

# Maui County E9-1-1 Status Report

*April 1, 2018 – April 30, 2018*



# Maui County E9-1-1 Status Report

April 1, 2018 - April 30, 2018

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## 1. PSAP OPERATIONS

### 9-1-1 CALL VOLUME MAUI PSAP – APRIL 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
APR	10,358	1,579	15.24%	7,242	69.92%	59.42%	40.58%	363	3.50%	14	0.14%	0	0.00%	1,160	11.20%	0	0.00%

### CALL VOLUME MAUI PSAP NOTES:

\*Calls with No ALI for April 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	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	10,600	1,685	15.90%	7,424	70.04%	57.26%	42.74%	306	2.89%	14	0.13%	0	0.00%	1,171	11.05%	0	0.00%
APR	10,358	1,579	15.24%	7,242	69.92%	59.42%	40.58%	363	3.50%	14	0.14%	0	0.00%	1,160	11.20%	0	0.00%
MAY																	
JUNE																	
JULY																	
AUG																	
SEPT																	
OCT																	
NOV																	
DEC																	
YTD	42,925	6,848		29,894				1,361		46		0		4,776		0	
MON AVG	10,731	1,712	15.96%	7,474	69.64%	57.66%	42.34%	340	3.17%	12	0.11%	0	0.00%	1,194	11.13%	0.00	0.00%

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## 9-1-1 CALL VOLUME MOLOKAI PSAP – APRIL 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
APR	588	195	33.16%	319	54.25%	57.68%	42.32%	0	0.00%	2	0.34%	0	0.00%	72	12.24%	0	0.00%

### CALL VOLUME MOLOKAI PSAP NOTES:

\* Calls with No ALI for March 2018 = 0.34% - 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	567	154	27.16%	312	55.03%	66.35%	33.65%	0	0.00%	3	0.53%	0	0.00%	98	17.28%	0	0.00%
APR	588	195	33.16%	319	54.25%	57.68%	42.32%	0	0.00%	2	0.34%	0	0.00%	72	12.24%	0	0.00%
MAY																	
JUNE																	
JULY																	
AUG																	
SEPT																	
OCT																	
NOV																	
DEC																	
YTD	2,405	762		1,297				20		10		0		316		0	
MON AVG	601	191	31.58%	324	53.99%	65.46%	34.54%	5.00	0.80%	3	0.42%	0	0.00%	79	13.22%	0	0.00%

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## 9-1-1 CALL VOLUME (COMBINED MAUI & MOLOKAI PSAPS) – APRIL 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
APR	10,946	1,774	16.21%	7,561	69.08%	59.34%	40.66%	363	3.32%	16	0.15%	0	0.00%	1,232	11.26%	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	11,167	1,839	16.47%	7,736	69.28%	57.63%	42.37%	306	2.74%	17	0.15%	0	0.00%	1,269	11.36%	0	0.00%
APR	10,946	1,774	16.21%	7,561	69.08%	59.34%	40.66%	363	3.32%	16	0.15%	0	0.00%	1,232	11.26%	0	0.00%
MAY																	
JUNE																	
JULY																	
AUG																	
SEPT																	
OCT																	
NOV																	
DEC																	
YTD	45,330	7,610		31,191				1,381		56		0		5,092		0	
MON AVG	11,333	1,903	16.80%	7,798	68.79%	57.98%	42.02%	345	3.05%	14	0.12%	0.00	0.00%	1,273	11.23%	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%
<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 – APRIL 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	24	6
April	19	12
May		
June		
July		
August		
September		
October		
November		
December		
YTD	75	20
Monthly Avg.	19	5



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**WIRELESS PSAP TESTING – APRIL 2018**

MAUI COUNTY - APRIL 2018						
Date	WSP	Sites Tested	Sectors Tested	Tested By:	Test Pass/Fail	Comments:
4/3/2018	Verizon	1	3	Maui PSAP	Pass	

**NOTES:**

- There was one (1) scheduled Wireless 911 test conducted in April 2018 for the Maui and Molokai PSAPs.
- Verizon Wireless is currently migrating their Wireless network database from West to ComTech.

