

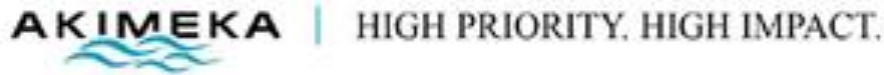
# Hawaii County E9-1-1 Status Report

*January 1, 2018 – January 31, 2018*



# Hawaii County E9-1-1 Status Report

January 1, 2018 – January 31, 2018



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## 1. PSAP OPERATIONS

### 9-1-1 CALL VOLUME HAWAII COUNTY PSAPS – JANUARY 2018

(Source: West Safety Services Viper system)

(\*) Totals are based on calls to Primary PSAP.

9-1-1 Call Volume																	
HAWAII COUNTY PSAPs		Wireline		Wireless				VOIP		Calls With No ALI		Admin Calls		Abandoned Calls		Other Calls	
2018	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
JAN	18,334	3,344	18.24%	12,601	68.73%	46.04%	53.96%	874	4.77%	39	0.21%	0	0.00%	1,476	8.05%	0	0.00%

### CALL VOLUME HAWAII COUNTY PSAP NOTES:

\*The percentage of Wireless Phase 2 calls (53.96%) has surpassed the number of Wireless Phase 1 calls (46.04%) in January 2018.

\*911 Calls with No Ali in January 2018 = 0.21% - Statewide average for 2017 = 0.08%

### 9-1-1 CALL VOLUME – CALENDAR YEAR 2018

9-1-1 Call Volume																	
HAWAII COUNTY PSAPs		Wireline		Wireless				VOIP		Calls with No ALI		Admin Calls		Abandoned Calls		Other Calls	
2018	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
JAN	18,334	3,344	18.24%	12,601	68.73%	46.04%	53.96%	874	4.77%	39	0.21%	0	0.00%	1,476	8.05%	0	0.00%
FEB																	
MAR																	
APR																	
MAY																	
JUNE																	
JULY																	
AUG																	
SEPT																	
OCT																	
NOV																	
DEC																	
YTD	18,334	3,344		12,601				874		39		0		1,476		0	
MON AVG	18,334	3,344	18.24%	12,601	68.73%	46.04%	53.96%	874	4.77%	39	0.21%	0	0.00%	1,476	8.05%	0	0.00%

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### 9-1-1 CALL VOLUME BY AGENCY – JANUARY 2018

2018	9-1-1 Call Volume by Agency									
	Hawaii Police Department					Hawaii Fire Department				
	Number of Total Calls Received	% of Total Calls	Number of Admin Calls	Number of Abandoned Dropped Calls	Number of Other Calls	Number of Total Calls Received	% of Total Calls	Number of Admin Calls	Number of Abandoned Dropped Calls	Number of Other Calls
January	14,408	78.59%	0	1,451	0	2,450	13.36%	0	25	0

### 9-1-1 CALL VOLUME BY AGENCY – CALENDAR YEAR 2018

2018	9-1-1 Call Volume by Agency									
	Hawaii Police Department					Hawaii Fire Department				
	Number of Total Calls Received	% of Total Calls	Number of Admin Calls	Number of Abandoned Dropped Calls	Number of Other Calls	Number of Total Calls Received	% of Total Calls	Number of Admin Calls	Number of Abandoned Dropped Calls	Number of Other Calls
January	14,408	78.59%	0	1,451	0	2,450	13.36%	0	25	0
February										
March										
April										
May										
June										
July										
August										
September										
October										
November										
December										
YTD	14,408		0	1,451	0	2,450		0	25	0
MON AVG	14,408	78.59%	0	1,451	0	2,450	13.36%	0	25	0

