Maui County E9-1-1 Status Report

February 1, 2018 – February 28, 2018

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1. PSAP OPERATIONS

9-1-1 CALL VOLUME MAUI PSAP – FEBRUARY 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
FEB	10,111	1,693	16.74%	6,986	69.09%	56.84%	43.16%	309	3.06%	1	0.01%	0	0.00%	1,122	11.10%	0	0.00%

CALL VOLUME MAUI PSAP NOTES:

*Calls with No ALI for February 2018 = 0.01% - 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	10,111	1,693	16.74%	6,986	69.09%	56.84%	43.16%	309	3.06%	1	0.01%	0	0.00%	1,122	11.10%	0	0.00%
MAR																	
APR																	
MAY																	
JUNE																	
JULY																	
AUG																	
SEPT																	
OCT																	
NOV																	
DEC																	
YTD	21,967	3,584		15,228				692		18		0		2,445		0	
MON AVG	10,984	1,792	16.35%	7,614	69.31%	56.98%	43.02%	346	3.14%	9	0.08%	0	0.00%	1,223	11.13%	0.00	0.00%

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9-1-1 CALL VOLUME MOLOKAI PSAP – FEBRUARY 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
FEB	631	242	38.35%	299	47.39%	67.22%	32.78%	15	2.38%	2	0.32%	0	0.00%	73	11.57%	0	0.00%

CALL VOLUME MOLOKAI PSAP NOTES:

* Calls with No ALI for February 2018 = 0.32% - 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
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%
FEB	631	242	38.35%	299	47.39%	67.22%	32.78%	15	2.38%	2	0.32%	0	0.00%	73	11.57%	0	0.00%
MAR																	
APR																	
MAY																	
JUNE																	
JULY																	
AUG																	
SEPT																	
OCT																	
NOV																	
DEC																	
YTD	1,250	413		666				20		5		0		146		0	
MON AVG	625	207	32.99%	333	53.34%	68.90%	31.10%	10.00	1.59%	3	0.40%	0	0.00%	73	11.68%	0	0.00%

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9-1-1 CALL VOLUME (COMBINED MAUI & MOLOKAI PSAPS) – FEBRUARY 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
FEB	10,742	1,935	18.01%	7,285	67.82%	57.27%	42.73%	324	3.02%	3	0.03%	0	0.00%	1,195	11.12%	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
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%
FEB	10,742	1,935	18.01%	7,285	67.82%	57.27%	42.73%	324	3.02%	3	0.03%	0	0.00%	1,195	11.12%	0	0.00%
MAR																	
APR																	
MAY																	
JUNE																	
JULY																	
AUG																	
SEPT																	
OCT																	
NOV																	
DEC																	
YTD	23,217	3,997		15,894				712		23		0		2,591		0	
MON AVG	11,609	1,999	17.27%	7,947	68.41%	57.48%	42.52%	356	3.06%	12	0.09%	0.00	0.00%	1,296	11.16%	0	0.00%

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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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 – FEBRUARY 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	19	0
March		
April		
May		
June		
July		
August		
September		
October		
November		
December		
YTD	32	2
Monthly Avg.	16	1

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WIRELESS PSAP TESTING – FEBRUARY 2018

MAUI COUNTY - FEBRUARY 2018						
Date	WSP	Sites Tested	Sectors Tested	Tested By:	Test Pass/Fail	Comments:
2/26/2018	T-Mobile	2	4	Maui PSAP	Pass	

NOTES:

- There was one (1) scheduled Wireless 911 test conducted in February 2018 for the Maui and Molokai PSAPs.
- Verizon Wireless conducted an ESRK pre-migration test successfully on February 27th.

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2. MSAG (MASTER STREET ADDRESS GUIDE)

MSAG TRANSACTIONS CURRENT MONTH/YEAR – FEBRUARY 2018

MAUI COUNTY 2018	Total	Dispatchable Location Transactions Submitted DL (A)	MSAG MSAG (B)	ALI Submitted		Open ALI Discrepancy Records			Customer Addresses Affected
				TN CR (C)	ALI DR (D)	TNCR	ALI DR	VoIP DR	
JANUARY	198	180	13	2	3	138	0	0	220
FEBRUARY	210	205	5	0	0	134	0	0	234
MARCH									
APRIL									
MAY									
JUNE									
JULY									
AUGUST									
SEPTEMBER									
OCTOBER									
NOVEMBER									
DECEMBER									
TOTAL YTD	408	385	18	2	3				454
AVG PER MONTH	204	193	9	1	2				227

The column header "9-1-1 TRANSACTIONS" spans Total, Dispatchable Location, MSAG, ALI Submitted, Open ALI Discrepancy Records, and Customer Addresses Affected.

