

# Oahu Civilian E9-1-1

## Status Report

*March 1, 2018 – March 31, 2018*

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## 1. PSAP OPERATIONS

### 9-1-1 CALL VOLUME CIVILIAN PSAPS – MARCH 2018

(Source:) West Safety Services Viper system

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

9-1-1 Primary PSAP Call Volume																	
Honolulu City & County PSAPs		Wireline		Wireless				VOIP		Calls With No ALI		Admin Calls		Abandoned Calls		Other Calls	
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
March	83,942	17,359	20.68%	63,359	75.48%	47.28%	28.20%	3,207	3.82%	17	0.02%	1,671	1.99%	11,777	14.03%	459	0.55%

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

9-1-1 Primary PSAP Call Volume																	
Honolulu City & County PSAPs		Wireline		Wireless				VOIP Calls		Calls with No ALI		Admin Calls		Abandoned Calls		Other Calls	
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 Total Call Received	% of Total Calls
JAN	90,131	18,612	20.65%	68,004	75.45%	46.10%	29.35%	3,380	3.75%	135	0.15%	1,940	2.15%	15,491	17.19%	528	0.59%
FEB	79,937	16,707	20.90%	60,217	75.33%	45.46%	29.87%	2,998	3.75%	16	0.02%	1,738	2.17%	11,746	14.69%	520	0.65%
MAR	83,942	17,359	20.68%	63,359	75.48%	47.28%	28.20%	3,207	3.82%	17	0.02%	1,671	1.99%	11,777	14.03%	459	0.55%
APR																	
MAY																	
JUNE																	
JULY																	
AUG																	
SEPT																	
OCT																	
NOV																	
DEC																	
YTD	254,010	52,678		191,580				9,585		168		5,349		39,014		1,507	
MON AVG	84,670	17,559	20.74%	63,860	75.42%	46.28%	29.14%	3,195	3.77%	56	0.06%	1,783	2.10%	13,005	15.30%	502	0.60%

NOTE:

- **911 Calls with No ALI for March 2018 = 0.02% - Statewide average for 2017 = 0.08%**
- **Total call volumes does not include Administrative Calls. Administrative calls = Calls originating on Administrative lines that required 911 service.**
- **Abandoned Calls represent the number of incoming 9-1-1 calls for which the caller had hung up before a call-taker answered. Dropped Calls are hang ups after transfers.**
- **Abandoned Calls are not included in the Wireline and Wireless total counts respectively.**
- **All VoIP (Voice over Internet Protocol) types of 911 calls are combined in the Call Volume statistic.**

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

2018	9-1-1 Call Volume by Agency									
	Honolulu Police Department						Honolulu Fire Department			
	No. of Total Calls Received	% of Total Calls	Number of Emergency Calls	Number of Non Emergency Calls	Number of Admin Calls	Number of Dropped Calls	No. of Total Calls Received	% of Total Calls	Number of Admin Calls	Number of Dropped Calls
March	72,926	86.88%	19,213	41,054	882	11,777	2,556	3.04%	92	32

2018	9-1-1 Call Volume by Agency							
	Emergency Medical Services				Ocean Safety			
	Number of Total Calls Received	% of Total Calls	Number of Admin Calls	Number of Dropped Calls	Number of Total Calls Received	% of Total Calls	Number of Admin Calls	Number of Dropped Calls
March	7,963	9.49%	661	164	38	0.05%	36	3