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## 2. MSAG (MASTER STREET ADDRESS GUIDE)

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

MAUI COUNTY	9-1-1 TRANSACTIONS								Customer Addresses Affected
	Total	Dispatchable Location Transactions Submitted	MSAG	ALI Submitted		Open ALI Discrepancy Records			
		DL (A)	MSAG (B)	TN CR (C)	ALI DR (D)	TNCR	ALI DR	VoIP DR	
2018									
JANUARY	198	180	13	2	3	138	0	0	220
FEBRUARY	210	205	5	0	0	134	0	0	234
MARCH	334	150	18	1	2	163	1	0	380
APRIL	386	135	33	7	2	209	1	0	724
MAY									
JUNE									
JULY									
AUGUST									
SEPTEMBER									
OCTOBER									
NOVEMBER									
DECEMBER									
<b>TOTAL YTD</b>	<b>1,128</b>	<b>670</b>	<b>69</b>	<b>10</b>	<b>7</b>				<b>1,558</b>
AVG PER MONTH	282	168	17	3	2				390

### 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 **386** MSAG transactions were processed in 9-1-1 Net during the current month. Thirty-three (**33**) 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. **724** customer ANI/ALI (telephone number/address) records updated as a direct result.

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

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

**142** Telephone Number Change Request (TN CR) transactions were processed and **105** were corrected in 9-1-1 Net during the current month, fourteen (**14**) relating to the ESN 399 project.

## OPEN TELEPHONE RECORD (ALI) DISCREPANCY STATUS:

- **There are currently 209 Open TN CR Transactions.**
- **Refer to chart in the next section “TNCR Current Status”**

**121** Open TN CR transactions are a direct result of the ESN 399/359 clean-up and are awaiting approval from Hawaiian Telcom, Inc. **88** 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 is one (1) open ALI DR**

An ALI DR was submitted in 9-1-1 Net on April 20, 2018 for a 9-1-1 call made from a residence in Kaunakakai with an incorrect address. As of April 30, 2018 the ALI DR has not been opened by West. Akimeka sent an email to West on April 27 reminding them that ALI DRs must be opened within 24 hours. Akimeka will continue to monitor this ALI DR until it's corrected.

### **There are no open VoIP DRs**

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TNCR (TELEPHONE NUMBER CHANGE REQUEST) CURRENT STATUS – APRIL, 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>183</b>	<b>47</b>	<b>44</b>	<b>92</b>
<b>MOLOKAI</b>	<b>26</b>	<b>12</b>	<b>9</b>	<b>5</b>
<b>TOTAL</b>	<b>209</b>	<b>59</b>	<b>53</b>	<b>97</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 – APRIL 2018**

**NARRATIVE:**

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

During the month of 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 2			
Quarter 1 Carryover		2,067	2,033
<b>April</b>	Hale Kamaole, 2737 S Kihei Rd, Kihei	79	91
	Kamaole Sands, 2695 S Kihei Rd, Kihei	15	0
	Maui Parkshore, 2653 S Kihei Rd, Kihei	41	0
<b>May</b>			
<b>June</b>			
<b>Quarter 2 Total</b>		<b>135</b>	<b>91</b>
<b>Total</b>		<b>2,202</b>	<b>2,124</b>

