Oahu Civilian E9-1-1

Status Report

March 1, 2017 – March 31, 2017

AKIMEKA | HIGH PRIORITY. HIGH IMPACT.

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1. PSAP OPERATIONS

9-1-1 CALL VOLUME CIVILIAN PSAPS – MARCH 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
March	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%

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																	
MAY																	
JUNE																	
JULY																	
AUG																	
SEPT																	
OCT																	
NOV																	
DEC																	
YTD	247,871	63,216		175,180				9,384		91		6,137		34,001		1,827	
MON AVG	82,624	21,072	25.43%	58,393	70.75%	49.29%	21.46%	3,128	3.79%	30	0.04%	2,046	2.48%	11,334	13.70%	609	0.74%

NOTE:

- ***911 Calls with No Ali for March 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 – MARCH 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
March	72,928	86.20%	19,456	41,420	807	11,245	2,300	2.72%	148	29

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
March	8,708	10.29%	867	129	52	0.06%	51	9

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																		
MAY																		
JUNE																		
JULY																		
AUG																		
SEPT																		
OCT																		
NOV																		
DEC																		
YTD	212,620		53,761	121,572	3,286	34,001	8,153		398	116	25,112		2,298	450	159		155	52
MON AVG	70,873	85.76%	17,920	40,524	1,095	11,334	2,718	3.30%	133	39	8,371	10.14%	766	150	53	0.06%	52	17

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

*911 Calls with No Ali for March 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																	
MAY																	
JUNE																	
JULY																	
AUG																	
SEPT																	
OCT																	
NOV																	
DEC																	
YTD	6,534	860		4,997				203		0		0		474		0	
MON AVG	2,178	287	13.24%	1,666	76.48%	57.27%	42.73%	68	3.08%	0	0.00%	0	0.00%	158	7.20%	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 – MARCH 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						
May						
June						
July						
August						
September						
October						
November						
December						
YTD	500	463	6	0	0	31
Monthly Avg.	166.7	154.3	2.0	0.0	0.0	10.3

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 – MARCH 2017

TEXT TO 911 Pearl Harbor RDC 2017	
Month	Total received
January	6
February	18
March	9
April	
May	
June	
July	
August	
September	
October	
November	
December	
YTD	33
Monthly Avg.	11.0

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 – MARCH 2017

OAHU CIVILIAN - MARCH 2017						
Date	WSP	Sites Tested	Sectors Tested	Tested By:	Test Pass/Fail	Comments:
3/10/2017	AT&T	1	6	Oahu PSAP	Pass	
3/31/2017	Verizon	1	3	Oahu PSAP	Pass	

NOTES:

- **There were two (2) scheduled Wireless 911 Tests for the Oahu Civilian PSAP in March, 2017.**

911 WIRELESS OAHU MILITARY PSAP TESTING – MARCH 2017

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

NOTES:

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

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2. MSAG (MASTER STREET ADDRESS GUIDE)

OAHU CIVILIAN MSAG TRANSACTIONS CURRENT MONTH/YEAR – MARCH 2017

OAHU CIVILIAN	9-1-1 TRANSACTIONS								Customer Addresses Affected
	Total	MSAG	ALI Submitted			Open ALI Discrepancy Records			
2017		MSAG (A)	TN CR (B)	ALI DR (C)	VoIP (D)	TNCR	ALI DR	VoIP DR	
JANUARY	30	28	2	0	0	80	0	1	1,283
FEBRUARY	6	5	0	1	0	80	0	1	80
MARCH	7	5	1	1	0	79	0	1	20
APRIL									
MAY									
JUNE									
JULY									
AUGUST									
SEPTEMBER									
OCTOBER									
NOVEMBER									
DECEMBER									
TOTAL YTD	43	38	3	2	0				1,383
AVG PER MONTH	14	13	1	1	0				461

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 seven (7) MSAG transactions were processed in 9-1-1 Net during the current reporting month. Five requests were processed relating to the MSAG database which include: changes to high – low street ranges, combining street records, deletion of invalid records, splitting street records to align with Police, Fire, EMS and Military response areas, and inserting new MSAG records.

