bldg 609) in Aiea. | |
| | 8/3/2017 | | Added one hundred forty-nine (149) points of interest in Ford Isl. | |
| | 8/3/2017 | | Added three thousand one hundred fifty-nine (3159) points of interest in Hickam. | |
| | 8/3/2017 | | Added one hundred seventy-three (173) points of interest in Makalapa. | |
| | 8/3/2017 | | Added ninety-six (96) points of interest in Moanalua. | |
| | 8/3/2017 | | Added one thousand forty-seven (1047) points of interest in Pearl Hbr. | |
| | 8/2/2017 | | Corrected MSAG Community to one (1) point of interest (Trail Makapuu Koolau) in Hawaii Kai. | |
| | 8/2/2017 | | Added one (1) point of interest (Barefoot Beach Cafe) in Waikiki. | |
| | 8/1/2017 | | Added one (1) point of interest (Sumida Watercress Fm) in Aiea. | |
| | 8/1/2017 | | Added one (1) point of interest (Env Keehi Xfer Stn) in Ft Shafter. | |
| | 8/1/2017 | | Added one (1) point of interest (Env Kawaioloa Xfer) in Haleiwa. | |
| | 8/1/2017 | | Added one (1) point of interest (Kolowalu Park) in Honolulu. | |
| | 8/1/2017 | | Added one (1) point of interest (Env Kapaa Xfer Stn) in Kailua. | |
| | 8/1/2017 | | Added one (1) point of interest (Env Ewa Conv Ctr) in Kalaeloa. | |
| | 8/1/2017 | | Added one (1) point of interest (Loves Bakery) in Kalihi. | |
| | 8/1/2017 | | Added one (1) point of interest (Env Waimanalo Gulch) in Kapolei. | |
| | 8/1/2017 | | Added two (2) points of interest (Env Laie Conv Ctr and Marriott Laie) in Laie. | |
| | 8/1/2017 | | Added one (1) point of interest (ERL 256A) in Mokuleia. | |
| | 8/1/2017 | | Added one (1) point of interest (Env Wahiawa Conv Ctr) in Wahiawa. | |
| | 8/1/2017 | | Added one (1) point of interest (Env Waianae Conv Ctr) in Waianae. | |
| | 8/1/2017 | | Added one (1) point of interest (HHV Grand Islander) in Waikiki. | |
| 8/1/2017 | | Added one (1) point of interest (Env Waimanalo CC) in Waimanalo. | | |
| 8/1/2017 | | Added one (1) point of interest (Env Waipahu Conv Ctr) in Waipahu. | | |

Oahu Civilian E9-1-1 Status Report

August 1, 2017 - August 31, 2017

MAPPING LAYERS UPDATED (PART V)

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

| OAHU CIVILIAN PSAPS & RDC | | | |
|--|------------------------------|--------------------|--|
| 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) | | | |
| Correctional Facilities | | | |
| Emergency Callboxes | | | |
| Emergency Operation Centers | | | |
| Emergency Shelters | | | |
| ESZ/ESN | | 08/04/17 | |
| | 8/2/2017 | | Corrected boundary to two (2) ESNs (101 and 184). |
| Fire Beats | | | |
| Fire Districts | | | |
| Fire Response Areas | | 08/04/17 | |
| | 8/2/2017 | | Corrected boundary to two (2) Fire Response Areas (Hawaii Kai and Waimanalo). |
| 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 | | 08/04/17 | |
| | 8/2/2017 | | Corrected boundary to two (2) Medic Response Areas (Hawaii Kai and Waimanalo). |
| Medic Stations | | | |
| Medical Facilities | | | |

Oahu Civilian E9-1-1 Status Report

August 1, 2017 - August 31, 2017

MAPPING LAYERS UPDATED (PART VI)