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

2018	9-1-1 Call Volume by Agency																	
	Honolulu Police Department						Honolulu Fire Department				Emergency Medical Services				Ocean Safety			
	Number of Total Calls Received	% of Total Calls	No. of Emergency Calls	No. of Non Emergency Calls	No. of Admin Calls	No. of Dropped Calls	No. of Total Calls Received	% of Total Calls	No. of Admin Calls	No. of Dropped Calls	No. of Total Calls Received	% of Total Calls	No. of Admin Calls	No. of Dropped Calls	No. of Total Calls Received	% of Total Calls	No. of Admin Calls	No. of Dropped Calls
JAN	77,849	86.37%	19,571	41,680	1,107	15,491	2,881	3.20%	87	67	8,837	9.80%	710	125	36	0.04%	36	16
FEB	68,884	86.17%	18,037	38,149	952	11,746	2,245	2.81%	81	38	8,251	10.32%	669	76	37	0.05%	36	6
MAR	72,926	86.88%	19,213	41,054	882	11,777	2,556	3.04%	92	32	7,963	9.49%	661	164	38	0.05%	36	3
APR																		
MAY																		
JUNE																		
JULY																		
AUG																		
SEPT																		
OCT																		
NOV																		
DEC																		
YTD	219,659		56,821	120,883	2,941	39,014	7,682		260	137	25,051		2,040	365	111		108	25
MON AVG	73,220	86.47%	18,940	40,294	980	13,005	2,561	3.02%	87	46	8,350	9.87%	680	122	37	0.05%	36	8

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**PSAP OPERATION NOTES:**

- Total call volumes does not include Administrative Calls. Administrative calls = Calls originating on Administrative lines that required 911 service.
- Abandoned Calls represent the number of incoming 9-1-1 calls for which the caller had hung up before a call-taker answered. Dropped Calls are hang ups after transfers.
- Abandoned Calls **are** included in the Wireline and Wireless total counts respectively.
- All VoIP (Voice over Internet Protocol) types of 911 calls are combined in the Call Volume statistic.

**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%
<b>2016 &amp; 2015 Statewide average does not include Military 911 calls.</b>						

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TEXT TO 911 OAHU CIVILIAN PSAPS – CURRENT MONTH – MARCH 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 Oahu Civilian PSAPs 2018						
Month	Total	HPD	HFD	EMS	OS	911 (handled)
January	145	115	3	0	0	27
February	144	131	1	2	0	10
March	170	144	4	5	0	17
April						
May						
June						
July						
August						
September						
October						
November						
December						
YTD	459	390	8	7	0	54
Monthly Avg.	153.0	130.0	2.7	2.3	0.0	18.0

NOTE:

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

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911 WIRELESS OAHU CIVILIAN PSAP TESTING – MARCH 2018

OAHU CIVILIAN - MARCH 2018						
Date	WSP	Sites Tested	Sectors Tested	Tested By:	Test Pass/Fail	Comments:

NOTES:

- There were no (0) scheduled Wireless 911 Test for the Oahu Civilian PSAP in March 2018.
- Verizon Wireless is currently migrating their Wireless network database from West to ComTech.

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### 2. MSAG (MASTER STREET ADDRESS GUIDE)

#### OAHU CIVILIAN MSAG TRANSACTIONS CURRENT MONTH/YEAR – MARCH 2018

OAHU CIVILIAN	9-1-1 TRANSACTIONS								
	Total	MSAG	ALI Submitted			Open ALI Discrepancy Records			Customer Addresses Affected
2018		MSAG (A)	TN CR (B)	ALI DR (C)	VoIP (D)	TNCR	ALI DR	VoIP DR	
JANUARY	33	14	19	0	0	0	0	0	1,198
FEBRUARY	10	6	3	1	0	0	0	0	982
MARCH	168	9	159	0	0	27	0	0	258
APRIL									
MAY									
JUNE									
JULY									
AUGUST									
SEPTEMBER									
OCTOBER									
NOVEMBER									
DECEMBER									
<b>TOTAL YTD</b>	<b>211</b>	<b>29</b>	<b>181</b>	<b>1</b>	<b>0</b>				<b>2,438</b>
<b>AVG PER MONTH</b>	<b>70</b>	<b>10</b>	<b>60</b>	<b>0</b>	<b>0</b>				<b>813</b>

#### Definitions

- (A) **Master Street Address Guide** - Represents corrections made to street records including, street names, address ranges, MSAG Communities and ESNs.
- (B) **Telephone Number Change Request** - Represents address corrections on a specific TN or group of TNs. These "invalid" TNs usually have an associated ESN 199 attached to them which indicates the need for validation.
- (C) **Automatic Location Information Discrepancy Record** - Represents an address discrepancy discovered during a live 9-1-1 call, from a landline. These record corrections are treated with a higher priority and should be processed within 48 hours as a general guideline.
- (D) **Voice over Internet Protocol Discrepancy Record** - Represents an address discrepancy discovered during a live 9-1-1 call, from a VoIP phone. These record corrections are treated with a higher priority and should be processed within 72 hours as a general guideline per Time Warner Operations Center. MSR tracking effective April 2014.

