Oahu Civilian E9-1-1

Status Report

October 1, 2017 – October 31, 2017

AKIMEKA | HIGH PRIORITY. HIGH IMPACT.

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1. PSAP OPERATIONS

9-1-1 CALL VOLUME CIVILIAN PSAPS – OCTOBER 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
October	85,818	17,765	20.70%	64,664	75.35%	46.36%	28.99%	3,338	3.89%	51	0.06%	1,943	2.26%	12,237	14.26%	522	0.61%

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	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	87,004	18,611	21.39%	64,948	74.65%	48.01%	26.64%	3,419	3.93%	26	0.03%	1,821	2.09%	11,326	13.02%	463	0.53%
SEPT	85,119	17,781	20.89%	64,086	75.29%	46.82%	28.47%	3,226	3.79%	26	0.03%	1,853	2.18%	11,910	13.99%	541	0.64%
OCT	85,818	17,765	20.70%	64,664	75.35%	46.36%	28.99%	3,338	3.89%	51	0.06%	1,943	2.26%	12,237	14.26%	522	0.61%
NOV																	
DEC																	
YTD	847,818	190,988		624,094				32,414		323		19,385		117,298		5,910	
MON AVG	84,782	19,099	22.54%	62,409	73.60%	47.75%	25.85%	3,241	3.82%	32	0.04%	1,939	2.29%	11,730	13.83%	591	0.70%

NOTE:

- ***911 Calls with No ALI for October 2017 = 0.06% - 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 – OCTOBER 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
October	73,933	86.15%	18,070	42,587	1,039	12,237	2,736	3.19%	127	48

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
October	8,584	10.00%	734	79	43	0.05%	43	16

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	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
AUG	75,095	86.31%	19,591	43,299	879	11,326	2,717	3.12%	17	63	8,684	9.98%	881	90	45	0.05%	44	2
SEPT	73,922	86.85%	18,045	42,980	987	11,910	2,495	2.93%	138	48	8,125	9.55%	692	77	36	0.04%	36	1
OCT	73,933	86.15%	18,070	42,587	1,039	12,237	2,736	3.19%	127	48	8,584	10.00%	734	79	43	0.05%	43	16
NOV																		
DEC																		
YTD	730,156		184,983	417,841	10,034	117,298	27,486		1,251	523	83,802		7,645	1,068	464		455	125
MON AVG	73,016	86.11%	18,498	41,784	1,003	11,730	2,749	3.24%	125	52	8,380	9.90%	765	107	46	0.05%	46	13

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9-1-1 CALL VOLUME MILITARY PSAP – OCTOBER 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
Oct	2,382	312	13.10%	1,868	78.42%	42.93%	57.07%	49	2.06%	0	0.00%	0	0.00%	153	6.42%	0	0.00%

*911 Calls with No Ali for October 2017 = 0.00% - Statewide average for 2016 = 0.15%   ** The percentage of Wireless Phase II calls now exceeds the percentage of Wireless Phase I calls. See the monthly progress below.

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	2,359	269	11.40%	1,894	80.29%	42.71%	57.29%	59	2.50%	0	0.00%	0	0.00%	137	5.81%	0	0.00%
SEPT	2,346	296	12.62%	1,836	78.26%	43.63%	56.37%	56	2.39%	0	0.00%	0	0.00%	158	6.73%	0	0.00%
OCT	2,382	312	13.10%	1,868	78.42%	42.93%	57.07%	49	2.06%	0	0.00%	0	0.00%	153	6.42%	0	0.00%
NOV																	
DEC																	
YTD	22,948	2,968		17,861				573		0		0		1,546		0	
MON AVG	2,295	297	12.97%	1,786	77.80%	48.36%	51.64%	57	2.50%	0	0.00%	0	0.00%	155	6.73%	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 – OCTOBER 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	178	148	4	4	0	22
September	147	133	2	1	0	11
October	143	134	1	2	0	6
November						
December						
YTD	1690	1542	21	19	0	108
Monthly Avg.	169.0	154.2	2.1	1.9	0.0	10.8

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 – OCTOBER 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	7
September	10
October	5
November	
December	
YTD	88
Monthly Avg.	8.8

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 – OCTOBER 2017

Date	WSP	Sites Tested	Sectors Tested	Tested By:	Test Pass/Fail	Comments:
OAHU CIVILIAN - OCTOBER 2017						
10/20/2017	Verizon	1	3	Oahu PSAP	2/pass 1/fail	re-schedule fail sector
10/25/2017	Verizon	1	3	Oahu PSAP	Pass	Airport Cow
10/25/2017	Verizon	1	1	Oahu PSAP	Pass	re-test of failed sector
10/31/2017	Verizon	1	3	Oahu PSAP	Pass	

