

# Oahu Civilian E9-1-1

## Status Report

*July 1, 2017 – July 31, 2017*

# Oahu Civilian E9-1-1 Status Report

July 1, 2017 - July 31, 2017

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## 1. PSAP OPERATIONS

### 9-1-1 CALL VOLUME CIVILIAN PSAPS – JULY 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
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%

### 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																	
SEPT																	
OCT																	
NOV																	
DEC																	
YTD	589,877	136,831		430,396				22,431		220		13,768		81,825		4,384	
MON AVG	84,268	19,547	23.21%	61,485	72.95%	48.04%	24.91%	3,204	3.80%	31	0.04%	1,967	2.34%	11,689	13.86%	626	0.75%

NOTE:

- **911** Calls with No ALI for July 2017 = 0.05% - 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 – JULY 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
July	77,051	86.21%	19,821	43,485	919	12,826	3,372	3.77%	145	84

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
July	8,314	9.30%	757	76	61	0.07%	60	15

## 9-1-1 CALL VOLUME BY AGENCY – CALENDAR YEAR 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
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
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
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
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
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
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
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
507,206		129,277	288,975	7,129	81,825	19,538		969	364	58,409		5,338	822	340		332	106
72,458	85.97%	18,468	41,282	1,018	11,689	2,791	3.31%	138	52	8,344	9.92%	763	117	49	0.06%	47	15

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## 9-1-1 CALL VOLUME MILITARY PSAP – JULY 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
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%

\*911 Calls with No Ali for July 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	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																	
SEPT																	
OCT																	
NOV																	
DEC																	
YTD	15,861	2,091		12,263				409		0		0		1,098		0	
MON AVG	2,266	299	13.22%	1,752	77.29%	50.62%	49.38%	58	2.58%	0	0.00%	0	0.00%	157	6.91%	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 – JULY 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						
September						
October						
November						
December						
YTD	1222	1127	14	12	0	69
Monthly Avg.	174.6	161.0	2.0	1.7	0.0	9.9

**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 – JULY 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	
September	
October	
November	
December	
YTD	66
Monthly Avg.	9.4

**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 – JULY 2017

OAHU CIVILIAN - JULY 2017						
Date	WSP	Sites Tested	Sectors Tested	Tested By:	Test Pass/Fail	Comments:

NOTES:

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

### 911 WIRELESS OAHU MILITARY PSAP TESTING – JULY 2017

OAHU MILITARY - JULY 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 July, 2017.

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### 2. MSAG (MASTER STREET ADDRESS GUIDE)

#### OAHU CIVILIAN MSAG TRANSACTIONS CURRENT MONTH/YEAR – JULY 2017

OAHU CIVILIAN	9-1-1 TRANSACTIONS								
	Total	MSAG	ALI Submitted			Open ALI Discrepancy Records			Customer Addresses Affected
MSAG (A)		TN CR (B)	ALI DR (C)	VoIP (D)	TNCR	ALI DR	VoIP DR		
2017									
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									
SEPTEMBER									
OCTOBER									
NOVEMBER									
DECEMBER									
TOTAL YTD	255	96	155	4	0				5,428
AVG PER MONTH	36	14	22	1	0				775

#### 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 eighty-one (**81**) MSAG transactions were processed in 9-1-1 Net during the current reporting month. Three 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 **77** customer ANI/ALI (telephone/address) records updated as a direct result.

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

Seventy-seven (**77**) 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 5 Open TN CR Transactions as of July 31, 2017**
- **Refer to chart in the next section “TNCR Current Status”**

The 5 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 July 31, 2017**
- **There is one (3) Open VoIP DRs as of July 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

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### TNCR (TELEPHONE NUMBER CHANGE REQUEST) CURRENT STATUS – JULY, 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.

<b>PSAP 9-1-1 Telephone Number Location Change Request (Telephone Number Change Request (TNCR) Status)</b>				
<b>PSAP</b>	<b>TOTAL TNCR RECORDS SUBMITTED BY AKIMEKA</b>	<b>OPENED TNCRS PENDING FURTHER ACTION BY WEST SAFETY SERVICES (INTRADO)</b>	<b>OPENED TNCRS REFERRED TO TELCO BY WEST SAFETY SERVICES (INTRADO)</b>	<b>TOTAL UNOPENED TNCR RECORDS</b>
<b>OAHU CIVILIAN</b>	<b>5</b>	<b>0</b>	<b>5</b>	<b>0</b>

