Oahu Civilian E9-1-1

Status Report

June 1, 2017 – June 30, 2017

AKIMEKA | HIGH PRIORITY. HIGH IMPACT.

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1. PSAP OPERATIONS

9-1-1 CALL VOLUME CIVILIAN PSAPS – JUNE 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
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%

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	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																	
AUG																	
SEPT																	
OCT																	
NOV																	
DEC																	
YTD	500,501	118,151		363,061				19,115		175		11,887		68,999		3,806	
MON AVG	83,417	19,692	23.59%	60,510	72.55%	48.32%	24.23%	3,186	3.82%	29	0.04%	1,981	2.38%	11,500	13.78%	634	0.76%

NOTE:

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

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9-1-1 CALL VOLUME BY AGENCY – JUNE 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
June	72,241	86.23%	18,339	41,323	985	11,594	2,697	3.22%	138	51

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
June	8,203	9.79%	711	71	44	0.05%	43	19

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

2017	9-1-1 Call Volume by Agency																	
	Honolulu Police Department						Honolulu Fire Department				Emergency Medical Services				Ocean Safety			
	Number of Total Calls Received	% of Total Calls	No. of Emergency Calls	No. of Non Emergency Calls	No. of Admin Calls	No. of Dropped Calls	No. of Total Calls Received	% of Total Calls	No. of Admin Calls	No. of Dropped Calls	No. of Total Calls Received	% of Total Calls	No. of Admin Calls	No. of Dropped Calls	No. of Total Calls Received	% of Total Calls	No. of Admin Calls	No. of Dropped Calls
JAN	74,743	85.93%	18,134	42,544	1,519	12,546	3,108	3.57%	82	87	8,421	9.68%	653	170	51	0.06%	50	8
FEB	64,949	85.14%	16,171	37,608	960	10,210	2,745	3.60%	168	0	7,983	10.46%	778	151	56	0.07%	54	35
MAR	72,928	86.20%	19,456	41,420	807	11,245	2,300	2.72%	148	29	8,708	10.29%	867	129	52	0.06%	51	9
APR	69,817	85.97%	17,926	39,741	937	11,213	2,402	2.96%	159	72	8,289	10.21%	830	113	34	0.04%	34	13
MAY	75,477	86.12%	19,430	42,854	1,002	12,191	2,914	3.32%	129	41	8,491	9.69%	742	112	42	0.05%	40	7
JUNE	72,241	86.23%	18,339	41,323	985	11,594	2,697	3.22%	138	51	8,203	9.79%	711	71	44	0.05%	43	19
JULY																		
AUG																		
SEPT																		
OCT																		
NOV																		
DEC																		
YTD	430,155		109,456	245,490	6,210	68,999	16,166		824	280	50,095		4,581	746	279		272	91
MON AVG	71,693	85.93%	18,243	40,915	1,035	11,500	2,694	3.23%	137	47	8,349	10.02%	764	124	47	0.06%	45	15

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

*911 Calls with No Ali for June 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																	
AUG																	
SEPT																	
OCT																	
NOV																	
DEC																	
YTD	13,495	1,756		10,436				349		0		0		954		0	
MON AVG	2,249	293	13.07%	1,739	77.30%	51.66%	48.34%	58	2.58%	0	0.00%	0	0.00%	159	7.05%	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 – JUNE 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.

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						
August						
September						
October						
November						
December						
YTD	1045	960	14	7	0	64
Monthly Avg.	174.2	160.0	2.3	1.2	0.0	10.7

TEXT TO 911 Oahu Civilian PSAPs 2017

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 – JUNE 2017

TEXT TO 911 Pearl Harbor RDC 2017	
Month	Total received
January	6
February	18
March	9
April	13
May	7
June	7
July	
August	
September	
October	
November	
December	
YTD	60
Monthly Avg.	10.0

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 – JUNE 2017

OAHU CIVILIAN - JUNE 2017						
Date	WSP	Sites Tested	Sectors Tested	Tested By:	Test Pass/Fail	Comments:
6/14/2017	Verizon	2	5	Oahu PSAP	Pass	
6/14/2017	Verizon	1	6	Oahu PSAP	Pass	
6/20/2017	Verizon	1	3	Oahu PSAP	Pass	

NOTES:

- **There were three (3) scheduled Wireless 911 Test for the Oahu Civilian PSAP in June, 2017.**

911 WIRELESS OAHU MILITARY PSAP TESTING – JUNE 2017

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

NOTES:

- **There were no scheduled Wireless 911 Tests for the Oahu Military PSAP in June, 2017.**

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2. MSAG (MASTER STREET ADDRESS GUIDE)