NOTES:

- **There were four (4) scheduled Wireless 911 Test for the Oahu Civilian PSAP in October, 2017.**

911 WIRELESS OAHU MILITARY PSAP TESTING – OCTOBER 2017

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

NOTES:

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

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2. MSAG (MASTER STREET ADDRESS GUIDE)

OAHU CIVILIAN MSAG TRANSACTIONS CURRENT MONTH/YEAR – OCTOBER 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	81	3	77	1	0	5	0	2	77
AUGUST	54	8	46	0	0	0	0	3	182
SEPTEMBER	164	18	145	0	1	0	0	0	3,208
OCTOBER	105	11	91	1	2	0	0	0	132
NOVEMBER									
DECEMBER									
TOTAL YTD	578	133	437	5	3				8,950
AVG PER MONTH	58	13	44	1	0				895

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 **105** MSAG transactions were processed in 9-1-1 Net during the current reporting month. Eleven 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 **132** customer ANI/ALI (telephone/address) records updated as a direct result.

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

91 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. Two VoIP DR was submitted as the result of a 9-1-1 call from a resident in Kapolei and a business in Kaneohe. One ALI DR was submitted for a resident in Ewa Beach.

OAHU CIVILIAN OPEN TELEPHONE RECORD (ALI) DISCREPANCY STATUS:

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

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

- **There is no Open VoIP DRs as of October 31, 2017**

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

NOTE:

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

PSAP 9-1-1 Telephone Number Location Change Request (Telephone Number Change Request (TNCR) Status)				
PSAP	**TOTAL TNCR RECORDS SUBMITTED BY AKIMEKA**	**OPENED TNCRS PENDING FURTHER ACTION BY WEST SAFETY SERVICES**	**OPENED TNCRS REFERRED TO TELCO BY WEST SAFETY SERVICES**	**TOTAL UNOPENED TNCR RECORDS**
OAHU CIVILIAN	2	0	2	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 – OCTOBER 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)
October	100	37	12	0	10	7	8	173	63	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	524	509	340	24	49	22	74	16,617	15	0	0
September	110	73	46	5	14	3	5	1,228	37	0	0
October	100	37	12	0	10	7	8	173	63	0	0
November											
December											
TOTAL YTD	2,058	1,826	831	671	176	59	89	42,335	229	3	0
AVG PER MO	206	183	83	67	18	6	9	4,234	23	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 100 MSAG transactions were processed in 9-1-1 Net during the current reporting month. 37 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 **173** customer ANI/ALI (telephone/address) records updated as a direct result.

TELEPHONE RECORD (ALI) TRANSACTIONS CURRENT MONTH NOTES:

Sixty three **(63)** 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 October 2017, there are 114 MSAG records containing 20,581 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	1,044	Completed	2/27/2017
Lualualei	0	73	2	Completed	3/2/2017
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

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 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 and the Phase IV synchronization is dependent on the availability of information and the delivery of data for the Military installations.

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	2	2,996	**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	Completed	6/30/2017
NCTAMS PAC	0	0	0	In Progress	
Lualualei	0	0	0	In Progress	
Schofield	1	0	1	In Progress	
Manana	0	1	174	In Progress	
Red Hill	0	0	140	Completed	5/1/2017
AMR	0	0	1,537	**Completed	4/26/2017
Makalapa	0	2	148	In Progress	
Tripler	0	0	34	In Progress	
Pearl HBR	4	0	56	In Progress	
Hickam	4	0	2,283	In Progress	
Ft Shafter	4	0	319	In Progress	
Ft Derussy	21	0	22	Completed	8/25/2017
Fold ISL	1	0	412	In Progress	
Total	50	5	8,527		

**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.

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PHASE IV	RDC GIS/MSAG Community Synchronization

Note: The status of completed indicates that the community has achieved a 98% synchronization, although understood that maintenance activity will continue to be ongoing.

