

Oahu Civilian E9-1-1

Status Report

February 1, 2017 – February 28, 2017

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1. PSAP OPERATIONS

9-1-1 CALL VOLUME CIVILIAN PSAPS – FEBRUARY 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
February	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%

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																	
APR																	
MAY																	
JUNE																	
JULY																	
AUG																	
SEPT																	
OCT																	
NOV																	
DEC																	
YTD	163,272	35,450		121,333				6,423		66		4,264		22,756		1,216	
MON AVG	81,636	17,725	21.74%	60,667	74.30%	52.19%	22.11%	3,212	3.93%	33	0.04%	2,132	2.61%	11,378	13.90%	608	0.75%

NOTE:

- 911 Calls with No Ali for February 2017 = 0.04% - 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.

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9-1-1 CALL VOLUME BY AGENCY – FEBRUARY 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
February	64,949	85.14%	16,171	37,608	960	10,210	2,745	3.60%	168	0

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
February	7,983	10.46%	778	151	56	0.07%	54	35

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																		
APR																		
MAY																		
JUNE																		
JULY																		
AUG																		
SEPT																		
OCT																		
NOV																		
DEC																		
YTD	139,692		34,305	80,152	2,479	22,756	5,853		250	87	16,404		1,431	321	107		104	43
MON AVG	69,846	85.54%	17,153	40,076	1,240	11,378	2,927	3.59%	125	44	8,202	10.07%	716	161	54	0.07%	52	22

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9-1-1 CALL VOLUME MILITARY PSAP – FEBRUARY 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
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%

*911 Calls with No Ali for February 2017 = 0.00% - Statewide average for 2016 = 0.15%

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																	
APR																	
MAY																	
JUNE																	
JULY																	
AUG																	
SEPT																	
OCT																	
NOV																	
DEC																	
YTD	4,153	573		3,157				125		0		0		298		0	
MON AVG	2,077	287	13.83%	1,579	76.08%	58.08%	41.92%	63	2.98%	0	0.00%	0	0.00%	149	7.11%	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.

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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.				

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TEXT TO 911 OAHU CIVILIAN PSAPS – CURRENT MONTH – FEBRUARY 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						
April						
May						
June						
July						
August						
September						
October						
November						
December						
YTD	334	316	4	0	0	14
Monthly Avg.	167.0	158.0	2.0	0.0	0.0	7.0

NOTE:

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

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

TEXT TO 911 Pearl Harbor RDC 2017	
Month	Total received
January	6
February	18
March	
April	
May	
June	
July	
August	
September	
October	
November	
December	
YTD	24
Monthly Avg.	12.0

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.

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911 WIRELESS OAHU CIVILIAN PSAP TESTING – FEBRUARY 2017

OAHU CIVILIAN - FEBRUARY 2017						
Date	WSP	Sites Tested	Sectors Tested	Tested By:	Test Pass/Fail	Comments:
2/22/2017	Verizon	1	3	Oahu PSAP	Pass	
2/22/2017	AT&T	1	3	Oahu PSAP	Fail	will reschedule
2/28/2017	Verizon	1	6	Oahu PSAP	Pass	
2/28/2017	AT&T	1	3	Oahu PSAP	Pass	rescheduled test

NOTES:

- There were four (4) scheduled Wireless 911 Tests for the Oahu Civilian PSAP in February, 2017.

911 WIRELESS OAHU MILITARY PSAP TESTING – FEBRUARY 2017

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

NOTES:

- There were no (0) scheduled Wireless 911 Tests for the Oahu Military PSAP in February, 2017.

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2. MSAG (MASTER STREET ADDRESS GUIDE)

OAHU CIVILIAN MSAG TRANSACTIONS CURRENT MONTH/YEAR – FEBRUARY 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									
APRIL									
MAY									
JUNE									
JULY									
AUGUST									
SEPTEMBER									
OCTOBER									
NOVEMBER									
DECEMBER									
TOTAL YTD	36	33	2	1	0				1,363
AVG PER MONTH	18	17	1	1	0				682

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.

