Oahu Civilian E9-1-1

Status Report

November 1, 2017 – November 30, 2017

AKIMEKA | HIGH PRIORITY. HIGH IMPACT.

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1. PSAP OPERATIONS

9-1-1 CALL VOLUME CIVILIAN PSAPS – NOVEMBER 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
November	81,656	17,777	21.77%	60,564	74.17%	46.61%	27.56%	3,266	4.00%	49	0.06%	1,371	1.68%	11,761	14.40%	562	0.69%

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	81,656	17,777	21.77%	60,564	74.17%	46.61%	27.56%	3,266	4.00%	49	0.06%	1,371	1.68%	11,761	14.40%	562	0.69%
DEC																	
YTD	929,474	208,765		684,658				35,680		372		20,756		129,059		6,472	
MON AVG	84,498	18,979	22.47%	62,242	73.65%	47.65%	26.00%	3,244	3.84%	34	0.04%	1,887	2.23%	11,733	13.88%	588	0.70%

NOTE:

- ***911 Calls with No ALI for November 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 – NOVEMBER 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
November	71,264	87.27%	17,443	41,377	683	11,761	3,164	3.87%	90	46

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
November	6,630	8.12%	563	262	36	0.04%	35	3

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	71,264	87.27%	17,443	41,377	683	11,761	3,164	3.87%	90	46	6,630	8.12%	563	262	36	0.04%	35	3		
DEC																				
YTD	801,420		202,426	459,218	10,717	129,059	30,650		1,341	569	90,432		8,208	1,330	500		490	128		
MON AVG	72,856	86.22%	18,402	41,747	974	11,733	2,786	3.30%	122	52	8,221	9.73%	746	121	45	0.05%	45	12		

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9-1-1 CALL VOLUME MILITARY PSAP – NOVEMBER 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
Nov	2,409	274	11.37%	1,897	78.75%	48.92%	51.08%	69	2.86%	0	0.00%	0	0.00%	169	7.02%	0	0.00%

*911 Calls with No Ali for November 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	2,409	274	11.37%	1,897	78.75%	48.92%	51.08%	69	2.86%	0	0.00%	0	0.00%	169	7.02%	0	0.00%
DEC																	
YTD	25,357	3,242		19,758				642		0		0		1,715		0	
MON AVG	2,305	295	12.82%	1,796	77.89%	48.42%	51.58%	58	2.53%	0	0.00%	0	0.00%	156	6.76%	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 – NOVEMBER 2017

NOTE:

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

Month	Total	HPD	HFD	EMS	OS	911 (handled)
January	188	175	2	0	0	11
February	146	141	2	0	0	3
March	166	147	2	0	0	17
April	182	165	2	7	0	8
May	155	139	3	0	0	13
June	208	193	3	0	0	12
July	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	133	104	5	2	0	22
December						
YTD	1823	1646	26	21	0	130
Monthly Avg.	165.7	149.6	2.4	1.9	0.0	11.8

TEXT TO 911 Oahu Civilian PSAPs 2017

NOTE:

The 9-1-1 handled texts were incidents in which the Division conducted testing or the texter texted 911 in error.

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TEXT TO 911 OAHU MILITARY PSAP – CURRENT MONTH – NOVEMBER 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	3
December	
YTD	91
Monthly Avg.	8.3

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 – NOVEMBER 2017

OAHU CIVILIAN - NOVEMBER 2017						
Date	WSP	Sites Tested	Sectors Tested	Tested By:	Test Pass/Fail	Comments:
11/02/17	Verizon	1	3	Oahu PSAP	Pass	Airport COW
11/14/17	Sprint	1	2	Oahu PSAP	Pass	
11/14/17	Sprint	1	1	Oahu PSAP	Pass	Iroquios (see RDC)
11/29/17	Verizon	1	3	Oahu PSAP	Pass	

NOTES:

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

911 WIRELESS OAHU MILITARY PSAP TESTING – NOVEMBER 2017

OAHU MILITARY - NOVEMBER 2017						
Date	WSP	Sites Tested	Sectors Tested	Tested By:	Test Pass/Fail	Comments:
11/14/2017	Sprint	1	2	RDC	Pass	Iroquois (see below)

NOTES:

- **There was one (1) scheduled Wireless 911 Testing for the Oahu Military PSAP in November, 2017.**
- **One tower at Iroquois with 3 sectors tested. 2 sectors correctly routed to the RDC and one sector correctly routed to HPD per the TVW (Test Validation Worksheet). This is an example of one Wireless Cell Tower with Cell Sectors routing to 2 different PSAPs. This is determined by the Cell Sector coverage area visible on a Wireless Phase I class of service. This will also minimize the transferring of 911 calls from one PSAP to another and accelerate response time.**