Definitions
(A) **D**ispatchable **L**ocation - 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) **M**aster **S**treet **A**ddress **G**uide - Represents corrections made to street records including, street names, address ranges, MSAG Communities and ESNs.
(C) **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 299 attached to them which indicates the need for validation.
(D) **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 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 **210** MSAG transactions were processed in 9-1-1 Net during the current month. Five (**5**) 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. **234** customer ANI/ALI (telephone number/address) records updated as a direct result.

205 Dispatchable Location transactions were submitted during the current month.

TELEPHONE RECORD (ALI) TRANSACTIONS CURRENT MONTH NOTES:

205 Telephone Number Change Request (TN CR) transactions were processed and **208** were corrected in 9-1-1 Net during the current month, three (**3**) relating to the ESN 399 project.

OPEN TELEPHONE RECORD (ALI) DISCREPANCY STATUS:

- **There are currently 134 Open TN CR Transactions.**
- **Refer to chart in the next section "TNCR Current Status"**

122 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**

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TNCR (TELEPHONE NUMBER CHANGE REQUEST) CURRENT STATUS – FEBRUARY, 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	OPENED TNCRS REFERRED TO TELCO BY WEST SAFETY SERVICES	TOTAL UNOPENED TNCR RECORDS
MAUI	110	49	44	17
MOLOKAI	24	10	9	5
TOTAL	134	59	53	22

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 – FEBRUARY 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.

Dispatchable Location			
2018 Quarter 1	**Common Name Place** **MSAG Address**	**TNCR*** **Transactions** **Submitted**	**Transactions** **Processed****
2017 Carryover		1,532	1,495
January	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	33
	Royal Mauian, 2430 S Kihei Rd, Kihei	79	79
February	Hale Pau Hana, 2480 S Kihei Rd, Kihei	93	93
	Kihei Kai Nani, 2495 S Kihei Rd, Kihei	86	86
	Maui Banyan, 2575 S Kihei Rd, Kihei	26	26
March			
Total		1,917	1,905
YTD Total		385	410

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

PSAP	*Spectrum (Charter) 9-1-1 VoIP Database Verification Project				
	TOTAL RECORDS SUBMITTED BY SPECTRUM (A)	TOTAL RECORDS MATCHING & VERIFIED WITH 911 DATABASES (B)	TOTAL RECORDS NOT MATCHING	NON MATCHING RECORDS CORRECTED BY AKIMEKA (C)	PERCENT COMPLETED
HAWAII County	22,044	21,638 (98%)	406	406	100.00%
KAUAI County	8,936	8,695 (97%)	241	241	100.00%
MAUI County	18,256	17,517 (96%)	739	739	100.00%
OAHU Cilivian	87,414	85,329 (98%)	2,085	541	25.95%
OAHU Military	3,663	710 (19%)	2,953	2,818	95.43%
TOTAL	140,313	**133,889	6,424	4,745	84.3%

* 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) – FEBRUARY 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 Created/ Edits Performed**	**Date GIS Delivered**	**Other/Remarks**
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE **(Listed Alphabetically)**			
Address Points		02/28/18	
	2/28/2018		Corrected one (1) address in Wailuku
	2/28/2018		Added one (1) address in Kahului
	2/15/2018		Added two (2) addresses in Haiku
		02/14/18	
	2/13/2018		Added one (1) address in Haiku
	2/13/2018		Added one (1) address in Hana
	2/13/2018		Added one (1) address in Hoolehua
	2/13/2018		Spatially corrected fifteen (15) address points in Kahului
	2/13/2018		Spatially corrected forty-eight (48) address points in Waiehu
	2/13/2018		Spatially corrected ninety-four (94) address points in Wailuku
	2/13/2018		Added two (2) addresses in Wailuku
	2/9/2018		Added one (1) address in Haiku
	2/9/2018		Spatially corrected nine (9) address points in Kahului
	2/9/2018		Added one (1) address in Kahului
	2/9/2018		Added two (2) addresses in Kihei
	2/9/2018		Added one (1) address in Makawao
	2/9/2018		Added one (1) address in Pukalani
	2/9/2018		Spatially corrected one (1) address point in Waihee
	2/8/2018		Spatially corrected one (1) address point in Kahului
	2/5/2018		Spatially corrected three (3) address points in Kula
Airports			
Bridges			
Building Footprints			
Bus Stops			
Churches			
Coastal Names			
Coastline			
Common Places			
Correctional Facilities			
Emergency Callboxes			
Emergency Operation Centers			