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

| OAHU CIVILIAN PSAPS & RDC | | | |
|--|------------------------------|--------------------|--|
| 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) | | | |
| Milepost Markers | | | |
| Military Response Areas | | | |
| MSAG Communities | | 08/04/17 | |
| | 8/2/2017 | | Corrected boundary to two (2) MSAG Communities (Hawaii Kai and Waimanalo). |
| Net Junctions | | | |
| Ocean Rescue Boundaries | | | |
| Ocean Safety | | | |
| Parcels | | | |
| Parks | | | |
| Parks Polygon | | | |
| Points of Interest | | | |
| Police Beats | | | |
| Police Districts | 8/25/2017 | | Corrected boundary to two (2) Police Districts (4 and 7). |
| Police Response Areas | | | |
| Police Stations | | | |
| Post Offices | | | |
| Schools | | | |
| Street Centerlines | 8/28/2017 | | Corrected range to five (5) street segments in MCBH. |
| | 8/28/2017 | | Flipped five (5) street segments in MCBH. |
| | 8/25/2017 | | Corrected name to five (5) street segments in Haleiwa. |
| | 8/25/2017 | | Corrected range to six (6) street segments in Haleiwa. |
| | 8/24/2017 | | Corrected name to one (1) segment of Laulaunui Ln in Ewa Beach. |
| | 8/24/2017 | | Split one (1) segment of Laulaunui Ln in Ewa Beach. |
| | 8/24/2017 | | Corrected range to one (1) segment of Laulaunui Ln in Ewa Beach. |
| | 8/24/2017 | | Added one (1) segment of Laulaunui Ln in Ewa Beach. |
| | 8/23/2017 | | Corrected MSAG Community to one (1) segment of Forward Ave in Red Hill. |
| | 8/21/2017 | | Corrected range to eleven (11) street segments in Hickam. |
| | 8/21/2017 | | Split one (1) segment of Fox Blvd in Hickam. |
| | 8/21/2017 | | Corrected speed to fifty-nine (59) street segments in Kaaawa. |
| | 8/21/2017 | | Corrected street name to one (1) segment of Kumakalii St in Schofield. |

Oahu Civilian E9-1-1 Status Report

August 1, 2017 - August 31, 2017

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.

| CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically) | | | | |
|--|-----------|-----------------|--|---|
| Street Centerlines | | 08/18/17 | | |
| | 8/17/2017 | | Corrected range to two (2) segments of Ala Kapuna in Moanalua V. | |
| | 8/16/2017 | | Corrected range to nineteen (19) street segments in Wahiawa. | |
| | 8/16/2017 | | Flipped three (3) segments of Kipuka Dr in Wahiawa. | |
| | 8/16/2017 | | Split five (5) street segments in Wahiawa. | |
| | 8/16/2017 | | Added three (3) street segments in Wahiawa. | |
| | 8/15/2017 | | Corrected range to ten (10) street segments in Kailua. | |
| | 8/10/2017 | | Added twenty-five (25) street segments in Kailua. | |
| | 8/10/2017 | | Split three (3) segment of Kapaa Quarry PI in Kailua. | |
| | 8/9/2017 | | Corrected range to two (2) street segments (Opulepule Aly and Ponanonano Aly) in Hickam. | |
| | 8/8/2017 | | Corrected range to eight (8) street segments in Hickam. | |
| | 8/8/2017 | | Flipped one (1) segment of Huilanui Aly in Hickam. | |
| | 8/7/2017 | | Corrected street name to two (2) segments of Arizona Memorial Dr in Aiea. | |
| | 8/7/2017 | | Corrected range to two (2) segments of Saratoga Blvd in Ford Isl. | |
| | 8/7/2017 | | Corrected range to four (4) street segments in Hickam. | |
| | 8/7/2017 | | Corrected range to sixteen (16) street segments in Pearl Hbr. | |
| | 8/7/2017 | | Flipped three (3) street segments in Pearl Hbr. | |
| | 8/7/2017 | | Corrected street name to five (5) street segments in Pearl Hbr. | |
| | | | 08/04/17 | |
| | | 8/4/2017 | | Spatially corrected two (2) segments of H1W Exit 18 in Airport. |
| | | 8/4/2017 | | Corrected speed to seventy-seven (77) street segments in Kahaluu. |
| | | 8/3/2017 | | Corrected speed to eighteen (18) street segments in Kahaluu. |
| | | 8/3/2017 | | Corrected range to four (4) street segments in Kailua. |
| | 8/3/2017 | | Corrected range to three (3) segments of Keneke St in Kaneohe. | |
| | 8/2/2017 | | Corrected MSAG Community to three (3) street segments in Hawaii Kai. | |
| | 8/2/2017 | | Corrected ESN to three (3) street segments in Hawaii Kai. | |
| | 8/2/2017 | | Corrected range to two (2) street segments of Kalaniana'ole Hwy in Hawaii Kai. | |
| | 8/2/2017 | | Corrected range to one (1) segment of Kalaniana'ole Hwy in Waimanalo. | |
| Subdivisions | | | | |
| Tow Jurisdictions | | | | |
| Tsunami Evacuation Zones | | | | |