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OAHU CIVILIAN MSAG CURRENT MONTH NOTES:

A total of five (5) MSAG transactions were processed in 9-1-1 Net during the current reporting month. Five 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 80 customer ANI/ALI (telephone/address) records updated as a direct result.

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

One (1) ALI DR was submitted as the result of 9-1-1 call from a resident in Makiki. Honolulu Police submitted this request to Akimeka to update the customer information.

OAHU CIVILIAN OPEN TELEPHONE RECORD (ALI) DISCREPANCY STATUS:

- **There are 80 Open TN CR Transactions as of February 28, 2017**
- **Refer to chart in the next section “TNCR Current Status”**

The Open TN CR transactions are a direct result of the ESN 199 clean-up and are awaiting approval from Hawaiian Telcom, Inc. Akimeka continues to monitor and track the progress of the Referred records. Once a telephone number is submitted to 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 as of February 28, 2017**
- **There is one (1) Open VoIP DRs as of February 28, 2017**
- The VoIP DR was the result of 9-1-1 call from a shelter in Waianae. Honolulu EMS submitted the requests to Akimeka to verify the customer information as the caller ALI was invalid. Akimeka submitted the VoIP DR to the proper telco's via email and are awaiting confirmation that the addresses have been updated.

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TNCR (TELEPHONE NUMBER CHANGE REQUEST) CURRENT STATUS – FEBRUARY, 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	80	0	74	6

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

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OAHU MILITARY MSAG TRANSACTIONS CURRENT MONTH/YEAR – FEBRUARY 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)
February	156	156	17	122	17	0	0	1,047	0	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											
April											
May											
June											
July											
August											
September											
October											
November											
December											
TOTAL YTD	206	206	21	147	38	0	0	1,071	0	0	0
AVG PER MO	103	103	11	74	19	0	0	536	0	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.

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OAHU MILITARY MSAG CURRENT MONTH NOTES:

A total of 156 MSAG transactions were processed in 9-1-1 Net during the current reporting month. 156 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 1,047 customer ANI/ALI (telephone/address) records updated as a direct result.

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 February 2017, there are 62 MSAG records containing 10,519 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	1044	Completed	2/27/2017
Lualualei	0	48	2	In Process	

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.

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PHASE II RDC MSAG Preparation continued

Schofield					
Manana					
Red Hill					
AMR					
Makalapa					
Tripler					
Ft Shafter					
Pearl HBR					
Hickam					
Ft Derussy					
Fold ISL					
*Makua RNG					
*Shafter FI					
*Waipio Pt					
*JBPHH (Pearl/Hickam)					
*West Loch					
*White Plains					

*Community name change project to begin mid 2017

PHASE III RDC GIS Address Points

Specific Project Plan -- TBA

PHASE IV RDC GIS/MSAG Community Synchronization

Specific Project Plan -- TBA

PHASE V RDC ESN/ELT

Specific Project Plan -- TBA

PHASE VI Total Oahu Database Synchronization

Specific Project Plan -- TBA

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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 Civilian	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) – FEBRUARY 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		02/17/17	
	2/16/2017		Corrected location name to one (1) address point (2255 Kuhio Ave) in Waikiki.
	2/7/2017		Added one (1) address point (6882 Cormorant Ave) in Iroquois.
		02/03/17	
	2/2/2017		Added nineteen (19) address points in Kapolei.
Airports			
Bridges			
Building Footprints			
Bus Stops			
Churches			
Coastal Names			
Coastline			
Common Places		02/17/17	
	2/16/2017		Added one (1) new point of interest (Paintball Field) in Airport.
	2/16/2017		Corrected location name to one (1) point of interest (Hart 12 North South) in Ewa Beach.
	2/16/2017		Corrected address to two (2) points of interest (Lualualei Bch Pk 1 and Lualualei Bch Pk 2) in Waianae.
	2/16/2017		Corrected location name to one (1) point of interest (Hyatt Centric Wkk) in Waikiki.
	2/16/2017		Corrected location name to two (2) points of interest (Hart 247 Farr/Kinney and Hart 254 Farr Eb H2N) in Waipahu.
	2/16/2017		Corrected location name to one (1) point of interest (Storquest Self Stora) in Waipio.
Correctional Facilities			
Emergency Callboxes			
Emergency Operation Centers			
Emergency Shelters			
ESZ/ESN			
Fire Beats			
Fire Districts			
Fire Response Areas			