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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.

Type of Layer	Akimeka GIS Server Date Created/ Edits Performed	Date GIS Delivered	Other/Remarks
MAUI COUNTY			
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Emergency Shelters			
ESZ/ESN			
Fire Beats			
Fire Districts			
Fire Response Areas			
Fire Stations			
Food & Beverage			
Gas Stations			
Gate Codes			
Government Buildings			
Harbors			
Helipads			
Hiking Trails			
Hospitals			
Hydrants			
Hyrdology Layers			
Incident Response Areas			
Lodging			
Major Roads			
Medic Beats			
Medic Districts			
Medic Response Areas			
Medic Stations			
Medical Facilities			
Milepost Markers			
MSAG Communities			
Net Junctions			
Ocean Rescue Boundaries			
Ocean Safety			
Parcels			
Parks			
Parks Polygon			

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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.

Type of Layer	Akimeka GIS Server Date Created/Edits Performed	Date GIS Delivered	Other/Remarks
MAUI COUNTY			
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Points of Interest		02/14/18	
	2/8/2018		Spatially corrected one (1) POI in Lahaina
Police Beats		02/28/18	
	2/21/2018		Modified Beat 1-10, 1-11, 1-20, 1-21, 1-31, and 1-32
Police Districts			
Police Response Areas		02/28/18	
	2/21/2018		Modified RA 4, 6, 13, 14, 35, 37, and 42
	2/8/2018		Modified RA 16 & 18
	2/7/2018		Modified RA 58 & 63
Police Stations			
Post Offices			
Schools		02/14/18	
	2/8/2018		Spatially corrected one (1) school in Lahaina
	2/8/2018		Spatially corrected one (1) school in Kahului
Street Centerlines		02/28/18	
	2/21/2018		Added one (1) street centerline in Hoolehua
	2/21/2018		Added seven (7) street centerline segments in Kahului
	2/21/2018		Split two (2) street centerline segments in Kahului
	2/21/2018		Added two (2) street centerline segments in Makawao
	2/21/2018		Split one (1) street centerline segment in Makawao
	2/21/2018		Added four (4) street centerline segments in Paia
	2/21/2018		Split one (1) street centerline segment in Paia
	2/21/2018		Split two (2) street centerline segments in Wailuku
	2/21/2018		Added four (4) street centerline segments in Wailuku
	2/20/2018		Split one (1) street centerline segment in Kahului
	2/20/2018		Added sixty-two (62) street centerline segments in Kahului
		02/14/18	
	2/9/2018		Extended range for one (1) street centerline in Haiku
	2/8/2018		Added five (5) street centerline segments in Hoolehua
	2/8/2018		Split one (1) street centerline segment in Hoolehua
	2/8/2018		Split one (1) street centerline segment in Kahului
	2/8/2018		Added twenty-three (23) street centerline segments in Kahului
	2/8/2018		Added one (1) street centerline segment in Kihei
	2/8/2018		Added one (1) street centerline segment in Lahaina