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## OAHU CIVILIAN MSAG CURRENT MONTH NOTES:

A total of one hundred sixty-eight (**168**) MSAG transactions were processed in 9-1-1 Net during the current reporting month. Nine (**9**) requests were processed relating to the MSAG database which include: changes to high – low street ranges, combining street records, deletion of invalid records, splitting street records to align with Police, Fire, EMS and Military response areas, and inserting new MSAG records.

There were **258** customer ANI/ALI (telephone/address) records updated as a direct result.

**160** Dispatchable Location transactions were submitted and **150** were processed by West during the current month.

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

**159** Telephone Number Change Request (TN CR) transactions were processed and **150** were corrected in 9-1-1 Net during the current month, nine (**9**) relating to the ESN 199 project.

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

- **There are Twenty-seven (27) Open TN CR Transactions as of March 31, 2018**
- **Refer to chart in the next section “TNCR Current Status”**
- **There are no Open ALI-DRs as of March 31, 2018**
- **There is no Open VoIP DRs as of March 31, 2018**

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TNCR (TELEPHONE NUMBER CHANGE REQUEST) CURRENT STATUS – MARCH, 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>PSAP</b>	<b>TOTAL TNCR RECORDS SUBMITTED BY AKIMEKA</b>	<b>OPENED TNCRS PENDING FURTHER ACTION BY WEST SAFETY SERVICES (INTRADO)</b>	<b>OPENED TNCRS REFERRED TO TELCO BY WEST SAFETY SERVICES (INTRADO)</b>	<b>TOTAL UNOPENED TNCR RECORDS</b>
<b>OAHU CIVILIAN</b>	<b>27</b>	<b>0</b>	<b>4</b>	<b>23</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.

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DISPATCHABLE LOCATION – STATUS AS OF – MARCH 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.

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. The Windward Mall will be the pilot location starting in March 2018.

Dispatchable Location			
2018	Common Name Place MSAG Address	TNCR*	Transactions
Quarter 1		Transactions Submitted	Processed**
January			
February			
March	Windward Mall, 460056 Kamehameha Hwy, Kaneohe	160	150
<b>Total</b>		<b>160</b>	<b>150</b>
<b>YTD Total</b>			

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### SPECTRUM (CHARTER) 9-1-1 VOIP DATABASE VERIFICATION PROJECT – MARCH 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>
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	561	26.91%
OAHU Military	3,663	710 (19%)	2,953	2,848	96.44%
<b>TOTAL</b>	<b>140,313</b>	<b>**133,889</b>	<b>6,424</b>	<b>4,795</b>	<b>84.7%</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) – MARCH 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.*

