

# Maui County E9-1-1 Status Report

*September 1, 2018 – September 30, 2018*



# Maui County E9-1-1 Status Report

## September 1, 2018 - September 30, 2018

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## 1. PSAP OPERATIONS

### 9-1-1 CALL VOLUME MAUI PSAP – SEPTEMBER 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 |
| SEPT              | 10,726                      | 1,527                 | 14.24%           | 7,824                 | 72.94%           | 57.32%                   | 42.68%                   | 284               | 2.65%            | 4                        | 0.04%            | 0                  | 0.00%            | 1,087                  | 10.13%           | 0           | 0.00%            |

### CALL VOLUME MAUI PSAP NOTES:

\*Calls with No ALI for September 2018 = 0.04% - 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               | 10,881                      | 1,546                 | 14.21%           | 7,858                 | 72.22%           | 57.42%                   | 42.58%                   | 335               | 3.08%            | 11                       | 0.10%            | 0                  | 0.00%            | 1,131                  | 10.39%           | 0           | 0.00%            |
| JUNE              | 11,072                      | 1,539                 | 13.90%           | 7,981                 | 72.08%           | 56.94%                   | 43.06%                   | 317               | 2.86%            | 10                       | 0.09%            | 0                  | 0.00%            | 1,225                  | 11.06%           | 0           | 0.00%            |
| JULY              | 12,314                      | 1,751                 | 14.22%           | 8,979                 | 72.92%           | 54.12%                   | 45.88%                   | 338               | 2.74%            | 6                        | 0.05%            | 0                  | 0.00%            | 1,240                  | 10.07%           | 0           | 0.00%            |
| AUG               | 12,190                      | 1,789                 | 14.68%           | 8,847                 | 72.58%           | 60.22%                   | 39.78%                   | 325               | 2.67%            | 6                        | 0.05%            | 0                  | 0.00%            | 1,223                  | 10.03%           | 0           | 0.00%            |
| SEPT              | 10,726                      | 1,527                 | 14.24%           | 7,824                 | 72.94%           | 57.32%                   | 42.68%                   | 284               | 2.65%            | 4                        | 0.04%            | 0                  | 0.00%            | 1,087                  | 10.13%           | 0           | 0.00%            |
| OCT               |                             |                       |                  |                       |                  |                          |                          |                   |                  |                          |                  |                    |                  |                        |                  |             |                  |
| NOV               |                             |                       |                  |                       |                  |                          |                          |                   |                  |                          |                  |                    |                  |                        |                  |             |                  |
| DEC               |                             |                       |                  |                       |                  |                          |                          |                   |                  |                          |                  |                    |                  |                        |                  |             |                  |
| YTD               | 100,108                     | 15,000                |                  | 71,383                |                  |                          |                          | 2,960             |                  | 83                       |                  | 0                  |                  | 10,682                 |                  | 0           |                  |
| MON AVG           | 11,123                      | 1,667                 | 15.01%           | 7,931                 | 71.26%           | 57.41%                   | 42.59%                   | 329               | 2.96%            | 9                        | 0.08%            | 0                  | 0.00%            | 1,187                  | 10.69%           | 0.00        | 0.00%            |

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## 9-1-1 CALL VOLUME MOLOKAI PSAP – SEPTEMBER 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 |
| SEPT              | 503                         | 142                   | 28.23%           | 294                   | 58.45%           | 67.01%                   | 32.99%                   | 1                 | 0.20%            | 1                        | 0.20%            | 0                  | 0.00%            | 65                     | 12.92%           | 0           | 0.00%            |

### CALL VOLUME MOLOKAI PSAP NOTES:

\* Calls with No ALI for September 2018 = 0.20% - 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               | 627                         | 174                   | 27.75%           | 370                   | 59.01%           | 60.81%                   | 39.19%                   | 5                 | 0.80%            | 1                        | 0.16%            | 0                  | 0.00%            | 77                     | 12.28%           | 0           | 0.00%            |
| JUNE              | 522                         | 151                   | 28.93%           | 309                   | 59.20%           | 60.19%                   | 39.81%                   | 2                 | 0.38%            | 5                        | 0.96%            | 0                  | 0.00%            | 55                     | 10.54%           | 0           | 0.00%            |
| JULY              | 670                         | 202                   | 30.15%           | 378                   | 56.42%           | 48.41%                   | 51.59%                   | 0                 | 0.00%            | 3                        | 0.45%            | 0                  | 0.00%            | 87                     | 12.99%           | 0           | 0.00%            |
| AUG               | 322                         | 95                    | 29.50%           | 190                   | 59.01%           | 54.74%                   | 45.26%                   | 1                 | 0.31%            | 0                        | 0.00%            | 0                  | 0.00%            | 36                     | 11.18%           | 0           | 0.00%            |
| SEPT              | 503                         | 142                   | 28.23%           | 294                   | 58.45%           | 67.01%                   | 32.99%                   | 1                 | 0.20%            | 1                        | 0.20%            | 0                  | 0.00%            | 65                     | 12.92%           | 0           | 0.00%            |
| OCT               |                             |                       |                  |                       |                  |                          |                          |                   |                  |                          |                  |                    |                  |                        |                  |             |                  |
| NOV               |                             |                       |                  |                       |                  |                          |                          |                   |                  |                          |                  |                    |                  |                        |                  |             |                  |
| DEC               |                             |                       |                  |                       |                  |                          |                          |                   |                  |                          |                  |                    |                  |                        |                  |             |                  |
| YTD               | 5,049                       | 1,526                 |                  | 2,838                 |                  |                          |                          | 29                |                  | 20                       |                  | 0                  |                  | 636                    |                  | 0           |                  |
| MON AVG           | 561                         | 170                   | 30.10%           | 315                   | 56.45%           | 61.44%                   | 38.56%                   | 3.22              | 0.54%            | 2                        | 0.38%            | 0                  | 0.00%            | 70.667                 | 12.53%           | 0           | 0.00%            |