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**SPECTRUM (CHARTER) 9-1-1 VOIP DATABASE VERIFICATION PROJECT – APRIL 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>700</b>	<b>33.57%</b>
<b>OAHU Military</b>	<b>3,663</b>	<b>710 (19%)</b>	<b>2,953</b>	<b>2,903</b>	<b>98.31%</b>
<b>TOTAL</b>	<b>140,313</b>	<b>**133,889</b>	<b>6,424</b>	<b>4,989</b>	<b>86.4%</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) – APRIL 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>				
Address Points		<b>04/27/18</b>		
		<b>04/25/18</b>		
		4/25/2018		Updated Location Name of one (1) address in Kahului
		4/23/2018		Spatially corrected ten (10) address points in Wailuku
		4/23/2018		Added one (1) address in Waikapu
		4/23/2018		Added one (1) address in Waiehu
		4/23/2018		Spatially corrected one (1) address point in Waiehu
		4/23/2018		Added one (1) address in Lahaina
		4/23/2018		Added one (1) address in Kualapuu
		4/23/2018		Spatially corrected two (2) address points in Kahului
		4/23/2018		Added three (3) addresses in Kahului
		4/23/2018		Added two (2) addresses in Hana
		4/19/2018		Added one (1) address in Kahului
		4/19/2018		Spatially corrected three (3) address points in Kihei
		4/19/2018		Spatially corrected fifty-eight (58) address points in Kahului
		4/18/2018		Added one (1) address in Kaluakoi
		4/18/2018		Spatially corrected seventeen (17) address points in Kahului
		4/18/2018		Spatially corrected nine (9) address points in Wailuku
		4/17/2018		Spatially corrected one (1) address point in Haiku
		4/17/2018		Spatially corrected three (3) address points in Hana
		4/17/2018		Corrected one (1) address in Kaanapali
		4/17/2018		Spatially corrected three (3) address points in Kihei
		4/17/2018		Spatially corrected one (1) address point in Pukalani
		4/17/2018		Spatially corrected eight (8) address points in Waiehu
		4/16/2018		Spatially corrected one (1) address point in Kihei
		4/16/2018		Added two (2) address points in Pukalani
			<b>04/11/18</b>	
		4/11/2018		Added three (3) addresses in Haiku
	4/11/2018		Added one (1) address in Hoolehua	
	4/11/2018		Spatially corrected one (1) address point in Kaunakakai	
	4/11/2018		Added two (2) addresses in Kaunakakai	
	4/11/2018		Added two (2) addresses in Kula	

# Maui County E9-1-1 Status Report

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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	4/11/2018		Added Location Name to one (1) address in Napili
	4/11/2018		Added one (1) address in Waihee
	4/3/2018		Updated Location Name for one (1) address in Kihei
Airports			
Bridges			
Building Footprints			
Bus Stops			
		<b>04/11/18</b>	
Churches	4/11/2018		Updated one (1) church name in Kapalua
	4/3/2018		Added two (2) churches in Haiku
	4/3/2018		Added two (2) churches in Hana
	4/3/2018		Added eight (8) churches in Kahului
	4/3/2018		Added seven (7) churches in Kaunakakai
	4/3/2018		Added four (4) churches in Kihei
	4/3/2018		Added one (1) church in Kula
	4/3/2018		Added five (5) churches in Lahaina
	4/3/2018		Added two (2) churches in Lanai
	4/3/2018		Added one (1) church in Maunaloa
	4/3/2018		Added one (1) church in Pukalani
	4/3/2018		Added two (2) churches in Pukoo
	4/3/2018		Added two (2) churches in Waiehu
	4/3/2018		Added two (2) churches in Wailea
4/3/2018		Added five (5) churches in Wailuku	
Coastal Names			
Coastline			
Common Places			
Correctional Facilities			
Emergency Callboxes		<b>04/27/18</b>	
		<b>04/25/18</b>	
	4/16/2018		Removed two (2) emergency call boxes in Napili that no longer exist
Emergency Operation Centers			



# Maui County E9-1-1 Status Report

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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>			
Emergency Shelters			
ESZ/ESN			
		<b>04/11/18</b>	
Fire Beats	4/10/2018		Modified boundary of Eng 1 & 10 to match spatially corrected street centerlines
Fire Districts	4/10/2018		Modified boundary of District F1 & F4 to match spatially corrected street centerlines
Fire Response Areas			
Fire Stations			
		<b>04/11/18</b>	
Food & Beverage	4/3/2018		Updated one (1) restaurant name in Maalaea
	4/2/2018		Updated one (1) business name in Kihei
	4/2/2018		Spatially corrected two (2) businesses in Kahului
	4/2/2018		Updated one (1) restaurant name in Kahului
	4/2/2018		Updated one (1) restaurant name in Pukalani
Gas Stations			
Gate Codes		<b>04/27/18</b>	
		<b>04/25/18</b>	
	4/18/2018		Changed location of one (1) gate code in Makawao per MPD
		<b>04/11/18</b>	
	4/11/2018		Added one (1) gate code in Wailuku
Government Buildings		<b>04/27/18</b>	
		<b>04/25/18</b>	
	4/4/2018		Spatially corrected one (1) building in Makawao
Harbors	4/4/2018		Updated Harbor layer
Helipads			
Hiking Trails			
Hospitals			
Hydrants			
Hyrdology Layers			
Incident Response Areas			
Lodging			
Major Roads			

