

# Maui County E9-1-1 Status Report

*January 1, 2018 – January 31, 2018*



# Maui County E9-1-1 Status Report

January 1, 2018 - January 31, 2018

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## 1. PSAP OPERATIONS

### 9-1-1 CALL VOLUME MAUI PSAP – JANUARY 2018

(Source: West Safety Services Viper system)

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

9-1-1 Call Volume																	
MAUI PSAP		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	Other Calls	% of Total Calls
JAN	11,856	1,891	15.95%	8,242	69.52%	57.12%	42.88%	383	3.23%	17	0.14%	0	0.00%	1,323	11.16%	0	0.00%

### CALL VOLUME MAUI PSAP NOTES:

\*Calls with No ALI for January 2018 = 0.14% - Statewide average for 2017 = 0.08%

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

9-1-1 Call Volume																	
MAUI PSAP		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	Other Calls	% of Total Calls
JAN	11,856	1,891	15.95%	8,242	69.52%	57.12%	42.88%	383	3.23%	17	0.14%	0	0.00%	1,323	11.16%	0	0.00%
FEB																	
MAR																	
APR																	
MAY																	
JUNE																	
JULY																	
AUG																	
SEPT																	
OCT																	
NOV																	
DEC																	
YTD	11,856	1,891	15.95%	8,242	69.52%	57.12%	42.88%	383	3.23%	17	0.14%	0	0.00%	1,323	11.16%	0	0.00%
MON AVG	11,856	1,891	15.95%	8,242	69.52%	57.12%	42.88%	383	3.23%	17	0.14%	0	0.00%	1,323	11.16%	0.00	0.00%

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## 9-1-1 CALL VOLUME MOLOKAI PSAP – JANUARY 2018

9-1-1 Call Volume																	
MOLOKAI PSAP		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	Other Calls	% of Total Calls
JAN	619	171	27.63%	367	59.29%	70.57%	29.43%	5	0.81%	3	0.48%	0	0.00%	73	11.79%	0	0.00%

### CALL VOLUME MOLOKAI PSAP NOTES:

\* Calls with No ALI for January 2018 = 0.48% - Statewide average for 2017 = 0.08%

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

9-1-1 Call Volume																	
MOLOKAI PSAP		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	Other Calls	% of Total Calls
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MON AVG	619	171	27.63%	367	59.29%	70.57%	29.43%	5.00	0.81%	3	0.48%	0	0.00%	73	11.79%	0	0.00%

# Maui County E9-1-1 Status Report

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## 9-1-1 CALL VOLUME (COMBINED MAUI & MOLOKAI PSAPS) – JANUARY 2018

9-1-1 Call Volume																	
MAUI COUNTY PSAPs		Wireline		Wireless				VOIP Calls		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	Other Calls	% of Total Calls
JAN	12,475	2,062	16.53%	8,609	69.01%	57.70%	42.30%	388	3.11%	20	0.16%	0	0.00%	1,396	11.19%	0	0.00%