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## 9-1-1 CALL VOLUME (COMBINED MAUI & MOLOKAI PSAPS) – SEPTEMBER 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 |
| SEPT              | 11,229                      | 1,669                 | 14.86%           | 8,118                 | 72.29%           | 57.67%                   | 42.33%                   | 285               | 2.54%            | 5                        | 0.04%            | 0                  | 0.00%            | 1,152                  | 10.26%           | 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               | 11,508                      | 1,720                 | 14.95%           | 8,228                 | 71.50%           | 57.57%                   | 42.43%                   | 340               | 2.95%            | 12                       | 0.10%            | 0                  | 0.00%            | 1,208                  | 10.50%           | 0           | 0.00%            |
| JUNE              | 11,594                      | 1,690                 | 14.58%           | 8,290                 | 71.50%           | 57.06%                   | 42.94%                   | 319               | 2.75%            | 15                       | 0.13%            | 0                  | 0.00%            | 1,280                  | 11.04%           | 0           | 0.00%            |
| JULY              | 12,984                      | 1,953                 | 15.04%           | 9,357                 | 72.07%           | 53.88%                   | 46.12%                   | 338               | 2.60%            | 9                        | 0.07%            | 0                  | 0.00%            | 1,327                  | 10.22%           | 0           | 0.00%            |
| AUG               | 12,512                      | 1,884                 | 15.06%           | 9,037                 | 72.23%           | 60.11%                   | 39.89%                   | 326               | 2.61%            | 6                        | 0.05%            | 0                  | 0.00%            | 1,259                  | 10.06%           | 0           | 0.00%            |
| SEPT              | 11,229                      | 1,669                 | 14.86%           | 8,118                 | 72.29%           | 57.67%                   | 42.33%                   | 285               | 2.54%            | 5                        | 0.04%            | 0                  | 0.00%            | 1,152                  | 10.26%           | 0           | 0.00%            |
| OCT               |                             |                       |                  |                       |                  |                          |                          |                   |                  |                          |                  |                    |                  |                        |                  |             |                  |
| NOV               |                             |                       |                  |                       |                  |                          |                          |                   |                  |                          |                  |                    |                  |                        |                  |             |                  |
| DEC               |                             |                       |                  |                       |                  |                          |                          |                   |                  |                          |                  |                    |                  |                        |                  |             |                  |
| YTD               | 105,157                     | 16,526                |                  | 74,221                |                  |                          |                          | 2,989             |                  | 103                      |                  | 0                  |                  | 11,318                 |                  | 0           |                  |
| MON AVG           | 11,684                      | 1,836                 | 15.74%           | 8,247                 | 70.53%           | 57.58%                   | 42.42%                   | 332               | 2.85%            | 11                       | 0.10%            | 0.00               | 0.00%            | 1,258                  | 10.78%           | 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 911 calls made from the Viper System.

# Maui County E9-1-1 Status Report

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FOR YOUR INFORMATION

| FYI ..... For Your Information |           |         |           |         |           |         |
|--------------------------------|-----------|---------|-----------|---------|-----------|---------|
| PSAP Operations                |           |         |           |         |           |         |
| Statewide 911 Call Volumes     |           |         |           |         |           |         |
| PSAP                           | 2017      |         | 2016      |         | 2015      |         |
| Oahu Civilian                  | 1,022,818 | 72.16%  | 1,009,059 | 71.93%  | 1,019,402 | 70.94%  |
| RDC Pearl Harbor               | 27,916    | 1.97%   | N/A       | N/A     | N/A       | N/A     |
| Hawaii County                  | 193,166   | 13.63%  | 205,412   | 14.64%  | 217,768   | 15.15%  |
| Maui County                    | 123,685   | 8.73%   | 137,333   | 9.80%   | 142,952   | 9.95%   |
| Kauai County                   | 49,902    | 3.52%   | 50,955    | 3.63%   | 56,874    | 3.96%   |
| 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 – SEPTEMBER 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                                | 12               | 7                   |
| June                               | 7                | 4                   |
| July                               | 23               | 4                   |
| August                             | 15               | 9                   |
| September                          | 19               | 2                   |
| October                            |                  |                     |
| November                           |                  |                     |
| December                           |                  |                     |
| YTD                                | 151              | 46                  |
| Monthly Avg.                       | 17               | 5                   |

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**WIRELESS PSAP TESTING – SEPTEMBER 2018**

| MAUI COUNTY - SEPTEMBER 2018 |         |              |                |            |                |           |
|------------------------------|---------|--------------|----------------|------------|----------------|-----------|
| Date                         | WSP     | Sites Tested | Sectors Tested | Tested By: | Test Pass/Fail | Comments: |
| 9/11/2018                    | Verizon | 1            | 3              | Maui PSAP  | Pass           |           |
|                              |         |              |                |            |                |           |
|                              |         |              |                |            |                |           |

**NOTES:**

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

# Maui County E9-1-1 Status Report

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## 2. MSAG (MASTER STREET ADDRESS GUIDE)