There were 20 customer ANI/ALI (telephone/address) records updated as a direct result.

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

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

OAHU CIVILIAN OPEN TELEPHONE RECORD (ALI) DISCREPANCY STATUS:

- **There are 79 Open TN CR Transactions as of March 31, 2017**

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

The Open TN CR transactions are a direct result of the ESN 199 clean-up and are awaiting approval from Hawaiian Telcom, Inc. Akimeka continues to monitor and track the progress of the Referred records. Once a telephone number is submitted to 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 March 31, 2017**

- **There is one (1) Open VoIP DRs as of March 31, 2017**

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

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TNCR (TELEPHONE NUMBER CHANGE REQUEST) CURRENT STATUS – MARCH, 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	**79**	**0**	**73**	**6**

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

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OAHU MILITARY MSAG TRANSACTIONS CURRENT MONTH/YEAR – MARCH 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)
March	365	365	59	286	18	1	1	120	0	0	0

NOTE:

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

OAHU MILITARY		9-1-1NET REQUESTS									
		MSAG TRANSACTIONS							ALI TRANSACTIONS		
2017	TOTAL	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected	Address Change Request (TN CR) Processed (a)	ALI Discrepancy (ALI-DR) Processed (b)	VoIP Discrepancy Processed (c)
January	50	50	4	25	21	0	0	24	0	0	0
February	156	156	17	122	17	0	0	1,047	0	0	0
March	365	365	59	286	18	1	1	120	0	0	0
April											
May											
June											
July											
August											
September											
October											
November											
December											
TOTAL YTD	571	571	80	433	56	1	1	1,191	0	0	0
AVG PER MO	190	190	27	144	19	0	0	397	0	0	0

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

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OAHU MILITARY MSAG CURRENT MONTH NOTES:

A total of 366 MSAG transactions were processed in 9-1-1 Net during the current reporting month. 365 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. One (**1**) ALI DR was submitted as the result of 9-1-1 calls which was government facility in Kailua that needed a community and ESN update to Tripler.

There were 120 customer ANI/ALI (telephone/address) records updated as a direct result.

REGIONAL DISPATCH CENTER (RDC) OMIL GIS/MSAG PROJECT

PHASE I RDC MSAG Correction of OMILFK Records

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

- A total of 35 records containing zero (0) TNs were deleted from the OMILFK database.
- This is a preventive measure to restrict Telco's from inserting unverified TN's into the 911 Net database.
- As of February 2017, there are 62 MSAG records containing 10,519 TN's with invalid MSAG addresses.

PHASE II RDC MSAG Preparation					
Community	Street Name (A)	Combined (B)	Total TN's (C)	Status	Date
MCBH	16	72	346	Completed	2/16/2017
Camp Smith	0	1	80	Completed	2/16/2017
Puuloa	0	0	0	Completed	2/17/2017
Bellows	0	12	20	Completed	2/20/2017
Kahuku RNG	0	0	0	Completed	2/21/2017
Makua	0	0	0	Completed	2/21/2017
Helemano	1	11	98	Completed	2/23/2017
NCTAMS PAC	1	3	1044	Completed	2/27/2017
Lualualei	0	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					
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	in progress	in progress	in progress	in progress	in progress
AMR					
Pearl HBR					
Hickam					
Ft Derussy					
Fold ISL					
*Makua RNG					
*Shafter Fl					
*Waipio Pt					
*JBPHH (Pearl/Hickam)					
*West Loch					
*White Plains					