## 9-1-1 CALL VOLUME (COMBINED MAUI & MOLOKAI PSAPS) – CALENDAR YEAR 2018

9-1-1 Call Volume																	
MAUI 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	Other Calls	% of Total Calls
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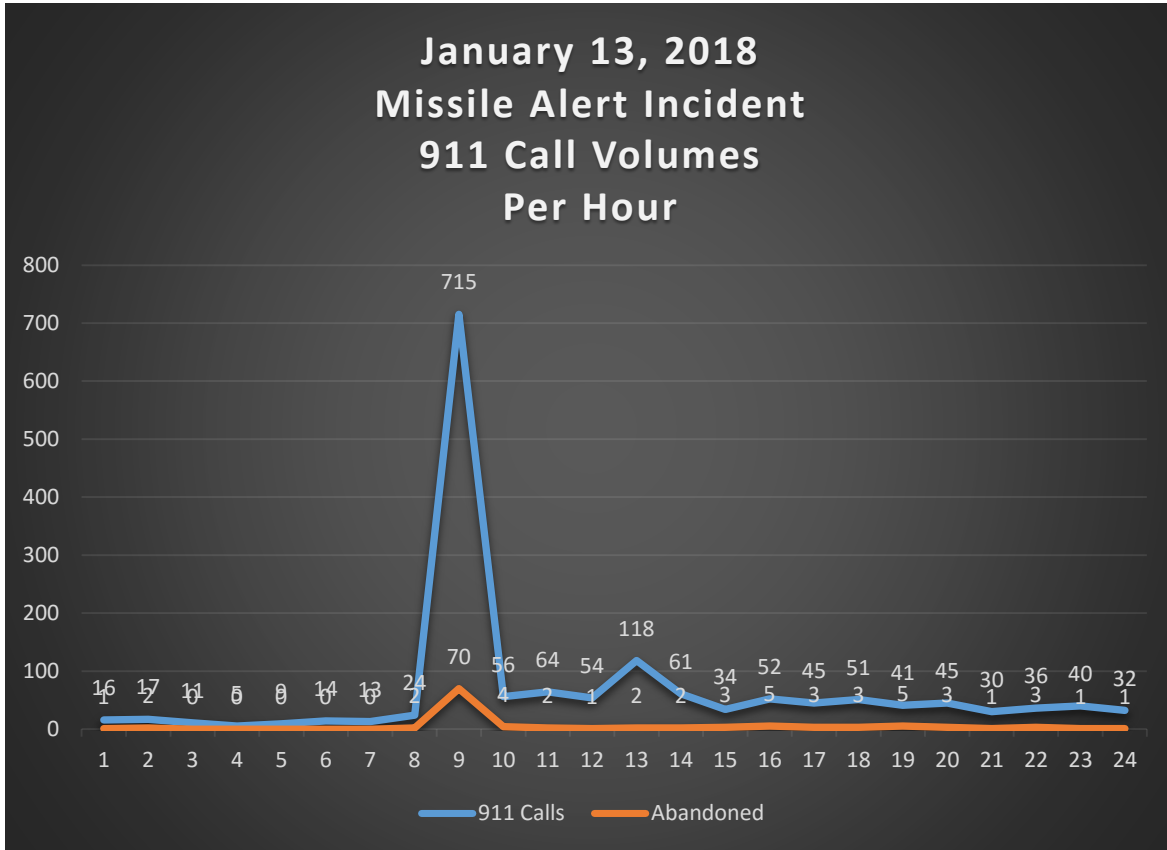
### PSAP OPERATION NOTES:

- Abandoned Calls represent the number of incoming 9-1-1 calls for which the caller had hung up before a call-taker answered. 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) 911 calls are combined in the Call Volume statistic.
- Outgoing 911 calls are included in the totals. These are ringback or callback 911calls made from the Viper System.

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## JANUARY 13, 2018 MISSILE ALERT INCIDENT – MAUI PSAP



<b>911 Calls</b>	16	17	11	5	9	14	13	24	715	56	64	54	118	61	34	52	45	51	41	45	30	36	40	32
<b>Abandoned</b>	1	2	0	0	0	0	0	2	70	4	2	1	2	2	3	5	3	3	5	3	1	3	1	1
<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