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MAPPING LAYERS UPDATED (PART II)

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

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)			
Fire Stations			
Food & Beverage			
Gas Stations			
Gate Codes			
Government Buildings			
Harbors			
Helipads			
Hiking Trails			
Hospitals			
Hydrants			
Hyrdology Layers			
Incident Response Areas			
Lodging			
Major Roads			
Medic Beats			
Medic Districts			
Medic Response Areas			
Medic Stations			
Medical Facilities			
Milepost Markers			
MSAG Communities			
Net Junctions			
Ocean Rescue Boundaries			
Ocean Safety			
Parcels			
Parks			
Parks Polygon			
Points of Interest			
Police Beats			
Police Districts			
Police Response Areas			

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MAPPING LAYERS UPDATED (PART III)

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

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)				
Police Stations				
Post Offices				
Schools				
Street Centerlines	2/28/2017		Added twenty-three (23) street segments in Nuuanu.	
	2/28/2017		Corrected range to twenty-three (23) street segments in Nuuanu.	
	2/28/2017		Spatially corrected twenty-four (24) street segments in Nuuanu.	
	2/27/2017		Added five (5) streets in Nuuanu.	
	2/27/2017		Spatially corrected fifteen (15) street segments in Nuuanu.	
	2/27/2017		Split thirteen (13) street segments in Nuuanu.	
	2/24/2017		Added eight (8) streets in Kaneohe.	
	2/24/2017		Corrected range to (8) streets in Kaneohe.	
	2/24/2017		Spatially corrected eight (8) streets in Kaneohe.	
	2/23/2017		Added two (2) street segments (H3E Fwy and H3W Fwy) in Kaneohe.	
	2/23/2017		Corrected range to three (3) street segments (one segment of H3E Fwy and two segments of H3W Fwy) in Kaneohe.	
	2/23/2017		Spatially corrected eight (8) street segments in Kaneohe.	
	2/22/2017		Added one (1) street (Makapuu Lookout Dr) in Hawaii Kai.	
	2/22/2017		Split one (1) segment of Kalaniana'ole Hwy in Hawaii Kai.	
	2/22/2017		Added twenty (20) streets in Waimanalo.	
	2/22/2017		Split nine (9) streets in Waimanalo.	
			02/17/17	
	2/17/2017			Added six (6) streets in Kapolei.
	2/17/2017			Split two (2) streets (Hooluana Dr and Maunakapu St) in Kapolei.
	2/16/2017			Corrected range to two (2) street segments of Haahaa St in Kaaawa.
	2/16/2017			Added range to two (2) segments of Komohana St in Kapolei.
	2/16/2017			Flipped two (2) segments of Komohana St in Kapolei.
	2/14/2017			Split one (1) segment of Kalaeloa Blvd in Kapolei.
	2/9/2017			Modified range to one (1) segment of Harris Ave in MCBH.
	2/9/2017			Added sixteen (16) new streets in MCBH.
	2/9/2017			Split fifteen (15) street segments in MCBH.
2/7/2017			Added one (1) new street segment of Cormorant Ave in Iroquois.	
2/7/2017			Split one (1) street segment of Cormorant Ave in Iroquois.	
2/6/2017			Corrected parity to two (2) segments of N Nimitz Hwy in Airport.	