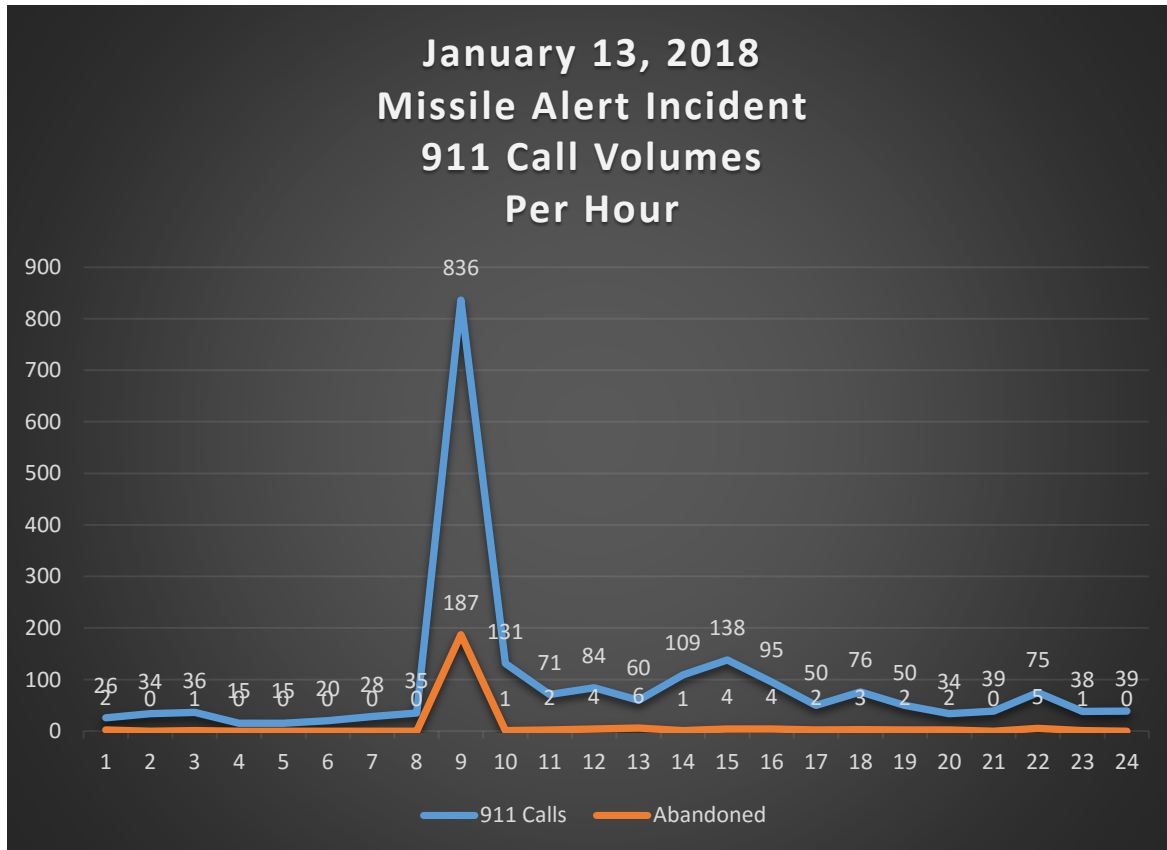
#### PSAP OPERATION NOTES:

- Abandoned Calls represent the number of incoming 9-1-1 calls for which the caller had hung up before a call-taker answered. Abandoned Calls are **not** included in the % of Total Calls.
- All VoIP (Voice over Internet Protocol) types of 911 calls are combined in the Call Volume statistic.

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## JANUARY 13, 2018 MISSILE ALERT INCIDENT



<b>911 Calls</b>	26	34	36	15	15	20	28	35	836	131	71	84	60	109	138	95	50	76	50	34	39	75	38	39
<b>Abandoned</b>	2	0	1	0	0	0	0	0	187	1	2	4	6	1	4	4	2	3	2	2	0	5	1	0
<b>Time</b>	0:00	1:00	2:00	3:00	4:00	5:00	6:00	7:00	8:00	9:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00	19:00	20:00	21:00	22:00	23:00

<b>Timeline</b>	
8:07	Day shift warning officer transmits a live incoming ballistic missile alert to the State of Hawai'i.
8:08	The mobile device of the warning officer who transmitted the alert sounded the Wireless Emergency Alert attention signal.
8:09	The Director of the Hawai'i Emergency Management Agency, notified Hawai'i Governor that the agency had transmitted a false alert.
8:10	The Director of the Hawai'i Emergency Management Agency communicated to United States Pacific Command that there was no missile launch, confirming what Pacific Command already knew.
8:12	The Hawai'i Emergency Management Agency used its alert origination software to cancel retransmission of the false alert. The cancellation is an instruction to downstream Emergency Alert System and Wireless Emergency Alert system equipment to cease retransmission. Notably, a cancellation message does not generate an "all clear" message. It also does not "recall" messages that have already been transmitted and displayed on televisions or mobile phones.
8:26	The Hawai'i Emergency Management Agency conducted outreach to Hawai'i's county emergency management agencies and radio and TV stations to inform them that the alarm was false. The agency's phone lines also became congested with incoming calls from the public asking about the nature of the alert that they just received. Some calls to the agency did not get through. The agency also notified its staff of the false alert so that they could help to respond to community inquiries.
8:20	The Hawai'i Emergency Management Agency posted on its Facebook and Twitter accounts that there was no missile threat to Hawai'i.
8:24	Hawai'i Governor retweeted the agency's notice that there was no missile threat.
8:27	Agency staff met to discuss options for sending a second, corrective message using the Emergency Alert System and the Wireless Emergency Alert system.
8:30	The agency called FEMA and, on its second attempt to reach FEMA, reached a FEMA IPAWS Program Management Office employee. After 45 seconds, all on the call agreed that the correction met the criteria for use of the Civil Emergency Message event code.
8:31	The Deputy Chief of the Hawai'i Emergency Management Agency's Telecommunications Branch logged into the agency's alert origination software and created correction messages for the Emergency Alert and Wireless Emergency Alert systems.
8:45	38 minutes after the false alert – the agency issued a correction over the two alerting systems.
*	During this missile alert period, 121 (911) calls from Verizon/AT&T customers with an "extended network" feature were transferred to the West's ECRC (Emergency Call Relay Center) in Colorado.
**	There were 3 Text to 911 received at the Hawaii PSAP. Exact times are not available on the West MIS system however maybe viewed on the Power 911 "Text History Tab" at the consoles.