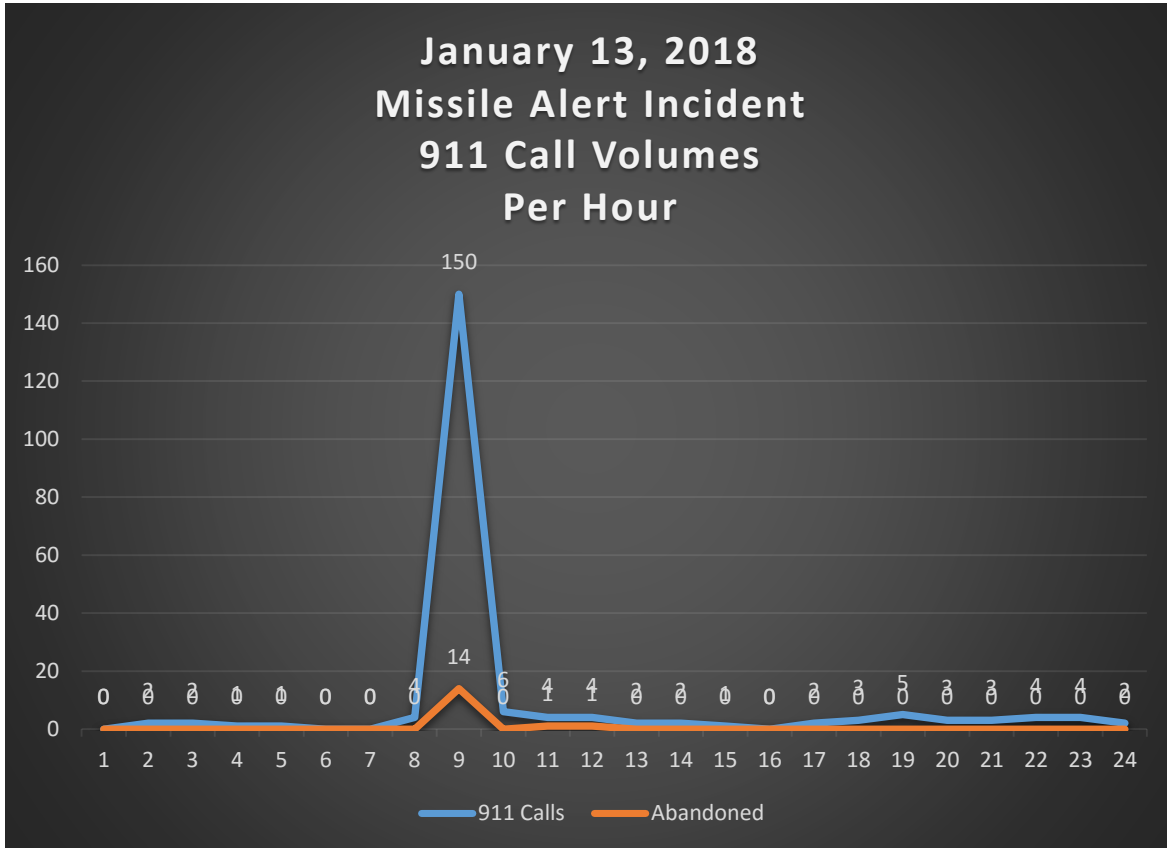
Timeline
8:07 Day shift warning officer transmits a live incoming ballistic missile alert to the State of Hawai'i.
8:08 The mobile device of the warning officer who transmitted the alert sounded the Wireless Emergency Alert attention signal.
8:09 The Director of the Hawai'i Emergency Management Agency, 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.
8:20 to 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, 102 (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 4 Text to 911 received at the Maui 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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## JANUARY 13, 2018 MISSILE ALERT INCIDENT – MOLOKAI PSAP



<b>911 Calls</b>	0	2	2	1	1	0	0	4	150	6	4	4	2	2	1	0	2	3	5	3	3	4	4	2
<b>Abandoned</b>	0	0	0	0	0	0	0	0	14	0	1	1	0	0	0	0	0	0	0	0	0	0	0	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

Timeline	
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.
8:20 to 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, 0 (911) calls from Verizon/AT&T customers with an "extended network" feature were transferred to the West's ECR (Emergency Call Relay Center) in Colorado.
**	There were 2 Text to 911 received at the Molokai PSAP. Exact times are not available on the West MIS system however maybe viewed on the Power 911 "Text History Tab" at the consoles.

## Maui County E9-1-1 Status Report

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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%
<b>Total</b>	<b>1,417,487</b>	<b>100.00%</b>	<b>1,402,759</b>	<b>100.00%</b>	<b>1,436,997</b>	<b>100.00%</b>
<b>2016 &amp; 2015 Statewide average does not include Military 911 calls.</b>						

**TEXT TO 911 – CURRENT MONTH – JANUARY 2018**

**NOTE:**

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

TEXT TO 911 Maui County PSAPs 2018		
Month	Received at Maui	Received at Molokai
January	13	2
February		
March		
April		
May		
June		
July		
August		
September		
October		
November		
December		
YTD	13	2
Monthly Avg.	13.00	2.00

## Maui County E9-1-1 Status Report

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**WIRELESS PSAP TESTING – JANUARY 2018**

MAUI COUNTY - JANUARY 2018						
Date	WSP	Sites Tested	Sectors Tested	Tested By:	Test Pass/Fail	Comments:
1/16/2018	Verizon	1	3	Maui PSAP	Pass	
1/24/2018	AT&T	1	9	Maui PSAP	Pass	Airport COW
1/26/2018	Verizon	1	1	Maui PSAP	Pass	

**NOTES:**

- There were three (3) scheduled Wireless 911 tests conducted in January 2018 for the Maui and Molokai PSAPs.