<b>STATUS</b>
<b>TOTAL TNCRs SUBMITTED</b> - The total number of TNCR requests for modification that have been submitted in 9-1-1
<b>PENDING STATUS</b> - 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.
<b>REFERRED STATUS</b> - 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.
<b>TOTAL UNOPENED TNCR RECORDS STATUS</b> - 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 – JULY 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)
July	159	123	106	0	8	9	0	201	36	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											
September											
October											
November											
December											
<b>TOTAL YTD</b>	<b>1,324</b>	<b>1,207</b>	<b>433</b>	<b>642</b>	<b>103</b>	<b>27</b>	<b>2</b>	<b>24,317</b>	<b>114</b>	<b>3</b>	<b>0</b>
<b>AVG PER MO</b>	<b>189</b>	<b>172</b>	<b>62</b>	<b>92</b>	<b>15</b>	<b>4</b>	<b>0</b>	<b>3,474</b>	<b>16</b>	<b>0</b>	<b>0</b>

<b>Definitions:</b>	(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

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## OAHU MILITARY MSAG CURRENT MONTH NOTES:

A total of 159 MSAG transactions were processed in 9-1-1 Net during the current reporting month. 123 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 **201** customer ANI/ALI (telephone/address) records updated as a direct result.

## TELEPHONE RECORD (ALI) TRANSACTIONS CURRENT MONTH NOTES:

Thirty-six (**36**) 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

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### 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 July 2017, there are 77 MSAG records containing 10,587 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	73	2	Completed	3/2/2017

#### 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

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**PHASE II RDC MSAG Preparation continued**

PHASE II RDC MSAG Preparation					
Community	Street Name (A)	Combined (B)	Total TN's (C)	Status	Date
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
*Makua RNG					
*Shafter Fl					
*Waipio Pt					
*JBPHH (Pearl/Hickam)					
*West Loch					
*White Plains					

\*Community name change project to begin mid 2017

## Oahu Civilian E9-1-1 Status Report

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### 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	In Progress	
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	In Progress	
AMR	0	0	1,425	**Completed	4/26/2017
Makalapa	0	0	0	In Progress	
Tripler	0	0	34	In Progress	
Pearl HBR	4	0	5	In Progress	
Hickam	4	2,838	2,282	In Progress	
Ft Shafter	4	0	319	In Progress	
Ft Derussy	21	0	21	In Progress	
Fold ISL	1	0	1	In Progress	
*Makua RNG	0	0	0	In Progress	
*Shafter Fl	0	0	0	In Progress	
*Waipio Pt	0	0	0	In Progress	
*JBPHH (Pearl/Hickam)	0	0	0	In Progress	
*West Loch	0	0	0	In Progress	
*White Plains	0	0	0	In Progress	
<b>Total</b>	<b>50</b>	<b>2,838</b>	<b>7,800</b>		

\*Community name change project to begin mid 2017

\*\*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

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**PHASE IV RDC GIS/MSAG Community Synchronization**

Specific Project Plan – July 2017

**PHASE V RDC ESN/ELT**

Specific Project Plan – TBA

**PHASE VI Total Oahu Database Synchronization**

Specific Project Plan – TBA

## Oahu Civilian E9-1-1 Status Report

July 1, 2017 - July 31, 2017

### SPECTRUM (CHARTER) 9-1-1 VOIP DATABASE VERIFICATION PROJECT – JULY 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.

<b>*Spectrum (Charter) 9-1-1 VoIP Database Verification Project</b>			
<b>PSAP</b>	<b>TOTAL RECORDS SUBMITTED BY SPECTRUM (A)</b>	<b>RECORDS VERIFIED BY AKIMEKA (B)</b>	<b>PERCENT COMPLETE (C)</b>
<b>HAWAII County</b>	<b>22,044</b>	<b>4,017</b>	<b>18.22%</b>
<b>KAUAI County</b>	<b>8,936</b>	<b>2,622</b>	<b>29.34%</b>
<b>MAUI County</b>	<b>18,256</b>	<b>5,312</b>	<b>29.10%</b>
<b>OAHU Civilian</b>	<b>87,414</b>	<b>0</b>	<b>0.00%</b>
<b>OAHU Military</b>	<b>3,663</b>	<b>0</b>	<b>0.00%</b>
<b>TOTAL</b>	<b>140,313</b>	<b>11951</b>	

\* Spectrum VoIP Database received on June 21st, 2017

(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 by Percentage.