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## FOR YOUR INFORMATION

FYI ..... For Your Information						
PSAP Operations						
Statewide 911 Call Volumes						
PSAP	2017		2016		2015	
Oahu Civilian	1,022,818	72.16%	1,009,059	71.93%	1,019,402	70.94%
RDC Pearl Harbor	27,916	1.97%	N/A	N/A	N/A	N/A
Hawaii County	193,166	13.63%	205,412	14.64%	217,768	15.15%
Maui County	123,685	8.73%	137,333	9.80%	142,952	9.95%
Kauai County	49,902	3.52%	50,955	3.63%	56,874	3.96%
Total	1,417,487	100.00%	1,402,759	100.00%	1,436,997	100.00%
2016 & 2015 Statewide average does not include Military 911 calls.						

## TEXT TO 911 – CURRENT MONTH – JANUARY 2018

### NOTE:

- 911 Text messages received at the Fire Department are transfers from the Police Department.
- 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 Hawaii County PSAPs 2018		
Month	Received at Police	Received at Fire
January	27	4
February		
March		
April		
May		
June		
July		
August		
September		
October		
November		
December		
YTD	27	4
Monthly Avg.	27.00	4.00



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### WIRELESS PSAP TESTING – JANUARY 2018

HAWAII COUNTY - JANUARY 2018						
Date	WSP	Sites Tested	Sectors Tested	Tested By:	Test Pass/Fail	Comments:

#### NOTES:

- There were no (0) scheduled Wireless 911 Tests for the month of January 2018.

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## 2. MSAG (MASTER STREET ADDRESS GUIDE)

### MSAG TRANSACTIONS CURRENT MONTH/YEAR – JANUARY 2018

HAWAII COUNTY	9-1-1 TRANSACTIONS								
	Total	Dispatchable Location Transactions Submitted	MSAG	ALI Submitted		Open ALI Discrepancy Records			Customer Addresses Affected
2018		DL (A)	MSAG (B)	TN CR (C)	ALI DR (D)	TNCR	ALI DR	VoIP DR	
JANUARY	243	201	12	25	5	185	0	0	214
FEBRUARY									
MARCH									
APRIL									
MAY									
JUNE									
JULY									
AUGUST									
SEPTEMBER									
OCTOBER									
NOVEMBER									
DECEMBER									
TOTAL YTD	243	201	12	25	5				214
AVG PER MONTH	243	201	12	25	5				214

### Definitions

- (A) **Dispatchable Location** - is defined in the FCC 15-9 Docket as the verified or corroborated street address of the calling party plus additional information such as floor, suite, apartment or similar information that may be needed to adequately identify the location of the calling party. Please see Dispatchable Location Section for more information.
- (B) **Master Street Address Guide** - Represents corrections made to street records including, street names, address ranges, MSAG Communities and ESNs.
- (C) **Telephone Number Change Request** - Represents address corrections on a specific TN or group of TNs. These "invalid" TNs usually have an associated ESN 299 attached to them which indicates the need for validation.
- (D) **Automatic Location Information Discrepancy Record** - Represents an address discrepancy discovered during a live 9-1-1 call, from a landline OR a VoIP phone. These record corrections are treated with a higher priority and should be processed within 48 hours if wireline, and 72 hours if a VoIP phone, as a general guideline.

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### MSAG CURRENT MONTH NOTES:

A total of **243** MSAG transactions were processed in 9-1-1 Net during the current month. Twelve (**12**) requests were processed relating to the MSAG database. Changes 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 **214** customer ANI/ALI (telephone number/address) records updated as a direct result.