# Maui County E9-1-1 Status Report

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## 2. MSAG (MASTER STREET ADDRESS GUIDE)

MSAG TRANSACTIONS CURRENT MONTH/YEAR – JANUARY 2018

MAUI COUNTY	9-1-1 TRANSACTIONS								
	Total	Dispatchable Location Transactions Submitted	MSAG	ALI Submitted		Open ALI Discrepancy Records			Customer Addresses Affected
		DL (A)	MSAG (B)	TN CR (C)	ALI DR (D)	TNCR	ALI DR	VoIP DR	
<b>2018</b>									
JANUARY	198	180	13	2	3	138	0	0	220
FEBRUARY									
MARCH									
APRIL									
MAY									
JUNE									
JULY									
AUGUST									
SEPTEMBER									
OCTOBER									
NOVEMBER									
DECEMBER									
<b>TOTAL YTD</b>	<b>198</b>	<b>180</b>	<b>13</b>	<b>2</b>	<b>3</b>				<b>220</b>
AVG PER MONTH	198	180	13	2	3				220

### 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 **198** MSAG transactions were processed in 9-1-1 Net during the current month. Thirteen (**13**) 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 inserting new MSAG records. **220** customer ANI/ALI (telephone number/address) records updated as a direct result.

**180** Dispatchable Location transactions were submitted during the current month.

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

**180** Telephone Number Change Request (TN CR) transactions were processed and **196** were corrected in 9-1-1 Net during the current month, relating to the Dispatchable Location project.

## OPEN TELEPHONE RECORD (ALI) DISCREPANCY STATUS:

- **There are currently 138 Open TN CR Transactions.**
- **Refer to chart in the next section “TNCR Current Status”**

**126** Open TN CR transactions are a direct result of the ESN 399/359 clean-up and are awaiting approval from Hawaiian Telcom, Inc. **12** Open TN CR transactions are a result of the Dispatchable Location project. Akimeka continues to monitor and track the progress of the Referred records. Once a telephone number is submitted to West for correction, it must be verified against HT records and/or approved by the customer. West's internal process requires calling each telephone customer individually for approval to update an address in the 9-1-1 database.

**There are no open ALI DRs**

- **There are no open VoIP DRs**

## Maui County E9-1-1 Status Report

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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.

<b>PSAP 9-1-1 Telephone Number Location Change Request (Telephone Number Change Request (TNCR) Status)</b>				
<b>County</b>	<b>TOTAL TNCR RECORDS SUBMITTED BY AKIMEKA</b>	<b>OPENED TNCRS PENDING FURTHER ACTION BY WEST SAFETY SERVICES</b>	<b>OPENED TNCRS REFERRED TO TELCO BY WEST SAFETY SERVICES</b>	<b>TOTAL UNOPENED TNCR RECORDS</b>
<b>MAUI</b>	<b>111</b>	<b>49</b>	<b>44</b>	<b>18</b>
<b>MOLOKAI</b>	<b>27</b>	<b>10</b>	<b>9</b>	<b>8</b>
<b>TOTAL</b>	<b>138</b>	<b>59</b>	<b>53</b>	<b>26</b>

<b>STATUS</b>
<b><u>TOTAL TNCRs SUBMITTED</u></b> - The total number of TNCR requests for modification that have been submitted in 9-1-1
<b><u>PENDING STATUS</u></b> - 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.
<b><u>REFERRED STATUS</u></b> - 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.
<b><u>TOTAL UNOPENED TNCR RECORDS STATUS</u></b> - 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.

## Maui County E9-1-1 Status Report

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**DISPATCHABLE LOCATION – STATUS AS OF – JANUARY 2018 - PENDING**

**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 August 2015, Akimeka started a pilot project, entering additional location information to a verified MSAG address with multiple telephone numbers. Specifically the Queen Kaahumanu Shopping Center at 275 Kaahumanu Ave. 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. Screen shots of the “Before” ALI screen, and the “After” ALI screen with the updated “Dispatchable Location” information visible, were presented to the Dispatch Supervisors. Akimeka received positive feedback from the 911 Dispatch Personnel because the information that the 911 Call Takers will receive, will certainly cut down on the process of determining the exact location of the 911 caller. In addition to this, Akimeka was informed that the Mobile Dispatch Terminals (MDTs) in the Police Vehicles, also are able to view this “Dispatchable Location” information which will reduce the response times for Public Safety.