Oahu Civilian E9-1-1 Status Report

August 1, 2017 - August 31, 2017

MAPPING LAYERS UPDATED (PART VII)

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

| OAHU CIVILIAN PSAPS & RDC | | | |
|--|------------------------------|--------------------|------------------|
| 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) | | | |
| Tsunami Heights | | | |
| Waste Water Plants | | | |
| WSP Cell Sectors | 8/29/2017 | | Per AT&T CRS |
| | 8/23/2017 | | Per T-Mobile CRS |
| | 8/22/2017 | | Per AT&T CRS |
| | | 08/18/17 | |
| | 8/17/2017 | | Per Verizon CRS |
| | 8/15/2017 | | Per AT&T CRS |
| | 8/8/2017 | | Per T-Mobile CRS |
| | | 08/04/17 | |
| | 8/3/2017 | | Per AT&T CRS |
| | 8/3/2017 | | Per Verizon CRS |
| WSP Cell Towers | 8/29/2017 | | Per AT&T CRS |
| | 8/23/2017 | | Per T-Mobile CRS |
| | 8/22/2017 | | Per AT&T CRS |
| | | 08/18/17 | |
| | 8/17/2017 | | Per Verizon CRS |
| | 8/15/2017 | | Per AT&T CRS |
| | 8/8/2017 | | Per T-Mobile CRS |
| | | 08/04/17 | |
| | 8/3/2017 | | Per AT&T CRS |
| | 8/3/2017 | | Per Verizon CRS |

Oahu Civilian E9-1-1 Status Report

August 1, 2017 - August 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 |
|-----------|---|
| 8/18/2017 | Street Centerlines, Common Places, Police Beats, MSAG Communities to HPD for Motorola CAD |
| 8/18/2017 | Street Centerlines, Address Points, Fire Response Areas, Medic Response Areas, and Display Address Points to HFD, EMS, and Ocean Safety for TriTech CAD |
| 8/18/2017 | Address Points, Common Places, Street Centerlines, Police Response Areas, Fire Response Areas, Medic Response Areas, Ocean Safety Response Areas, ESN, MSAG Communities, Cell Towers, Cell Sectors to the Honolulu MapFlex system for HPD, HFD, EMS, and Ocean Safety |
| 8/18/2017 | Address Points, Common Places, Street Centerlines, Police Response Areas, Fire Response Areas, Medic Response Areas, ESN, MSAG Communities, Cell Towers, Cell Sectors to the RDC MapFlex system for the RDC. |
| 8/18/2017 | Address Points, Street Centerlines, Common Places, Fire Response Areas, Medic Response Areas, Ocean Safety Response Areas, AMR Response Areas to AMR for TriTech CAD |
| 8/4/2017 | Street Centerlines, Common Places, Police Beats, MSAG Communities to HPD for Motorola CAD |
| 8/4/2017 | Street Centerlines, Address Points, Fire Response Areas, Medic Response Areas, and Display Address Points to HFD, EMS, and Ocean Safety for TriTech CAD |
| 8/4/2017 | Address Points, Common Places, Street Centerlines, Police Response Areas, Fire Response Areas, Medic Response Areas, Ocean Safety Response Areas, ESN, MSAG Communities, Cell Towers, Cell Sectors to the Honolulu MapFlex system for HPD, HFD, EMS, and Ocean Safety |
| 8/4/2017 | Address Points, Common Places, Street Centerlines, Police Response Areas, Fire Response Areas, Medic Response Areas, ESN, MSAG Communities, Cell Towers, Cell Sectors to the RDC MapFlex system for the RDC. |
| 8/4/2017 | Address Points, Street Centerlines, Common Places, Fire Response Areas, Medic Response Areas, Ocean Safety Response Areas, AMR Response Areas to AMR for TriTech CAD |

Oahu Civilian E9-1-1 Status Report

August 1, 2017 - August 31, 2017

MAPFLEX SYSTEM

During the month of August 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 August 2017
 - a. **Hawaii County** – August 1st, 2017, August 15th and August 29th, 2017
 - b. **Maui County** – August 2nd, 2017, August 16th and August 30th, 2017
 - c. **Kauai County** – August 3rd, 2017, August 17th and August 31st, 2017
 - d. **Honolulu** – August 4th, 2017 and August 18th

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) According to PSAPs, it’s not fully resolved. The icon of the tower still doesn’t plot for Phase I. |