OAHU CIVILIAN PSAPS				
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		<b>03/30/18</b>		
	3/29/2018		Added one (1) new address in Kapolei	
	3/26/2018		Added seventy-seven (77) new addresses in Kapolei	
	3/21/2018		Added eleven (11) Address Points in Honolulu.	
	3/21/2018		Spatially corrected two (2) Address Points in Honolulu.	
	3/20/2018		Spatially corrected nine (9) Address Points in Ewa Beach.	
	3/20/2018		Added forty-three (43) Address Points in Ewa Beach.	
	3/19/2018		Corrected Apartment Number for two hundred (200) Address Points at Spinnaker Place in Ewa Beach.	
	3/19/2018		Added thirty-three (33) Address Points at Ke Noho Kai Townhomes in Ewa Beach.	
	3/19/2018		Spatially corrected seven (7) Address Points at Ke Noho Kai Townhomes in Ewa Beach.	
			<b>03/16/18</b>	
	3/16/2018		Corrected Apartment Number for one hundred four (104) Address Points at Spinnaker Place in Ewa Beach.	
	3/15/2018		Corrected spatial to one (1) Address Point at Aliamanu ES in Aliamanu.	
	3/15/2018		Corrected spatial to one (1) Address Point at Aliamanu MS in Aliamanu.	
	3/15/2018		Added fifty-four (54) Address Points at Aliamanu MS in Aliamanu.	
	3/15/2018		Added fifty-five (55) Address Points at Aliamanu ES in Aliamanu.	
	3/14/2018		Corrected spatial to two (2) Address Points in Ala Moana.	
	3/14/2018		Added fifty-two (52) Address Points at Ala Moana Shopping Center in Ala Moana.	
	3/14/2018		Added seventeen (17) Address Points at UH Lab School in Manoa.	
	3/14/2018		Added eleven (11) new Address Points at Bishop Museum in Kalihi.	
	3/14/2018		Spatially corrected one (1) Address Point at Bishop Museum in Kalihi.	
	3/14/2018		Spatially corrected twelve (12) Address Points in Kakaako.	
	3/14/2018		Added ten (10) Address Points in Kakaako.	
	3/14/2018		Added Location Name to one (1) Address Point in Kakaako.	
	3/12/2018		Added Location Name to twenty-seven (27) Address Points in Ewa Beach.	
	3/12/2018		Added one (1) new Address Point in Ewa Beach.	
	3/12/2018		Added one (1) new Address Point in Iroquois.	
	3/9/2018		Corrected spatial to five (5) Address Points in Kailua.	
	3/5/2018		Added Routing ID to one hundred eighty-two (182) Address Points in Aiea.	

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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.*

OAHU CIVILIAN PSAPS			
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	3/5/2018		Added Routing ID to one hundred sixty-seven (167) Address Points in Aina Haina.
	3/5/2018		Added Routing ID to twenty eight (28) Address Points in Airport.
	3/5/2018		Added Routing ID to seventy-three (73) Address Points in Downtown.
	3/5/2018		Added Routing ID to one hundred sixty-two (162) Address Points in Waipio.
	3/5/2018		Added Routing ID to sixteen (16) Address Points in Ewa Beach.
	3/5/2018		Added Routing ID to one hundred twenty-one (121) Address Points in Haleiwa.
	3/5/2018		Added Routing ID to eighty-seven (87) Address Points in Hauula.
	3/5/2018		Added Routing ID to fifty-eight (58) Address Points in Hawaii Kai.
	3/5/2018		Added Routing ID to one hundred nine (109) Address Points in Honolulu.
	3/5/2018		Added Routing ID to one hundred seven (107) Address Points in Kaaawa.
	3/5/2018		Added Routing ID to eleven (11) Address Points in Kahala.
	3/5/2018		Added Routing ID to one hundred nine (109) Address Points in Kahaluu.
	3/5/2018		Added Routing ID to ten (10) Address Points in Kahuku.
	3/5/2018		Added Routing ID to thirty five (35) Address Points in Kailua.
	3/5/2018		Added Routing ID to three-hundred two (302) Address Points in Kaimuki.
	3/5/2018		Added Routing ID to five hundred seventy-four (574) Address Points in Kalihi.
	3/5/2018		Added Routing ID to three hundred twenty-four (324) Address Points in Kaneohe.
	3/5/2018		Added Routing ID to eleven (11) Address Points in Kapahulu.
	3/5/2018		Added Routing ID to one hundred thirty-nine (139) Address Points in Kapolei.
	3/5/2018		Added Routing ID to ninety-five (95) Address Points in Laie.
	3/5/2018		Added Routing ID to one hundred twelve (112) Address Points in Maili.
	3/5/2018		Added Routing ID to two hundred one (201) Address Points in Makaha.
	3/5/2018		Added Routing ID to two (2) Address Points in Makakilo.
	3/5/2018		Added Routing ID to eighty-one (81) Address Points in Makiki.
	3/5/2018		Added Routing ID to seventy-seven (77) Address Points in Manoa.
3/5/2018		Added Routing ID to nine (9) Address Points in Mapunapuna.	
3/5/2018		Added Routing ID to one hundred one (101) Address Points in McCully.	
3/5/2018		Added Routing ID to three hundred ten (310) Address Points in Mililani.	
3/5/2018		Added Routing ID to twenty four (24) Address Points in Moanalua Valley.	
3/5/2018		Added Routing ID to thirty-seven (37) Address Points in Mokuleia.	

