Oahu Civilian E9-1-1

Status Report

January 1, 2017 – January 31, 2017

AKIMEKA | HIGH PRIORITY. HIGH IMPACT.

Oahu Civilian E9-1-1 Status Report

January 1, 2017 - January 31, 2017

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1. PSAP OPERATIONS

9-1-1 CALL VOLUME CIVILIAN PSAPS – JANUARY 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
January	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%

9-1-1 CALL VOLUME CILILIAN 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																
MAR																
APR																
MAY																
JUNE																
JULY																
AUG																
SEPT																
OCT																
NOV																
DEC																
YTD	86,983	18,605		64,872				3,471		35		2,304		12,546		660	
MON AVG	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%

NOTE:

- ***911 Calls with No Ali for January 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 – JANUARY 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
January	74,743	85.93%	18,134	42,544	1,519	12,546	3,108	3.57%	82	87

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
January	8,421	9.68%	653	170	51	0.06%	50	8

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																		
MAR																		
APR																		
MAY																		
JUNE																		
JULY																		
AUG																		
SEPT																		
OCT																		
NOV																		
DEC																		
YTD	74,743		18,134	42,544	1,519	12,546	3,108		82	87	8,421		653	170	51		50	8
MON AVG	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

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

*911 Calls with No Ali for January 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																	
MAR																	
APR																	
MAY																	
JUNE																	
JULY																	
AUG																	
SEPT																	
OCT																	
NOV																	
DEC																	
YTD	2,243	300		1,690				75		0		0		178		0	
MON AVG	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%

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.

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 – JANUARY 2017

NOTE:

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

TEXT TO 911 Oahu Civilian PSAPs 2017						
Month	Total	HPD	HFD	EMS	OS	911 (handled)
January	188	175	2	0	0	11
February						
March						
April						
May						
June						
July						
August						
September						
October						
November						
December						
YTD	188	175	2	0	0	11
Monthly Avg.	188.0	175.0	2.0	0.0	0.0	11.0

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 – JANUARY 2017

TEXT TO 911 Pearl Harbor RDC 2017	
Month	Total received
January	6
February	
March	
April	
May	
June	
July	
August	
September	
October	
November	
December	
YTD	6
Monthly Avg.	6.0

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 – JANUARY 2017

OAHU CIVILIAN - JANUARY 2017						
Date	WSP	Sites Tested	Sectors Tested	Tested By:	Test Pass/Fail	Comments:
1/5/2017	Verizon	1	9	Oahu PSAP	Pass	
1/6/2017	Verizon	3	24	Oahu PSAP	Pass	2 testers
1/10/2017	Verizon	5	17	Oahu PSAP	Pass	2 testers
1/13/2017	Verizon	3	9	Oahu PSAP	Pass	
1/19/2017	Verizon	3	8	Oahu PSAP	Pass	2 testers
1/19/2017	AT&T	1	1	Oahu PSAP	Pass	
1/31/2017	Verizon	1	3	Oahu PSAP	Pass	

NOTES:

- **There were 10 (10) scheduled Wireless 911 Tests for the Oahu Civilian PSAP in January, 2017.**

911 WIRELESS OAHU MILITARY PSAP TESTING – JANUARY 2017

OAHU MILITARY - JANUARY 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 January, 2017.**

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2. MSAG (MASTER STREET ADDRESS GUIDE)

OAHU CIVILIAN MSAG TRANSACTIONS CURRENT MONTH/YEAR – JANUARY 2017

| OAHU CIVILIAN 2017 | Total | 9-1-1 TRANSACTIONS | | | | | | | Customer Addresses Affected |
| | | MSAG | ALI Submitted | | | Open ALI Discrepancy Records | | | |
		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									
MARCH									
APRIL									
MAY									
JUNE									
JULY									
AUGUST									
SEPTEMBER									
OCTOBER									
NOVEMBER									
DECEMBER									
TOTAL YTD	30	28	2	0	0				1,283
AVG PER MONTH	30	28	2	0	0				1,283

Definitions
(A)**M**aster **S**treet **A**ddress **G**uide - Represents corrections made to street records including, street names, address ranges, MSAG Communities and ESNs.
(B) **T**elephone **N**umber **C**hange **R**equest - Represents address corrections on a specific TN or group of TNs.   These "invalid" TNs usually have an associated ESN 199 attached to them which indicates the need for validation.
(C) **A**utomatic **L**ocation **I**nformation **D**iscrepancy **R**ecord - Represents an address discrepancy discovered during a live 9-1-1 call, from a landline. These record corrections are treated with a higher priority and should be processed within 48 hours as a general guideline.
(D) **V**oice **o**ver **I**nternet **P**rotocol **D**iscrepancy **R**ecord - 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 thirty (30) MSAG transactions were processed in 9-1-1 Net during the current reporting month. Twenty-eight (28) 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 1,283 customer ANI/ALI (telephone/address) records updated as a direct result.