# Oahu Civilian E9-1-1 Status Report

July 1, 2017 - July 31, 2017

## 3. GEOGRAPHIC INFORMATION SYSTEM (GIS) – JULY 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		
<b>CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH &amp; RESPONSE (Listed Alphabetically)</b>			
Address Points	7/31/2017		Added two thousand two hundred fifty-three (2253) address points in Hickam.
	7/25/2017		Corrected address to one (1) address point (410225 Lupe St) in Waimanalo.
	7/25/2017		Corrected location name to one (1) address point (410225 Lupe St) in Waimanalo.
		<b>07/21/17</b>	
	7/20/2017		Corrected location name to one (1) address point (404 Uluniu St) in Kailua.
	7/12/2017		Corrected address to three (3) address points in Hawaii Kai.
	7/12/2017		Spatially corrected one hundred twenty-seven (127) address points in Hawaii Kai.
	7/12/2017		Added fourteen (14) address points in Hawaii Kai.
	7/11/2017		Spatially corrected ninety-two (92) address points in Aiea.
	7/11/2017		Spatially corrected eighty-nine (89) address points in Pearl City.
	7/10/2017		Spatially corrected three hundred two (302) address points in Pearl City.
	7/10/2017		Added one (1) address point (2699 Kalakaua Ave) in Waikiki.
		<b>07/07/17</b>	
	7/7/2017		Corrected address to one (1) address point (940615 Kahakea St) in Waipahu.
	7/7/2017		Spatially corrected one (1) address point (940615 Kahakea St) in Waipahu.
	7/7/2017		Added six (6) address points in Waipahu.
	7/7/2017		Spatially corrected thirty-six (36) address points in Waipio.
	7/6/2017		Corrected MSAG Community to one (1) address point (1498 Sand Island Pkwy) in Airport.
	7/6/2017		Corrected MSAG Community to one (1) address point (620099 Kahalewai Pl) in Haleiwa.
	7/6/2017		Corrected MSAG Community to one (1) address point (580005 Kam Hwy) in Kahuku.
	7/6/2017		Corrected MSAG Community to two (2) address points (911779 Coral Sea Rd and 200 Nimitz St) in Kalaeloa.
	7/6/2017		Corrected MSAG Community to one (1) address point (830053 Farrington Hwy) in Makaha.
	7/6/2017		Corrected MSAG Community to two (2) address points (871259 Farrington Hwy and 920303 Farrington Hwy) in Nanakuli.
7/6/2017		Corrected MSAG Community to one (1) address point (590383 Ke Nui Rd) in Sunset.	
7/6/2017		Spatially corrected nineteen (19) address points in Waipahu.	

# Oahu Civilian E9-1-1 Status Report

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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		
<b>CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH &amp; RESPONSE (Listed Alphabetically)</b>			
Address Points	7/5/2017		Added sixty-four (64) address points in Kahuku.
	7/5/2017		Corrected address to one (1) address point (560154 Puuluana Pl) in Kahuku.
	7/5/2017		Corrected location name to one (1) address point (560154 Puuluana Pl) in Kahuku.
	7/5/2017		Spatially corrected one (1) address point (560154 Puuluana Pl) in Kahuku.
	7/5/2017		Spatially corrected twenty-four (24) address points in Wahiawa.
	7/5/2017		Spatially corrected thirty-three (33) address points in Waipahu.
Airports			
AMR Response Areas			
Bridges			
Building Footprints			
Bus Stops			
Churches			
Coastal Names			
Coastline			
Common Places		<b>07/21/17</b>	
	7/20/2017		Corrected name to one (1) point of interest (OA400A Kaiona BP) in Waimanalo.
		<b>07/07/17</b>	
	7/7/2017		Spatially corrected one (1) point of interest (Parkview Village 4) in Waipahu.
	7/7/2017		Spatially corrected thirty-six (36) points of interest in Waipio.
7/6/2017		Spatially corrected fourteen (14) points of interest in Waipahu.	
Correctional Facilities			
Emergency Callboxes			
Emergency Operation Centers			
Emergency Shelters			
ESZ/ESN	7/25/2017		Corrected boundary to two (2) ESNs (168 and 184).
		<b>07/21/17</b>	
		<b>07/07/17</b>	
7/7/2017		Corrected boundary to two (2) ESNs (161 and 167).	
Fire Beats			

# Oahu Civilian E9-1-1 Status Report

July 1, 2017 - July 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		
<b>CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH &amp; RESPONSE (Listed Alphabetically)</b>			
Fire Districts			
Fire Response Areas			
Fire Stations			
Food & Beverage			
Gas Stations			
Gate Codes			
Government Buildings			
Harbors			
Helipads			
Hiking Trails			
Hospitals			
Hydrants			
Hyrdology Layers			
Incident Response Areas			
Lodging			
Major Roads			
Medic Beats			
Medic Districts			
Medic Response Areas			
Medic Stations			
Medical Facilities			
Milepost Markers			
Military Response Areas			
MSAG Communities	7/25/2017		Corrected boundary to two (2) MSAG Communities (Bellows and Waimanalo).
		07/21/17	
		07/07/17	
	7/7/2017		Corrected boundary to two (2) MSAG Communities (Hickam and Pearl Hbr).
Net Junctions			
Ocean Rescue Boundaries			
Ocean Safety			
Parcels			
Parks			