OAHU CIVILIAN MSAG TRANSACTIONS CURRENT MONTH/YEAR – JUNE 2017

OAHU CIVILIAN	9-1-1 TRANSACTIONS								
		MSAG	ALI Submitted			Open ALI Discrepancy Records			Customer Addresses Affected
2017	Total	MSAG (A)	TN CR (B)	ALI DR (C)	VoIP (D)	TNCR	ALI DR	VoIP DR	
JANUARY	30	28	2	0	0	80	0	1	1,283
FEBRUARY	6	5	0	1	0	80	0	1	80
MARCH	7	5	1	1	0	79	0	1	20
APRIL	18	15	2	1	0	78	0	1	446
MAY	51	20	31	0	0	42	0	1	1,825
JUNE	62	20	42	0	0	6	0	0	1,697
JULY									
AUGUST									
SEPTEMBER									
OCTOBER									
NOVEMBER									
DECEMBER									
TOTAL YTD	174	93	78	3	0				5,351
AVG PER MONTH	29	16	13	1	0				892

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 sixty-two **(62)** MSAG transactions were processed in 9-1-1 Net during the current reporting month. Twenty **(20)** 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 **1,697** customer ANI/ALI (telephone/address) records updated as a direct result.

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

Forty-two **(42)** 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 6 Open TN CR Transactions as of June 30, 2017**

- **Refer to chart in the next section "TNCR Current Status"**

The 6 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 June 30, 2017**

- **There is one (1) Open VoIP DRs as of June 30, 2017**

- The VoIP DR was the result of 9-1-1 call from a shelter in Waianae. Honolulu EMS submitted the requests to Akimeka to verify the customer information as the caller ALI was invalid. Akimeka submitted the VoIP DR to the proper telco's via email and are awaiting confirmation that the addresses have been updated.

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

NOTE:

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

PSAP 9-1-1 Telephone Number Location Change Request (Telephone Number Change Request (TNCR) Status)				
PSAP	**TOTAL TNCR RECORDS SUBMITTED BY AKIMEKA**	**OPENED TNCRS PENDING FURTHER ACTION BY WEST SAFETY SERVICES (INTRADO)**	**OPENED TNCRS REFERRED TO TELCO BY WEST SAFETY SERVICES (INTRADO)**	**TOTAL UNOPENED TNCR RECORDS**
OAHU CIVILIAN	**6**	**0**	**6**	**0**

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

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OAHU MILITARY MSAG TRANSACTIONS CURRENT MONTH/YEAR – JUNE 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)
June	103	42	16	3	11	12	0	101	61	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											
August											
September											
October											
November											
December											
TOTAL YTD	1,165	1,084	327	642	95	18	2	24,116	78	3	0
AVG PER MO	194	181	55	107	16	3	0	4,019	13	1	0

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

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OAHU MILITARY MSAG CURRENT MONTH NOTES:

A total of 103 MSAG transactions were processed in 9-1-1 Net during the current reporting month. 42 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 **101** customer ANI/ALI (telephone/address) records updated as a direct result.

TELEPHONE RECORD (ALI) TRANSACTIONS CURRENT MONTH NOTES:

Sixty-one **(61)** 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.

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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 June 2017, there are 48 MSAG records containing 10,445 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.

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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

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PHASE III   RDC GIS Address Points

NOTE:

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 Added to Community	Status	Date
MCBH	2,994	Completed	6/12/2017
Camp Smith			
Puuloa			
Bellows			
Kahuku RNG			
Makua			
Helemano			
NCTAMS PAC			
Lualualei			
Schofield			
Manana	173	In Progress	5/24/2017
Red Hill			
AMR	1,425	Completed	4/26/2017
Makalapa			
Tripler	34	In Progress	3/30/2017
Pearl HBR	1	In Progress	4/11/2017
Hickam	28	In Progress	5/24/2017
Ft Shafter	319	In Progress	5/2/2017
Ft Derussy			
Fold ISL			
*Makua RNG			
*Shafter Fl			
*Waipio Pt			
*JBPHH (Pearl/Hickam)			
*West Loch			
*White Plains			
Total	4,974		

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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

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

Akimeka received the Automatic Location Identification (ALI) records from Spectrum (formally known as Charter Communications) which is the predominant Voice over Internet Protocol (VoIP) provider in the State of Hawaii. As Akimeka has access to these ALI Records, Akimeka is researching and verifying the VoIP records against an MSAG valid address and the GIS data. This research is a validation of the ALI Record to ensure that the location as provided by the VoIP provider matches the GIS Information utilized by the Public Safety Agencies within their specific County 9-1-1 Service Area. This validation reduces the potential of address or location dispute during a 9-1-1 call.