### MSAG TRANSACTIONS CURRENT MONTH/YEAR – SEPTEMBER 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 |                             |
| <b>2018</b>      |                    |  |            |               |            |                              |        |         |                             |
| 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              | 189                | 123  | 62         | 4             | 0          | 244                          | 0      | 0       | 627                         |
| JUNE             | 148                | 72   | 76         | 0             | 0          | 253                          | 0      | 0       | 868                         |
| JULY             | 138                | 109  | 29         | 0             | 0          | 144                          | 1      | 0       | 411                         |
| AUGUST           | 178                | 128  | 49         | 0             | 1          | 238                          | 1      | 0       | 340                         |
| SEPTEMBER        | 137                | 45   | 85         | 6             | 1          | 203                          | 1      | 0       | 689                         |
| OCTOBER          |                    |  |            |               |            |                              |        |         |                             |
| NOVEMBER         |                    |  |            |               |            |                              |        |         |                             |
| DECEMBER         |                    |  |            |               |            |                              |        |         |                             |
| <b>TOTAL YTD</b> | <b>1,918</b>       | <b>1,147</b>                                 | <b>370</b> | <b>20</b>     | <b>9</b>   |                              |        |         | <b>4,493</b>                |
| AVG PER MONTH    | 213                | 127  | 41         | 2             | 1          |                              |        |         | 499                         |

### 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 399 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.

# Maui County E9-1-1 Status Report

September 1, 2018 - September 30, 2018

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## MSAG CURRENT MONTH NOTES:

A total of **137** MSAG transactions were processed in 9-1-1 Net during the current month. Eighty-five (**85**) 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. **689** customer ANI/ALI (telephone number/address) records updated as a direct result.

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

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

**51** Telephone Number Change Requests (TN CR) transactions were processed in 9-1-1 Net with valid MSAG addresses, as a result of the ESN 399 clean-up effort and the Dispatchable Location Project. ESN 399 TN CRs must be validated against HT records and approved by the end user Hawaiian Telcom customer before updating the ALI record. One (**1**) ALI DR was submitted as the result of a 9-1-1 call made from a residence in Kaunakakai. Molokai PSAP submitted this change request to Akimeka to update the customer information and the discrepancy was corrected in 9-1-1 Net.

## OPEN TELEPHONE RECORD (ALI) DISCREPANCY STATUS:

- **There are currently 203 Open TN CR Transactions.**
- **Refer to chart in the next section “TNCR Current Status”**

**51** Open TN CR transactions are a direct result of the ESN 399/359 clean-up and are awaiting approval from Hawaiian Telcom, Inc. **152** 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 as the result of a 9-1-1 call made from a residence in Hoolehua with an incorrect address. The discrepancy was submitted to Sandwich Isles Communications (SIC) via West on July 16, 2018. Akimeka will continue to monitor this ALI DR until it's corrected.

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

## Maui County E9-1-1 Status Report

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TNCR (TELEPHONE NUMBER CHANGE REQUEST) CURRENT STATUS – SEPTEMBER, 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<br/>(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>194</b>                                     | <b>31</b>  | <b>10</b>   | <b>153</b>                         |
| <b>MOLOKAI</b>   | <b>9</b>                                       | <b>8</b>   | <b>1</b>  | <b>0</b>                           |
| <b>TOTAL</b>   | <b>203</b>                                     | <b>39</b>  | <b>11</b>   | <b>153</b>                         |

| <b>STATUS</b>  |
|--|
| <b><u>TOTAL TNCRS SUBMITTED</u></b> - The total number of TNCR requests for modification that have been submitted in 9-1-1   |
| <b><u>PENDING STATUS</u></b> - TNCRs assigned this status are requests which have been reviewed by the 9-1-1 Database Service Provider Data Analyst, and are pending investigation whether the request is valid or invalid, and/or whether the request requires additional information to validate.  |
| <b><u>REFERRED STATUS</u></b> - TNCRs assigned this status are requests which have been reviewed by the 9-1-1 Database Service Provider Data Analyst, and the request requires additional information to validate. The West Safety Services Data Analysts assigns this status to a TNCR and the request is referred to the telephone service providers for further research. |
| <b><u>TOTAL UNOPENED TNCR RECORDS STATUS</u></b> - The request is submitted by Akimeka on behalf the PSAP; however, processing by the 9-1-1 Database Service Provider Data Analyst has not begun.  |

## Maui County E9-1-1 Status Report

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**DISPATCHABLE LOCATION – STATUS AS OF – SEPTEMBER 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<br>MSAG Address           | TNCR*<br>Transactions<br>Submitted | Transactions<br>Processed** |
| Quarter 3                    |   |                                    |                             |
| Quarter 2 Carryover          |   | <b>2,397</b>                       | <b>2,395</b>                |
| <b>July</b>                  | Maui Parkshore 2653 S Kihei Rd, Kihei       | 14                                 | 14                          |
|                              | Mana Kai Resort, 2960 S Kihei Rd, Kihei     | 85                                 | 85                          |
|                              | Wailea Ekahi, 3300 Wailea Alanui Dr, Wailea | 10                                 | 1                           |
| <b>August</b>                | Wailea Ekahi, 3300 Wailea Alanui Dr, Wailea | 128                                | 32                          |
| <b>September</b>             | Wailea Ekahi, 3300 Wailea Alanui Dr, Wailea | 45                                 | 0                           |
|                              |   |                                    |                             |
| <b>Quarter 3 Total</b>       |   | <b>282</b>                         | <b>132</b>                  |
| <b>Total</b>                 |   | <b>2679</b>                        | <b>2527</b>                 |