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2. MSAG (MASTER STREET ADDRESS GUIDE)

OAHU CIVILIAN MSAG TRANSACTIONS CURRENT MONTH/YEAR – NOVEMBER 2017

OAHU CIVILIAN	9-1-1 TRANSACTIONS								
	Total	MSAG	ALI Submitted			Open ALI Discrepancy Records			Customer Addresses Affected
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	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	28	12	16	0	0	16	0	0	253
DECEMBER									
TOTAL YTD	606	145	453	5	3				9,203
AVG PER MONTH	55	13	41	0	0				837

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 **28** MSAG transactions were processed in 9-1-1 Net during the current reporting month. Twelve 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 **253** customer ANI/ALI (telephone/address) records updated as a direct result.

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

16 Telephone Number Change Requests (TN CR) transactions were processed in 9-1-1 Net with valid MSAG addresses, as a result of the ESN 199 clean-up effort. ESN 199 TN CRs must be validated against HT records and approved by the end user Hawaiian Telcom customer before updating the ALI record.

OAHU CIVILIAN OPEN TELEPHONE RECORD (ALI) DISCREPANCY STATUS:

- **There are no Open ALI-DRs as of November 30, 2017**

- **There are no Open ALI-DRs as of November 30, 2017**

- **There is no Open VoIP DRs as of November 30, 2017**

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TNCR (TELEPHONE NUMBER CHANGE REQUEST) CURRENT STATUS – NOVEMBER, 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	1	0	1	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 – NOVEMBER 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)
November	73	55	21	0	27	5	2	25	18	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	73	55	21	0	27	5	2	25	18	0	0
December											
TOTAL YTD	**2,131**	**1,881**	**852**	**671**	**203**	**64**	**91**	**42,360**	**247**	**3**	**0**
AVG PER MO	**194**	**171**	**77**	**61**	**18**	**6**	**8**	**3,851**	**22**	**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 73 MSAG transactions were processed in 9-1-1 Net during the current reporting month. 55 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 **25** customer ANI/ALI (telephone/address) records updated as a direct result.

TELEPHONE RECORD (ALI) TRANSACTIONS CURRENT MONTH NOTES:

Eighteen **(18)** 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 November 2017, there are 109 MSAG records containing 20,571 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	0	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	4,027	4,027	In Progress	
Manana	0	0	174	In Progress	
Red Hill	0	0	140	Completed	5/1/2017
AMR	0	0	1,537	**Completed	4/26/2017
Makalapa	0	0	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	4,027	12,553		

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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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	**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	383	18.37%
OAHU Military	3,663	710 (19%)	2,953	2,355	79.75%
TOTAL	**140,313**	****133,889**	**6,424**	**4,124**	**79.62%**

Table title: *Spectrum (Charter) 9-1-1 VoIP Database Verification Project

* 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) – NOVEMBER 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	11/30/2017		Added thirty-eight (38) address points in Waipahu.
	11/29/2017		Corrected address to one (1) address point (1440 Akamai Pl) in Kailua.
	11/28/2017		Added one (1) address point (801 South St) in Honolulu.
		11/22/17	
	11/21/2017		Spatially corrected eighty-six (86) address points in Waipio.
	11/14/2017		Added location name to one (1) address point (940465 Waipahu St) in Waipahu.
	11/14/2017		Added seventy-two (72) address point in Waipahu.
		11/09/17	
	11/9/2017		Corrected address to one (1) address point (3452 Kaimuki Ave) in Kaimuki.
	11/8/2017		Added fifty (50) address points in Kapolei.
	11/7/2017		Added one (1) address point (911045 Laukapuna St) in Ewa Beach.
	11/7/2017		Added two (2) address points (470415 Ahuimanu Pl and 470421 Ahuimanu Pl) in Kaneohe.
	11/7/2017		Added two (2) address points (550 Kamaaha Ave and 642 Kakala St) in Kapolei.
	11/7/2017		Spatially corrected eleven (11) address points in Maili.
	11/7/2017		Corrected address to one (1) address point (870037 Kulaaupuni St) in Maili.
	11/7/2017		Added forty-six (46) address points in Waimanalo.
	11/6/2017		Added two hundred thirty-four (234) address points in Schofield.
	11/3/2017		Added three thousand seven hundred ninety-three (3793) address points in Schofield.
	11/1/2017		Spatially corrected one hundred twenty-six (126) address points in Kaneohe.
Airports			
AMR Response Areas			
Bridges			
Building Footprints			
Bus Stops			
Churches			
Coastal Names			
Coastline			
Common Places		**11/22/17**	
	11/21/2017		Spatially corrected thirty-three (33) Common Places in Waipio.