PHASE IV	RDC GIS/MSAG Community Synchronization			
Community	Number of GIS Records	Number of MSAG Records	Status	Date
MCBH	537	361	Completed	Oct-17
Camp Smith	65	14		
Puuloa	1			
Bellows	28	58		
Kahuku RNG	19			
Makua	10	4		
Helemano	96	78	Completed	Aug-17
NCTAMS PAC	172	52		
Lualualei	382	241		
Schofield	1346	770	In Progress	
Manana	26	37	Completed	Aug-17
Red Hill	47	81	Completed	Aug-17
AMR	325	158	Completed	Sep-17
Makalapa	33	43	Completed	Nov-17
Tripler	54	110		
Ft Shafter	188	282		
Pearl HBR	655	198		
Hickam	550	516		
Ft Derussy	7	8	Completed	Oct-17
Fold ISL	161	147		

PHASE V	RDC ESN/ELT

Specific Project Plan – TBA

PHASE VI	Total Oahu Database Synchronization

Specific Project Plan – TBA

PHASE VII	Spatial Corrections in GIS

Specific Project Plan – TBA

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

PSAP	*Spectrum (Charter) 9-1-1 VoIP Database Verification Project				
	TOTAL RECORDS SUBMITTED BY SPECTRUM (A)	TOTAL RECORDS MATCHING & VERIFIED WITH 911 DATABASES (B)	TOTAL RECORDS NOT MATCHING	NON MATCHING RECORDS CORRECTED BY AKIMEKA (C)	PERCENT COMPLETED
HAWAII County	22,044	21,638 (98%)	406	406	100.00%
KAUAI County	8,936	8,695 (97%)	241	241	100.00%
MAUI County	18,256	17,517 (96%)	739	739	100.00%
OAHU Cilivian	87,414	85,329 (98%)	2,085	209	10.02%
OAHU Military	3,663	710 (19%)	2,953	1,277	43.24%
TOTAL	140,313	**133,889	6,424	2,872	70.7%

* Spectrum VoIP Database received on June 21st, 2017
** Akimeka provided VoIP Records with Latitude/Longitude coordinates

(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.

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3. GEOGRAPHIC INFORMATION SYSTEM (GIS) – OCTOBER 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.

Type of Layer	Akimeka GIS Server Date Created/ Edits Performed	Date GIS Delivered	Other/Remarks
OAHU CIVILIAN PSAPS & RDC			
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Address Points	10/31/2017		Spatially corrected twenty-five (25) address points in Aiea.
	10/31/2017		Deleted four (4) bad address points in Aiea.
	10/31/2017		Added one (1) address point (54 Halawa Dr) in Makalapa.
	10/31/2017		Spatially corrected sixty-two (62) address points in Waipahu.
	10/31/2017		Spatially corrected seventeen (17) address points in Kailua.
	10/30/2017		Spatially corrected seventy (70) address points in Kalihi.
		10/27/17	
	10/25/2017		Spatially corrected two hundred fifty-one (251) address points in Hawaii Kai.
	10/25/2017		Added location name to two hundred thirty-four (234) address points in Hawaii Kai.
	10/25/2017		Added one (1) address point (201 Opihikao Way) in Hawaii Kai.
	10/23/2017		Added one (1) address point (284 Center Dr) in Makalapa.
	10/19/2017		Corrected address to one (1) address point (2479 D St) in MCBH.
	10/19/2017		Added one (1) address point (2250 B St) in MCBH.
		10/13/17	
	10/12/2017		Added one (1) address point (1120 Acacia Rd) in Manana.
	10/10/2017		Added one (1) address point (1725 B St) in MCBH.
	10/6/2017		Corrected address to fifty-eight (58) address points in MCBH.
	10/4/2017		Added one (1) address point (911051 Keaunui Dr) in Ewa Beach.
	10/4/2017		Added location name to one (1) address point (4819 Kilauea Ave) in Waialae.
Airports			
AMR Response Areas			
Bridges			
Building Footprints			
Bus Stops			
Churches			
Coastal Names			
Coastline			
Common Places		**10/27/17**	
	10/26/2017		Added one thousand two hundred seventy-seven (1277) common places in MCBH.
	10/25/2017		Added one (1) common places (905 Kalanianaole Hwy) in Kailua.