# Oahu Civilian E9-1-1 Status Report

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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		
<b>CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH &amp; RESPONSE (Listed Alphabetically)</b>			
Parks Polygon			
Points of Interest			
Police Beats	7/25/2017	<b>07/21/17</b>	Corrected boundary to two (2) Police Beats (451 and 453).
	7/17/2017	<b>07/07/17</b>	Corrected boundary to two (2) Police Beats (450 and 784).
Police Districts			
Police Response Areas			
Police Stations			
Post Offices			
Schools			
Street Centerlines	7/28/2017		Corrected name to one (1) segment of Nuholani St in AMR.
	7/28/2017		Corrected range to two (2) street segments (Bougainvillea Loop and Nuholani St) in AMR.
	7/27/2017		Corrected range to five (5) street segments in Pearl Hbr.
	7/27/2017		Flipped one (1) segment of Laffey St in Pearl Hbr.
	7/25/2017		Split one (1) segment of Mamala Bay Dr in Hickam.
	7/25/2017		Corrected Medic to one (1) segment of Mamala Bay Dr in Hickam.
	7/25/2017		Spatially corrected two (2) segments of Kulukeye St in Kaneohe.
	7/25/2017		Split seven (7) street segments in Lualualei.
	7/25/2017		Corrected Police Beat to seven (7) street segments in Lualualei.
	7/25/2017		Spatially corrected four (4) street segments in Nuuanu.
	7/25/2017		Split two (2) street segments in Schofield.
	7/25/2017		Corrected Police Beat to two (2) street segments in Schofield.
	7/25/2017		Corrected street name to one (1) street segment of Lupe St in Waimanalo.
	7/25/2017		Corrected range to two (2) segments of Lupe St in Waimanalo.
	7/24/2017		Split four (4) street segments in Lualualei.
	7/24/2017		Corrected Police Beat to four (4) street segments in Lualualei.
		<b>07/21/17</b>	
7/20/2017			Corrected street name to five (5) street segments in Kailua.
7/20/2017			Split eight (8) street segments in Kaneohe.
7/20/2017			Spatially corrected fourteen (14) street segments in Kaneohe.

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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			
<b>CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH &amp; RESPONSE (Listed Alphabetically)</b>				
Street Centerlines	7/20/2017		Corrected range to fourteen (14) street segments in Kaneohe.	
	7/20/2017		Added fourteen (14) street segments in Kaneohe.	
	7/20/2017		Corrected speed to one thousand ninety-one (1091) street segments in Kaneohe.	
	7/19/2017		Added four (4) new street segments in Kaneohe.	
	7/19/2017		Corrected range to two (2) street segments (Keaahala Rd and Kulukeoe St) in Kaneohe.	
	7/19/2017		Spatially corrected four (4) street segments in Kaneohe.	
	7/18/2017		Added two (2) new street segments of Kahuhipa St in Kaneohe.	
	7/18/2017		Corrected range to two (2) segments of Kahuhipa St in Kaneohe.	
	7/18/2017		Spatially corrected two (2) segments of Kahuhipa St in Kaneohe.	
	7/17/2017		Corrected police beat to three (3) street segments (two segments of Makapuu Lookout Dr and one of Kalaniana'ole Hwy) in Waimanalo.	
		<b>07/07/17</b>		
	7/7/2017		Spatially corrected one (1) street segment in Mililani.	
	7/7/2017		Spatially corrected one (1) street segment in Schofield.	
	7/6/2017		Corrected speed to twenty-four (24) street segments in Kaneohe.	
	7/6/2017		Corrected one-way to two (2) street segments (Kahekili Hwy and Likelike Hwy) in Kaneohe.	
	7/5/2017		Spatially corrected one (1) street segment (N Golf Course Rd) in Kahuku.	
7/5/2017		Corrected range to two (2) street segments of Pouhana Way in Waipahu.		
Subdivisions				
Tow Jurisdictions				
Tsunami Evacuation Zones				
Tsunami Heights				
Waste Water Plants				

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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.*

OAHU CIVILIAN PSAPS & RDC			
Type of Layer	Akimeka GIS Server	Date GIS Delivered	Other/Remarks
	Date Created/Edits Performed		
<b>CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH &amp; RESPONSE (Listed Alphabetically)</b>			
WSP Cell Sectors	7/24/2017		Per Verizon CRS
		<b>07/21/17</b>	
	7/21/2017		Per Verizon CRS
	7/18/2017		Per AT&T CRS
	7/17/2017		Per Verizon CRS
	7/14/2017		Per Verizon CRS
	7/13/2017		Per AT&T CRS
	7/11/2017		Per AT&T CRS
	7/10/2017		Per AT&T CRS
	<b>07/07/17</b>		
WSP Cell Towers	7/24/2017		Per Verizon CRS
		<b>07/21/17</b>	
	7/21/2017		Per Verizon CRS
	7/18/2017		Per AT&T CRS
	7/17/2017		Per Verizon CRS
	7/14/2017		Per Verizon CRS
	7/13/2017		Per AT&T CRS
	7/11/2017		Per AT&T CRS
	7/10/2017		Per AT&T CRS
	<b>07/07/17</b>		