# Oahu Civilian E9-1-1 Status Report

March 1, 2018 - March 31, 2018

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.*

OAHU CIVILIAN PSAPS				
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	3/5/2018		Added Routing ID to one hundred ninety-seven (197) Address Points in Nanakuli.	
	3/5/2018		Added Routing ID to three hundred forty-five (345) Address Points in Nuuanu.	
	3/5/2018		Added Routing ID to two hundred seventy-five (275) Address Points in Pearl City.	
	3/5/2018		Added Routing ID to one hundred eighty-four (184) Address Points in Punaluu.	
	3/5/2018		Added Routing ID to one hundred fifty-five (155) Address Points in Punchbowl.	
	3/5/2018		Added Routing ID to eighteen (18) Address Points in Salt Lake.	
	3/5/2018		Added Routing ID to two-hundred forty-four (244) Address Points in Sunset.	
	3/5/2018		Added Routing ID to one hundred twenty-five (125) Address Points in Wahiawa.	
	3/5/2018		Added Routing ID to thirty-eight (38) Address Points in Waialae.	
	3/5/2018		Added Routing ID to twenty (20) Address Points in Waialua.	
	3/5/2018		Added Routing ID to three hundred seven (307) Address Points in Waianae.	
	3/5/2018		Added Routing ID to one hundred sixty-five (165) Address Points in Waimanalo.	
	3/5/2018		Added Routing ID to three hundred fourteen (314) Address Points in Waipahu.	
		<b>03/02/18</b>		
	3/2/2018		Split segments for twenty four (24) street centerlines in Ewa Beach.	
	3/1/2018		Added seventy-six (76) new Address Points at Ewa Elementary School in Ewa Beach.	
3/1/2018		Added Location Name for one (1) Address Point in Ewa Beach.		
3/1/2018		Spatially corrected one (1) Address Point at Ewa Elementary School in Ewa Beach.		
Airports				
AMR Response Areas				
Bridges				
Building Footprints				
Bus Stops				
Churches				
Coastal Names				
Coastline				

# Oahu Civilian E9-1-1 Status Report

March 1, 2018 - March 31, 2018

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.*

OAHU CIVILIAN PSAPS			
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>			
Common Places		<b>03/30/18</b>	
	3/21/2018		Spatially corrected fourteen (14) Points Of Interest in Kaneohe.
	3/20/2018		Corrected Name for one (1) Points of Interest in Kunia.
	3/20/2018		Corrected Name for one (1) Points of Interest in McCully.
	3/20/2018		Corrected Name for one (1) Points of Interest in Nuuanu.
	3/20/2018		Corrected Name for one (1) Points of Interest in Honolulu.
	3/20/2018		Corrected Name for one (1) Points of Interest in Waimanalo.
		<b>03/16/18</b>	
	3/9/2018		Corrected spatial to eighty (80) Points of Interest in Kailua.
	3/8/2018		Corrected spatial to forty-seven (47) Points of Interest in Kailua.
	3/7/2018		Corrected spatial to twenty-three (23) Points of Interest in Kailua.
	3/6/2018		Corrected name for two (2) Point of Interest for Waikiki.
	3/6/2018		Corrected spatial for one (1) Point of Interest in Kalihi.
	3/6/2018		Added one (1) Point of Interest in Kalihi.
3/6/2018		Added one (1) Point of Interest in Downtown.	
	<b>03/02/18</b>		
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			
Government Buildings			
Harbors			
Helipads			

# Oahu Civilian E9-1-1 Status Report

March 1, 2018 - March 31, 2018

MAPPING LAYERS UPDATED (PART V)

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

OAHU CIVILIAN PSAPS			
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>			
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			
Military Response Areas			
MSAG Communities			
Net Junctions			
Ocean Rescue Boundaries			
Ocean Safety			
Parcels			
Parks			
Parks Polygon			
Points of Interest			
Police Beats			
Police Districts			
Police Response Areas			
Police Stations			
Post Offices			
Schools			
Street Centerlines		<b>03/30/18</b>	
	3/30/2018		Corrected two (2) street ranges in Nuuanu
	3/29/2018		Corrected five (5) street ranges in Kapolei