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

2 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.

OAHU CIVILIAN OPEN TELEPHONE RECORD (ALI) DISCREPANCY STATUS:

- **There are 80 Open TN CR Transactions as of January 31, 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 Intrado for correction, it must be verified against HT records and/or approved by the customer. Intrado's internal process requires calling each telephone customer individually for approval to update an address in the 9-1-1 database.

- **There are no Open ALI-DRs as of January 31, 2017**

- **There is one (1) Open VoIP DRs as of January 31, 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.

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

NOTE:

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

PSAP 9-1-1 Telephone Number Location Change Request (Telephone Number Change Request (TNCR) Status)				
PSAP	**TOTAL TNCR RECORDS SUBMITTED BY AKIMEKA**	**OPENED TNCRS PENDING FURTHER ACTION BY WEST SAFETY SERVICES**	**OPENED TNCRS REFERRED TO TELCO BY WEST SAFETY SERVICES**	**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.

OAHU MILITARY MSAG TRANSACTIONS CURRENT MONTH/YEAR – JANUARY 2017

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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

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											
March											
April											
May											
June											
July											
August											
September											
October											
November											
December											
TOTAL YTD	**50**	**50**	**4**	**25**	**21**	**0**	**0**	**24**	**0**	**0**	**0**
AVG PER MO	**50**	**50**	**4**	**25**	**21**	**0**	**0**	**24**	**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.

OAHU MILITARY MSAG CURRENT MONTH NOTES:

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A total of fifty (50) MSAG transactions were processed in 9-1-1 Net during the current reporting month. Fifty 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 24 customer ANI/ALI (telephone/address) records updated as a direct result.

CHARTER COMMUNICATIONS (TIME WARNER) VOIP DATABASE TNCR

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

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

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

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

3. GEOGRAPHIC INFORMATION SYSTEM (GIS) – JANUARY 2017

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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 Created/ Edits Performed**	**Date GIS Delivered**	**Other/Remarks**
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Address Points	1/31/2017		Added thirty-four (34) address points in Hawaii Kai
	1/30/2017		Added eleven (11) address points in Mililani
	1/30/2017		Added eighty-nine (89) address points in Aiea
	1/25/2017		Added two (2) address points in Kalihi
	1/25/2017		Added twenty-seven (27) location name in Kapolei
	1/25/2017		Added eleven (11) address points in Kapolei
	1/25/2017		Spatially corrected thirty-five (35) address points in Kapolei
	1/25/2017		Added thirty-four (34) building numbers in Kapolei
	1/25/2017		Added thirty-eight (38) address points in Ewa Beach
	1/25/2017		Added one (1) building number in Ewa Beach
	1/25/2017		Added twenty (20) address points in Kapahulu
	1/25/2017		Added one (1) building number in Kapahulu
	1/24/2017		Added nineteen (19) address points in Wahiawa
	1/24/2017		Added four (4) address points in Waialua
	1/24/2017		Added two (2) address points in Waianae
	1/24/2017		Added six (6) address points in Maili
	1/24/2017		Added three (3) address points in Nanakuli
	1/24/2017		Spatially corrected seven (7) address points in Wahiawa
	1/24/2017		Spatially corrected one (1) address point in Waianae
	1/24/2017		Deleted one (1) address point in Waianae
	1/24/2017		Spatially corrected two (2) address points in Maili
	1/24/2017		Added two (2) routing ids in Maili
	1/24/2017		Corrected one (1) apartment number in Maili
	1/24/2017		Deleted twenty-two (22) address points in Kapahulu
	1/24/2017		Added eleven (11) aliases in Kapahulu
	1/23/2017		Added one (1) address point in Wahiawa
	1/23/2017		Added two (2) address points in Kakaako
	1/23/2017		Added twenty (20) address points in Kaimuki
	1/23/2017		Added one (1) address point in Waialae
	1/23/2017		Added six (6) address points in Aina Haina
	1/23/2017		Added five (5) address points in Hawaii Kai
	1/23/2017		Added one (1) address point in Nanakuli

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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.