<b>Dispatchable Location</b>			
2018	Common Name Place MSAG Address	TNCR* Transactions Submitted	Transactions Processed**
Quarter 1			
<b>2017 Carryover</b>		<b>1,532</b>	<b>1,495</b>
<b>January</b>	Maui Coast Hotel, 2430 S Kihei Rd, Kihei	0	9
	Maui Sunset, 1032 S Kihei Rd, Kihei	68	84
	Maui Vista, 2191 S Kihei Rd, Kihei	33	32
	Royal Mauian, 2430 S Kihei Rd, Kihei	79	79
<b>February</b>			
<b>March</b>			
<b>Total</b>		<b>1712</b>	<b>1699</b>
<b>YTD Total</b>		<b>180</b>	<b>195</b>

## Maui County E9-1-1 Status Report

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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) 9-1-1 VoIP Database Verification Project</b>					
<b>PSAP</b>	<b>TOTAL RECORDS SUBMITTED BY SPECTRUM (A)</b>	<b>TOTAL RECORDS MATCHING &amp; VERIFIED WITH 911 DATABASES (B)</b>	<b>TOTAL RECORDS NOT MATCHING</b>	<b>NON MATCHING RECORDS CORRECTED BY AKIMEKA (C)</b>	<b>PERCENT COMPLETED</b>
<b>HAWAII County</b>	<b>22,044</b>	<b>21,638 (98%)</b>	<b>406</b>	<b>406</b>	<b>100.00%</b>
<b>KAUAI County</b>	<b>8,936</b>	<b>8,695 (97%)</b>	<b>241</b>	<b>241</b>	<b>100.00%</b>
<b>MAUI County</b>	<b>18,256</b>	<b>17,517 (96%)</b>	<b>739</b>	<b>739</b>	<b>100.00%</b>
<b>OAHU Civilian</b>	<b>87,414</b>	<b>85,329 (98%)</b>	<b>2,085</b>	<b>519</b>	<b>24.89%</b>
<b>OAHU Military</b>	<b>3,663</b>	<b>710 (19%)</b>	<b>2,953</b>	<b>2,397</b>	<b>81.17%</b>
<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)

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

MAUI COUNTY				
Type of Layer	Akimeka GIS Server	Date GIS Delivered	Other/Remarks	
	Date Created/Edits Performed			
<b>CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH &amp; RESPONSE (Listed Alphabetically)</b>				
<b>Address Points</b>		<b>01/31/18</b>		
	1/31/2018		Spatially corrected one (1) address point in Kihei	
	1/31/2018		Added one (1) address in Kihei	
	1/30/2018		Added four (4) addresses in Haiku	
	1/30/2018		Spatially corrected fourteen (14) address points in Kahului	
	1/30/2018		Updated one (1) address in Kahului	
	1/30/2018		Spatially corrected five (5) address points in Kula	
	1/30/2018		Added one (1) address in Kula	
	1/30/2018		Added one (1) address in Makawao	
	1/30/2018		Added one (1) address in Pukalani	
	1/30/2018		Added one (1) address in Pukoo	
	1/30/2018		Added one (1) address in Wailuku	
	1/30/2018		Spatially corrected four (4) address points in Wailuku	
			<b>01/17/18</b>	
	1/17/2018			Added one (1) address in Haiku
	1/17/2018			Spatially corrected one (1) address point in Kihei
	1/17/2018			Added eleven (11) addresses in Kihei
	1/17/2018			Added one (1) address in Kula
	1/17/2018			Spatially corrected one (1) address point in Lahaina
	1/17/2018			Added one (1) address in Lahaina
	1/17/2018			Added one (1) address in Paia
	1/17/2018			Added one (1) address in Pukalani
	1/12/2018			Added forty (40) addresses in Kihei
	1/11/2018			Spatially corrected three (3) address points in Haiku
	1/11/2018			Added three (3) addresses in Haiku
	1/11/2018			Spatially corrected six (6) address points in Kahului
	1/11/2018			Added two (2) addresses in Kahului
	1/11/2018			Added one (1) address in Kaluakoi
	1/11/2018			Added sixty (60) address points in Kihei
	1/11/2018			Spatially corrected one (1) address point in Kula
	1/11/2018			Added two (2) addresses in Kula
	1/11/2018			Updated one (1) address in Lanai
1/11/2018			Added two (2) addresses in Makawao	

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## MAPPING LAYERS UPDATED (PART II)