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

**231** Telephone Number Change Requests (TN CR) transactions were processed in 9-1-1 Net with valid MSAG addresses, as a result of the ESN 299 clean-up effort and the Dispatchable Location Project. ESN 299 TN CRs must be validated against HT records and approved by the end user Hawaiian Telcom customer before updating the ALI record. Five (**5**) ALI DRs were submitted as the result of 9-1-1 calls. Three (**3**) calls were made from wireline residential phones in Honokaa, Mountain View and Papaikou. Two (**2**) calls were made from VoIP business phones in Keaau. Hawaii County Fire Department submitted these change requests to Akimeka to update the customer information and the discrepancy was corrected in 9-1-1 Net.

### OPEN TELEPHONE RECORD (ALI) DISCREPANCY STATUS:

- **There are currently 185 Open TN CR Transactions.**
- **Refer to chart in the next section “TNCR Current Status”**

**141** Open TN CR transactions are a direct result of the ESN 299 clean-up and are awaiting approval from Hawaiian Telcom, Inc. Once a telephone number is submitted to West for correction, it is verified against HT records and/or by the customer. West's internal process requires calling each telephone customer individually for verification to update an address in the 9-1-1 database. Akimeka continues to monitor and track the progress of the remaining 141 Referred records.

- **There are currently no Open ALI-DRs.**
- **There are currently no Open VoIP DRs**

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### TNCR (TELEPHONE NUMBER CHANGE REQUEST) CURRENT STATUS – JANUARY 2018

#### 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)

County	TOTAL TNCR RECORDS SUBMITTED BY AKIMEKA	OPENED TNCRS PENDING FURTHER ACTION BY WEST SAFETY SERVICES (INTRADO)	OPENED TNCRS REFERRED TO TELCO BY WEST SAFETY SERVICES (INTRADO)	TOTAL UNOPENED TNCR RECORDS
HAWAII	185	137	27	21

### 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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### DISPATCHABLE LOCATION – STATUS AS OF – JANUARY 2018

#### NARRATIVE:

During the August 2015 State of Hawaii 911 Board meeting, Akimeka provided a “State of Hawaii PSAPs Proposed ALI Compliancy with FCC 15-9” presentation. Based on the 9-1-1 Board’s confirmation to add the “Dispatchable Location” information into the ALI database, Akimeka researched the format standards of each pertinent field, and tested the delivery of the data to the PSAP. After a few configuration adjustments (eliminating the TelCo comments field from appearing on the ALI Screen), Akimeka standardized an additional information data format to proceed with this project.

During the month of September 2015, Akimeka started a pilot project, entering additional location information to a verified MSAG address with multiple telephone numbers. Specifically the **Kings Shops at 690250 Waikoloa Beach Dr., Waikoloa**. The “Dispatchable Location” data is entered into the “Driving Directions” field in the 9-1-1 Net system, and will display on the Viper Power 911 ALI Screen in the “Exact” field should a 911 call be received from that telephone number. There are a total of 3,318 Dispatchable Locations processed to date. There were 201 Dispatchable locations submitted and 187 were processed in January 2018.

Dispatchable Location			
2018	Common Name Place MSAG Address	TNCR*	Transactions
Quarter 1		Transactions Submitted	Processed**
2017 Carryover		3,161	3,131
January	Fairmont Orchid, 681200 N Kaniku Dr, Kamuela	23	12
	Mauna Lani Resort, 681400 Mauna Lani Dr, Kamuela	171	168
	White Sands Village, 776469 Alii Dr, Kailua Kona	7	7
February			
March			
Total		3,362	3,318
YTD Total			

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## SPECTRUM (CHARTER) 9-1-1 VOIP DATABASE VERIFICATION PROJECT - JANUARY 2018

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

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

<b>*Spectrum (Charter)</b> <b>9-1-1 VoIP Database Verification Project</b>					
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 Civilian	87,414	85,329 (98%)	2,085	519	24.89%
OAHU Military	3,663	710 (19%)	2,953	2,397	81.17%
<b>TOTAL</b>	<b>140,313</b>	<b>**133,889</b>	<b>6,424</b>	<b>4,302</b>	<b>81.2%</b>

\* 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)	Verification Process Completed.