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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>			
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		<b>04/11/18</b>	
	4/3/2018		Added one (1) POI in Hana
	4/3/2018		Added three (3) POI in Kahului
	4/3/2018		Updated one (1) POI name in Kihei
	4/3/2018		Added two (2) POI in Lahaina
	4/3/2018		Spatially corrected one (1) POI in Makawao
	4/3/2018		Added one (1) POI in Pukalani
	4/3/2018		Added one (1) POI in Spreckelsville
	4/3/2018		Added six (6) POI in Wailuku
	4/2/2018		Added six (6) POI in Haiku
	4/2/2018		Added three (3) POI in Hana
	4/2/2018		Updated one (1) POI name in Hana
	4/2/2018		Added three (3) POI in Hoolehua
	4/2/2018		Added ten (10) POI in Kaanapali
	4/2/2018		Updated three (3) POI names in Kahului
	4/2/2018		Added twenty-one (21) POI in Kahului
	4/2/2018		Added one (1) POI in Kaluakoi
	4/2/2018		Added three (3) POI in Kapalua
4/2/2018		Added eight (8) POI in Kaunakakai	

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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 GIS Delivered	Other/Remarks
	Date Created/Edits Performed		
<b>CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH &amp; RESPONSE (Listed Alphabetically)</b>			
Points of Interest	4/2/2018		Updated one (1) POI name in Kihei
	4/2/2018		Added twenty-eight (28) POI in Kihei
	4/2/2018		Updated one (1) POI name in Kula
	4/2/2018		Added six (6) POI in Kula
	4/2/2018		Added thirty-one (31) POI in Lahaina
	4/2/2018		Updated one (1) POI name in Lahaina
	4/2/2018		Added four (4) POI in Lanai
	4/2/2018		Added two (2) POI in Maalaea
	4/2/2018		Added seven (7) POI in Makawao
	4/2/2018		Added five (5) POI in Napili
	4/2/2018		Added three (3) POI in Paia
	4/2/2018		Updated one (1) POI name in Pukalani
	4/2/2018		Added five (5) POI in Pukalani
	4/2/2018		Added one (1) POI in Pukoo
	4/2/2018		Added one (1) POI in Waiehu
	4/2/2018		Added two (2) POI in Waihee
	4/2/2018		Added twenty-two (22) POI in Wailea
	4/2/2018		Updated two (2) POI names in Wailuku
4/2/2018		Added twenty-six (26) POI in Wailuku	
Police Beats	4/10/2018		Modified boundary of Beat 4-10 & 4-30 to match spatially corrected street centerlines
Police Districts			
Police Response Areas	4/10/2018		Modified boundary of RA 43, 44, 58, 63, & 64 to match spatially corrected street centerlines
Police Stations			
Post Offices	4/13/2018		Updated post office name in Lahaina
Schools			
Street Centerlines		<b>04/27/18</b>	
		<b>04/25/18</b>	
	4/16/2018		Modified one (1) street centerline range in Wailea
		<b>04/11/18</b>	
4/11/2018		Modified two (2) street centerline ranges in Kapalua	
Subdivisions			

# Maui County E9-1-1 Status Report

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## MAPPING LAYERS UPDATED (PART VI)