# Oahu Civilian E9-1-1 Status Report

July 1, 2017 - July 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
7/21/2017	Street Centerlines, Common Places, Police Beats, MSAG Communities to HPD for Motorola CAD
7/21/2017	Street Centerlines, Address Points, Fire Response Areas, Medic Response Areas, and Display Address Points to HFD, EMS, and Ocean Safety for TriTech CAD
7/21/2017	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
7/21/2017	Address Points, Street Centerlines, Common Places, Fire Response Areas, Medic Response Areas, Ocean Safety Response Areas, AMR Response Areas to AMR for TriTech CAD
7/7/2017	Street Centerlines, Common Places, Police Beats, MSAG Communities to HPD for Motorola CAD
7/7/2017	Street Centerlines, Address Points, Fire Response Areas, Medic Response Areas, and Display Address Points to HFD, EMS, and Ocean Safety for TriTech CAD
7/7/2017	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
7/7/2017	Address Points, Street Centerlines, Common Places, Fire Response Areas, Medic Response Areas, Ocean Safety Response Areas, AMR Response Areas to AMR for TriTech CAD
7/7/2017	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.

# Oahu Civilian E9-1-1 Status Report

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## MAPFLEX SYSTEM

During the month of July 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 July 2017
  - a. **Hawaii County** – July 3<sup>rd</sup>, 2017 and July 18<sup>th</sup>, 2017
  - b. **Maui County** – July 5<sup>th</sup>, 2017 and July 19<sup>th</sup>, 2017
  - c. **Kauai County** – July 6<sup>th</sup>, 2017 and July 20<sup>th</sup>, 2017
  - d. **Honolulu** – July 7<sup>th</sup>, 2017 and July 21<sup>st</sup>, 2017

## MAPFLEX ISSUES

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

DATE	ISSUE	DESCRIPTION	STATUS
7/24/2016	Automatic Uploads Malfunctioning	It was identified that the Automatic uploads were creating issues within the MapFlex systems, where locators were not being published, etc. as a result of a scripting error at West. Manual uploads have been taking place of the GIS as necessary and agreed by all PSAPs.	Pending, however as of April 2017, West/HT has decided to implement a process to upload data the following week after GIS uploads (manually)
7/24/2016	Blank MapFlex Screen	The MapFlex screen went blank and there was no mapping capability, similar to what had occurred with Maui PD. Resulted from West's automatic update script. All of the PSAPs agreed to hold off on all GIS updates in MapFlex until West has resolved the issue.	Resolved (Nov 2016) There have been no reported blank screens
8/2016	Wireless Addresses	MapFlex system began displaying wireless information incorrectly. MapFlex system is doing a reverse query for additional information in the GIS and this is overriding the ALI information with the closest address in the GIS.	Partially Resolved (Nov 2016) The overriding ALI with updated Lat/Longs from the GIS is still occurring
8/2016	Text-to-911 Icons	Icons for text calls have stopped displaying. Previously when calls came in as a text call, there would be an icon displaying "TEXT" where the call was plotted.	Resolved (Nov 2016)
11/2016	Phase I Display	Wireless Phase I calls plotting at centroid of coverage area and landing in the ocean. After installation of new MapFlex version to correct other issues, the configurations for Wireless Phase I were not set up properly by West, in which the mapping did not point to the correct information in MapFlex.	Resolved (Dec 2016) 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

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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 <sup>th</sup> . 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

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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 and May 12, 2017 and July 21, 2017.

Street Utility Check				
	First Report 06/01/13	5/12/2017	7/21/2017	Improvements/Corrections
Total Number of GIS Records	26,602	30,445	30,680	Increased by 235 records
Errors Identified				
Zero Errors	5,112	167	335	Increased by 157 errors
Low > High Errors	3	0	0	No change
Mixed Parity Errors	1	2	0	Decreased by 2 errors
Changed Parity Errors	105	3	10	Increased by 7 errors
Address Gap Errors	2,629	6	15	Increased by 9 errors
Address Overlap Errors	423	2	14	Increased by 12 errors
Flipped Link Errors	1,030	154	230	Increased by 76 errors
<b>Total Errors</b>	<b>9,303</b>	<b>334</b>	<b>604</b>	Increased by 270 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.

### 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.

# Oahu Civilian E9-1-1 Status Report

July 1, 2017 - July 31, 2017

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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 12<sup>th</sup>. 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 July 2017, there were no issues reported.