Type of Layer	Akimeka GIS Server Date Created/ Edits Performed	Date GIS Delivered	Other/Remarks
OAHU CIVILIAN PSAPS & RDC			
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE **(Listed Alphabetically)**			
Address Points	1/23/2017		Added eight (8) address points in Kaneohe
	1/23/2017		Added two (2) address points in Kaaawa
	1/23/2017		Added three (3) address points in Hauula
	1/23/2017		Added two (2) address points in Laie
	1/23/2017		Spatially corrected one (1) address point in Kaimuki
	1/23/2017		Deleted one (1) address point in Kaimuki
		01/20/17	
	1/20/2017		Added three (3) address points in Waikiki
	1/20/2017		Added two (2) address points in Kahala
	1/20/2017		Added two (2) address points in Kapahulu
	1/20/2017		Added fourteen (14) address points in Kaimuki
	1/20/2017		Spatially corrected four (4) address points in Waikiki
	1/20/2017		Corrected four (4) addresses in Hawaii Kai
	1/19/2017		Added nine (9) address points in Honolulu
	1/19/2017		Added nine (9) address points in Makiki
	1/19/2017		Added fifteen (15) address points in Manoa
	1/19/2017		Added nine (9) address points in McCully
	1/19/2017		Added one (1) address point in Mililani
	1/19/2017		Added one hundred five (105) address points in Kapolei
	1/19/2017		Added one (1) building number in Manoa
	1/19/2017		Spatially corrected one (1) address point in McCully
	1/19/2017		Added one (1) building number in McCully
	1/19/2017		Added one (1) floor number in McCully
	1/18/2017		Added seventeen (17) address points in Kalihi
	1/18/2017		Added two (2) address points in Aliamanu
	1/18/2017		Added eight (8) address points in Nuuanu
	1/18/2017		Added eleven (11) address points in Punchbowl
	1/18/2017		Added eight (8) address points in Downtown
	1/18/2017		Added two (2) address points in Kakaako
	1/18/2017		Added twelve (12) address points in Honolulu
	1/18/2017		Spatially corrected two (2) address points in Kalihi
	1/18/2017		Spatially corrected one (1) address point in Downtown

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.

Type of Layer	Akimeka GIS Server Date Created/ Edits Performed	Date GIS Delivered	Other/Remarks
OAHU CIVILIAN PSAPS & RDC			
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE **(Listed Alphabetically)**			
Address Points	1/18/2017		Spatially corrected one (1) address point in Honolulu
	1/18/2017		Corrected one (1) address in Nuuanu
	1/18/2017		Added one (1) routing id in Kalihi
	1/17/2017		Added four (4) location names in Nanakuli
	1/17/2017		Deleted one (1) address point in Nanakuli
	1/17/2017		Added one (1) address point in Nanakuli
	1/17/2017		Added one (1) apartment number in Nanakuli
	1/17/2017		Spatially corrected one hundred thirty-three (133) address points in Nanakuli
	1/17/2017		Added two (2) location names in Kahaluu
	1/17/2017		Deleted one (1) location name in Kahaluu
	1/17/2017		Spatially corrected seventy-one (71) address points in Kahaluu
	1/13/2017		Deleted three (3) address points in Nanakuli
	1/13/2017		Added one (1) location name in Nanakuli
	1/13/2017		Deleted one (1) location name in Nanakuli
	1/13/2017		Added eighty-eight (88) address points in Nanakuli
	1/13/2017		Added two (2) building numbers in Nanakuli
	1/13/2017		Added one (1) apartment number in Nanakuli
	1/13/2017		Spatially corrected two hundred seventy-three (273) address points in Nanakuli
	1/12/2017		Added two (2) building numbers in Waialua
	1/12/2017		Added thirteen (13) address points in Pearl City
	1/12/2017		Added thirteen (13) address points in Nanakuli
	1/12/2017		Spatially corrected nineteen (19) address points in Kalihi
	1/12/2017		Corrected one (1) apartment number in Kalihi
	1/12/2017		Deleted one (1) apartment number in Kalihi
	1/11/2017		Spatially corrected seventeen (17) address points in Maili
	1/11/2017		Added one (1) address point in Waianae
	1/11/2017		Added ten (10) address points in Makiki
	1/11/2017		Added one (1) building number in Makiki
	1/11/2017		Spatially corrected one (1) address point in Makiki
	1/11/2017		Added fifty-two (52) address points in Waialua

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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.