## Maui County E9-1-1 Status Report

September 1, 2018 - September 30, 2018

**SPECTRUM (CHARTER) 9-1-1 VOIP DATABASE VERIFICATION PROJECT – SEPTEMBER 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)<br/>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>1,800</b>   | <b>86.33%</b>            |
| <b>OAHU Military</b>  | <b>3,663</b>                                   | <b>710 (19%)</b>  | <b>2,953</b>                      | <b>2,940</b>   | <b>99.56%</b>            |
| <b>TOTAL</b>  | <b>140,313</b>                                 | <b>**133,889</b>  | <b>6,424</b>                      | <b>6,126</b>   | <b>97.18%</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.   |

## Maui County E9-1-1 Status Report

September 1, 2018 - September 30, 2018

**BANDWIDTH 9-1-1 VOIP DATABASE VERIFICATION PROJECT – SEPTEMBER 2018**

Akimeka received the Automatic Location Identification (ALI) records from Bandwidth which is a Voice over Internet Protocol (VoIP) provider in the State of Hawaii. As Akimeka has access to these ALI Records, Akimeka researched and verified 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 were invalid MSAG addresses utilized by the VoIP Provider. These records were identified, and sent back to Bandwidth for corrective action.

Akimeka will update the chart below as we receive updated ALI records from Bandwidth.

| <b>*Bandwidth</b>   |   |  |                                   |  |                          |
|---|---|--|-----------------------------------|--|--------------------------|
| <b>9-1-1 VoIP Database Verification Project **(Updated)</b> |   |  |                                   |  |                          |
| <b>PSAP</b>   | <b>TOTAL RECORDS SUBMITTED BY BANDWIDTH (A)</b> | <b>TOTAL NEW RECORDS 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>545</b>                                      | <b>85</b>  | <b>0</b>                          | <b>0</b>   | <b>100.00%</b>           |
| <b>KAUAI County</b>   | <b>306</b>                                      | <b>41</b>  | <b>0</b>                          | <b>0</b>   | <b>100.00%</b>           |
| <b>MAUI County</b>  | <b>914</b>                                      | <b>222</b>   | <b>1</b>                          | <b>1</b>   | <b>100.00%</b>           |
| <b>OAHU Civilian</b>  | <b>4,065</b>                                    | <b>888</b>   | <b>1</b>                          | <b>1</b>   | <b>100.00%</b>           |
| <b>OAHU Military</b>  | <b>56</b>                                       | <b>7</b>   | <b>0</b>                          | <b>0</b>   | <b>100.00%</b>           |
| <b>TOTAL</b>  | <b>5,886</b>                                    | <b>1,243</b>   | <b>2</b>                          | <b>2</b>   | <b>100.00%</b>           |

**\*Bandwidth VoIP Database received on April 5th, 2018**

**\*\*Updated Bandwidth VoIP Database received on September 6th, 2018**

|     |  |
|-----|--|
| (A) | VoIP Database records submitted by Bandwidth 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 Bandwidth. Addressing data will be updated or added in the GIS if the VoIP record is determined to be valid. |
| (C) | Verification Process Completed.  |

# Maui County E9-1-1 Status Report

September 1, 2018 - September 30, 2018

## 3. GEOGRAPHIC INFORMATION SYSTEM (GIS) – SEPTEMBER 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<br/>(Listed Alphabetically)</b> |                              |   |   |
| Address Points   |                              | <b>09/26/18</b>   |   |
|  | 9/25/2018                    |   | Spatially corrected one (1) address point in Haiku              |
|  | 9/25/2018                    |   | Added one (1) address in Haiku                                  |
|  | 9/25/2018                    |   | Added one (1) address in Kahului                                |
|  | 9/25/2018                    |   | Added one (1) address in Kapalua                                |
|  | 9/25/2018                    |   | Spatially corrected four (4) address points in Kaunakakai       |
|  | 9/25/2018                    |   | Spatially corrected one (1) address point in Kualapuu           |
|  | 9/25/2018                    |   | Added one (1) address in Kula                                   |
|  | 9/25/2018                    |   | Spatially corrected one (1) address point in Lahaina            |
|  | 9/25/2018                    |   | Spatially corrected one (1) address point in Napili             |
|  | 9/25/2018                    |   | Changed one (1) address in Pukalani                             |
|  | 9/25/2018                    |   | Added one (1) address in Pukalani                               |
|  | 9/25/2018                    |   | Spatially corrected one (1) address point in Waiehu             |
|  | 9/25/2018                    |   | Spatially corrected twenty-three (23) address points in Wailuku |
|  | 9/20/2018                    |   | Spatially corrected one (1) address point in Haiku              |
|  | 9/20/2018                    |   | Added one (1) address in Haiku                                  |
|  | 9/20/2018                    |   | Added one (1) address in Hana                                   |
|  | 9/20/2018                    |   | Spatially corrected forty-nine (49) address points in Kahului   |
|  | 9/20/2018                    |   | Added two (2) addresses in Kahului                              |
|  | 9/20/2018                    |   | Spatially corrected one (1) address point in Kaunakakai         |
|  | 9/20/2018                    |   | Added one (1) address in Kaunakakai                             |
|  | 9/20/2018                    |   | Spatially corrected eight (8) address points in Kihei           |
|  | 9/20/2018                    |   | Added three (3) addresses in Kihei                              |
|  | 9/20/2018                    |   | Spatially corrected four (4) address points in Lahaina          |
|  | 9/20/2018                    |   | Spatially corrected one (1) address point in Lanai              |
|  | 9/20/2018                    |   | Added one (1) address in Lanai                                  |
|  | 9/20/2018                    |   | Added two (2) addresses in Makawao                              |
|  | 9/20/2018                    |   | Spatially corrected two (2) address points in Paia              |
|  | 9/20/2018                    |   | Spatially corrected twenty-one (21) address points in Wailuku   |
|  | 9/19/2018                    |   | Spatially corrected four (4) address points in Haiku            |
| 9/19/2018  |                              | Spatially corrected eight (8) address points in Lahaina |   |
| 9/19/2018  |                              | Spatially corrected one (1) address point in Kihei      |   |