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## 3. GEOGRAPHIC INFORMATION SYSTEM (GIS) – JANUARY 2018

### 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.*

HAWAII COUNTY			
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)			
Address Points	1/31/2018		Spatially Corrected four hundred and ninety (490) Address Points in Hilo.
		01/30/18	
	1/30/2018		Updated one (1) Address in Laupahoehoe.
	1/30/2018		Spatially Corrected one hundred and sixty six (166) Address Points in Hilo.
	1/29/2018		Added two (2) Addresses and Location Names in Kamuela.
	1/29/2018		Corrected one (1) Address Location Name and Location Type in Kailua Kona.
	1/29/2018		Corrected fifty five (55) Addresses and Location Names and Location Types in Kamuela.
	1/26/2018		Added forty one (41) Addresses and Location Names in Kamuela.
	1/25/2018		Added thirty seven (37) Address Points in Kailua Kona for the White Sands Village Condominium Complex.
	1/24/2018		Added eighty nine (89) Address Points in Kamuela for Wai'ula'ula at Mauna Kea Resort.
	1/24/2018		Corrected one (1) Address Street Name and House Number in Kamuela.
	1/23/2018		Spatially Corrected eighty one (81) Address Points in Hilo.
	1/19/2018		Spatially Corrected two hundred and ninety eight (298) Address Points in Hilo.
	1/18/2018		Spatially Corrected three hundred and twelve (312) Address Points in Hilo.
	1/17/2018		Spatially Corrected four hundred and thirty eight (438) Address Points in Hilo.
		01/16/18	
	1/12/2018		Spatially Corrected two hundred and five (205) Address Pts. in Hilo.
	1/11/2018		Added seven (7) Address in Volcano.
	1/11/2018		Added eight (8) Addresses in Mountain View.
	1/11/2018		Added four (4) Addresses in Hilo.
	1/11/2018		Added three (3) Addresses in Naalehu.
	1/11/2018		Added one (1) Address in Honokaa.
	1/11/2018		Added one (1) Address in Hakalau.
	1/11/2018		Added four (4) Addresses in Ocean View.
	1/11/2018		Added one (1) Address in Kailua Kona.
	1/11/2018		Added one (1) Address in Paauilo.
	1/11/2018		Added three (3) Addresses in Keaau.
	1/11/2018		Added five (5) Addresses in Pahoa.
	1/11/2018		Added one (1) Address in Papaikou.

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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.*

HAWAII COUNTY			
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)			
Address Points	1/11/2018		Added one (1) Address in Papaaloa.
	1/11/2018		Added two (2) Addresses in Kamuela.
	1/11/2018		Added seven (7) Addresses in Kurtistown.
	1/11/2018		Added one (1) Address in Kapaau.
	1/11/2018		Added one (1) Address in Holualoa.
	1/10/2018		Added fifteen (15) Addresses in Keaau.
	1/10/2018		Added three (3) Addresses in Kurtistown.
	1/10/2018		Added four (4) Addresses in Volcano.
	1/10/2018		Added two (2) Addresses in Hilo.
	1/10/2018		Added one (1) Address in Kapaau.
	1/10/2018		Added five (5) Addresses in Pahoa.
	1/10/2018		Added two (2) Addresses in Mountain View.
	1/10/2018		Added two (2) Addresses in Waikoloa.
	1/10/2018		Added one (1) Address in Holualoa.
	1/10/2018		Added one (1) Address in Naalehu.
	1/9/2018		Spatially Corrected eighty nine (89) Addresses in Hilo.
	1/9/2018		Corrected one (1) Location Name in Pahoa.
	1/9/2018		Added one (1) Address and Location Name in Pahoa.
	1/8/2018		Added ten (10) Addresses and Location Names in Keauhou for Sheraton Kona Resort.
	1/5/2018		Added seventy two (72) Address Points for White Sands Village Complex in Kailua Kona.
	1/5/2018		Added twenty three (23) Address Points for The Fairmon Orchid at Mauna Lani in Kamuela.
	1/5/2018		Added forty (40) Address Points for Marriott Waikoloa Beach Resort in Waikoloa.
	1/4/2018		Added one hundred and thirty four (134) Addresses and Location Names in Kailua Kona for the Kona Reef Resort.
	1/4/2018		Added eleven (11) Addresses and Location Names in Kamuela for The Fairmont Orchid at Mauna Lani Resort.
	1/4/2018		Corrected one (1) Address Street Name in Kailua Kona.
	1/3/2018		Added twenty three (23) Addresses for The Kona Billfisher Condos in Kailua Kona.
	1/3/2018		Added eighty two (82) Addresses for the Hilton Waikoloa Village Resort in Waikoloa.