Type of Layer	Akimeka GIS Server Date Created/ Edits Performed	Date GIS Delivered	Other/Remarks
OAHU CIVILIAN PSAPS & RDC			
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE **(Listed Alphabetically)**			
Address Points	1/10/2017		Deleted one (1) address point in Waianae
	1/10/2017		Added six (6) address points in Waianae
	1/10/2017		Added two (2) location names in Waianae
	1/10/2017		Corrected one (1) tmk in Waianae
	1/10/2017		Spatially corrected one hundred twenty-two (122) address points in Waianae
	1/10/2017		Added three (3) location names in Maili
	1/10/2017		Corrected two (2) tmk in Maili
	1/10/2017		Deleted two (2) address points in Maili
	1/10/2017		Added two (2) address points in Maili
	1/10/2017		Spatially corrected one hundred ninety-eight (198) address points in Maili
	1/9/2017		Added one (1) location name in Makaha
	1/9/2017		Spatially corrected sixty-eight (68) address points in Makaha
	1/9/2017		Added five (5) location names in Waianae
	1/9/2017		Corrected one (1) tmk in Waianae
	1/9/2017		Added six (6) address points in Waianae
	1/9/2017		Deleted one (1) address point in Waianae
	1/9/2017		Spatially corrected two hundred fifty (250) address points in Waianae
		01/06/17	
	1/6/2017		Added two (2) location name in Waialua
	1/6/2017		Corrected two (2) tmk in Waialua
	1/6/2017		Added one (1) building number in Waialua
	1/6/2017		Spatially corrected forty (40) address points in Waialua
	1/6/2017		Deleted one (1) address point in Mokuleia
	1/6/2017		Spatially corrected one hundred nine (109) address points in Mokuleia
	1/6/2017		Spatially corrected one hundred twelve (112) address points in Makaha
	1/5/2017		Added two (2) routing id in Wahiawa
	1/5/2017		Added two (2) location names in Wahiawa
	1/5/2017		Added one hundred sixty-two (162) address points in Wahiawa
	1/5/2017		Spatially corrected one hundred forty-six (146) address points in Wahiawa
	1/5/2017		Added one (1) building number in Wahiawa
	1/5/2017		Spatially corrected four (4) address points in Waialua

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.

Type of Layer	Akimeka GIS Server — Date Created/ Edits Performed	Date GIS Delivered	Other/Remarks
OAHU CIVILIAN PSAPS & RDC			
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Address Points	1/4/2017		Added three (3) location names in Wahiawa
	1/4/2017		Corrected one (1) location name in Wahiawa
	1/4/2017		Deleted four (4) location names in Wahiawa
	1/4/2017		Corrected one (1) tmk in Wahiawa
	1/4/2017		Added two (2) address points in Wahiawa
	1/4/2017		Spatially corrected three hundred sixty-six (366) address points in Wahiawa
	1/3/2017		Added five (5) location names in Wahiawa
	1/3/2017		Deleted two (2) address points in Wahiawa
	1/3/2017		Corrected one (1) tmk in Wahiawa
	1/3/2017		Added one (1) address point in Wahiawa
	1/3/2017		Added two (2) floor numbers in Wahiawa
	1/3/2017		Deleted two (2) location names in Wahiawa
	1/3/2017		Spatially corrected three hundred sixty-three (363) address points in Wahiawa
Airports			
Bridges			
Building Footprints			
Bus Stops			
Churches			
Coastal Names			
Coastline			
Common Places	1/25/2017		Spatially corrected ten (10) locations in Kapolei
		01/20/17	
	1/11/2017		Spatially corrected one (1) location in Makiki
	1/9/2017		Spatially corrected seven (7) locations in Waianae
		01/06/17	
Correctional Facilities			
Emergency Callboxes			
Emergency Operation Centers			
Emergency Shelters			
ESZ/ESN		01/20/17	
	1/17/2017		Corrected boundary for ESN 140

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MAPPING LAYERS UPDATED (PART VI)

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

Type of Layer	Akimeka GIS Server Date Created/ Edits Performed	Date GIS Delivered	Other/Remarks
OAHU CIVILIAN PSAPS & RDC			
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Fire Beats			
Fire Districts			
Fire Response Areas	1/17/2017	**01/20/17**	Corrected boundary for STA 43
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	1/17/2017	**01/20/17**	Corrected boundary for MED16
Medic Stations			
Medical Facilities			
Milepost Markers			
MSAG Communities	1/17/2017	**01/20/17**	Corrected boundary for Kapolei
Net Junctions			
Ocean Rescue Boundaries			
Ocean Safety			
Parcels			
Parks			

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MAPPING LAYERS UPDATED (PART VII)

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

Type of Layer	Akimeka GIS Server Date Created/ Edits Performed	Date GIS Delivered	Other/Remarks
OAHU CIVILIAN PSAPS & RDC			
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Parks Polygon			
Points of Interest			
Police Beats		01/20/17	
	1/17/2017		Corrected boundary for police beat 872
Police Districts			
Police Response Areas			
Police Stations			
Post Offices			
Schools			
Street Centerlines	1/31/2017		Added five (5) street segments in Kailua
	1/31/2017		Split three (3) street segments in Kailua
	1/31/2017		Added two (2) street segments in Waimanalo
	1/31/2017		Split three (3) street segments in Waimanalo
	1/31/2017		Added ten (10) street segments in Hawaii Kai
	1/31/2017		Split three (3) street segments in Hawaii Kai
	1/31/2017		Added seven (7) street segments in Kaneohe
	1/31/2017		Split four (4) street segments in Kaneohe
	1/31/2017		Corrected range to one (1) street segment in Waiamanalo
	1/30/2017		Added seventy-nine (79) street segments in Mililani
	1/30/2017		Split seven (7) street segments in Mililani
	1/30/2017		Added seven (7) street segments in Aiea
	1/30/2017		Split two (2) street segments in Aiea
	1/30/2017		Added four (4) street segments in Pearl City
	1/30/2017		Split two (2) street segments in Pearl City
	1/30/2017		Added one (1) street segment in Kailua
	1/30/2017		Split two (2) street segments in Kailua
	1/27/2017		Added thirty-five (35) street segments in Mililani
	1/27/2017		Split twenty-two (22) street segments in Mililani
	1/27/2017		Added three (3) routing ids in Mililani
	1/26/2017		Added two (2) street segment in Makakilo
	1/26/2017		Split two (2) street segments in Makakilo