# Oahu Civilian E9-1-1 Status Report

March 1, 2018 - March 31, 2018

MAPPING LAYERS UPDATED (PART VI)

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

OAHU CIVILIAN PSAPS				
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>				
Street Centerlines	3/22/2018		Corrected one (1) street range in Ewa Beach	
	3/19/2018		Corrected speed to one hundred twenty-two (122) segments in Waiialua.	
	3/19/2018		Corrected speed to one thousand five hundred fifty-two (1552) segments in Mililani.	
	3/19/2018		Split two (2) street segments in Pearl City.	
		<b>03/16/18</b>		
	3/16/2018		Split two (2) street segments in Kapolei.	
	3/15/2018		Split three (3) segments in Salt Lake.	
	3/15/2018		Split six (6) segments in Aliamanu.	
	3/15/2018		Added sixteen (16) new ingress for Aliamanu.	
	3/15/2018		Added thirty-nine (39) new ingress for Aliamanu.	
	3/12/2018		Corrected range for one (1) segment in Ewa Beach.	
	3/12/2018		Added sixteen (16) new ingress for Kapolei High School in Kapolei.	
	3/12/2018		Split seventeen (17) segments in Kapolei High School in Kapolei.	
	3/8/2018		Corrected speed to one (1) segment - all city streets in Pearl Harbor that were previously 30 MPH have been updated to 25 MPH.	
	3/8/2018		Corrected speed to nine hundred sixty-eight (968) segments - all city streets in Pearl Harbor that were previously 30 MPH have been updated to 25 MPH.	
	3/8/2018		Corrected speed to five hundred fifty-seven (557) segments - all city streets in Pearl Harbor that were previously 30 MPH have been updated to 25 MPH.	
	3/6/2018		Added twelve (12) new street segments in Ewa Beach.	
		<b>03/02/18</b>		
	3/2/2018		Corrected range for one (1) segment in Ewa Beach.	
	3/1/2018		Added four (4) new ingress at Ewa ES in Ewa Beach.	
Subdivisions				
Tow Jurisdictions				
Tsunami Evacuation Zones				
Tsunami Heights				
Waste Water Plants				

# Oahu Civilian E9-1-1 Status Report

March 1, 2018 - March 31, 2018

MAPPING LAYERS UPDATED (PART VII)

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

OAHU CIVILIAN PSAPS			
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>			
WSP Cell Sectors		<b>03/30/18</b>	
	3/29/2018		Per ATTMO CRS
	3/22/2018		Per SPPCS CRS
		<b>03/16/18</b>	
	3/7/2018		Per VZW CRS
		<b>03/02/18</b>	
WSP Cell Towers	3/2/2018		Per VZW CRS
		<b>03/30/18</b>	
	3/29/2018		Per ATTMO CRS
	3/22/2018		Per SPPCS CRS
		<b>03/16/18</b>	
	3/7/2018		Per VZW CRS
	<b>03/02/18</b>		
3/2/2018		Per VZW CRS	