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

MAUI COUNTY				
Type of Layer	Akimeka GIS Server	Date GIS Delivered	Other/Remarks	
	Date Created/Edits Performed			
<b>CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH &amp; RESPONSE (Listed Alphabetically)</b>				
Address Points	1/11/2018		Spatially corrected three (3) address points in Paia	
	1/11/2018		Added two (2) addresses in Paia	
	1/11/2018		Spatially corrected six (6) address points in Pukalani	
	1/11/2018		Added one (1) address in Wailea	
		<b>01/03/18</b>		
	1/3/2018		Added forty-four (44) addresses in Haiku	
	1/3/2018		Added three (3) addresses in Kaanapali	
Airports				
Bridges				
Building Footprints		<b>01/31/18</b>		
	1/24/2018		Deleted five hundred fifty-nine (559) duplicate polygons	
	1/23/2018		Deleted six hundred fifty-four (654) duplicate polygons	
Bus Stops				
Churches				
Coastal Names				
Coastline				
Common Places				
Correctional Facilities				
Emergency Callboxes				
Emergency Operation Centers				
Emergency Shelters				
ESZ/ESN				
Fire Beats				
Fire Districts				
Fire Response Areas				
Fire Stations				
Food & Beverage				
Gas Stations				
Gate Codes		<b>01/03/18</b>		
	1/3/2018		Added one (1) gate code in Waihee	
Government Buildings				

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MAPPING LAYERS UPDATED (PART III)

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

MAUI COUNTY			
Type of Layer	Akimeka GIS Server	Date GIS Delivered	Other/Remarks
	Date Created/Edits Performed		
<b>CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH &amp; RESPONSE (Listed Alphabetically)</b>			
Harbors			
Helipads			
Hiking Trails			
Hospitals			
Hydrants			
Hyrdology Layers			
Incident Response Areas			
Lodging			
Major Roads		01/31/18	
	1/24/2018		Updated the 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		01/31/18	
		1/31/2018	Added one (1) POI in Kihei
		1/31/2018	Added address info to one (1) POI in Kihei
		01/17/18	
		1/17/2018	Added six (6) POI in Kihei
		01/03/18	
	1/3/2018		Added one (1) POI in Haiku
Police Beats			
Police Districts			
Police Response Areas			

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MAPPING LAYERS UPDATED (PART IV)

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

MAUI COUNTY			
Type of Layer	Akimeka GIS Server	Date GIS Delivered	Other/Remarks
	Date Created/ Edits Performed		
<b>CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH &amp; RESPONSE (Listed Alphabetically)</b>			
Police Stations			
Post Offices			
Schools			
Street Centerlines		<b>01/31/18</b>	
	1/30/2018		Spatially corrected three (3) street centerline segments in Haiku
	1/30/2018		Spatially corrected two (2) street centerline segments in Haiku
		<b>01/17/18</b>	
	1/17/2018		Assigned range to two (2) street centerline segments in Kahului
	1/16/2018		Split one (1) street centerline in Maunaloa
	1/12/2018		Added one (1) street centerline segment in Kihei
		<b>01/03/18</b>	
1/3/2018		Split two (2) street centerline segments in Haiku	
1/3/2018		Added three (3) street centerline segments in Haiku	
Subdivisions			
Tow Jurisdictions			
Tsunami Evacuation Zones			
Tsunami Heights			
Waste Water Plants			
WSP Cell Sectors		<b>01/31/18</b>	
	1/22/2018		Per VZW CRS
		<b>01/17/18</b>	
	1/16/2018		Per VZW CRS
	1/11/2018		Per VZW CRS
1/8/2018		Per VZW CRS	
WSP Cell Towers		<b>01/31/18</b>	
	1/22/2018		Per VZW CRS
		<b>01/17/18</b>	
	1/16/2018		Per VZW CRS
	1/11/2018		Per VZW CRS
1/8/2018		Per VZW CRS	

# Maui County E9-1-1 Status Report

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**NOTE:**

The Parcels layer is provided by Maui County. Akimeka performs edits on the spatial information of the layer for 9-1-1 purposes. Changes to the attribute table are made when needed. The Parcels layer uploaded to the PSAP GIS server is intended for 9-1-1 purposes only and should not be disseminated to other county agencies.