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MAPPING LAYERS UPDATED (PART VIII)

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

Type of Layer	Akimeka GIS Server Date Created/ Edits Performed	Date GIS Delivered	Other/Remarks
OAHU CIVILIAN PSAPS & RDC			
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE **(Listed Alphabetically)**			
Street Centerlines	1/26/2017		Added one (1) street segments in Kapolei
	1/26/2017		Split two (2) street segments in Kapolei
	1/26/2017		Added seventeen (17) street segments in Hawaii Kai
	1/26/2017		Split five (5) street segments in Hawaii Kai
	1/26/2017		Added four (4) street segments in Aina Haina
	1/26/2017		Split two (2) street segments in Aina Haina
	1/26/2017		Added four (4) street segments in Waialae
	1/26/2017		Split two (2) street segments in Waialae
	1/26/2017		Added seven (7) street segments in Kaimuki
	1/26/2017		Split three (3) street segments in Kaimuki
	1/26/2017		Added one (1) routing id in Kaimuki
	1/25/2017		Added eleven (11) street segments in Kapolei
	1/25/2017		Split two (2) street segments in Kapolei
		01/20/17	
	1/20/2017		Corrected elevation to two (2) street segments in Kapahulu
	1/20/2017		Corrected elevation to two (2) street segments in Kaimuki
	1/19/2017		Corrected one (1) elevation in Kapahulu
	1/19/2017		Split one (1) street segment in Pearl City
	1/17/2017		Split two (2) street segments in Kapolei
	1/17/2017		Deleted one (1) street segment in Kapolei
	1/17/2017		Corrected range to twenty-one (21) street segments in Kapolei
	1/12/2017		Corrected one (1) elevation in Kapahulu
	1/12/2017		Corrected range to two (2) street segments in Wahiawa
	1/12/2017		Corrected range to two (2) street segments in Pearl City
	1/12/2017		Added one (1) street segment in Honolulu
	1/12/2017		Split two (2) street segments in Honolulu
	1/12/2017		Added two (2) street segments in Downtown
	1/12/2017		Split two (2) street segments in Downtown
	1/12/2017		Added two (2) street segments in Kalihi
	1/12/2017		Split two (2) street segments in Kalihi
	1/12/2017		Added one (1) street segment in Airport
	1/12/2017		Split one (1) street segment in Airport

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MAPPING LAYERS UPDATED (PART IX)

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

Type of Layer	Akimeka GIS Server Date Created/ Edits Performed	Date GIS Delivered	Other/Remarks
OAHU CIVILIAN PSAPS & RDC			
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Street Centerlines	1/12/2017		Corrected range to one (1) street segment in Airport
	1/12/2017		Added nine (9) street segments in Aiea
	1/12/2017		Split eleven (11) street segments in Aiea
	1/11/2017		Corrected three (3) elevations in McCully
	1/11/2017		Corrected one (1) one way in McCully
	1/11/2017		Split two (2) street segments in Waianae
	1/11/2017		Corrected range to one (1) street segment in Waianae
	1/11/2017		Added one (1) street segment in Waialua
	1/11/2017		Split two (2) street segments in Waialua
	1/11/2017		Added one (1) street segment in Wahiawa
	1/11/2017		Split two (2) street segments in Wahiawa
	1/11/2017		Split one (1) street segment in Aina Haina
		01/06/17	
	1/5/2017		Deleted four (4) street segments in Ewa Beach
	1/5/2017		Deleted seventeen (17) street segments in Kapolei
	1/5/2017		Deleted seven (7) street segments in Nanakuli
Subdivisions			
Tow Jurisdictions			
Tsunami Evacuation Zones			
Tsunami Heights			
Waste Water Plants			
WSP Cell Sectors	1/31/2017		Per Verizon CRS
		01/20/17	
	1/10/2017		Per AT&T CRS
	1/10/2017		Per Verizon CRS
		01/06/17	
	1/6/2017		Per AT&T CRS
WSP Cell Towers	1/31/2017		Per Verizon CRS
		01/20/17	
	1/10/2017		Per AT&T CRS
	1/10/2017		Per Verizon CRS
		01/06/17	
	1/6/2017		Per AT&T 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
1/20/2017	Street Centerlines, Common Places, Police Beats, MSAG Communities to HPD for Motorola CAD
1/20/2017	Street Centerlines, Address Points, Fire Response Areas, Medic Response Areas, and Display Address Points to HFD, EMS, and Ocean Safety for TriTech CAD
1/6/2017	Street Centerlines, Common Places, Police Beats, MSAG Communities to HPD for Motorola CAD
1/6/2017	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 January 2017, the MapFlex system did not receive updates as a result of MapFlex having several issues pertaining to the automated upload processes.