Oahu Civilian E9-1-1 Status Report

August 1, 2017 - August 31, 2017

| | | | |
|-----------|---------------------------------------|---|---|
| 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 – Akimeka notified West that they had data ready on June 28, 2017. Akimeka was given notice that they could proceed on July 7 th . The updated GIS data was loaded into the RDC MapFlex on July 24 and 25. |
| 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 - June 2017). Aside from the MapFlex, Akimeka is working with Spectrum (previously Time Warner) to correct their Lat/Longs on a mass scale |
| 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 - June 2017) |

Oahu Civilian E9-1-1 Status Report

August 1, 2017 - August 31, 2017

STREET UTILITY CHECK

This is an ongoing project to correct the errors identified. A comparison of the raw CAD generated report from the Street Check Utility was performed between the Street Centerline GIS data on and July 21, 2017 and August 18, 2017.

| Street Utility Check | | | | |
|-----------------------------|--------------------------|------------|-----------|--------------------------|
| | First Report 06/01/13 | 7/21/2017 | 8/18/2017 | Improvements/Corrections |
| Total Number of GIS Records | 26,602 | 30,680 | 30,729 | Increased by 49 records |
| Errors Identified | | | | |
| Zero Errors | 5,112 | 335 | 2 | Decreased by 333 errors |
| Low > High Errors | 3 | 0 | 0 | No change |
| Mixed Parity Errors | 1 | 0 | 0 | No change |
| Changed Parity Errors | 105 | 10 | 0 | Decreased by 10 errors |
| Address Gap Errors | 2,629 | 15 | 23 | Increased by 8 errors |
| Address Overlap Errors | 423 | 14 | 8 | Decreased by 6 errors |
| Flipped Link Errors | 1,030 | 230 | 37 | Decreased by 193 errors |
| Total Errors | 9,303 | 604 | 70 | Decreased by 534 errors |

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

TRITECH CAD ADDRESS POINT PROJECT

During the month of May 2017, HFD and Akimeka worked closely to begin testing whether utilizing Address Points in their system would overall improve the 911 operation. Currently the HPD Common Place point data is loaded into the CAD system as a locatable layer and there are display Address Points used for visual only.

The purpose of this project is to test a new load of Address Points which contains the Common Place locations and also including all residential addresses which Akimeka has been correcting/adding over the previous 5 years. The new “combined” Address Points were first delivered to HFD on May 12th. Since that time, HFD and Akimeka has performed various updates to allow for them to operate best in the TriTech CAD. The most recent update included adding the apartment information into the Location Name field so that it would provide a dropdown list for the call taker to choose from.

The updates are still being tested and it is expected that there will continue to be additional iterations between HFD and Akimeka until the best possible dataset is utilized.

Throughout August 2017, there were no issues reported.

Oahu Civilian E9-1-1 Status Report

August 1, 2017 - August 31, 2017

SPEED LIMIT UPDATES

Beginning in April 2017, and now that the Street Centerline data has achieved not only an above 98% synchronization rating but also a high degree of accuracy in the spatial accuracy, a new project to correct speed limits has begun. The project is beginning in Waimanalo and continuing in a counter-clockwise patten around the island of Oahu. The initial focus is on Highways, Freeways, and other major roads, but also not limited to additional corrections, especially those which are immediately identified to positively impact vehicle routing, etc.

All updates are shared directly with the PSAPs and the agency most affected (positively) is HFD since they actively use vehicle routing and this will assist in better CAD unit recommendations. During each GIS deliverable, a list of updates are being provided.

1. During April 2017, Akimeka corrected seven (7) highway streets in Waimanalo
 - a. In addition, other segments of Kalaniana'ole Hwy were verified in the process throughout Waimanalo
2. During May 2017, Akimeka corrected seventy (70) highway, freeway, and other major road segments throughout Kailua and a small portion of Kaneohe.
3. During June 2017, Akimeka corrected an additional 22 major streets in Kailua, 120 in Kaneohe, and 1,292 city streets from the default of 30 MPH to 25 MPH.
4. During July 2017, Akimeka corrected an additional 21 major streets/highways, and an additional 1,091 city streets were updated.
5. During August 2017, Akimeka corrected an additional 154 street segments across Kahaluu and Kaaawa.

AMR-H

The American Medical Response Hawaii (AMR-H) Project is a joint venture by the Honolulu Emergency Services Department (HESD) to provide accurate address and location information to its other public safety agencies. This project is to ensure AMR-H is utilizing the same address and location information as the other HESD public safety agencies, and to ensure compliance with National 9-1-1 directives such as the FCC Docket 15-9 regarding location accuracy. The intent is to provide the same accurate location information to all the HESD public safety response agencies to help reduce response times to the 9-1-1 caller.