# Oahu Civilian E9-1-1 Status Report

March 1, 2018 - March 31, 2018

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
3/30/2018	Street Centerlines, Common Places, Police Beats, MSAG Communities to HPD for Motorola CAD
3/30/2018	Street Centerlines, Address Points, Fire Response Areas, Medic Response Areas, and Display Address Points to HFD, EMS, and Ocean Safety for TriTech CAD
3/30/2018	Address Points, Common Places, Street Centerlines, Police Response Areas, Fire Response Areas, Medic Response Areas, Ocean Safety Response Areas, ESN, MSAG Communities, Cell Towers, Cell Sectors to the Honolulu MapFlex system for HPD, HFD, EMS, and Ocean Safety
3/16/2018	Street Centerlines, Common Places, Police Beats, MSAG Communities to HPD for Motorola CAD
3/16/2018	Street Centerlines, Address Points, Fire Response Areas, Medic Response Areas, and Display Address Points to HFD, EMS, and Ocean Safety for TriTech CAD
3/16/2018	Address Points, Common Places, Street Centerlines, Police Response Areas, Fire Response Areas, Medic Response Areas, Ocean Safety Response Areas, ESN, MSAG Communities, Cell Towers, Cell Sectors to the Honolulu MapFlex system for HPD, HFD, EMS, and Ocean Safety
3/16/2018	Address Points, Street Centerlines, Common Places, Fire Response Areas, Medic Response Areas, Ocean Safety Response Areas, AMR Response Areas to AMR for TriTech CAD
3/2/2018	Street Centerlines, Common Places, Police Beats, MSAG Communities to HPD for Motorola CAD
3/2/2018	Street Centerlines, Address Points, Fire Response Areas, Medic Response Areas, and Display Address Points to HFD, EMS, and Ocean Safety for TriTech CAD
3/2/2018	Address Points, Common Places, Street Centerlines, Police Response Areas, Fire Response Areas, Medic Response Areas, Ocean Safety Response Areas, ESN, MSAG Communities, Cell Towers, Cell Sectors to the Honolulu MapFlex system for HPD, HFD, EMS, and Ocean Safety

# Oahu Civilian E9-1-1 Status Report

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## MAPFLEX SYSTEM

During the month of March 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 March 2018
  - a. **Hawaii County** – March 13<sup>th</sup>, 2018 and March 27<sup>th</sup>, 2018
  - b. **Maui County** – March 14<sup>th</sup>, 2018 and March 28<sup>th</sup>, 2018
  - c. **Kauai County** – March 1<sup>st</sup>, 2018, March 15<sup>th</sup>, 2018, and March 29<sup>th</sup>, 2018
  - d. **Honolulu** – March 2<sup>nd</sup>, 2018, March 16<sup>th</sup>, 2018, and March 30<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.

## Oahu Civilian E9-1-1 Status Report

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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)

### STREET UTILITY CHECK

This is an ongoing project to correct the errors identified. A comparison of the raw CAD generated report from the Street Check Utility was performed between the Street Centerline GIS data on February 16, 2018 and March 30, 2018.

Street Utility Check				
	First Report 06/01/13	2/16/2018	3/30/2018	Improvements/Corrections
Total Number of GIS Records	26,602	30,953	31,132	Increased by 179 records
Errors Identified				
Zero Errors	5,112	0	0	No change
Low > High Errors	3	0	0	No change
Mixed Parity Errors	1	0	0	No change
Changed Parity Errors	105	3	2	Decreased by 1 error
Address Gap Errors	2,629	6	1	Decreased by 5 errors
Address Overlap Errors	423	9	0	Decreased by 9 errors
Flipped Link Errors	1,030	36	2	Decreased by 34 errors
<b>Total Errors</b>	<b>9,303</b>	<b>54</b>	<b>5</b>	Decreased by 49 errors

In addition to Akimeka’s internal validation tools, Akimeka will continue to utilize the various CAD reports to further identify and correct the multitude of discrepancies in the GIS data. This is an ongoing and routine process which Akimeka has been using to improve the accuracy of the GIS data for Public Safety.

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

## Oahu Civilian E9-1-1 Status Report

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### TRITECH CAD ADDRESS POINT PROJECT

During the month of February 2018 after several months of discussion and testing, the Address Points were loaded into TriTech and moved into the HFD/EMS shared CAD. Since that time, HFD, EMS, and Akimeka have been working closely together to identify and update subaddress location for various complexes around Oahu. Several hundred new address points have been added to the GIS as a result of this collaboration.

During the month of March 2018, there were only a couple minor updates communicated and one issue identified with addresses within close proximity to the H1 freeway.

1. Akimeka ran an analysis and added routing information into more than 27,000 Address Points to resolve the geotolerance within TriTech.

### SPEED LIMIT UPDATES

Beginning in April 2017, and now that the Street Centerline data has achieved not only an above 98% synchronization rating but also a high degree of accuracy in the spatial accuracy, a new project to correct speed limits has begun. The project is beginning in Waimanalo and continuing in a counter-clockwise patten around the island of Oahu. The initial focus is on Highways, Freeways, and other major roads, but also not limited to additional corrections, especially those which are immediately identified to positively impact vehicle routing, etc.