Considering that the MapFlex initiative being provided by Hawaiian Telecom and sub-contractor, West, was implemented across the State of Hawaii, in the below narrative there is some information pertaining to all of the Hawaiian Islands. For a record of historical information regarding the MapFlex system, please see MSRs during the 2015 and 2016 years.

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

1. Akimeka delivered GIS data to the MapFlex system on the following dates in January 2017
   a. **Hawaii County –**
   b. **Maui County –**
   c. **Kauai County –**
   d. **Honolulu –**

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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

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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 October 3, 2016 and November 21, 2016. There were no Street Checks performed in January 2017.

Street Utility Check				
	First Report 06/01/13	**10/3/2016**	**11/21/2016**	**Improvements/Corrections**
Total Number of GIS Records	26,602	29,655	29,752	Increased by 97 records
Errors Identified				
Zero Errors	5,112	18	6	Decreased by 12 errors
Low > High Errors	3	0	0	No change
Mixed Parity Errors	1	0	0	No change
Changed Parity Errors	105	3	0	Decreased by 3 errors
Address Gap Errors	2,629	2	1	Decreased by 1 error
Address Overlap Errors	423	3	1	Decreased by 2 errors
Flipped Link Errors	1,030	620	277	Decreased by 343 errors
Total Errors	**9,303**	**646**	**285**	Decreased by 361 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.

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)

As part of Akimeka's value added services, Akimeka conducted a database synchronization audit for the Oahu Civilian PSAP on January 1, 2017.

The database synchronization effort included comparing Oahu Civilian's 9-1-1 MSAG received from the 911 Database provider, West Safety Servicers on January 1, 2017, against the PSAP's 911 GIS Street Centerline data. A total number of **7,754** 9-1-1 MSAG records were reviewed in the audit and analyzed. Results of the database synchronization audit completed on January 1, 2017 for the Oahu Civilian PSAP are reported below.

Database synchronization should be part of an ongoing and continuous process to ensure that the databases remain current and synchronized. Since neither database is static in nature, the synchronization process will never yield a 100 percent match rate. As such, NENA's recommended minimum match rate is 98%.

The database synchronization process is essential to monitor and ensure the level of accuracy of the E9-1-1 databases and prepare for Next Generation 9-1-1 (NG9-1-1). As such, Akimeka will perform database synchronization audits on a quarterly basis as part of its ongoing maintenance process. Results of the database synchronization audit will be included and reported in the Monthly Status Report (MSR) accordingly.

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AUDIT SUMMARY RESULTS – 2016 - 2017

9-1-1 MSAG TO GIS STREET CENTERLINE AUDIT COMPARISON RESULTS	Notes	As of April 1, 2016 9-1-1 MSAG Dated 4-01-16		As of July 1, 2016 9-1-1 MSAG Dated 7-01-16		As of October 1, 2016 9-1-1 MSAG Dated 10-01-16		As of January 1, 2017 9-1-1 MSAG Dated 1-01-17	
		# of Records	%	# of Records	%	# of Records	%	# of Records	%
Total 9-1-1 MSAG Records Reviewed		7,766		7,755		7,754		7,754	
Less: 9-1-1 MSAG Exception Records	(1)	33	0.4%	33	0.4%	35	0.5%	35	0.5%
Net 9-1-1 MSAG Records Eligible for Comparison		7,733		7,722		7,719		7,719	
Total 9-1-1 MSAG Records Match (9-1-1 MSAG -- GIS Match -- No Corrections Required)		7,719	99.8%	7,718	99.9%	7,718	100.0%	7,708	99.9%
9-1-1 MSAG -- GIS No Match - Minor Correction Required	(2)	13	0.2%	3	0.0%	2	0.0%	8	0.1%
9-1-1 MSAG Record With No Matching GIS Record	(3)	1	0.0%	1	0.0%	1	0.0%	3	0.0%
Total 9-1-1 MSAG Records No Match		14	0.2%	4	0.1%	3	0.0%	11	0.1%