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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)**			
Common Places	10/25/2017		Spatially corrected one (1) common places (Ameron Kapaa Quarry) in Kaneohe.
	10/23/2017		Corrected address to one (1) common places (Bldg 284) in Makalapa.
	10/23/2017		Spatially corrected one (1) common places (Bldg 284) in Makalapa.
	10/19/2017		Added one (1) common places (Friends Malaekahana) in Laie.
		10/13/17	
	10/6/2017		Corrected address to twenty-nine (29) common places in Hickam.
	10/6/2017		Corrected address to forty-one (41) common places in Pearl Hbr.
	10/5/2017		Corrected address to fourteen (14) common places in Hickam.
	10/5/2017		Corrected address to forty-two (42) common places in Pearl Hbr.
	10/4/2017		Added one (1) common places (McDonalds Ewa) in Ewa Beach.
	10/4/2017		Corrected address to four (4) common places in Hickam.
	10/4/2017		Added one (1) common places (Territorial Kahala) in Waialae.
	10/4/2017		Deleted one (1) common places (Arbys) in Kailua Kona.
Correctional Facilities			
Emergency Callboxes			
Emergency Operation Centers			
Emergency Shelters			
ESZ/ESN		**10/27/17**	
	10/23/2017		Corrected boundary to two (2) ESNs (171 and 165).
Fire Beats			
Fire Districts			
Fire Response Areas			
Fire Stations			
Food & Beverage			
Gas Stations			
Gate Codes			
Government Buildings			
Harbors			
Helipads			
Hiking Trails			
Hospitals			

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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)			
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		10/27/17	
MSAG Communities	10/23/2017		Corrected boundary to two (2) MSAG Communities (Kahuku and Kahuku Rng).
MSAG Communities		10/13/17	
MSAG Communities	10/11/2017		Corrected boundary to two (2) MSAG Communities (Waikiki and Ft Derussy).
Net Junctions			
Ocean Rescue Boundaries			
Ocean Safety			
Parcels			
Parks			
Parks Polygon			
Points of Interest			
Points of Interest			
Police Beats		10/27/17	
Police Beats	10/16/2017		Corrected boundary to two (2) police beats (262 and 264).
Police Districts			
Police Response Areas			
Police Stations			
Post Offices			
Schools			

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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	10/31/2017		Corrected range to four (4) street segments in Makalapa.
		10/27/17	
	10/23/2017		Corrected speed to one hundred twenty-seven (127) street segments in Kahuku.
	10/23/2017		Corrected one-way to three (3) segments of Office Rd in Kahuku.
	10/23/2017		Split one (1) segment of Kam Hwy in Kahuku.
	10/20/2017		Corrected street name to two (2) segments of Center Dr in Aiea.
	10/20/2017		Corrected street name to one (1) segment of Center Dr in Makalapa.
	10/20/2017		Corrected range to one (1) segment of Center Dr in Makalapa.
	10/17/2017		Split two (2) street segments of Dump Rd in Hickam.
	10/17/2017		Split one (1) segment of Satellite Tracking Station Rd in Makua.
	10/16/2017		Split five (5) street segments in Schofield.
		10/13/17	
	10/11/2017		Corrected range to three (3) segments of Kalia Rd in Ft Derussy.
	10/11/2017		Split one (1) segment of Kalia Rd in Ft Derussy.
	10/11/2017		Added seven (7) street segments in Ft Derussy.
	10/11/2017		Corrected speed to thirty-three (33) street segments in Laie.
	10/11/2017		Corrected one-way to four (4) segments of Brigham Young Rd in Laie.
	10/11/2017		Split two (2) segments of Brigham Young Rd in Laie.
	10/11/2017		Flipped two (2) segments of Brigham Young Rd in Laie.
	10/10/2017		Corrected range to twenty-five (25) street segments in MCBH.
	10/10/2017		Flipped twenty-five (25) street segments in MCBH.
	10/10/2017		Split four (4) segments of Mokapu Rd in MCBH.
	10/10/2017		Merged two (2) segments of Mokapu Rd in MCBH.
	10/10/2017		Added five (5) street segments in MCBH.
	10/6/2017		Corrected range to one (1) segment of Makolu St in Pearl City.
	10/5/2017		Corrected range to seven (7) street segments in MCBH.
	10/5/2017		Spatially corrected three (3) segments of B St in MCBH.
	10/5/2017		Split two (2) street segments (6th St and B St) in MCBH.
	10/5/2017		Added one (1) segment of Inactive Ships Pier Dr in Pearl Hrb.
	10/5/2017		Added one (1) segment of Inactive Ships Pier Dr in Waipahu.
	10/5/2017		Split one (1) segment of Waipio Point Acc Rd in Waipahu.
	10/4/2017		Added one (1) segment of Access Rd in Hickam.