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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.*

HAWAII COUNTY			
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)			
Address Points	1/3/2018		Added one (1) Address in Kamuela.
		01/02/18	
	1/2/2018		Updated one (1) Address House Number in Kailua Kona.
Airports			
Bridges			
Building Footprints			
Bus Stops			
Churches			
Coastal Names			
Coastline			
Common Places			
Correctional Facilities			
Emergency Callboxes			
Emergency Operation Centers			
Emergency Shelters			
ESZ/ESN		01/16/18	
	1/16/2018		Corrected 235, 237, and 238.
Fire Beats		01/16/18	
	1/16/2018		Corrected 14 and 16
Fire Districts		01/16/18	
	1/16/2018		Corrected 14, 9, and 16.
Fire Response Areas		01/30/18	
	1/26/2018		Verified and Updated boundaries for WaterFire, WaterPolice, and WaterMedic to correlate with correct response areas and the Zone Codes.
	1/16/2018		Corrected 12 and 37.
Fire Stations			
Food & Beverage			
Gas Stations			
Gate Codes			
Government Buildings			
Harbors			
Helipads			

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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.*

HAWAII COUNTY			
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)			
Hiking Trails			
Hospitals			
Hydrants			
Hyrdology Layers			
Incident Response Areas			
Lodging			
Major Roads			
Medic Beats			
Medic Districts			
Medic Response Areas			
Medic Stations			
Medical Facilities			
Milepost Markers			
MSAG Communities			
Net Junctions			
Ocean Rescue Boundaries			
Ocean Safety			
Parcels			
Parks			
Parks Polygon			
Points of Interest			
Police Beats		01/16/18	
	1/16/2018		Corrected 433, 434, and 630.
Police Districts		01/16/18	
	1/16/2018		Corrected 4 and 6.
Police Response Areas			
Police Stations			
Post Offices			
Schools			

# Hawaii County E9-1-1 Status Report

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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.*

HAWAII COUNTY			
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)			
Street Centerlines		01/30/18	
	1/29/2018		Added one (1) Street in Laupahoehoe.
	1/29/2018		Split one (1) Segment and updated in Laupahoehoe.
	1/29/2018		Corrected spatial for one (1) Street in Kamuela.
	1/24/2018		Split two (2) Segments in Pahoa.
	1/24/2018		Added one (1) Street in Pahoa.
	1/24/2018		Corrected one (1) Street Name in Honokaa.
	1/22/2018		Spatially Corrected twenty six (26) Street Centerlines in Kamuela.
	1/22/2018		Spatially Corrected two (2) Streets in Honokaa.
	1/22/2018		Spatially Corrected one (1) Street in Honomu.
	1/22/2018		Spatially Corrected one (1) Street in Waikoloa.
	1/22/2018		Spatially Corrected one (1) Street in Hawi.
	1/22/2018		Spatially Corrected one (1) Street in Hilo.
		01/16/18	
	1/16/2018		Spatially Corrected one (1) Street in Waikoloa.
	1/11/2018		Corrected Range for two (2) Streets in Hilo.
	1/11/2018		Corrected Range for one (1) Street in Naalehu.
		01/02/18	
Subdivisions			
Tow Jurisdictions			
Tsunami Evacuation Zones			
Tsunami Heights			
Waste Water Plants			
WSP Cell Sectors		01/16/18	
	1/16/2018		Per VZW CRS
	1/8/2018		Per TMOB CRS
WSP Cell Towers		01/16/18	
	1/16/2018		Per VZW CRS
	1/8/2018		Per TMOB CRS

# Hawaii County E9-1-1 Status Report

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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
1/30/2018	Address Points, Cell Sectors, Cell Towers, Points of Interest, Street Centerlines, ESN, and MSAG Communities for Mapflex.
1/30/2018	Address Points, City, Common Names Alt Table, Display Streets, Fire EMS Zone, First In, Points of Interest, POI Alt Names, Police Zones, Street Centerlines, Street Alt Names, Street Routes for Spillman CAD.
1/16/2018	Address Points, Cell Sectors, Cell Towers, Points of Interest, Street Centerlines, ESN, and MSAG Communities.
1/16/2018	Address Points, City, Common Names Alt Table, Display Streets, Fire EMS Zone, First In, Points of Interest, POI Alt Names, Police Zones, Street Centerlines, Street Alt Names, Street Routes.
1/2/2018	Address Points, Cell Sectors, Cell Towers, Points of Interest, Street Centerlines, ESN, and MSAG Communities.
1/2/2018	Address Points, City, Common Names Alt Table, Display Streets, Fire EMS Zones, First In, Points of Interest, POI Alt Names, Police Zones, Street Centerlines, Street Alt Names, Street Routes.

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### ADDRESS POINTS AND STREET CENTERLINES UPDATE COMPARISON

On a routine basis, upon receipt of Hawai'i County Planning Department's Address Points and Street Centerlines layer updates, Akimeka compares and incorporates any of the County's additions, changes, and deletions into the Akimeka Address Points and Street Centerlines layers that appear necessary for the dispatch and response of 911 personnel.