# Maui County E9-1-1 Status Report

September 1, 2018 - September 30, 2018

## 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<br/>(Listed Alphabetically)</b> |                              |   |  |
| Address Points   | 9/19/2018                    |   | Spatially corrected one (1) address point in Paia                |
|  | 9/18/2018                    |   | Added two (2) addresses in Haiku                                 |
|  | 9/18/2018                    |   | Spatially corrected forty (40) address points in Haiku           |
|  | 9/18/2018                    |   | Spatially corrected one (1) address point in Kaanapali           |
|  | 9/18/2018                    |   | Spatially corrected forty-five (45) address points in Kahului    |
|  | 9/18/2018                    |   | Spatially corrected two (2) address points in Kaunakakai         |
|  | 9/18/2018                    |   | Spatially corrected eleven (11) address points in Kihei          |
|  | 9/18/2018                    |   | Spatially corrected eleven (11) address points in Kula           |
|  | 9/18/2018                    |   | Spatially corrected one (1) address point in Napili              |
|  | 9/18/2018                    |   | Spatially corrected eighteen (18) address points in Paia         |
|  | 9/18/2018                    |   | Spatially corrected eight (8) address points in Wailuku          |
|  | 9/17/2018                    |   | Added two (2) addresses in Kahului                               |
|  | 9/17/2018                    |   | Added one (1) address in Kaunakakai                              |
|  | 9/17/2018                    |   | Added one (1) address in Napili                                  |
|  | 9/17/2018                    |   | Spatially corrected four (4) address points in Hana              |
|  | 9/17/2018                    |   | Spatially corrected eighty-one (81) address points in Kahului    |
|  | 9/17/2018                    |   | Spatially corrected two (2) address points in Kapalua            |
|  | 9/17/2018                    |   | Spatially corrected twenty-two (22) address points in Kihei      |
|  | 9/17/2018                    |   | Spatially corrected seven (7) address points in Kula             |
|  | 9/17/2018                    |   | Spatially corrected twelve (12) address points in Lahaina        |
|  | 9/17/2018                    |   | Spatially corrected two (2) address points in Lanai              |
|  | 9/17/2018                    |   | Spatially corrected four (4) address points in Makawao           |
|  | 9/17/2018                    |   | Spatially corrected five (5) address points in Napili            |
|  | 9/17/2018                    |   | Spatially corrected thirty (30) address points in Pukalani       |
|  | 9/17/2018                    |   | Spatially corrected two (2) address points in Wailuku            |
|  | 9/17/2018                    |   | Spatially corrected one (1) address point in Wailea              |
|  | 9/17/2018                    |   | Spatially corrected one (1) address point in Waiehu              |
|  | 9/14/2018                    |   | Spatially corrected nine (9) address points in Kaunakakai        |
|  | 9/14/2018                    |   | Spatially corrected thirteen (13) address points in Kihei        |
|  | 9/14/2018                    |   | Spatially corrected two hundred three (203) addresses in Waikapu |
| 9/13/2018  |                              | Spatially corrected two (2) address points in Haiku |  |
| 9/13/2018  |                              | Added one (1) address in Kaunakakai                 |  |

# Maui County E9-1-1 Status Report

September 1, 2018 - September 30, 2018

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<br/>(Listed Alphabetically)</b> |                               |  |  |
| Address Points   | 9/13/2018                     |  | Spatially corrected six (6) address points in Wailuku          |
|  |                               | <b>09/11/18</b>  |  |
|  | 9/11/2018                     |  | Updated Location Name for one (1) address in Maalaea           |
|  | 9/11/2018                     |  | Added one (1) address in Pukalani                              |
|  | 9/7/2018                      |  | Spatially corrected sixty-five (65) address points in Pukalani |
|  | 9/7/2018                      |  | Added twenty-four (24) addresses in Pukalani                   |
|  | 9/6/2018                      |  | Added three (3) addresses in Lahaina                           |
|  | 9/5/2018                      |  | Spatially corrected three (3) addresses in Haiku               |
|  | 9/5/2018                      |  | Spatially corrected seven (7) address points in Kula           |
|  | 9/5/2018                      |  | Spatially corrected eight (8) address points in Lanai          |
|  | 9/5/2018                      |  | Spatially corrected six (6) addresses in Wailuku               |
|  | 9/5/2018                      |  | Added two (2) addresses in Pukalani                            |
|  | 9/5/2018                      |  | Spatially corrected four (4) address points in Pukalani        |
|  | 9/5/2018                      |  | Added Location Name of one (1) address in Kula                 |
|  | 9/5/2018                      |  | Spatially corrected five (5) address points in Lanai           |
|  | 9/5/2018                      |  | Spatially corrected four (4) address points in Waikapu         |
|  | 9/5/2018                      |  | Changed one (1) address in Kula                                |
|  | 9/5/2018                      |  | Added one (1) address in Makawao                               |
|  | 9/5/2018                      |  | Spatially corrected one (1) address point in Makawao           |
|  | 9/4/2018                      |  | Added one (1) address in Wailea                                |
|  | 9/4/2018                      |  | Added one (1) address in Pukalani                              |
|  | 9/4/2018                      |  | Added one (1) address in Maunaloa                              |
|  | 9/4/2018                      |  | Added twenty-one (21) addresses in Makawao                     |
| 9/4/2018   |                               | Added two (2) addresses in Kula                          |  |
| 9/4/2018   |                               | Spatially corrected two (2) address points in Kaunakakai |  |
| 9/4/2018   |                               | Added one (1) address in Kaunakakai                      |  |
| Airports   |                               |  |  |
| Bridges  |                               |  |  |
| Building Footprints  |                               |  |  |
| Bus Stops  |                               |  |  |
| Churches   |                               |  |  |
| Coastal Names  |                               |  |  |