Objective: NENA Recommended Match Rate = 98%

The two-way (MSAG – GIS) database synchronization audit for the City & County of Honolulu (Civilian PSAPs) was completed as scheduled. The match rate remained consistent from October 2016 with a 100% Match Rate to a 99.9% Match Rate as of January 2017.
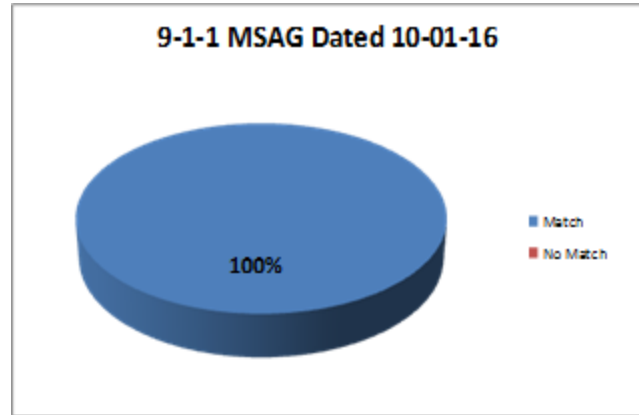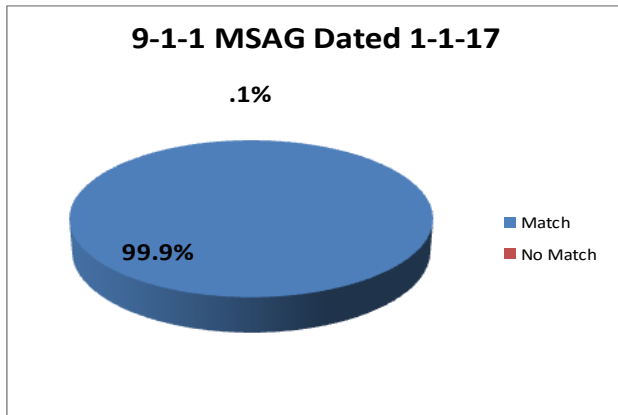
NOTES:

- An MSAG Record that will not have a corresponding GIS Street Centerline Record but is required for the routing of E9-1-1 calls (i.e., Emergency Call Box, Foreign Exchange Records, Wireless Shell Records, etc.). No further action is required.

- An MSAG Record that requires minor MSAG attention in 9-1-1Net to correct MSAG Records (i.e., Reassignment of an MSAG Community, modification of the Site Address Range, assignment of an ESN, performing a combine or insert of an existing MSAG Record, etc.).

- An MSAG Record that does not have a corresponding GIS Record and will require additional research and validation. The GIS Section will assist with this effort.

Oahu Civilian E9-1-1 Status Report

January 1, 2017 - January 31, 2017

AUDIT SUMMARY RESULTS – JANUARY 1, 2017 MSAG VS. OCTOBER 1, 2016 MSAG

9-1-1 MSAG Dated 1-1-17

.1%

99.9%

Match
No Match

9-1-1 MSAG Dated 10-01-16

100%

Match
No Match

Oahu Civilian's level of accuracy or 9-1-1 Match percentage remained consistent with a

99.9% as of January 1, 2017 compared to 100% as of October 1, 2016.

❖ As agreed between HPD PMT and Akimeka, Akimeka would initially focus on the <u>existing</u> MSAG and GIS records to produce a match which will benefit the PSAP in the interim.

❖ This effort would not include the MSAG Communities project to implement the <u>new</u> MSAG Communities and associated GIS Street Centerlines. This would be handled as a separate project as identified and agreed to.

❖ As a result of the MSAG Community and Street Segment Sweep project, the majority of the remaining discrepancies resides in the Honolulu MSAG Community and will be addressed during the Phase V effort.

❖ The previously completed MSAG Communities as a result of the MSAG Community and Street Segment Sweep project are now considered part of ongoing maintenance.

❖ "MSAG - GIS Minor Corrections" increased (0 to 8) from October 2016 to January 2017. Low and high address ranges, odd/even combines, and street suffixes were adjusted in the MSAG to correspond with the GIS record. Although identified as a minor correction, customer telephone numbers (TNs) must be validated in 9-1-1Net prior to correcting the MSAG record to ensure the correction will not result in an orphan ALI Record or TN Fall-out.

AUDIT SUMMARY RESULTS JANUARY 1, 2017 MSAG VS. OCTOBER 1, 2016 MSAG CONTINUED

- ❖ MSAG Record with No GIS Record" increased (1 to 3) from October 2016 to January 2017. MSAG records with no matching record were due primarily to the verification of the MSAG records against multiple GIS databases to determine if the roads are existing within City and County Honolulu.

- ❖ "GIS MSAG Records with No Matching E9-1-1 MSAG Record" increased (2 to 13) from October 2016 to January 2017. Records with no matching record was due primarily to the verification of the MSAG records against the single source 9-1-1 GIS databases created by Akimeka from the multiple public safety agencies' databases to determine if the roads exist within City & County of Honolulu and Military bases GIS records.