*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>				
Tow Jurisdictions				
Tsunami Evacuation Zones				
Tsunami Heights				
Waste Water Plants				
WSP Cell Sectors		<b>04/27/18</b>		
		<b>04/25/18</b>		
		4/25/2018		Per Sprint CRS
		4/19/2018		Per Sprint CRS
		4/16/2018		Per Sprint CRS
		4/16/2018		Per AT&T CRS
			<b>04/11/18</b>	
		4/5/2018		Per Sprint CRS
WSP Cell Towers				
		<b>04/27/18</b>		
		<b>04/25/18</b>		
		4/25/2018		Per Sprint CRS
		4/19/2018		Per Sprint CRS
		4/16/2018		Per Sprint CRS
		4/16/2018		Per AT&T CRS
			<b>04/11/18</b>	
	4/5/2018		Per Sprint CRS	
	4/5/2018		Per AT&T CRS	

**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.

# Maui County E9-1-1 Status Report

April 1, 2018 - April 30, 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
4/27/2018	Callboxes, Points Of Interest, Post Offices, Street Centerlines, WSP Cell Sectors and WSP Cell Towers
4/25/2018	Connection between Akimeka and West is down so the MapFlex deliverable has been postponed.
4/25/2018	Delivered .map, .str, .rte., .ply and Maui Cell Coverage.csv which included updated Address Points, Common Places Lookup Table, Gate Codes, Points Of Interest, Street Centerlines, Tow Boundaries, and WSP Cell Towers for Intergraph
4/11/2018	Delivered .map, .str, .rte., .ply and Maui Cell Coverage.csv which included updated Address Points, Common Places Lookup Table, Points Of Interest, Police Response Areas, Street Centerlines, Subdivisions, and WSP Cell Towers for Intergraph
4/11/2018	Delivered updated data for MapFlex which included Address Points, Churches, Food and Beverage, Gas Stations, Government Buildings, Harbors, Points Of Interest, Police Response Areas, Street Centerlines, Subdivisions, WSP Cell Sectors and WSP Cell Towers

# Maui County E9-1-1 Status Report

April 1, 2018 - April 30, 2018

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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 April 11<sup>th</sup>, 2018– Akimeka delivered an updated Intergraph CAD map which included:
  - a. Address Points, Common Places Lookup Table, Points of Interest, Police Response Areas, 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 April 25<sup>th</sup>, 2018 which included:
  - a. Address Points, Common Places Lookup Table, Gate Codes, Points Of Interest, Street Centerlines, Tow Boundaries, and WSP Cell Towers for Intergraph
  - b. .map, .str, .rte, .ply, CAD Map Build database and Cell Coverage.csv

During May 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 April 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 April 2018
  - a. **Hawaii County** – April 10<sup>th</sup>, 2018 and April 27<sup>th</sup>, 2018
  - b. **Maui County** – April 11<sup>th</sup>, 2018 and April 27<sup>th</sup>, 2018
  - c. **Kauai County** – April 12<sup>st</sup>, 2018, and April 27<sup>th</sup>, 2018
  - d. **Honolulu** – April 13<sup>th</sup>, 2018, and April 27<sup>th</sup>, 2018

## Maui County E9-1-1 Status Report

**April 1, 2018 - April 30, 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 - APRIL 2018

MAUI COUNTY						
#	Date	Ticket #	Description	PSAP	Urgency	Comments
1	4/20/2018	973	Updated Address	Molokai	Normal	TN has been submitted in 9-1-1 Net for Correction. RMS ALI DR has not been opened by West. Akimeka sent an email on 4/27/2018 reminding West that ALI DRs must be opened within 24 hours of submission. RMS

Note:

There is one (1) Open Service Request for the Maui County PSAPs for April, 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	2	1	1	2	1	0	0	0	0
April	2	2	1	2	1	0	0	0	0
May									
June									
July									
August									
September									
October									
November									
December									
<b>TOTAL</b>	<b>7</b>	<b>6</b>	<b>1</b>	<b>7</b>	<b>5</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 Spectrum - 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 Scheduled Database Synchronization – June 2018

AUDIT SUMMARY RESULTS –2017 - 2018 -- TBA

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

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

AUTOMATIC LOCATION IDENTIFICATION (ALI) DISCREPANCY REPORT -- TBA