*Community name change project to begin mid 2017

PHASE III   RDC GIS Address Points

Specific Project Plan -- TBA

PHASE IV   RDC GIS/MSAG Community Synchronization

Specific Project Plan -- TBA

PHASE V   RDC ESN/ELT

Specific Project Plan -- TBA

PHASE VI   Total Oahu Database Synchronization

Specific Project Plan -- TBA

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CHARTER COMMUNICATIONS (TIME WARNER) VOIP DATABASE TNCR

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

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

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

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

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3. GEOGRAPHIC INFORMATION SYSTEM (GIS) – MARCH 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		03/31/17	
	3/30/2017		Added seventeen (17) address points in Tripler.
	3/29/2017		Added thirteen (13) address points in Tripler.
	3/27/2017		Added four (4) new addresses in Tripler.
	3/24/2017		Corrected street name to nineteen (19) address points in MCBH.
	3/24/2017		Added one hundred twenty-five (125) address points in Manana.
	3/23/2017		Spatially corrected eight (8) address points in MCBH.
	3/22/2017		Spatially corrected eleven (11) address points in MCBH.
	3/21/2017		Added five hundred forty-six (546) address points in MCBH.
	3/20/2017		Added three hundred seventy-seven (377) address points in MCBH.
		03/17/17	
	3/15/2017		Added one thousand two hundred eighty-one (1281) address points in MCBH.
	3/7/2017		Added forty-nine (49) address points in Kapolei.
		03/03/17	
Airports			
Bridges			
Building Footprints			
Bus Stops			
Churches			
Coastal Names			
Coastline			
Common Places		03/31/17	
	3/31/2017		Corrected address to nine (9) points of interest in Tripler.
Correctional Facilities			
Emergency Callboxes			
Emergency Operation Centers			
Emergency Shelters			
ESZ/ESN		03/17/17	
	3/1/2017		Corrected boundary to two (2) ESNs (177 and 182).
Fire Beats			
Fire Districts			

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 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		03/03/17	
	3/1/2017		Corrected boundary to two (2) medic response areas (Med 3 and Med 4).
Medic Stations			
Medical Facilities			
Milepost Markers			
MSAG Communities		03/03/17	
	3/2/2017		Corrected boundary to two (2) MSAG Communities (Kalaeloa and Kapolei).
	3/1/2017		Corrected boundary to two (2) MSAG Communities (Kailua and Kaneohe).
Net Junctions			
Ocean Rescue Boundaries			
Ocean Safety			
Parcels			
Parks			
Parks Polygon			
Points of Interest			

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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)			
Police Beats		03/03/17	
	3/2/2017		Corrected boundary to two (2) police beats (871 & 872).
	3/1/2017		Corrected boundary to two (2) police beats (455 and 465).
Police Districts			
Police Response Areas	3/1/2017		Corrected boundary to two (2) police response areas (423N and 429N).
Police Stations			
Post Offices			
Schools			
Street Centerlines		03/31/17	
	3/31/2017		Corrected one-way to one (1) segment of Donald Ward Rd in Tripler.
	3/30/2017		Corrected range to three (3) segments (two segments of Krukowski Rd and one segment of Jackson Pl) in Tripler.
	3/30/2017		Merged two (2) segments of Krukowski Rd in Tripler.
	3/29/2017		Corrected range to nineteen (19) streets in Tripler.
	3/29/2017		Flipped nineteen (19) streets in Tripler.
	3/29/2017		Corrected one-way to three (3) segments of Jarrett White Rd in Tripler.
	3/29/2017		Merged five (5) street segments in Tripler.
	3/27/2017		Merged three (3) segments of Bergquist Rd in Tripler.
	3/27/2017		Corrected range to one (1) segment of Bergquist Rd in Tripler.
	3/24/2017		Corrected street name to four (4) street segments in MCBH.
	3/24/2017		Corrected range to six (6) street segments in MCBH.
	3/24/2017		Flipped one (1) segment of McClennan Dr in MCBH.
	3/24/2017		Split three (3) street segments (Mahannah Cir, McClennan Dr, and McLennan Dr) in MCBH.
	3/23/2017		Corrected range to sixteen (16) street segments in MCBH.
	3/23/2017		Spatially corrected five (5) street segments in MCBH.
	3/23/2017		Corrected street name to two (2) street segments (Kinikini Ln and S Lawrence Rd) in MCBH.
	3/23/2017		Flipped eleven (11) streets in MCBH.
	3/23/2017		Added one (1) new street (Hamaile Ln) in MCBH.
	3/23/2017		Split four (4) street segments in MCBH.
	3/22/2017		Corrected range to twenty-two (22) street segments in MCBH.
	3/22/2017		Spatially corrected four (4) street segments in MCBH.