- ❖ "GIS –Minor Corrections" increased (0 to 12) from October 2016 to January 2017. Low and high address ranges, street suffixes, and MSAG Community were adjusted in the GIS database to correspond with the MSAG record. The non-match condition is also a result in which MSAG transactions were not completed prior to the running of the end of month report.

- ❖ A constant effort to keep the databases synchronized and maintained are required to improve the level of accuracy of the E9-1-1 databases each time an MSAG or GIS record is "last modified".

- ❖ Accurate location and GIS information will ensure proper dispatching and response in a timely manner for all Public Safety agencies.

All the hard work to maintain and synchronize the E9-1-1 databases is validated when a life and/or property is saved.

Oahu Civilian E9-1-1 Status Report

January 1, 2017 - January 31, 2017

INVALID MSAG STREETS AND ADDRESS RANGES – ESN X99 RECORDS

At the request of the Kauai County and Hawai'i County Chief of Police, Hawaiian Telcom, Inc. (HTI) provided all State of Hawai'i PSAPs and Akimeka, as the PSAP's agent, with access and visibility to the ESN x99 MSAG records which are "known" invalid streets and address ranges. Akimeka will be investigating and reporting on these ESN x99 MSAG records as a separate project and add-on to the Database Synchronization quarterly report.

Results of the Oahu Civilian data provided are as follows:

OAHU CIVILIAN	Invalid MSAG Records	
	9-1-1 MSAG Dated 01-01-17	
	Number of Records	% of Total Invalid MSAG Records
ESN 199	32	0.4%

These invalid MSAG records represent **0.4%** of the Total MSAG records for the City & County of Honolulu as of the January 1, 2017 MSAG. The individual ALI records associated with these records are provided below.

TN CRs are submitted by Akimeka when valid MSAG addresses are identified and validated against the GIS data. Akimeka will continue to investigate and report on these ESN 199 MSAG records as a separate project and add-on to the Database Synchronization quarterly report.
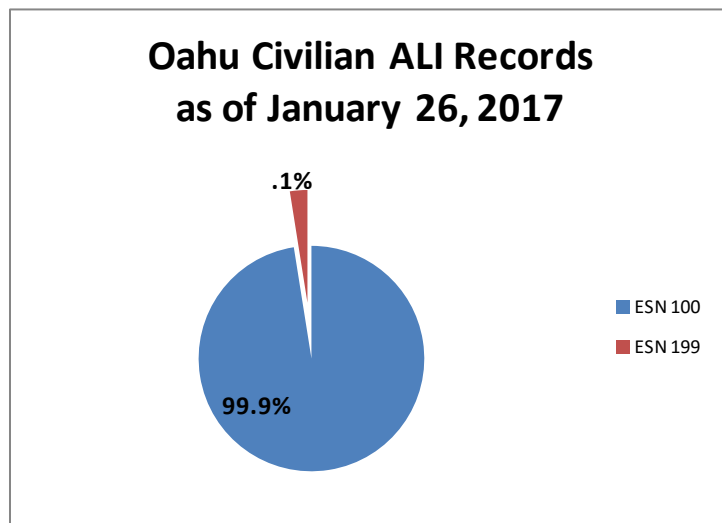
Oahu Civilian E9-1-1 Status Report

January 1, 2017 - January 31, 2017

AUTOMATIC LOCATION IDENTIFICATION (ALI) DISCREPANCY REPORT

As part of Akimeka's ongoing database synchronization efforts, Akimeka reviewed and summarized the ALI discrepancies by community in 9-1-1Net for the City & County of Honolulu (Oahu Civilian). As of January 26, 2016, there are **340** ALI records with an assigned ESN of 199, representing **.1%** of the City & County of Honolulu (Oahu Civilian) total ALI records.

With Akimeka's continuing MSAG Community and Street Segment Sweep effort, the percentage of ESN 199 records may increase as low and high address ranges and new communities are verified.

Oahu Civilian ALI Records as of January 26, 2017
- ESN 100: 99.9%
- ESN 199: .1%

The number of Ali records with an ESN 199 records decreased by **19%** (423 to 340) from October 2016 to January 2017 respectively. The decrease was due primarily to Akimeka's effort to identify the invalid MSAG records and verify their correct locations against current County GIS data.

Although the ESN 199 is a "valid" MSAG utilized for overflow addressing, the voice portion of the 9-1-1 call will still be routed to the PSAP. However, the address information will present an invalid address/location to the dispatcher or a "No Record Found" condition which may affect the processing of the 9-1-1 response and/or cause confusion or delay during the dispatch of 9-1-1 resources to the caller's location.

The goal, which requires the cooperation among all service providers, is to clean-up all ESN 199 MSAG records to a valid City & County of Honolulu ESN 100 to ensure that all ALI records assigned to the City & County of Honolulu (Oahu Civilian) have an "MSAG valid address".