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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 Created/ Edits Performed**	**Date GIS Delivered**	**Other/Remarks**
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Street Centerlines	10/4/2017		Added one (1) segment of Access Rd in Pearl Hbr.
	10/3/2017		Corrected speed to eighty-two (82) street segments in Laie.
	10/3/2017		Split one (1) segment of Kam Hwy in Laie.
	10/3/2017		Corrected name to two (2) segments of Squadron Rd in MCBH.
	10/3/2017		Corrected range to two (2) segments of Squadron Rd in MCBH.
	10/3/2017		Flipped two (2) segments of Squadron Rd in MCBH.
Subdivisions			
Tow Jurisdictions			
Tsunami Evacuation Zones			
Tsunami Heights			
Waste Water Plants			
WSP Cell Sectors		**10/27/17**	
	10/23/2017		Per AT&T CRS
	10/17/2017		Per AT&T CRS
	10/17/2017		Per Sprint CRS
		10/13/17	
	10/13/2017		Per Verizon CRS
	10/12/2017		Per Sprint CRS
	10/3/2017		Per AT&T CRS
	10/2/2017		Per AT&T CRS
WSP Cell Towers		**10/27/17**	
	10/23/2017		Per AT&T CRS
	10/17/2017		Per AT&T CRS
	10/17/2017		Per Sprint CRS
		10/13/17	
	10/13/2017		Per Verizon CRS
	10/12/2017		Per Sprint CRS
	10/3/2017		Per AT&T CRS
	10/2/2017		Per AT&T CRS

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GEOGRAPHIC INFORMATION SYSTEM (GIS) NARRATIVES

GIS KEY ACTIVITIES/UPDATES

- **GIS Key activities include the events such as GIS deliverables, meetings, agreements, etc.**

Date	Key Activities/Updates
10/27/2017	Street Centerlines, Common Places, Police Beats, MSAG Communities to HPD for Motorola CAD
10/27/2017	Street Centerlines, Address Points, Fire Response Areas, Medic Response Areas, and Display Address Points to HFD, EMS, and Ocean Safety for TriTech CAD
10/27/2017	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
10/27/2017	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.
10/27/2017	Address Points, Street Centerlines, Common Places, Fire Response Areas, Medic Response Areas, Ocean Safety Response Areas, AMR Response Areas to AMR for TriTech CAD
10/13/2017	Street Centerlines, Common Places, Police Beats, MSAG Communities to HPD for Motorola CAD
10/13/2017	Street Centerlines, Address Points, Fire Response Areas, Medic Response Areas, and Display Address Points to HFD, EMS, and Ocean Safety for TriTech CAD
10/13/2017	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
10/13/2017	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.

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MAPFLEX SYSTEM

During the month of October 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 October 2017
   a. **Hawaii County** – October 10th, 2017 and October 24th, 2017
   b. **Maui County** – October 11th, 2017 and October 25th, 2017
   c. **Kauai County** – October 12th, 2017 and October 26th, 2017
   d. **Honolulu** – October 13th, 2017 and October 27th, 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.	Resolved, 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.	Resolved (August 2017)
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. During the September 20, 2017 PSAP conference call, HT relayed there was confirmation that the Time Warner records were in fact passing through the West FMCC.	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 Discussion has taken place on a temporary solution by suppressing XY in ALI. West had announced later October 2017 that engineering was working on an interim release that allows the PSAP to suppress Lat/Long at the MapFlex server.
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)

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 September 15, 2017 and October 30, 2017.

Street Utility Check				
	First Report 06/01/13	**9/15/2017**	**10/30/2017**	**Improvements/Corrections**
Total Number of GIS Records	26,602	30,763	30,805	Increased by 42 records
Errors Identified				
Zero Errors	5,112	6	0	Decresed by 6 errors
Low > High Errors	3	0	0	No change
Mixed Parity Errors	1	0	0	No change
Changed Parity Errors	105	0	0	No change
Address Gap Errors	2,629	2	0	Decreased by 2 errors
Address Overlap Errors	423	2	0	Decreased by 2 errors
Flipped Link Errors	1,030	14	9	Decreased by 5 errors
Total Errors	**9,303**	**25**	**9**	Decreased by 16 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.

As a result of the GIS efforts within the military jurisdictional areas covered primarily by the RDC, the GIS data is undergoing several changes within the bases which will cause a fluctuation in the Street Check results, which is to be expected. Any discrepancies that are identified will be corrected in the following GIS deliverable.

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 October 2017, there were no issues reported.

Oahu Civilian E9-1-1 Status Report

October 1, 2017 - October 31, 2017

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.
4. During July 2017, Akimeka corrected an additional 21 major streets/highways, and an additional 1,091 city streets were updated.
5. During August 2017, Akimeka corrected an additional 154 street segments across Kahaluu and Kaaawa.
6. During September 2017, Akimeka corrected an additional 157 segments throughout Kaaawa, Punaluu, and Hauula.
7. During October 2017, Akimeka corrected 242 segments in Laie, and Kahuku.