The analysis of the database records indicates that there are invalid MSAG addresses utilized by the VoIP Provider. These records are being identified, and will be sent back to Spectrum for corrective action.

*Spectrum (Charter) 9-1-1 VoIP Database Verification Project			
PSAP	**TOTAL RECORDS SUBMITTED BY SPECTRUM (A)**	**RECORDS VERIFIED BY AKIMEKA (B)**	**PERCENT COMPLETE (C)**
HAWAII County	22,044	0	0.00%
KAUAI County	8,936	219	2.45%
MAUI County	18,256	311	1.70%
OAHU Cilivian	87,414	0	0.00%
OAHU Military	3,663	0	0.00%
TOTAL	140,313	530	

* 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)	Verifcation Process Completed by Percentage.

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3. GEOGRAPHIC INFORMATION SYSTEM (GIS) – JUNE 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 Created/ Edits Performed**	**Date GIS Delivered**	**Other/Remarks**
	CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)		
Address Points	6/30/2017		Added three hundred sixty (360) address points in Helemano.
		06/23/17	
	6/20/2017		Added routing id to four (4) address points in Kailua.
	6/16/2017		Added one (1) address point (670235 Goodale Ave) in Waialua.
	6/14/2017		Added two (2) address points (2336 Lauwiliwili St and 2341 Lauwiliwili St) in Kapolei.
	6/13/2017		Corrected address to twenty-four (24) address points in MCBH.
	6/12/2017		Added eighteen (18) address points in Camp Smith.
	6/12/2017		Added sixty-one (61) address points in MCBH.
		06/09/17	
	6/5/2017		Spatially corrected four (4) address points in Hawaii Kai.
Airports			
AMR Response Areas		**06/23/17**	
	6/15/2017		Created the AMR Response Areas, in support of the AMR/ESD operation
Bridges			
Building Footprints			
Bus Stops			
Churches			
Coastal Names			
Coastline			
Common Places		**06/09/17**	
	6/5/2017		Spatially corrected fifteen (15) points of interest in Hawaii Kai.
	6/5/2017		Spatially corrected two (2) points of interest (MCBH Police and Mokapu ES) in MCBH.
Correctional Facilities			
Emergency Callboxes			
Emergency Operation Centers			
Emergency Shelters			
ESZ/ESN			
Fire Beats			
Fire Districts			
Fire Response Areas			

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MAPPING LAYERS UPDATED (PART II)

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

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 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	6/28/2017		Created Medic Response Area - FFD MEDIC 2 on Pearl HBR
	6/28/2017		Created Fire Response Areas - FFD STATION 2 (Subbase) on Pearl Hbr, FFD STATION 1 (Shipyard) on Pearl Hbr, and FFD STATION on Pearl Hbr (at Arizona Memorial)
	6/27/2017		Created additional Police Response Areas for Schofield PMO on Makua Rng and included HPD 266 response area
	6/27/2017		Created Medic Response Areas - C&C EMS MED6 on Makua and C&C EMS MED16 at White Plains Beach
	6/27/2017		Created Fire Response Areas - FFD STATION 6 on Hickam and HFD STA14 on Makua
	6/26/2017		Created the RDC Police Response Areas based on military jurisdictional authority. Included areas on bases where HPD primary response is indicated.

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MAPPING LAYERS UPDATED (PART III)

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

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)			
Military Response Areas	**6/26/2017**		Created the RDC Fire Response Areas based on military jurisdictional authority. Included areas on bases where HFD primary response is indicated.
	6/26/2017		Created the RDC Medic Response Areas based on military jurisdictional authority. Included areas on bases where C&C EMS primary response is indicated.
MSAG Communities		**06/09/17**	
	6/1/2017		Corrected boundary to two (2) MSAG Communities (Kapahulu and Waikiki).
Net Junctions			
Ocean Rescue Boundaries			
Ocean Safety			
Parcels			
Parks			
Parks Polygon			
Points of Interest			
Police Beats			
Police Districts			
Police Response Areas			
Police Stations			
Post Offices			
Schools			
Street Centerlines	6/29/2017		Split three (3) street segments (A Ave, B Ave, and C Ave) in Hale Moku.
	6/29/2017		Split one (1) street segment in Hickam.
	6/29/2017		Split five (5) street segments in Pearl Hbr.
		06/23/17	
	6/23/2017		Spatially corrected four (4) street segments in Ewa Beach.
	6/23/2017		Added four (4) streets in Kailua.
	6/23/2017		Split one (1) segment of Iliaina St in Kailua.
	6/20/2017		Added two (2) street segments of N Kalaheo Ave in Kailua.
	6/20/2017		Split three (3) street segments (Mokapu Blvd, Mokapu Rd, and N Kalaheo Ave) in Kailua.
	6/20/2017		Corrected speed to sixty-nine (69) street segments in Kaneohe.
	6/20/2017		Corrected range to two (2) street segments (Kaneohe Bay Dr and Nanamoana St) in Kaneohe.