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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 Created/ Edits Performed**	**Date GIS Delivered**	**Other/Remarks**
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Street Centerlines		03/17/17	
	3/16/2017		Corrected range to twenty-six (26) street segments in MCBH.
	3/13/2017		Corrected range to one (1) segment of Kaniau Pl in Waipahu.
	3/10/2017		Added two (2) segments of Pali Hwy in Kailua.
	3/10/2017		Split three (3) segments of Pali Hwy in Kailua.
	3/10/2017		Added two (2) segments of Likelike Hwy in Kalihi.
	3/10/2017		Split two (2) segments of Likelike Hwy in Kalihi.
	3/10/2017		Flipped six (6) street segments in MCBH.
	3/10/2017		Corrected one-way to ten (10) street segments in McCully.
	3/10/2017		Flipped two (2) segments of Mahapili Ct in Mililani.
	3/10/2017		Corrected range to two (2) segments of Mahapili Ct in Mililani.
	3/10/2017		Corrected one-way to one (1) segment of Ala Kapuna in Moanalua V.
	3/10/2017		Added four (4) segments of Pali Hwy in Nuuanu.
	3/10/2017		Split two (2) segments of Pali Hwy in Nuuanu.
	3/10/2017		Spatially corrected five (5) street segments in Nuuanu.
	3/9/2017		Flipped one (1) segment of Kahuapaani St in Aiea.
	3/9/2017		Flipped two (2) segments of Kanela St in Ewa Beach.
	3/9/2017		Corrected range to one (1) segment of Hawaii Kai Dr in Hawaii Kai.
	3/9/2017		Corrected range to two (2) segments of Haahaa St in Kaaawa.
	3/9/2017		Corrected one-way to one (1) segment of Liliha St in Downtown.
	3/9/2017		Corrected one-way to seven (7) street segments in Kalihi.
	3/9/2017		Flipped two (2) segments of Kalihi St in Kalihi.
	3/9/2017		Corrected range to eight (8) segments in MCBH.
	3/9/2017		Corrected street name to two (2) segments of Huehue Ln in MCBH.
	3/8/2017		Corrected range to six (6) street segments in Kapolei.
	3/8/2017		Spatially corrected six (6) street segments in Kapolei.
	3/7/2017		Spatially corrected four (4) street segments in Kapolei.
		03/03/17	
	3/2/2017		Split one (1) segment of FD Roosevelt Ave in Kalaeloa.
	3/2/2017		Added three (3) street segments of Ka Makana Alii Dr in Kapolei.
	3/2/2017		Added five (5) street segments in Waimanalo.
	3/2/2017		Split two (2) street segments of Hihimanu St 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	3/1/2017		Split one (1) segment of Auloa Rd in Kaneohe.
	3/1/2017		Corrected one-way to eight (8) streets in Nuuanu.
	3/1/2017		Corrected range to three (3) segments of Pali Hwy in Nuuanu.
	3/1/2017		Added three (3) segments of Pali Hwy in Kailua.
	3/1/2017		Corrected one-way to six (6) street segments in Kailua.
	3/1/2017		Spatially corrected four (4) segments of Pali Hwy in Kailua.
	3/1/2017		Corrected range to six (6) street segments in Kailua.
	3/1/2017		Split one (1) segment of Auloa Rd in Kailua.
Subdivisions			
Tow Jurisdictions			
Tsunami Evacuation Zones			
Tsunami Heights			
Waste Water Plants			
WSP Cell Sectors		03/31/17	
	3/30/2017		Per Verizon CRS
	3/28/2017		Per AT&T CRS
	3/28/2017		Per Verizon CRS
	3/21/2017		Per AT&T CRS
		03/17/17	
	3/15/2017		Per AT&T CRS
	3/13/2017		Per Verizon CRS
	3/13/2017		Per AT&T CRS
	3/10/2017		Per Verizon CRS
		03/03/17	
WSP Cell Towers		03/31/17	
	3/30/2017		Per Verizon CRS
	3/28/2017		Per AT&T CRS
	3/28/2017		Per Verizon CRS
	3/21/2017		Per AT&T CRS
		03/17/17	
	3/15/2017		Per AT&T CRS
	3/13/2017		Per Verizon CRS