# Maui County E9-1-1 Status Report

September 1, 2018 - September 30, 2018

**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<br/>(Listed Alphabetically)</b> |                               |                    |   |
| Coastline  |                               |                    |   |
| Common Places  |                               |                    |   |
| Correctional Facilities  |                               |                    |   |
| Emergency Callboxes  |                               |                    |   |
| Emergency Operation Centers  |                               |                    |   |
| Emergency Shelters   |                               |                    |   |
| ESZ/ESN  |                               |                    |   |
| Fire Beats   |                               |                    |   |
| Fire Districts   |                               |                    |   |
| Fire Response Areas  |                               |                    |   |
| Fire Stations  |                               |                    |   |
| Food & Beverage  |                               | <b>09/11/18</b>    |   |
|  | 9/5/2018                      |                    | Spatially corrected one (1) restaurant in Kahului |
|  | 9/5/2018                      |                    | Updated name of one (1) restaurant in Kahului     |
| 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   |                               |                    |   |

# Maui County E9-1-1 Status Report

September 1, 2018 - September 30, 2018

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<br/>(Listed Alphabetically)</b> |                               |  |   |
| Milepost Markers   |                               |  |   |
| MSAG Communities   |                               |  |   |
| Net Junctions  |                               |  |   |
| Ocean Rescue Boundaries  |                               |  |   |
| Ocean Safety   |                               |  |   |
| Parcels  |                               |  |   |
| Parks  |                               |  |   |
| Parks Polygon  |                               |  |   |
| Points of Interest   |                               | <b>09/26/18</b>                                    |   |
|  | 9/25/2018                     |  | Added one (1) POI in Napili   |
|  |                               | <b>09/11/18</b>                                    |   |
|  | 9/11/2018                     |  | Updated one (1) POI in Maalaea                                      |
|  | 9/5/2018                      |  | Added twenty-two (22) POI in Makawao                                |
| Police Beats   |                               |  |   |
| Police Districts   |                               |  |   |
| Police Response Areas  |                               |  |   |
| Police Stations  |                               |  |   |
| Post Offices   |                               |  |   |
| Schools  |                               |  |   |
| Street Centerlines   |                               | <b>09/26/18</b>                                    |   |
|  | 9/25/2018                     |  | Spatially corrected three (3) street centerline segments in Haiku   |
|  | 9/25/2018                     |  | Spatially corrected one (1) street centerline segment in Kaanapali  |
|  | 9/25/2018                     |  | Modified one (1) street centerline range in Kapalua                 |
|  | 9/25/2018                     |  | Modified three (3) street centerline ranges in Kaunakakai           |
|  | 9/25/2018                     |  | Spatially corrected one (1) street centerline segment in Kaunakakai |
|  | 9/25/2018                     |  | Spatially corrected one (1) street centerline segment in Kihei      |
|  | 9/25/2018                     |  | Spatially corrected two (2) street centerline segments in Lahaina   |
|  | 9/25/2018                     |  | Spatially corrected one (1) street centerline segment in Pukalani   |
|  | 9/25/2018                     |  | Modified three (3) street centerline ranges in Kihei                |
|  | 9/25/2018                     |  | Modified two (2) street centerline ranges in Wailea                 |
|  | 9/25/2018                     |  | Modified one (1) street centerline range in Lahaina                 |
| 9/25/2018  |                               | Modified one (1) street centerline range in Waiehu |   |