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## HPD POLICE BEAT UPDATE PROJECT

Due to a more recent policy regarding the descriptions of the Police District boundaries, Akimeka reviewed the boundary description between Districts 6 and 7 and worked with HPD to identify a proper remediation. As a result, Akimeka corrected the Beat boundaries between 662 and 758 and provided the update in the May 26<sup>th</sup>, 2017 GIS deliverable.

This update should align the GIS boundary once again with the most recent descriptive boundaries. As additional updates are identified, HPD and Akimeka will continue to work together to ensure the boundaries in the GIS data align with the operational boundaries, supporting their 9-1-1 mission.

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## 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.

# Oahu Civilian E9-1-1 Status Report

July 1, 2017 - July 31, 2017

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## 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.

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## 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 10<sup>th</sup>, 2017.
4. Throughout July 2017, the deliverables continued as scheduled and there were no reported issues.

# Oahu Civilian E9-1-1 Status Report

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## 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 28<sup>th</sup>, 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 24<sup>th</sup>, the Hickam installation received the MapFlex update with the received GIS data from Akimeka.
6. On July 25<sup>th</sup>, 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

July 1, 2017 - July 31, 2017

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- 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 27<sup>th</sup>, 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 28<sup>th</sup>, 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.

# Oahu Civilian E9-1-1 Status Report

July 1, 2017 - July 31, 2017

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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)**

As part of Akimeka's value added services, Akimeka conducted a database synchronization audit for the Oahu Civilian PSAP on July 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 July 1, 2017, against the PSAP's 911 GIS Street Centerline data. A total number of **7,782** 9-1-1 MSAG records were reviewed in the audit and analyzed. Results of the database synchronization audit completed on July 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.

# Oahu Civilian E9-1-1 Status Report

July 1, 2017 - July 31, 2017

## AUDIT SUMMARY RESULTS – 2017

9-1-1 MSAG TO GIS STREET CENTERLINE AUDIT COMPARISON RESULTS	Notes	As of October 1, 2016		As of January 1, 2017		As of April 1, 2017		As of July 1, 2017	
		9-1-1 MSAG Dated 10-01-16		9-1-1 MSAG Dated 1-01-17		9-1-1 MSAG Dated 4-01-17		9-1-1 MSAG Dated 7-01-17	
		# of Records	%	# of Records	%	# of Records	%	# of Records	%
Total 9-1-1 MSAG Records Reviewed		7,754		7,754		7,774		7,782	
Less: 9-1-1 MSAG Exception Records	(1)	35	0.5%	35	0.5%	35	0.5%	35	0.4%
Net 9-1-1 MSAG Records Eligible for Comparison		7,719		7,719		7,739		7,747	
Total 9-1-1 MSAG Records Match (9-1-1 MSAG -- GIS Match -- No Corrections Required)		7,718	100.0%	7,708	99.9%	7,732	99.9%	7,738	99.9%
9-1-1 MSAG -- GIS No Match - Minor Correction Required	(2)	2	0.0%	8	0.1%	2	0.0%	6	0.1%
9-1-1 MSAG Record With No Matching GIS Record	(3)	1	0.0%	3	0.0%	4	0.1%	3	0.0%
Total 9-1-1 MSAG Records No Match		3	0.0%	11	0.1%	6	0.1%	9	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 April 2017 with a 99.9% Match Rate to a 99.9% Match Rate as of July 2017.

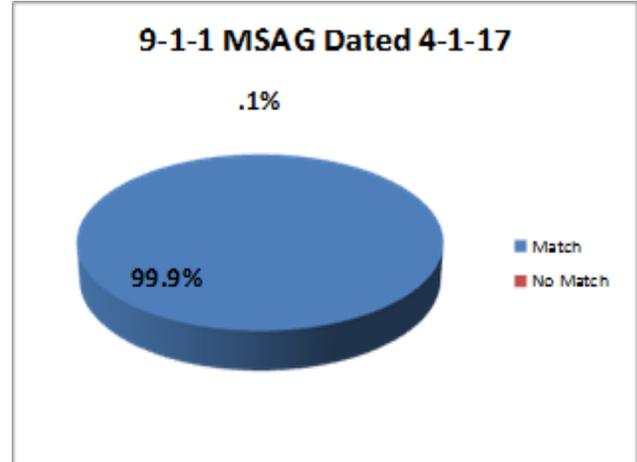
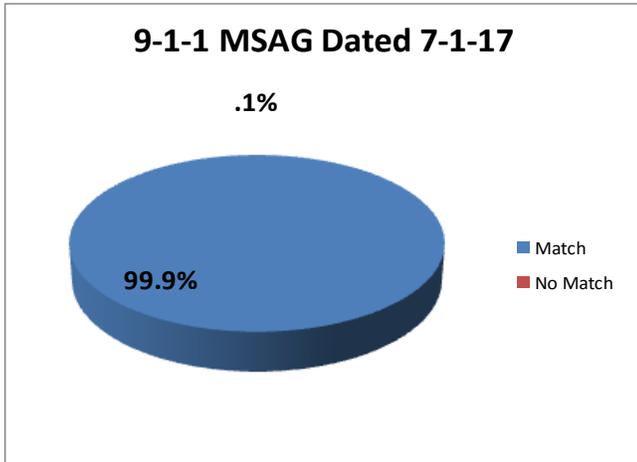
### NOTES:

- (1) 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.
- (2) 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.).
- (3) 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

July 1, 2017 - July 31, 2017

AUDIT SUMMARY RESULTS – JULY 1, 2017 MSAG VS. APRIL 1, 2017 MSAG



**Oahu Civilian’s level of accuracy or 9-1-1 Match percentage remained consistent with a 99.9% as of July 1, 2017 compared to 99.9% as of April 1, 2017.**

- ❖ As agreed between HPD PMT and Akimeka, Akimeka would initially focus on the existing 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 new 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 (2 to 6) from April 2017 to July 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.

## Oahu Civilian E9-1-1 Status Report

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

- ❖ MSAG Record with No GIS Record” decreased (4 to 3) from April 2017 to July 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 (4 to 7) from April 2017 to July 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 (3 to 5) from April 2017 to July 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

July 1, 2017 - July 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		9-1-1 MSAG Dated 04-01-17		9-1-1 MSAG Dated 07-01-17	
	Number of Records	% of Total Invalid MSAG Records	Number of Records	% of Total Invalid MSAG Records	# of Records	% of Total MSAG Records (Valid and Invalid)
<b>ESN 199</b>	<b>32</b>	<b>0.4%</b>	<b>30</b>	<b>0.3%</b>	<b>27</b>	<b>0.3%</b>

These invalid MSAG records represent **0.3%** of the Total MSAG records for the City & County of Honolulu as of the July 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.

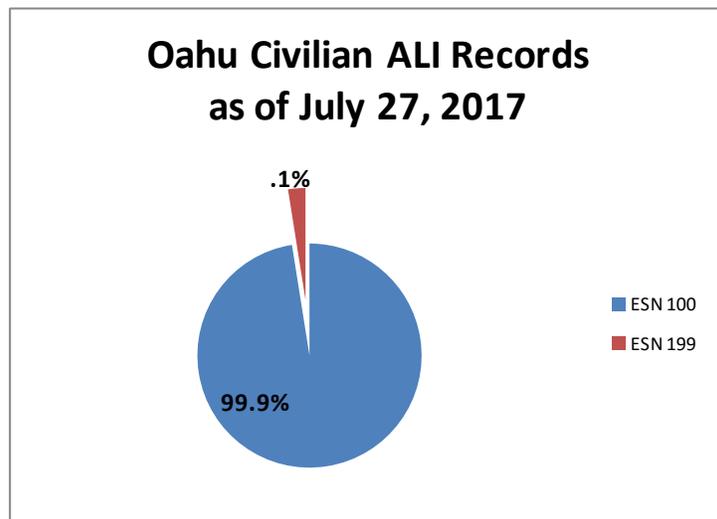
# Oahu Civilian E9-1-1 Status Report

July 1, 2017 - July 31, 2017

## AUTOMATIC LOCATION IDENTIFICATION (ALI) DATABASE DISCREPANCIES

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 July 27, 2017, there are **221** 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.



The number of Ali records with an ESN 199 records decreased by **38%** (356 to 221) from April 2017 to July 2017. 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”.

# Oahu Civilian E9-1-1 Status Report

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## 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)**

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

The database synchronization effort included comparing Oahu Military's 9-1-1 MSAG received from the 911 Database provider, West Safety Servicers on July 1, 2017, against the PSAP's 911 GIS Street Centerline data. A total number of **1,582** 9-1-1 MSAG records were reviewed in the audit and analyzed. Results of the database synchronization audit completed on July 1, 2017 for the Oahu Military 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.

## Oahu Civilian E9-1-1 Status Report

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### AUDIT SUMMARY RESULTS – 2017

9-1-1 MSAG TO GIS STREET CENTERLINE AUDIT COMPARISON RESULTS	Notes	As of January 25, 2017		As of April 1, 2017		As of July 1, 2017	
		9-1-1 MSAG Dated 1-25-17		9-1-1 MSAG Dated 4-01-17		9-1-1 MSAG Dated 7-01-17	
		# of Records	%	# of Records	%	# of Records	%
Total 9-1-1 MSAG Records Reviewed		3,235		2,231		1,582	
Less: 9-1-1 MSAG Exception Records	(1)	0	0.0%	0	0.0%	0	0.0%
Net 9-1-1 MSAG Records Eligible for Comparison		3,235		2,231		1,582	
Total 9-1-1 MSAG Records Match (9-1-1 MSAG – GIS Match – No Corrections Required)		259	8.0%	346	15.5%	498	31.5%
9-1-1 MSAG -- GIS No Match - Minor Correction Required	(2)	0	0.0%	842	37.7%	429	27.1%
9-1-1 MSAG Record With No Matching GIS Record	(3)	0	0.0%	1,043	46.8%	655	41.4%
Total 9-1-1 MSAG Records No Match		0	0.0%	1,885	84.5%	1,084	68.5%