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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 Created/ Edits Performed**	**Date GIS Delivered**	**Other/Remarks**
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE **(Listed Alphabetically)**			
Street Centerlines	2/8/2018		Split one (1) street centerline segment in Lahaina
	2/8/2018		Added one (1) street centerline segment in Maunaloa
	2/8/2018		Added one (1) street centerline segment in Makawao
	2/8/2018		Split one (1) street centerline segment in Makawao
	2/8/2018		Added four (4) street centerline segments in Napili
	2/8/2018		Added six (6) street centerline segments in Hoolehua
	2/8/2018		Split one (1) street centerline segment in Kahului
	2/8/2018		Added twenty-three (23) street centerline segments in Kahului
	2/8/2018		Added one (1) street centerline segment in Kihei
	2/8/2018		Split one (1) street centerline segment in Lahaina
	2/8/2018		Added one (1) street centerline segment in Lahaina
	2/8/2018		Split one (1) street centerline segment in Makawao
	2/8/2018		Added one (1) street centerline segment in Makawao
	2/8/2018		Added one (1) street centerline segment in Maunaloa
	2/8/2018		Added four (4) street centerline segments in Napili
	2/7/2018		Added one (1) street centerline segment in Lanai
	2/7/2018		Split one (1) street centerline segment in Lanai
	2/7/2018		Added eight (8) street centerline segments in Lahaina
	2/7/2018		Added one (1) street centerline segment in Kihei
	2/7/2018		Split one (1) street centerline segment in Kualapuu
	2/7/2018		Split one (1) street centerline segment in Lahaina
	2/6/2018		Added one (1) street centerline segment in Hana
	2/6/2018		Split two (2) street centerline segments in Kaunakakai
	2/6/2018		Added two (2) street centerline segments in Kaunakakai
	2/6/2018		Added one (1) street centerline segment in Kula
	2/6/2018		Added five (5) street centerline segments in Kualapuu
	2/5/2018		Added five (5) street centerline segments in Haiku
	2/5/2018		Added three (3) street centerline segments in Kahului
	2/5/2018		Added four (4) street centerline segments in Paia
	2/5/2018		Split one (1) street centerline in Kula
	2/5/2018		Spatially corrected one (1) street centerline segment in Kula
	2/5/2018		Added twenty-three (23) street centerline segments in Kula

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MAPPING LAYERS UPDATED (PART V)

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 Created/ Edits Performed**	**Date GIS Delivered**	**Other/Remarks**
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE **(Listed Alphabetically)**			
Subdivisions			
Tow Jurisdictions			
Tsunami Evacuation Zones			
Tsunami Heights			
Waste Water Plants			
WSP Cell Sectors			
WSP Cell Towers			

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
2/28/2018	Delivered updated data for MapFlex which included Address Points, Points Of Interest, Police Response Areas, Street Centerlines, WSP Cell Sectors and WSP Cell Towers
2/28/2018	Delivered .map, .str, .rte., .ply and Maui Cell Coverage.csv which included updated Address Points, Common Places Lookup Table, Points Of Interest, Police Beats, Police Response Areas, Street Centerlines, and WSP Cell Towers for Intergraph
2/14/2018	Delivered updated data for MapFlex which included Address Points, Points Of Interest, Schools, Street Centerlines, WSP Cell Sectors and WSP Cell Towers
2/14/2018	Delivered .map, .str, .rte., and Maui Cell Coverage.csv which included updated Address Points, Common Places Lookup Table, Points Of Interest, Street Centerlines, and WSP Cell Towers for Intergraph

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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 February 14th, 2018– Akimeka delivered an updated Intergraph CAD map which included:
     a. Address Points, Common Places Lookup Table, Points of Interest, Street Centerlines, and WSP Cell Towers
     b. .map, .str, .rte, CAD Map Build database and Cell Coverage.csv

2. Akimeka delivered an updated Intergraph CAD map February 28th, 2018 which included:
     a. Address Points, Common Places Lookup Table, Points Of Interest, Police Beats, Police Response Areas, Street Centerlines, and WSP Cell Towers for Intergraph
     b. .map, .str, .rte, .ply, CAD Map Build database and Cell Coverage.csv

During March 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 February 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 –** February 13th, 2018 and February 27th, 2018
     b. **Maui County –** February 14th, 2018 and February 28th, 2018
     c. **Kauai County –** February 1st, 2018 and February 15th, 2018
     d. **Honolulu –** February 2nd, 2018, and February 16th, 2018

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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)

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4. SERVICE REQUESTS TRANSACTIONS

OPEN SERVICE REQUESTS – MAUI COUNTY PSAPS - FEBRUARY 2018

MAUI COUNTY						
#	Date	Ticket #	Description	PSAP	Urgency	Comments
			None			

NOTE:

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

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

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

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 Spectrum - Time Warner Cable (TWCBL) for correction

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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