AMERICAN MEDICAL RESPONSE (AMR) HAWAII PROJECT

During the month of June 2017, Akimeka began preparing the GIS data for the AMR TriTech CAD System.

1. Akimeka prepared the GIS data to meet the system requirements of the TriTech CAD system in June 2017.
 - a. In addition, Akimeka created the AMR Response Area for the entire island of Oahu to be used as the primary responding information in the CAD recommendations.
2. On June 23, 2017, Akimeka prepared and delivered the first initial GIS deliverable to AMR to be used for the initial load. Akimeka will be on standby for any additional changes. Once an agreed upon dataset is confirmed, Akimeka will be able to continue with an "ongoing deliverable phase" where updates are provided on a scheduled basis.
3. On June 30, 2017, Akimeka followed up with AMR to ensure the data met their requirements.
 - a. AMR responded that they have not had the opportunity to download and review the data but is expected to during the week of July 10th, 2017.
4. Throughout July and August 2017, the deliverables continued as scheduled and there were no reported issues.

Oahu Civilian E9-1-1 Status Report

August 1, 2017 - August 31, 2017

RDC: THE REGIONAL DISPATCH CENTER

The Regional Dispatch Center (RDC) Pearl Harbor, HI. Project is a joint venture by the Honolulu Police Department (HPD) to assist with providing accurate address and location information to the RDC. This accurate and common addressing methodology is to primarily assist the on-base residential community, and the MWR facilities receiving their Communication Services from non-government provided communication companies. This will methodology will ensure compliance with national 9-1-1 directives such as the FCC Docket 15-9, and to reduce the response time on mutual aid calls. The intent is to provide more accurate location information build on a common platform for the two Primary PSAPs on Oahu providing public safety response, and to reduce response times while responding to 9-1-1 callers.

RDC MAPFLEX PROJECT

During the month of June 2017, there were leaps and bounds with regards to moving the RDC's MapFlex project forward.

1. On June 26, 2017, Akimeka met with RDC representatives to identify the primary response for each agency (police, fire, and EMS) on all of the military installations throughout Oahu. All of the information was gathered and communicated with the HPD.
2. On June 27, 2017, Akimeka started immediately on creating the RDC Response Areas based on the information gathered from the meeting with the RDC.
 - a. Akimeka created the RDC's Police Response Areas, Fire Response Areas, and Medic Response Areas.
 - i. These layers also identified areas where there was a civilian response. In those cases, the proper civilian responding agency's response was indicated. In addition, areas outside of the fence line was noted with the agency name, for example "HPD", etc.
3. On June 28, 2017, Akimeka continued to refine the boundaries and worked with the RDC on specific areas within Pearl Harbor to ensure the demarcation of Federal Fire stations were properly applied.
4. Also on June 28th, Akimeka notified West Safety Services (WSS) that the GIS data for the RDC was ready to be delivered for their MapFlex system and was aiming at sending on Friday, June 30, 2017.
 - a. Akimeka asked the following questions:
 - i. How will you need Akimeka to submit the data for the initial deliverable?
 - ii. What can we expect regarding timeline for this to become available at RDC for the first time?
 - iii. Has Pictometry been enabled/configured for their MapFlex positions?
 - iv. Regarding the ongoing deliverables, has your SFTP been configured to accept data from us yet?
 1. I connected to this server minutes ago and am not seeing any folder designation for the RDC.
 - v. Lastly, has the upload process itself been partitioned to not be mixed up with the Oahu Civilian PSAP's MapFlex positions?
 1. Based on several previous discussions, I believe the answer is yes but please just give me a final confirmation on this before proceeding.
 - b. In addition, Akimeka reminded West that the NDA still applies to the safeguarding, handling, and use restrictions of the GIS data to be used at the RDC
5. On July 24th, the Hickam installation received the MapFlex update with the received GIS data from Akimeka.
6. On July 25th, the Pearl Harbor RDC received the MapFlex update with the received GIS data from Akimeka.
 - a. During the installation after testing by RDC dispatchers, everything appeared to be functioning well. At the request of the RDC dispatch supervisor, the building numbers were not able to be searched on.