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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		11/09/17	
	11/2/2017		Added two (2) Common Places (Embassy Suites Kapo and Hampton Inn Kapolei) in Kapolei.
	11/2/2017		Corrected name to five (5) Common Places in MCBH.
	11/2/2017		Deleted sixty-eight (68) Common Places in MCBH.
	11/2/2017		Deleted one (1) Common Place (Kmart Stadium MP) in Aiea.
	11/2/2017		Deleted one (1) Common Place (Kmart Kapolei) in Kapolei.
	11/2/2017		Deleted one (1) Common Place (Kmart Waikele) in Waipio.
	11/1/2017		Spatially corrected one (1) Common Place (Heiau Puu O Mahuka) in Sunset.
Correctional Facilities			
Emergency Callboxes			
Emergency Operation Centers			
Emergency Shelters			
ESZ/ESN		11/09/17	
	11/8/2017		Corrected boundary to two (2) ESNs (140 and 141).
	11/6/2017		Corrected boundary to two (2) ESNs (157 and 162).
Fire Beats			
Fire Districts			
Fire Response Areas		11/09/17	
	11/8/2017		Corrected boundary to two (2) Fire Response Areas (East Kapolei and Waipahu).
Fire Stations			
Food & Beverage			
Gas Stations			
Gate Codes			
Government Buildings			
Harbors			
Helipads			
Hiking Trails			
Hospitals			
Hydrants			
Hyrdology Layers			

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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 GIS Delivered	Other/Remarks
	Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE **(Listed Alphabetically)**			
Incident Response Areas			
Lodging			
Major Roads			
Medic Beats			
Medic Districts			
Medic Response Areas		**11/09/17**	
	11/8/2017		Corrected boundary to two (2) Medic Response Areas (Makakilo and Waipahu).
Medic Stations			
Medical Facilities			
Milepost Markers			
Military Response Areas			
MSAG Communities		**11/09/17**	
	11/8/2017		Corrected boundary to two (2) MSAG Communities (Ewa Beach and Kapolei).
	11/6/2017		Corrected boundary to two (2) MSAG Communities (Kunia and Schofield).
Net Junctions			
Ocean Rescue Boundaries			
Ocean Safety			
Parcels			
Parks			
Parks Polygon			
Points of Interest			
Police Beats		**11/09/17**	
	11/8/2017		Corrected boundary to two (2) Police Beats (872 and 879).
	11/6/2017		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	11/29/2017		Flipped one (1) segment of Momolio St in Kalihi.
	11/29/2017		Corrected range to one (1) segment of Momolio St in Kalihi.
	11/29/2017		Corrected range to one (1) segment of Momolio St in Nuuanu.
	11/29/2017		Flipped one (1) segment of Momolio St in Nuuanu.
	11/29/2017		Added one (1) segment of E St in MCBH.
	11/29/2017		Corrected range to seven (7) street segments in MCBH.
	11/28/2017		Added sixty (60) street segments in Schofield.
	11/27/2017		Split three (3) segments of Lyman Rd in Schofield.
		11/22/17	
	11/21/2017		Flipped one (1) segment of Kaiina St in Kapolei.
	11/21/2017		Flipped four (4) street segments in Waipio.
	11/21/2017		Corrected range to three (3) segments of Paaono St in Waipio.
	11/15/2017		Corrected speed to forty (40) street segments in Haleiwa.
	11/15/2017		Split three (3) street segments (two segments of Joseph P Leong Hwy and one segment of Kam Hwy) in Haleiwa.
		11/09/17	
	11/8/2017		Added fifteen (15) street segments in Kapolei.
	11/1/2017		Corrected range to two (2) streets (Samoa Pl and Ulithi Rd) in Makalapa.
	11/1/2017		Corrected street name to two (2) street segments of Ulithi Rd in Makalapa.
	11/1/2017		Deleted one (1) street segment in Makalapa.
	11/1/2017		Corrected speed to one hundred fifty-eight (158) street segments in Sunset.
	11/1/2017		Split one (1) segment of Kam Hwy in Sunset.
Subdivisions			
Tow Jurisdictions			
Tsunami Evacuation Zones			
Tsunami Heights			
Waste Water Plants			
WSP Cell Sectors	11/27/2017		Per AT&T CRS
	11/24/2017		Per AT&T CRS
		11/22/17	
	11/21/2017		Per AT&T CRS
	11/20/2017		Per T-Mobile CRS
	11/20/2017		Per Verizon CRS