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.

Oahu Civilian E9-1-1 Status Report

October 1, 2017 - October 31, 2017

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.
4. Throughout September 2017, the deliverables continued as scheduled and there were no reported issues.
5. On September 15, Akimeka received notification that the data will soon be put into production and there was approval from the local users to move to PROD.
    a. During the September 29, 2017 GIS deliverable, Akimeka notified everyone that now that data has been put into production we will be moving to a once-per-month deliverable schedule.
6. Akimeka provided the new monthly GIS deliverable on October 27, 2017. There were no issues reported.

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.

Oahu Civilian E9-1-1 Status Report

October 1, 2017 - October 31, 2017

RDC MAPFLEX PROJECT

During the month of September 2017, there were some significant project schedules approved, geared to further increase the accuracy of the GIS data within the RDC MapFlex system. To date, the synchronization efforts have been on track and steadily increasing the accuracy and consistency of the data.

1. On September 1, 2017, the HPD, RDC, and Akimeka held a meeting on the RDC's Database Synchronization project and to discuss the proposed phases on implementation.
    a. At a glance, there were a total of 7 phases recommended, each of which were aimed to systematically improve the quality of the GIS, MSAG, and ALI data for the RDC.
    b. The phases spanned from the initial analysis (conducted in May) to data collection efforts, to achieving the desired minimum 98% match rate among the databases.
    c. The meeting was very productive and the project schedule was subsequently approved by all in attendance.
    d. As each of the phases are completed, a status briefing will be provided to the RDC and HPD leadership. The work effort throughout each phase will continue to be tracked and reported via the MSR.
        i. If there are any needed changes to the project schedule, the RDC, HPD, and Akimeka will coordinate for approvals.
2. On September 15, 2017, a meeting regarding the RDC Common Places took place with HPD and Akimeka.
    a. The agenda for the meeting was to review with HPD how to best import the Common Place data into the GIS so that it did not disrupt the operational components in their CAD and Mapping Systems.
    b. The goal was to identify the best strategy so that the RDC, HPD, and all secondary PSAPs could receive the same data in all systems, therefore supporting interoperability, but without causing any issues in any one system.
    c. Akimeka proposed an import strategy which mirrored the community sweep pattern from the phased effort regarding the synchronization. This would not only allow for a gradual implementation, but also to give everyone a schedule so they were aware what changes were taking place and where so that testing could be done.
    d. The recommendation was approved during the meeting.
3. On October 25, 2017 Akimeka received Address Point data from the Army Directorate of Public Works.
    a. With Schofield being one of the largest areas on Oahu missing GIS data, Akimeka moved this installation up on the schedule. New Address data and subsequently the database synchronization will be taking place with significant progress updates expected in November 2017.

Oahu Civilian E9-1-1 Status Report

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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 October 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 **7,783** 9-1-1 MSAG records were reviewed in the audit and analyzed. Results of the database synchronization audit completed on October 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

October 1, 2017 - October 31, 2017

AUDIT SUMMARY RESULTS – 2017

9-1-1 MSAG TO GIS STREET CENTERLINE AUDIT COMPARISON RESULTS	Notes	As of January 1, 2017		As of April 1, 2017		As of July 1, 2017		As of October 1, 2017	
		9-1-1 MSAG Dated 1-01-17		9-1-1 MSAG Dated 4-01-17		9-1-1 MSAG Dated 7-01-17		9-1-1 MSAG Dated 10-01-17	
		# of Records	%	# of Records	%	# of Records	%	# of Records	%
Total 9-1-1 MSAG Records Reviewed		7,754		7,774		7,782		7,783	
Less: 9-1-1 MSAG Exception Records	(1)	35	0.5%	35	0.5%	35	0.4%	35	0.4%
Net 9-1-1 MSAG Records Eligible for Comparison		7,719		7,739		7,747		7,748	
Total 9-1-1 MSAG Records Match (9-1-1 MSAG -- GIS Match -- No Corrections Required)		7,708	99.9%	7,732	99.9%	7,738	99.9%	7,737	99.9%
9-1-1 MSAG -- GIS No Match - Minor Correction Required	(2)	8	0.1%	2	0.0%	6	0.1%	8	0.1%
9-1-1 MSAG Record With No Matching GIS Record	(3)	3	0.0%	4	0.1%	3	0.0%	3	0.0%
Total 9-1-1 MSAG Records No Match		11	0.1%	6	0.1%	9	0.1%	11	0.1%