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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 Created/ Edits Performed**	**Date GIS Delivered**	**Other/Remarks**
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE **(Listed Alphabetically)**			
WSP Cell Towers	3/13/2017		Per AT&T CRS
	3/10/2017		Per Verizon CRS
		03/03/17	

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
3/31/2017	Street Centerlines, Common Places, Police Beats, MSAG Communities to HPD for Motorola CAD
3/31/2017	Street Centerlines, Address Points, Fire Response Areas, Medic Response Areas, and Display Address Points to HFD, EMS, and Ocean Safety for TriTech CAD
3/31/2017	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
3/17/2017	Street Centerlines, Common Places, Police Beats, MSAG Communities to HPD for Motorola CAD
3/17/2017	Street Centerlines, Address Points, Fire Response Areas, Medic Response Areas, and Display Address Points to HFD, EMS, and Ocean Safety for TriTech CAD
3/17/2017	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
3/3/2017	Street Centerlines, Common Places, Police Beats, MSAG Communities to HPD for Motorola CAD
3/3/2017	Street Centerlines, Address Points, Fire Response Areas, Medic Response Areas, and Display Address Points to HFD, EMS, and Ocean Safety for TriTech CAD

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MAPFLEX SYSTEM

During the month of March 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 March 2017
   a. **Hawaii County** – Mar 14th, 2017 and Mar 28th, 2017
   b. **Maui County** – Mar 15th, 2017 and Mar 29th, 2017
   c. **Kauai County** – Mar 16th, 2017 and Mar 30th, 2017
   d. **Honolulu** – Mar 17th, 2017 and Mar 31st, 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
7/24/2016	Blank MapFlex Screen	The MapFlex screen went blank and there was no mapping capability, similar to what had occurred with Maui PD. Resulted from West's automatic update script. All of the PSAPs agreed to hold off on all GIS updates in MapFlex until West has resolved the issue.	Resolved (Nov 2016)
8/2016	Wireless Addresses	MapFlex system began displaying wireless information incorrectly. MapFlex system is doing a reverse query for additional information in the GIS and this is overriding the ALI information with the closest address in the GIS.	Resolved (Nov 2016)
8/2016	Text-to-911 Icons	Icons for text calls have stopped displaying. Previously when calls came in as a text call, there would be an icon displaying "TEXT" where the call was plotted.	Resolved (Nov 2016)
11/2016	Phase I Display	Wireless Phase I calls plotting at centroid of coverage area and landing in the ocean. After installation of new MapFlex version to correct other issues, the configurations for Wireless Phase I were not set up properly by West, in which the mapping did not point to the correct information in MapFlex.	Resolved (Dec 2016)
11/2016	Wireless Confidence	Sprint calls coming across with unusually high confidence. Coordination is taking place with Sprint and West. West provides the PDE services for Sprint.	Pending

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| 1/18/2017 | RDC MapFlex | During a meeting between Akimeka and RDC, it was identified that HPD GIS data was contained within the RDC MapFlex and was missing RDC's data. Due to the proprietary nature of the GIS data provided by Akimeka for the civilian PSAP's mapping systems and the confidential information contained to support HPD operations, it was concerning. Actions were taken to request West to stop this and to pull RDC's archive data. West has since replied that they never knew RDC was military and functioned separately from the civilian PSAPs.

HPD, RDC, and Akimeka have taken corrective actions to construct GIS data that will be used as a baseline for the RDC and to remove sensitive information supplied for the RDC MapFlex. | Pending – Notified by West in Feb 2017 that they are still planning this with HT and should be able to move forward soon. |

STREET UTILITY CHECK

This is an ongoing project to correct the errors identified. A comparison of the raw CAD generated report from the Street Check Utility was performed between the Street Centerline GIS data on November 21, 2016 and January 20, 2017.

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

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

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

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

4. E9-1-1 OAHU CIVILIAN DATABASE SYNCHRONIZATION

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

Next scheduled Database Synchronization – April 2017

AUDIT SUMMARY RESULTS – 2016 – 2017 -- TBA

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

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

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

AUTOMATIC LOCATION IDENTIFICATION (ALI) DISCREPANCY REPORT -- TBA