The Address Points and Street Centerlines layer comparative analysis was completed on the updates received from the Hawai'i County Planning Department on **January 11, 2018**. Results are as follows:

HAWAII COUNTY	Address Points Layer	Street Centerlines Layer
New Addresses Added	77	
Addresses Removed	0	
Address Street Name Changes	0	
Address Street Number Changes	2	
New Street Segments Added		4
Street Segments Removed		0
Street Segment Range Changes		3
Street Segment Name Changes		0

#### NOTE:

Some Address Points have multiple updates that are required, including Street Name and Street Number. These updates are counted as separate actions since the changes are required in order to make the GIS layers "9-1-1 capable" for CAD system recommendations affecting public safety dispatch and response operations.

# Hawaii County E9-1-1 Status Report

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## POLICE BEAT REVIEW

Each year as part of a data review process, Akimeka conducts a Police Beats review process. During this time, the Police Beats are reviewed with the written descriptions of the Hawaii Police Beat Boundaries, whereby corrections are made to the Police Beat GIS layer where applicable in an effort to synchronize the GIS layer with the written descriptions and provide the 911 centers in Hawaii with a more accurately defined boundary layer which align with operational jurisdictions.

1. Subsequent to the GIS updates that were provided into the CAD/Mapping Systems in September, there have been no requested updates to the Police Beats.
2. During the 2018 year, the annual review process will continue and any identified updates will subsequently be made.

## CAD SYSTEM DEPLOYMENT

The system has not gone live yet but has received regular GIS updates, as scheduled.

1. On September 28, 2017, Akimeka and Spillman held a conference call to discuss some of the items in the training sessions, noted above. There were two key topics discussed; the Street Name searches and an additional item not previously discussed – the ability to search street names with first 5 characters.
  - a. Spillman discussed a workflow they saw being used to make these changes in the GIS. Akimeka reserved a slight hesitation with the workflows because there is room for potential discrepancies for the PSAP. The proposed solution for the Street Names, for instance, requires the creation of a midpoint location on a particular street within a given community. One of the issues with this, is that for several streets in Hawaii County the midpoint will be entirely unrelated to the potential caller's location, and may add time to the call process.
  - b. Akimeka identified the proposed solution as a potential fix to a system limitation but may only be a partial solution, leaving a potential gap where during a 9-1-1 call the "solution" may not be of help. Akimeka thought it was best to discuss the items in more detail and include HPD for their approval and awareness of the potential risk involved.
2. On October 5, 2017, HPD had asked Akimeka to hold on the requested updates until the system has gone live and they could test it at that point.
3. On October 11, 2017, after Akimeka had provided the GIS data for delivery, Spillman followed up to query if the changes to include the proposed solution were included.
  - a. Akimeka had replied that HPD had asked us not to proceed until further discussed.
  - b. Spillman had questioned the rationale of the decision
4. On October 31, 2017, HPD, HFD, Akimeka, and Spillman held a conference call to further discuss the item.
  - a. Overview of the request and the issue
    - i. These are almost entirely for non-emergency calls or wireless phase I calls
    - ii. According to Spillman, hardware or software issues may be involved in the transferring of calls from HPD if calls are dropped
    - iii. During traffic stops, officers are often times only giving street names. Issue is that Spillman requires a validated address.

# Hawaii County E9-1-1 Status Report

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- iv. Discussion of standards were highlighted. Akimeka is obligated to follow industry standards regarding data accuracy. Similarly Spillman briefed that they are required to follow standards. This proposed solution negates both objectives so neither cannot make the change without HPD approving the request.
- v. Akimeka briefed that the solution is likely not all encompassing and will likely open other issues not being recognized before put into a live environment. Their focus is on the GIS data accuracy so if the proposed solution accommodates a portion of scenarios but not all of them, there is a concern with it and what those impacts may be.
- b. Address Locator and GIS changes were discussed
  - i. The concern with creating a point in the GIS which represents the center of a given street within a particular community was discussed. For streets which are short in length, this proposed solution may suffice. The issue, discussed by Akimeka, is with regards to longer streets which span across an entire community like Mamalahoa Hwy. The extent to which the map will pan, may require the dispatcher to spend a significant time locating within the map, features which can be used for the validated address. Using the street as the validated address will likely cause issues.
  - ii. An additional concern brought forward was that this solution will likely degrade the quality of data being cataloged in RMS. Incidents recorded for just a street name will likely lose some pertinent information on specific addresses.
  - iii. Spillman briefed why their system could not do this natively without modifying the data
    - 1. Akimeka asked why Spillman is the only CAD or Mapping System in the State that has difficulty with this feature.
- c. Timeline and Next Steps
  - i. HPD mentioned that their go-live date is in one (1) month so if any changes are needed, there is a compressed timeline.
    - 1. Akimeka briefed that if this is desired and approved by HPD, we would make sure it is finished beforehand.
  - ii. Spillman was asked for references of other PSAPs which have implemented this solution so that they can be asked of its use case and any potential issues.
  - iii. During the call there was a verbal approval from HPD for Akimeka to move forward with the proposed solution, which could later be tested by HPD and HFD.
  - iv. Agreement was made to hold off on the 5 character street name aliases until the first item could be looked at.
- 5. On November 7, 2017 Akimeka and Spillman held a quick conference call to verify the requirements of the proposed modification. All information was captured and Akimeka prepared the data shortly after the meeting.
- 6. During November, there were no PSAP references provided to ensure this fix works properly so the modification was asked not to be provided until that occurs.
- 7. On January 23, 2018, a request was made from Hilo Fire to Akimeka for Water Response Areas to be added for the Spillman CAD.
  - a. Akimeka provided HFD with the correspondence with Spillman from October 21, 2016 where the requested layers were provided during the installation/configuration period. Akimeka was unsure why the data was never configured for HFD but prepared a newer dataset to be delivered to Spillman.
    - i. The Water Response Areas were sent to Spillman on January 31, 2018.
    - ii. One item which Akimeka had recommended was that a revision to the Zone Codes will likely need to be made so that the boundaries are distinct in CAD and the proper equipment can be configured for recommendations. HFD and Akimeka will likely be coordinating during February 2018 on this.