All updates are shared directly with the PSAPs and the agency most affected (positively) is HFD since they actively use vehicle routing and this will assist in better CAD unit recommendations. During each GIS deliverable, a list of updates are being provided.

1. During the 2017 year, from April 2017 to December 2017, more than 4,200 street segments were updated to reflect posted speed limit restrictions from Waimanalo to Nanakuli.
2. During January 2018, 1,187 segments were updated in Maili, Nanakuli, and Kapolei.
3. Throughout the month of February 2018, 2,025 speed limits were updated in Ewa Beach, Makakilo, and Iroquois.
4. During March 2018, 3,743 street segments were updated across Makakilo, Kunia, Iroquois, Pearl Harbor, Waipahu, Wahiawa, Waialua, and Mililani.

### HONOLULU EMS RESPONSE AREA

During the month of December 2017, EMS requested a high resolution map of the Honolulu Response Area which will likely be divided into 5 separate response areas to better support the EMS operations and ambulance response times.

1. With HPD's approval, Akimeka prepared a map of the requested area and provided to EMS on December 12, 2017.
2. Considering the additional response areas will certainly require the creation of additional ESZ/ESNs; HPD, EMS, and Akimeka will be coordinating so that the project can be mapped out on a timeline so that the changes can take place while maintaining an above 99% synchronization level between GIS, MSAG, and ALI.
3. An operational consideration has already begun a discussion, in that the military ESNs will likely be reallocated to a new numbering so that both civilian and military responses will have enough ESNs to support their individual operations.
4. During the first half of 2018, there will be further discussion on the creation of the new Response Areas, allocation of military ESNs, and create of new ESZs/ESNs.

# Oahu Civilian E9-1-1 Status Report

March 1, 2018 - March 31, 2018

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## AMR-H

The American Medical Response Hawaii (AMR-H) Project is a joint venture by the Honolulu Emergency Services Department (HESD) to provide accurate address and location information to its other public safety agencies. This project is to ensure AMR-H is utilizing the same address and location information as the other HESD public safety agencies, and to ensure compliance with National 9-1-1 directives such as the FCC Docket 15-9 regarding location accuracy. The intent is to provide the same accurate location information to all the HESD public safety response agencies to help reduce response times to the 9-1-1 caller.

### NOTE:

This work is performed under a separate contract.

## AMERICAN MEDICAL RESPONSE (AMR) HAWAII PROJECT

Since the start of the GIS deliverable schedule with AMR, there have been no reported issues or concerns. In order to open up discussion on any operational improvements via the GIS data, or to identify any updates that can be made, AMR and Akimeka held a brief conference call on December 5, 2017.

1. During the discussion there was overwhelming agreement that the data provided by Akimeka is working great for the dispatchers and first responders at AMR.
2. There were some areas that were discussed where searching for certain addresses will prompt a list of invalid addresses.
  - a. Through the discussion it was identified that the CAD system is aggregating various data sources since they are dispatching throughout the State. The data that Akimeka provides for the island of Oahu is working great, however since the neighbor islands are using various sources of data in different formats, the accuracy of that data is greatly in question and is likely not fully supportive of the search requirements in the CAD.
3. A final topic of discussion was on training for the AMR dispatcher. Joe from AMR who was on the call, took this as an action item to prepare training material for searching criteria, especially intersections. Akimeka volunteered that they can make themselves available to collaborate on the training material if needed.
4. There are no follow up calls scheduled at this time, however Akimeka informed that any issues or improvements identified will be looked at immediately and to send the requests as they are identified.

## Oahu Civilian E9-1-1 Status Report

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### 4. E9-1-1 OAHU CIVILIAN DATABASE SYNCHRONIZATION

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

## Next Database Synchronization Report: April 2018

AUDIT SUMMARY RESULTS – 2018 - 2017

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

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

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

AUTOMATIC LOCATION IDENTIFICATION (ALI) DATABASE DISCREPANCIES --TBA