# Maui County E9-1-1 Status Report

September 1, 2018 - September 30, 2018

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<br/>(Listed Alphabetically)</b> |                               |                    |   |
| Street Centerlines   | 9/25/2018                     |                    | Modified one (1) street centerline range in Wailuku               |
|  | 9/20/2018                     |                    | Modified one (1) street centerline range in Kaanapali             |
|  | 9/20/2018                     |                    | Modified two (2) street centerline ranges in Kahului              |
|  | 9/20/2018                     |                    | Spatially corrected one (1) street centerline segment in Kahului  |
|  | 9/20/2018                     |                    | Modified six (6) street centerline ranges in Kihei                |
|  | 9/20/2018                     |                    | Modified two (2) street centerline ranges in Lahaina              |
|  | 9/20/2018                     |                    | Modified one (1) street centerline range in Lanai                 |
|  | 9/20/2018                     |                    | Spatially corrected one (1) street centerline segment in Lanai    |
|  | 9/20/2018                     |                    | Modified three (3) street centerline ranges in Paia               |
|  | 9/20/2018                     |                    | Spatially corrected two (2) street centerline segments in Waikapu |
|  | 9/20/2018                     |                    | Modified five (5) street centerline ranges in Waikapu             |
|  | 9/20/2018                     |                    | Spatially corrected one (1) street centerline segment in Wailea   |
|  | 9/20/2018                     |                    | Modified three (3) street centerline ranges in Wailea             |
|  | 9/20/2018                     |                    | Modified four (4) street centerline ranges in Wailuku             |
|  | 9/20/2018                     |                    | Spatially corrected one (1) street centerline segment in Wailuku  |
|  | 9/19/2018                     |                    | Modified one (1) street centerline range in Haiku                 |
|  | 9/19/2018                     |                    | Modified one (1) street centerline range in Makawao               |
|  | 9/19/2018                     |                    | Modified two (2) street centerline ranges in Paia                 |
|  | 9/19/2018                     |                    | Modified two (2) street centerline ranges in Wailea               |
|  | 9/19/2018                     |                    | Modified two (2) street centerline ranges in Kihei                |
|  | 9/19/2018                     |                    | Modified nine (9) street centerline ranges in Lahaina             |
|  | 9/19/2018                     |                    | Spatially corrected one (1) street centerline segment in Kihei    |
|  | 9/19/2018                     |                    | Spatially corrected one (1) street centerline segment in Kula     |
|  | 9/18/2018                     |                    | Modified three (3) street centerline ranges in Haiku              |
|  | 9/18/2018                     |                    | Modified three (3) street centerline ranges in Kihei              |
|  | 9/18/2018                     |                    | Modified three (3) street centerline ranges in Lahaina            |
|  | 9/18/2018                     |                    | Modified three (3) street centerline ranges in Paia               |
|  | 9/18/2018                     |                    | Modified two (2) street centerline ranges in Kula                 |
|  | 9/18/2018                     |                    | Modified two (2) street centerline ranges in Waihee               |
|  | 9/18/2018                     |                    | Modified one (1) street centerline range in Kahului               |
|  | 9/18/2018                     |                    | Modified six (6) street centerline ranges in Kaunakakai           |
|  | 9/18/2018                     |                    | Modified one (1) street centerline range in Kaanapali             |

# Maui County E9-1-1 Status Report

September 1, 2018 - September 30, 2018

MAPPING LAYERS UPDATED (PART VII)

*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<br/>(Listed Alphabetically)</b> |                               |  |   |
| Street Centerlines   | 9/18/2018                     |  | Spatially corrected one (1) street centerline segment in Kaunakakai |
|  | 9/18/2018                     |  | Modified one (1) street centerline range in Lanai                   |
|  | 9/18/2018                     |  | Modified eleven (11) street centerline ranges in Napili             |
|  | 9/17/2018                     |  | Modified one (1) street centerline range in Haiku                   |
|  | 9/17/2018                     |  | Modified one (1) street centerline range in Hana                    |
|  | 9/17/2018                     |  | Modified one (1) street centerline range in Kaanapali               |
|  | 9/17/2018                     |  | Modified three (3) street centerline ranges in Kahului              |
|  | 9/17/2018                     |  | Spatially corrected two (2) street centerline segments in Kahului   |
|  | 9/17/2018                     |  | Modified eleven (11) street centerline ranges in Kapalua            |
|  | 9/17/2018                     |  | Modified four (4) street centerline ranges in Kihei                 |
|  | 9/17/2018                     |  | Modified three (3) street centerline ranges in Kula                 |
|  | 9/17/2018                     |  | Spatially corrected five (5) street centerline segments in Kula     |
|  | 9/17/2018                     |  | Spatially corrected three (3) street centerline segments in Lahaina |
|  | 9/17/2018                     |  | Modified eleven (11) street centerline ranges in Lahaina            |
|  | 9/17/2018                     |  | Spatially corrected one (1) street centerline segment in Lanai      |
|  | 9/17/2018                     |  | Modified four (4) street centerline ranges in Napili                |
|  | 9/17/2018                     |  | Spatially corrected five (5) street centerlines in Napili           |
|  | 9/17/2018                     |  | Spatially corrected one (1) street centerline segment in Pukalani   |
|  | 9/17/2018                     |  | Modified two (2) street centerline ranges in Pukalani               |
|  | 9/17/2018                     |  | Modified one (1) street centerline range in Waiehu                  |
|  | 9/17/2018                     |  | Modified one (1) street centerline range in Wailea                  |
|  | 9/14/2018                     |  | Modified six (6) street centerline ranges in Kaunakakai             |
|  | 9/14/2018                     |  | Spatially corrected two (2) street centerlines in Kihei             |
|  | 9/14/2018                     |  | Modified one (1) street centerline range in Kihei                   |
|  | 9/14/2018                     |  | Added one (1) street centerline segment in Kihei                    |
|  | 9/14/2018                     |  | Spatially corrected one (1) street centerline in Kula               |
|  | 9/14/2018                     |  | Modified one (1) street centerline range in Kula                    |
|  | 9/14/2018                     |  | Updated three (3) street centerline ranges in Napili                |
|  | 9/14/2018                     |  | Spatially corrected one (1) street centerline segment in Napili     |
|  | 9/14/2018                     |  | Modified one (1) street centerline range in Pukalani                |
| 9/14/2018  |                               | Spatially corrected four (4) street centerline segments in Waikapu |   |
| 9/14/2018  |                               | Modified two (2) street centerline ranges in Wailuku               |   |