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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)			
Street Centerlines	6/20/2017		Corrected street name to three (3) street segments (two segments of H3W Fwy and one of Nanamoana St) in Kaneohe.
	6/19/2017		Corrected speed to fifty-one (51) street segments in Kaneohe.
	6/14/2017		Corrected range to one (1) segment of Lauwiliwili St in Kapolei.
	6/14/2017		Corrected range to four (4) street segments in MCBH.
	6/14/2017		Spatially corrected one (1) segment of Johnson St in MCBH.
	6/14/2017		Corrected street name to three (3) street segments (Ammo Tech Rd, Company St, and Weapons Range Rd) in MCBH.
	6/14/2017		Flipped two (2) street segments in MCBH.
	6/14/2017		Added twenty-one (21) street segments in MCBH.
	6/14/2017		Deleted twenty-six (26) street segments in MCBH.
	6/13/2017		Added thirteen (13) street segments in Hickam.
	6/13/2017		Split four (4) street segments in Hickam.
	6/13/2017		Assigned street name to four (4) street segments in MCBH.
	6/13/2017		Corrected range to seventeen (17) street segments in MCBH.
	6/13/2017		Flipped four (4) street segments in MCBH.
	6/12/2017		Corrected range to twelve (12) street segments in MCBH.
	6/12/2017		Flipped six (6) street segments in MCBH.
	6/12/2017		Corrected street name to five (5) street segments in MCBH.
		06/09/17	
	6/8/2017		Corrected range to two (2) segments of Keolu Dr in Kailua.
	6/8/2017		Split five (5) street segments in Kailua.
	6/8/2017		Added twenty-eight (28) streets in Kailua.
	6/8/2017		Added four (4) streets in Kaneohe.
	6/7/2017		Added five (5) street segments in Kailua.
	6/7/2017		Split five (5) street segments in Kailua.
	6/6/2017		Flipped three (3) segments of B St in MCBH.
	6/6/2017		Corrected range to three (3) segments of B St in MCBH.
	6/2/2017		Corrected speed to nine hundred ninety (990) street segments in Kailua.
	6/2/2017		Corrected one-way to five (5) street segments in Kailua.
	6/2/2017		Added six (6) new streets in Kailua.
	6/2/2017		Split eight (8) street segments in Kailua.
	6/2/2017		Corrected speed to three hundred two (302) street segments in Waimanalo.

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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.

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	6/1/2017		Corrected speed to twenty-two (22) street centerlines in Kailua.
	6/1/2017		Split one (1) segment of Kalanianaole Hwy in Kailua.
	6/1/2017		Corrected range to five (5) streets in Kapolei.
	6/1/2017		Flipped two (2) segments of Lauwiliwili St in Kapolei.
	6/1/2017		Corrected MSAG Community to eight (8) street segments in Kapahulu.
	6/1/2017		Corrected MSAG Community to thirteen (13) street segments in Waikiki.
	6/1/2017		Corrected range to one (1) segment of Paki Ave in Waikiki.
Subdivisions			
Tow Jurisdictions			
Tsunami Evacuation Zones			
Tsunami Heights			
Waste Water Plants			
WSP Cell Sectors	6/29/2017		Per Verizon CRS
		06/23/17	
WSP Cell Towers	6/29/2017		Per Verizon CRS
		06/23/17	

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
06/28/17	Prepared the initial MapFlex deliverable for the RDC's system - pending deliverable until questions/confirmations are received from WSS (West Safety Services).
06/23/17	Street Centerlines, Common Places, Police Beats, MSAG Communities to HPD for Motorola CAD
06/23/17	Street Centerlines, Address Points, Fire Response Areas, Medic Response Areas, and Display Address Points to HFD, EMS, and Ocean Safety for TriTech CAD
06/23/17	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
06/23/17	Initial Deliverable of Address Points, Street Centerlines, Bus Stops, Mile Markers, Building Footprints, Medic Stations, ESN, Park Polygons, Coastlines, MSAG Communities, Fire Response Areas, Medic Response Areas, Ocean Safety Response Areas, AMR Response Areas to AMR for TriTech CAD
06/09/17	Street Centerlines, Common Places, Police Beats, MSAG Communities to HPD for Motorola CAD
06/09/17	Street Centerlines, Address Points, Fire Response Areas, Medic Response Areas, and Display Address Points to HFD, EMS, and Ocean Safety for TriTech CAD
06/09/17	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

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MAPFLEX SYSTEM

During the month of June 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 June 2017
   a. **Hawaii County** – June 6th, 2017 and June 20th, 2017
   b. **Maui County** – June 7th, 2017 and June 21st, 2017
   c. **Kauai County** – June 8th, 2017 and June 22nd, 2017
   d. **Honolulu** – June 9th, 2017 and June 23rd, 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.