## Hawaii County E9-1-1 Status Report

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### MAPFLEX SYSTEM

During the month of January 2018, 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 through 2017 years.

1. Akimeka delivered GIS data to the MapFlex system on the following dates in January 2018
  - a. **Hawaii County** – January 2<sup>nd</sup>, 2018, January 16<sup>th</sup>, 2018 and January 30<sup>th</sup>, 2018
  - b. **Maui County** – January 3<sup>rd</sup>, 2018, January 17<sup>th</sup>, 2018 and January 31<sup>st</sup>, 2018
  - c. **Kauai County** – January 4<sup>th</sup>, 2018, and January 18<sup>th</sup>, 2018
  - d. **Honolulu** – January 5<sup>th</sup>, 2018, and January 19<sup>th</sup>, 2018

### MAPFLEX ISSUES

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

DATE	ISSUE	DESCRIPTION	STATUS
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
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.	Partially Resolved (Dec 2016) According to PSAPs, it's not fully resolved. The icon of the tower still doesn't plot for Phase I.
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
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.	Pending A new SP 5.4 update by West is aimed to correct this issue.



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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.	Partially Resolved – the Lat/Longs are no longer being plotted in MapFlex due to a software release.
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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### 4. SERVICE REQUESTS TRANSACTIONS

#### OPEN SERVICE REQUESTS – JANUARY 2018

#	Date	Ticket #	Description	PSAP	Urgency	Comments
			None			

Note\* There are no (0) opened service request pending for January 2018.

#### SERVICE REQUEST YEAR-TO-DATE (YTD) SUMMARY – 2018

HAWAII COUNTY				MSAG SERVICE REQUEST CATEGORIES					
2018	TOTAL		Open	WIRELINE		WIRELESS		VoIP	
	Created	Closed		Created	Closed	Created	Closed	Created	Closed
2017 Carryover*			0						
January	5	5	0	3	3	0	0	2	2
February									
March									
April									
May									
June									
July									
August									
September									
October									
November									
December									
<b>TOTAL</b>	<b>5</b>	<b>5</b>	<b>0</b>	<b>3</b>	<b>3</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>2</b>

**Note:**

\* The 2017 Carryover row indicated the number of Service Requests that were opened in 2017 and brought forward into 2018 in an effort to track the service request until completion. Detailed information on service tickets are available upon request.

<b>Definitions:</b>	Category	Description
	Wireline	Telephone Number (ALI) Discrepancies from land line phones that have been submitted to West Safety Services via 9-1-1 Net for correction.
	Wireless	Telephone Number (ALI) Discrepancies from phones that were land lines at one time, and were ported out to a wireless carrier. However, the phone number was never removed from the MSAG database.
	VoIP	Telephone Number (ALI) Discrepancies from VoIP phones that have been submitted to Time Warner Cable (TWCBL) for correction

## Hawaii County E9-1-1 Status Report

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### 5. E9-1-1 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 – February 2018

AUDIT SUMMARY RESULTS – FEBRUARY 2018 -- TBA

AUDIT SUMMARY RESULTS COMPARISON – FEBRUARY 1, 2018 VS NOVEMBER 1, 2017 -- TBA

AUDIT SUMMARY RESULTS – TBA

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

AUTOMATIC LOCATION IDENTIFICATION (ALI) DISCREPANCY REPORT -- TBA