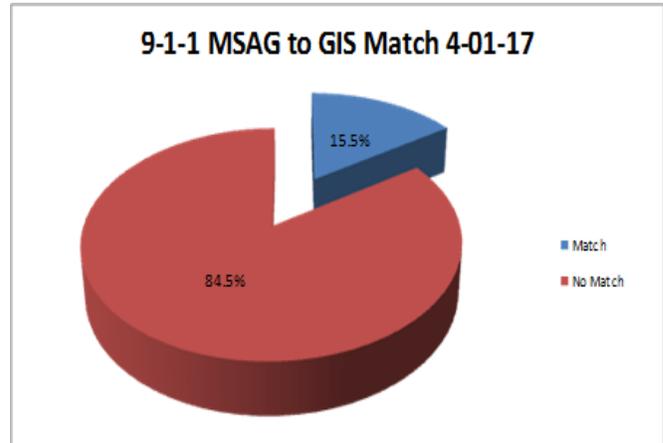
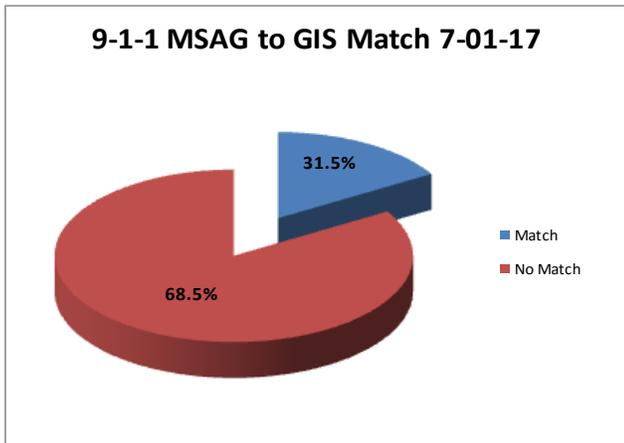
#### NOTES:

- (1) 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.
- (2) 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.).
- (3) 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

July 1, 2017 - July 31, 2017

## AUDIT SUMMARY RESULTS – JULY 1, 2017 VS. APRIL 1, 2017 MSAG



The two-way (MSAG – GIS) database synchronization audit for the Oahu Military RDC PSAP was completed as scheduled.

Oahu Military’s level of accuracy or 9-1-1 Match improved with a

31.5% as of July 1, 2017 compared to 15.5% as of April 1, 2017.

**Objective: NENA Recommended Match Rate = 98%**

- ❖ As agreed between the Military PSAP and Akimeka, Akimeka would initially focus on the existing MSAG and GIS records to produce a match which will benefit the PSAP in the interim.
- ❖ “MSAG - GIS Minor Corrections” decreased by 49% (842 to 429) from April 2017 to July 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.
- ❖ “MSAG Record with No GIS Record” decreased by 37% (1,043 to 655) from April 2017 to July 2017. Records with no matching record was due primarily to the verification of the MSAG records against the single source 9-1-1 GIS database created by Akimeka from the multiple public safety agencies’ databases to determine if the roads exist within Military bases GIS records.
- ❖ 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

July 1, 2017 - July 31, 2017

### INVALID MSAG STREETS AND ADDRESS RANGES – ESN 169 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 Military RDC data provided are as follows:

OAHU MILITARY	Invalid MSAG Records					
	9-1-1 MSAG Dated 01-01-17		9-1-1 MSAG Dated 04-01-17		9-1-1 MSAG Dated 07-01-17	
	Number of Records	% of Total Invalid MSAG Records	Number of Records	% of Total Invalid MSAG Records	# of Records	% of Total MSAG Records (Valid and Invalid)
<b>ESN 169</b>	<b>97</b>	<b>2.9%</b>	<b>61</b>	<b>2.7%</b>	<b>48</b>	<b>2.9%</b>

These invalid MSAG records represent **2.9%** of the Total MSAG records for the Oahu Military PSAP as of the July 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 169 MSAG records as a separate project and add-on to the Database Synchronization quarterly report.

### AUTOMATIC LOCATION IDENTIFICATION (ALI) DATABASE DISCREPANCIES

**NOTE:**

Statistical data will be provided as more jurisdictional Military GIS data becomes available.