**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
1/31/2018	Delivered updated data for MapFlex which included Address Points, Building Footprints, Points Of Interest, Street Centerlines, WSP Cell Sectors and WSP Cell Towers
1/31/2018	Delivered .map, .str, .rte., and Maui Cell Coverage.csv which included updated Address Points, Building Footprints, Common Places Lookup Table, Points Of Interest, Street Centerlines, and WSP Cell Towers for Intergraph
1/17/2018	Delivered .map, .str, .rte., and Maui Cell Coverage.csv which included updated Address Points, Building Footprints, Common Places Lookup Table, Fire Districts, Fire Response Areas, Medic Beats, Medic Districts, Points Of Interest, Police Beats, Police Districts, Police Response Areas, Street Centerlines, and WSP Cell Towers for Intergraph
1/17/2018	Delivered updated data for MapFlex which included Address Points, ESN, Fire Response Areas, Medic Districts, Medic Response Areas, MSAG Communities, Points Of Interest, Police Districts, Police Response Areas, Street Centerlines, WSP Cell Sectors and WSP Cell Towers
1/3/2018	Delivered .map, .str, .rte., and Maui Cell Coverage.csv which included updated Address Points, Building Footprints, Common Places Lookup Table, Gate Codes, Points Of Interest, Street Centerlines, Subdivisions, and WSP Cell Towers for Intergraph
1/3/2018	Delivered updated data for MapFlex which included Address Points, Building Footprints, Points Of Interest, Street Centerlines, Subdivisions, WSP Cell Sectors and WSP Cell Towers

## Maui County E9-1-1 Status Report

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### INTERGRAPH CAD UPGRADE

From April through June 2014, the Maui Police Department worked to upgrade their Intergraph CAD system to the more recent 2014 version. Through this upgrade process, new improvements were identified and the overall functionality of the system from the Map Build process to the Production workstation made significant enhancements in order to streamline the deliverables and continue providing accurate data to the PSAP.

1. On January 3<sup>rd</sup>, 2018– Akimeka delivered an updated Intergraph CAD map which included:
  - a. Address Points, Building Footprints, Common Places Lookup Table, Gate Codes, Points of Interest, Street Centerlines Subdivisions, and WSP Cell Towers
  - b. .map, .str, .rte, CAD Map Build database and Cell Coverage.csv
2. Akimeka delivered an updated Intergraph CAD map January 17<sup>th</sup>, 2018 which included:
  - a. Address Points, Building Footprints, Common Places Lookup Table, Fire districts, Fire Response Areas, Medic Beats, Medic Districts, Points Of Interest, Police Beats, Police Districts, Police Response Areas, Street Centerlines, and WSP Cell Towers for Intergraph
  - b. .map, .str, .rte, CAD Map Build database and Cell Coverage.csv
3. Akimeka delivered an updated Intergraph CAD map January 31<sup>st</sup>, 2018 which included:
  - a. Address Points, Building Footprints, Common Places Lookup Table, Points Of Interest, Street Centerlines, and WSP Cell Towers for Intergraph
  - b. .map, .str, .rte, CAD Map Build database and Cell Coverage.csv

During February 2018, the Intergraph CAD map will continue to be delivered every other week, which has been coordinated with all mapping system updates and synchronizations with other 911 databases.

### 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

## Maui County E9-1-1 Status Report

**January 1, 2018 - January 31, 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.
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)

# Maui County E9-1-1 Status Report

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## 4. SERVICE REQUESTS TRANSACTIONS

### OPEN SERVICE REQUESTS – MAUI COUNTY PSAPS - JANUARY 2018

MAUI COUNTY						
#	Date	Ticket #	Description	PSAP	Urgency	Comments
			None			

**NOTE:**

There are no Open Service Requests for the Maui County PSAPs for January, 2018.

### MAUI PSAP SERVICE REQUESTS YEAR-TO-DATE (YTD) SUMMARY – 2018

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

**Note:** \*The 2017 Carry Over row indicates the number of Service Requests that were opened in 2017; however, were brought forward into 2018 in an effort to track the service request until completion.

Definitions:	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



## Maui 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 Database Synchronization scheduled for – March 2018**

AUDIT SUMMARY RESULTS –2017 - 2018 -- TBA

MSAG AUDIT SUMMARY RESULTS – MARCH 1, 2018 VS DECEMBER 1, 2017 -- TBA

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

AUTOMATIC LOCATION IDENTIFICATION (ALI) DISCREPANCY REPORT -- TBA