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MAPPING LAYERS UPDATED (PART IV)

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

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)			
Street Centerlines	2/6/2017		Added eight (8) street segments in Waimanalo.
	2/6/2017		Split one (1) segment of Hihimanu St in Waimanalo.
		02/03/17	
	2/3/2017		Split one (1) segment of Makakilo Dr in Makakilo.
	2/2/2017		Added fourteen (14) street segments in Kapolei.
	2/2/2017		Corrected range to four (4) street segments in Kapolei.
	2/2/2017		Corrected parity to twenty-one (21) street segments in Kapolei.
Subdivisions			
Tow Jurisdictions			
Tsunami Evacuation Zones			
Tsunami Heights			
Waste Water Plants			
WSP Cell Sectors		02/21/17	
	2/21/2017		Per AT&T CRS
	2/17/2017		Per AT&T CRS
	2/3/2017		Per Verizon CRS
WSP Cell Towers		02/21/17	
	2/21/2017		Per AT&T CRS
	2/17/2017		Per AT&T CRS
	2/3/2017		Per Verizon CRS

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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
2/22/2017	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
2/17/2017	Street Centerlines, Common Places, Police Beats, MSAG Communities to HPD for Motorola CAD
2/17/2017	Street Centerlines, Address Points, Fire Response Areas, Medic Response Areas, and Display Address Points to HFD, EMS, and Ocean Safety for TriTech CAD
2/3/2017	Street Centerlines, Common Places, Police Beats, MSAG Communities to HPD for Motorola CAD
2/3/2017	Street Centerlines, Address Points, Fire Response Areas, Medic Response Areas, and Display Address Points to HFD, EMS, and Ocean Safety for TriTech CAD

MAPFLEX SYSTEM

During the month of February 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 February 2017
 - a. **Hawaii County** – Feb 21, 2017
 - b. **Maui County** – Feb 21, 2017
 - c. **Kauai County** – Feb 21, 2017
 - d. **Honolulu** – Feb 21, 2017

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

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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 November 21, 2016 and January 20, 2017.

Street Utility Check				
	First Report 06/01/13	11/21/2016	1/20/2017	Improvements/Corrections
Total Number of GIS Records	26,602	29,752	29,947	Increased by 195 records
Errors Identified				
Zero Errors	5,112	6	10	Increased by 4 errors
Low > High Errors	3	0	0	No change
Mixed Parity Errors	1	0	2	Increased by 2 errors
Changed Parity Errors	105	0	0	No change
Address Gap Errors	2,629	1	1	No change
Address Overlap Errors	423	1	2	Increased by error
Flipped Link Errors	1,030	277	282	Increased by 5 errors
Total Errors	9,303	285	297	Increased by 7 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.

Akimeka plans to continue its work effort to complete corrections of the discrepancies identified and/or identify any valid exceptions which Akimeka will tag with the proper information so the CAD system will accept the record(s) and not jeopardize the full functionality of the CAD system from the upload to RMS. Akimeka plans to complete all Street Utility Check errors prior to the implementation of the Motorola PremierOne CAD “go live” date.

Due to the MSAG Community and Street Sweep – Phase VII project, Akimeka expects there to be fluctuation in the results of the Street Check Utility moving forward, especially with regards to Zero Errors, Flipped Link Errors, Address Gap Errors, and Address Overlap Errors. These errors are as a direct result of the spatial corrections made on the Street Centerline network, where many new ingress segments are added. The preference is that the system can generate these non-impacting and non-critical errors instead of overriding them beforehand. The errors that are identified through this process are subsequently corrected based on the results of the Street Check.

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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 – April 2017

AUDIT SUMMARY RESULTS – 2016 – 2017 -- TBA

AUDIT SUMMARY RESULTS – APRIL 1, 2017 MSAG VS. JANUARY 1, 2017 MSAG -- TBA

AUDIT SUMMARY RESULTS APRIL 1, 2017 MSAG VS. JANUARY 1, 2017 MSAG CONTINUED

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

AUTOMATIC LOCATION IDENTIFICATION (ALI) DISCREPANCY REPORT -- TBA