Objective: NENA Recommended Match Rate = 98%

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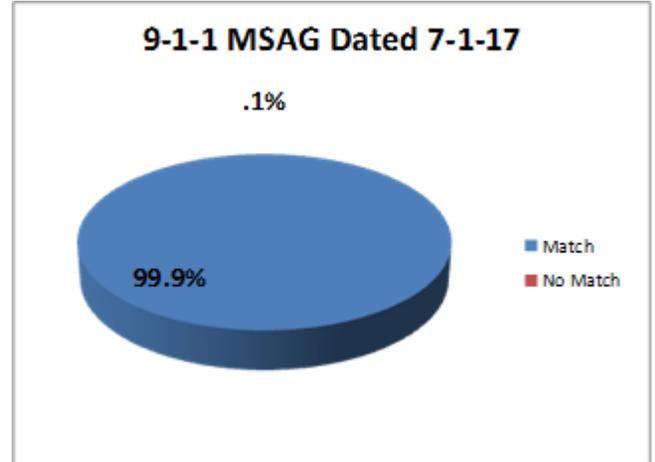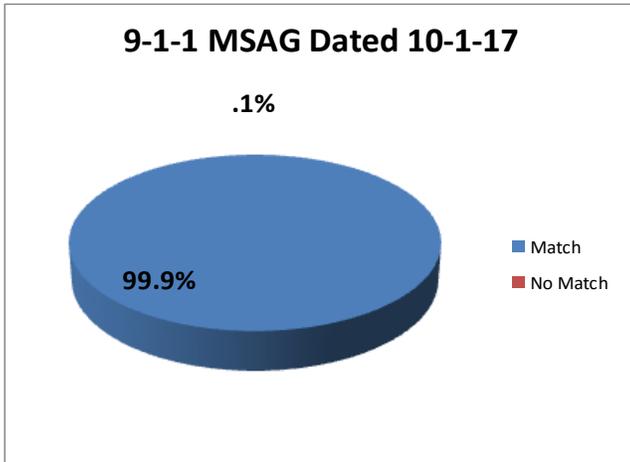
NOTES:

- **(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

October 1, 2017 - October 31, 2017

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

9-1-1 MSAG Dated 10-1-17

.1%

99.9%

Match
No Match

9-1-1 MSAG Dated 7-1-17

.1%

99.9%

Match
No Match

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

99.9% as of April 1, 2017 compared to 99.9% as of October 1, 2017.

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

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

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

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

"MSAG - GIS Minor Corrections" increased (6 to 8) from July 2017 to October 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

October 1, 2017 - October 31, 2017

AUDIT SUMMARY RESULTS OCTOBER 1, 2017 MSAG VS. JULY 1, 2017 MSAG CONTINUED

- ❖ MSAG Record with No GIS Record" remained the same (3 to 3) from July 2017 to October 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 (7 to 15) from July 2017 to October 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 (5 to 14) from July 2017 to October 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

October 1, 2017 - October 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		9-1-1 MSAG Dated 10-01-17	
	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)	# of Records	% of Total MSAG Records (Valid and Invalid)
ESN 199	32	0.4%	30	0.3%	27	0.3%	20	0.3%

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

October 1, 2017 - October 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 October 27, 2017, there are **94** 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.
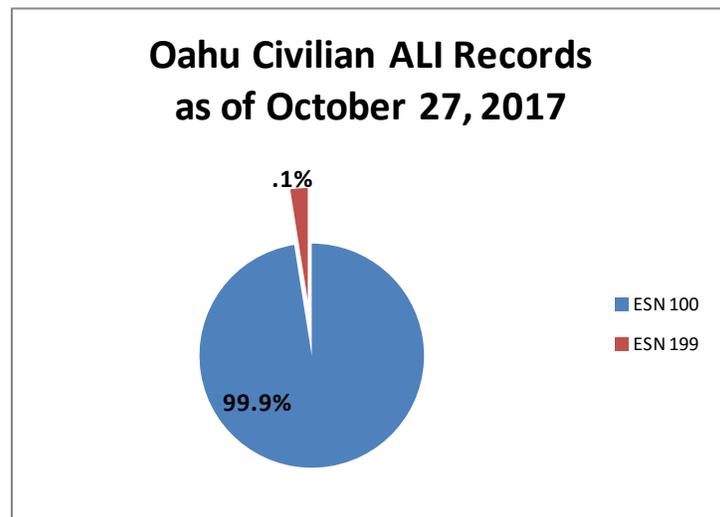
The number of Ali records with an ESN 199 records decreased by **57%** (221 to 94) from July 2017 to October 2017. The decrease was due primarily to Akimeka's effort to identify the invalid MSAG records and verify their correct locations against current County GIS data.