Oahu Civilian E9-1-1 Status Report

August 1, 2017 - August 31, 2017

- i. After talking with Akimeka, it was relayed that the building data is contained in the Address Point data in a field called "Building" so the HT/West staff would need to configure MapFlex to search on this field.
 - ii. After further discussion with the RDC, it was identified that they are used to utilizing the building numbers as the primary source of addressing on the bases.
 - iii. Akimeka subsequently coordinated with West and had a conference call immediately to discuss the options in MapFlex configurations. The MapFlex can be configured to have a search based on the Building number in the Address Point data. The agreement was made that West would take care of the configuration to allow for this.
 - b. After additional thought on the operational impact, Akimeka identified that it would be equally if not more beneficial if the building numbers were added as Common Place records so that it could match the RDC's naming convention they are used to operationally instead of searching on the numerical value of the building.
 - i. On July 27th, Akimeka added 4,624 building Common Places specifically for this among Pearl Harbor, Hickam, Makalapa, Ford Island, and some of the smaller communities surrounding.
 - ii. Note – the data is also included in the HPD Common Places so that it can be a common communication for mutual aid purposes.
7. On July 28th, Akimeka coordinated and uploaded a text document onto the West SFT server as a test so that it can be verified to have been uploaded. This is a precautionary step to ensure that the RDC MapFlex can successfully receive the GIS data from Akimeka during scheduled deliverables.
 - a. Confirmation of the test is expected to be reported back to Akimeka on July 1, 2017 by West.
8. Throughout August 2017, the GIS data was delivered as scheduled to the West SFTP server to be uploaded into the RDC's MapFlex system. There were no reported issues.
 - a. Akimeka did receive confirmation from the RDC that several thousand updates which Akimeka had included into the data were visually confirmed in their MapFlex so the updates all appeared to be successful.

HONOLULU EMS CENSUS REPORT 2017

During the month of August, per special request from Honolulu EMS and approved by HPD, a report was completed which provided a list of all current addresses with associated census tracts.

1. On August 29, 2017, Akimeka ran the report and submitted to Honolulu EMS for acceptance.
2. During the month of September 2017, Akimeka will coordinate with EMS to ensure the report will work for them. Any changes needed will subsequently take place as needed.

HONOLULU FIRE DEPARTMENT MSAG EXTRACT

During the month of August, a special request was made by HFD for a soft copy, digital extract of the MSAG to be converted to hard copy PDF and printed for dispatch use. HPD had approved the request the same day.

1. Included in the request was for the Fire Response Area designations to be added so HFD can see which streets and ranges are associated with a given station.
2. Akimeka informed everyone that this can certainly be done and had recommended we wait until September 1, 2017, so the most recent MSAG extract from the Telco can be utilized.
 - a. Once Akimeka receives this, they will begin processing the data to include the Fire Response Areas.
 - b. The special project is expected to be completed within the first half of September 2017.

Oahu Civilian E9-1-1 Status Report

August 1, 2017 - August 31, 2017

RDC COMMUNITY SWEEP PROJECT

Akimeka is scheduled to provide the HPD and RDC with a presentation on September 1, 2017 regarding a recommended process for synchronizing GIS, MSAG, and ALI data within the RDC's primary areas of responsibility.

The presentation will not be limited to only the synchronization process and will include other recommendations on improving the accuracy and consistency of the data in each of the applicable databases. The goal is of course to achieve accuracy and to perform these processes in accordance with standards, while recognizing any potential impact on the PSAPs throughout Oahu, positive and negative. The path forward requires approval by HPD and RDC.

Oahu Civilian E9-1-1 Status Report

August 1, 2017 - August 31, 2017

4. E9-1-1 OAHU CIVILIAN 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 – October 2017

AUDIT SUMMARY RESULTS – 2017 -- TBA

AUDIT SUMMARY RESULTS – OCTOBER 1, 2017 MSAG VS. JULY 1, 2017 MSAG -- TBA

AUDIT SUMMARY RESULTS OCTOBER 1, 2017 MSAG VS. JULY 1, 2017 MSAG CONTINUED

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

AUTOMATIC LOCATION IDENTIFICATION (ALI) DATABASE DISCREPANCIES -- TBA

Oahu Civilian E9-1-1 Status Report

August 1, 2017 - August 31, 2017

5. E9-1-1 OAHU MILITARY RDC 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 – October 2017

AUDIT SUMMARY RESULTS – 2017 -- TBA

AUDIT SUMMARY RESULTS – OCTOBER 1, 2017 VS. JULY 1, 2017 MSAG -- TBA

INVALID MSAG STREETS AND ADDRESS RANGES – ESN 169 RECORDS -- TBA

AUTOMATIC LOCATION IDENTIFICATION (ALI) DATABASE DISCREPANCIES – TBA