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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)**			
WSP Cell Sectors	11/17/2017		Per AT&T CRS
	11/17/2017		Per Sprint CRS
	11/16/2017		Per AT&T CRS
	11/14/2017		Per AT&T CRS
	11/14/2017		Per Verizon CRS
		11/09/17	
	11/6/2017		Per Verizon CRS
WSP Cell Towers	11/27/2017		Per AT&T CRS
	11/24/2017		Per AT&T CRS
		11/22/17	
	11/21/2017		Per AT&T CRS
	11/20/2017		Per T-Mobile CRS
	11/20/2017		Per Verizon CRS
	11/17/2017		Per AT&T CRS
	11/17/2017		Per Sprint CRS
	11/16/2017		Per AT&T CRS
	11/14/2017		Per AT&T CRS
	11/14/2017		Per Verizon CRS
		11/09/17	
	11/6/2017		Per Verizon 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
11/22/2017	Street Centerlines, Common Places, Police Beats, MSAG Communities to HPD for Motorola CAD
11/22/2017	Street Centerlines, Address Points, Fire Response Areas, Medic Response Areas, and Display Address Points to HFD, EMS, and Ocean Safety for TriTech CAD
11/22/2017	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
11/22/2017	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.
11/22/2017	Address Points, Street Centerlines, Common Places, Fire Response Areas, Medic Response Areas, Ocean Safety Response Areas, AMR Response Areas to AMR for TriTech CAD
11/9/2017	Street Centerlines, Common Places, Police Beats, MSAG Communities to HPD for Motorola CAD
11/9/2017	Street Centerlines, Address Points, Fire Response Areas, Medic Response Areas, and Display Address Points to HFD, EMS, and Ocean Safety for TriTech CAD
11/9/2017	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
11/9/2017	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 November 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 November 2017
   a. **Hawaii County** – November 7th, 2017 and November 21st, 2017
   b. **Maui County** – November 8th, 2017 and November 22nd, 2017
   c. **Kauai County** – November 9th, 2017 and November 22nd, 2017
   d. **Honolulu** – November 10th, 2017 and November 22nd, 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)

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STREET UTILITY CHECK

This is an ongoing project to correct the errors identified. A comparison of the raw CAD generated report from the Street Check Utility was performed between the Street Centerline GIS data on October 30, 2017 and November 22, 2017.

Street Utility Check				
	First Report 06/01/13	**10/30/2017**	**11/22/2017**	**Improvements/Corrections**
Total Number of GIS Records	26,602	30,805	30,823	Increased by 18 records
Errors Identified				
Zero Errors	5,112	0	0	No change
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	0	1	Increased by 1 error
Address Overlap Errors	423	0	0	No change
Flipped Link Errors	1,030	9	5	Decreased by 4 errors
Total Errors	**9,303**	**9**	**6**	Decreased by 3 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 November 2017, there were no issues reported.

Oahu Civilian E9-1-1 Status Report

November 1, 2017 - November 30, 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.
8. During November 2017, Akimeka corrected an additional 198 segments in Sunset, and Haleiwa.

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.

NOTE:

This work is performed under a separate contract.

Oahu Civilian E9-1-1 Status Report

November 1, 2017 - November 30, 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.
7. Akimeka has scheduled a meeting with AMR for December 5, 2017 to discuss the data and see if there are any updates they would like to see in the data.

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

November 1, 2017 - November 30, 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.
4. During the month of November 2017, Akimeka added 4,000+ Address Points on Schofield and several additional Street Centerlines, which were also new additions to the MSAG database.

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 – January 2018

AUDIT SUMMARY RESULTS – 2018 - 2017 -- TBA

AUDIT SUMMARY RESULTS – JANUARY 1, 2018 MSAG VS. OCTOBER 1, 2017 MSAG

AUDIT SUMMARY RESULTS JANUARY 1, 2018 MSAG VS. OCTOBER 1, 2017 MSAG CONTINUED

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

AUTOMATIC LOCATION IDENTIFICATION (ALI) DATABASE DISCREPANCIES -- TBA

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

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

Next Scheduled Database Synchronization – January 2018

AUDIT SUMMARY RESULTS – 2018 -2017 -- TBA

AUDIT SUMMARY RESULTS – JANUARY 1, 2018 VS. OCTOBER 1, 2017 MSAG -- TBA

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

AUTOMATIC LOCATION IDENTIFICATION (ALI) DATABASE DISCREPANCIES -- TBA