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".

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 October 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 October 1, 2017, against the PSAP's 911 GIS Street Centerline data. A total number of **1,557** 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

October 1, 2017 - October 31, 2017

AUDIT SUMMARY RESULTS – 2017

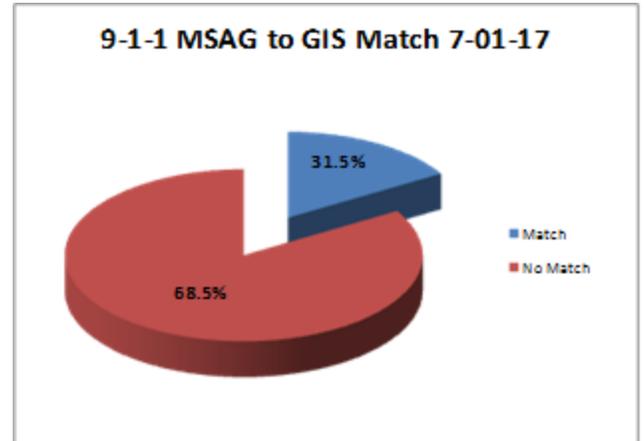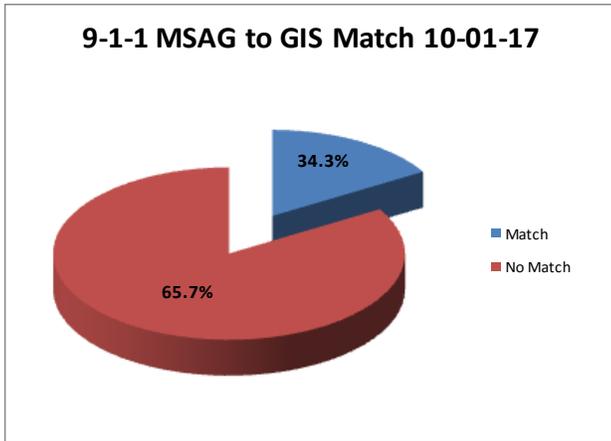| 9-1-1 MSAG TO GIS STREET CENTERLINE AUDIT COMPARISON RESULTS	Notes	As of January 25, 2017		As of April 1, 2017		As of July 1, 2017		As of October 1, 2017	
		9-1-1 MSAG Dated 1-25-17		9-1-1 MSAG Dated 4-01-17		9-1-1 MSAG Dated 7-01-17		9-1-1 MSAG Dated 10-01-17	
		# of Records	%	# of Records	%	# of Records	%	# of Records	%
Total 9-1-1 MSAG Records Reviewed		3,235		2,231		1,582		1,557	
Less: 9-1-1 MSAG Exception Records	(1)	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Net 9-1-1 MSAG Records Eligible for Comparison		3,235		2,231		1,582		1,557	
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%	1,023	65.7%
9-1-1 MSAG -- GIS No Match - Minor Correction Required	(2)	0	0.0%	842	37.7%	429	27.1%	12	0.8%
9-1-1 MSAG Record With No Matching GIS Record	(3)	0	0.0%	1,043	46.8%	655	41.4%	522	33.5%
Total 9-1-1 MSAG Records No Match		0	0.0%	1,885	84.5%	1,084	68.5%	534	34.3%

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

October 1, 2017 - October 31, 2017

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

9-1-1 MSAG to GIS Match 10-01-17 — Match 34.3%, No Match 65.7%

9-1-1 MSAG to GIS Match 7-01-17 — Match 31.5%, No Match 68.5%

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

34.3% as of October 1, 2017 compared to 31.5% as of July 1, 2017.

<u>Objective:</u> NENA Recommended Match Rate = 98%

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

❖ "MSAG - GIS Minor Corrections" decreased by 97% (429 to 12) from July 2017 to October 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 20% (655 to 522) from July 2017 to October 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

October 1, 2017 - October 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		9-1-1 MSAG Dated 10-01-17	
	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)	# of Records	% of Total MSAG Records (Valid and Invalid)
ESN 169	97	2.9%	61	2.7%	48	2.9%	114	6.8%

These invalid MSAG records represent **6.8%** of the Total MSAG records for the Oahu Military PSAP as of the October 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.