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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 pending response from West.
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)

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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 January 20, 2016 and May 12, 2017.

Street Utility Check				
	First Report 06/01/13	**1/20/2017**	**5/12/2017**	**Improvements/Corrections**
Total Number of GIS Records	26,602	29,947	30,445	Increased by 498 records
Errors Identified				
Zero Errors	5,112	10	167	Increased by 157 errors
Low > High Errors	3	0	0	No change
Mixed Parity Errors	1	2	2	No change
Changed Parity Errors	105	0	3	Increased by 3 errors
Address Gap Errors	2,629	1	6	Increased by 5 errors
Address Overlap Errors	423	2	2	No change
Flipped Link Errors	1,030	282	154	Decreased by 128 errors
Total Errors	**9,303**	**297**	**334**	Increased by 37 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.

The purpose of this project is to test a new load of Address Points which contains the Common Place locations and also including all residential addresses which Akimeka has been correcting/adding over the previous 5 years. The new "combined" Address Points were first delivered to HFD on May 12th. Since that time, HFD and Akimeka has performed various updates to allow for them to operate best

in the TriTech CAD. The most recent update included adding the apartment information into the Location Name field so that it would provide a dropdown list for the call taker to choose from.

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

Throughout June 2017, there were no issues reported.

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 26th, 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.

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 patter 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 Kalanianaole 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.

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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.

AMERICAN MEDICAL RESPONSE (AMR) HAWAII PROJECT

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

1. Akimeka prepared the GIS data to meet the system requirements of the TriTech CAD system in June 2017.
    a. In addition, Akimeka created the AMR Response Area for the entire island of Oahu to be used as the primary responding information in the CAD recommendations.
2. On June 23, 2017, Akimeka prepared and delivered the first initial GIS deliverable to AMR to be used for the initial load. Akimeka will be on standby for any additional changes. Once an agreed upon dataset is confirmed, Akimeka will be able to continue with an "ongoing deliverable phase" where updates are provided on a scheduled basis.
3. On June 30, 2017, Akimeka followed up with AMR to ensure the data met their requirements.
    a. AMR responded that they have not had the opportunity to download and review the data but is expected to during the week of July 10th, 2017.

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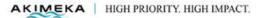
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RDC: THE REGIONAL DISPATCH CENTER

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 28th, Akimeka notified West Safety Services (WSS) that the GIS data for the RDC was ready to be delivered for their MapFlex system and was aiming at sending on Friday, June 30, 2017.
    a. Akimeka asked the following questions:
        i. How will you need Akimeka to submit the data for the initial deliverable?
        ii. What can we expect regarding timeline for this to become available at RDC for the first time?
        iii. Has Pictometry been enabled/configured for their MapFlex positions?
        iv. Regarding the ongoing deliverables, has your SFTP been configured to accept data from us yet?
            1. I connected to this server minutes ago and am not seeing any folder designation for the RDC.
        v. Lastly, has the upload process itself been partitioned to not be mixed up with the Oahu Civilian PSAP's MapFlex positions?
            1. Based on several previous discussions, I believe the answer is yes but please just give me a final confirmation on this before proceeding.
    b. In addition, Akimeka reminded West that the NDA still applies to the safeguarding, handling, and use restrictions of the GIS data to be used at the RDC
    c. Akimeka has not received a response yet from West

4. E9-1-1 OAHU CIVILIAN DATABASE SYNCHRONIZATION

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

Next Scheduled Database Synchronization Report – July 2017

AUDIT SUMMARY RESULTS – 2017 -- TBA

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

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

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

AUTOMATIC LOCATION IDENTIFICATION (ALI) DATABASE DISCREPANCIES -- TBA

5. E9-1-1 OAHU MILITARY RDC DATABASE SYNCHRONIZATION

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

Next Scheduled Database Synchronization Report – July 2017

AUDIT SUMMARY RESULTS – 2017 -- TBA

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

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

AUTOMATIC LOCATION IDENTIFICATION (ALI) DATABASE DISCREPANCIES -- TBA