# Maui County E9-1-1 Status Report

September 1, 2018 - September 30, 2018

**MAPPING LAYERS UPDATED (PART VIII)**

*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<br/>(Listed Alphabetically)</b> |                               |                    |   |
| Street Centerlines   |                               | <b>09/11/18</b>    |   |
|  | 9/11/2018                     |                    | Modified two (2) street centerline ranges in Kaunakakai           |
|  | 9/11/2018                     |                    | Modified two (2) street centerline ranges in Kihei                |
|  | 9/11/2018                     |                    | Spatially corrected (2) street centerline segments in Kihei       |
|  | 9/11/2018                     |                    | Modified one (1) street centerline range in Kula                  |
|  | 9/11/2018                     |                    | Modified three (3) street centerline ranges in Lahaina            |
|  | 9/11/2018                     |                    | Modified two (2) street centerline ranges in Makawao              |
|  | 9/11/2018                     |                    | Spatially corrected one (1) street centerline segment in Pukalani |
|  | 9/11/2018                     |                    | Modified two (2) street centerline ranges in Waikapu              |
| Subdivisions   |                               |                    |   |
| Tow Jurisdictions  |                               |                    |   |
| Tsunami Evacuation Zones   |                               |                    |   |
| Tsunami Heights  |                               |                    |   |
| Waste Water Plants   |                               |                    |   |
| WSP Cell Sectors   |                               | <b>09/26/18</b>    |   |
|  | 9/26/2018                     |                    | Per ATT CRS   |
|  | 9/25/2018                     |                    | Per ATT CRS   |
| WSP Cell Towers  |                               | <b>09/26/18</b>    |   |
|  | 9/26/2018                     |                    | Per ATT CRS   |
|  | 9/25/2018                     |                    | Per ATT 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

September 1, 2018 - September 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  |
|-----------|---|
| 9/11/2018 | Delivered updated data for MapFlex which included Address Points, Food and Beverage, Points Of Interest, Street Centerlines, WSP Cell Sectors and WSP Cell Towers   |
| 9/11/2018 | Delivered .map, .str, .rte., and Maui Cell Coverage.csv which included updated Address Points, Common Places Lookup Table, Gate Codes, Points Of Interest, Street Centerlines, and WSP Cell Towers for Intergraph |
| 9/26/2018 | 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             |
| 9/26/2018 | Delivered updated data for MapFlex which included Address Points, Points Of Interest, Street Centerlines, WSP Cell Sectors and WSP Cell Towers  |

### 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. Akimeka delivered an updated Intergraph CAD map September 11<sup>th</sup>, 2018 which included:
  - a. Address Points, Common Places Lookup Table, Gate Codes, Points Of Interest, Street Centerlines, and WSP Cell Towers for Intergraph
  - b. .map, .str, .rte, CAD Map Build database and Cell Coverage.csv
2. On September 26<sup>th</sup>, 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

During October 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.

# Maui County E9-1-1 Status Report

September 1, 2018 - September 30, 2018

## MAPFLEX SYSTEM

During the month of September 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 September 2018
  - a. **Hawaii County** – September 11<sup>th</sup>, 2018 and September 25<sup>th</sup>, 2018
  - b. **Maui County** – September 11<sup>th</sup>, 2018 and September 26<sup>th</sup>, 2018
  - c. **Kauai County** – September 11<sup>th</sup>, 2018, and September 27<sup>th</sup>, 2018
  - d. **Honolulu** – September 11<sup>th</sup>, 2018, and September 28<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)<br>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)<br>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<br>A new SP 5.4 update by West is aimed to correct this issue.  |

## Maui County E9-1-1 Status Report

September 1, 2018 - September 30, 2018

|           |                                       |  |  |
|-----------|---------------------------------------|--|--|
| 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.<br>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)  |
| 5/23/2018 | Phase I & Phase II coverage area      | Phase I calls received at the Kihei Maui PSAP are displaying a circular circumference area rather than a cone shaped directional coverage. Phase II calls are not plotting the COF meters correctly.   | Pending  |
| 5/24/2018 | Incorrect Addresses                   | MapFlex system began displaying incorrect addresses in the bubble display when an Address Point is right mouse clicked to see information by the PSAPs. However, the address in the data is still correct as shown on the left hand side.  | Pending  |
| 6/27/2018 | Moving Labels                         | It was brought up during the PSAP teleconference with Hawaiian Tel and West that the Hawaii Fire Department submitted a trouble ticket regarding the parcel labels. When the base map is checked on for viewing the owner's names on the parcel layer, the names of some of the parcels will follow and leave their parcel as the map is panned following streets. This problem was also recreated at the Hawaii Police Department.  | Pending  |

# Maui County E9-1-1 Status Report

September 1, 2018 - September 30, 2018

## 4. SERVICE REQUESTS TRANSACTIONS

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

| MAUI COUNTY |           |          |                 |         |         |  |
|-------------|-----------|----------|-----------------|---------|---------|--|
| #           | Date      | Ticket # | Description     | PSAP    | Urgency | Comments   |
| 1           | 7/16/2018 |          | Updated Address | Molokai | Normal  | TN has been submitted in 9-1-1 Net for correction. |

**NOTE:**

There is one (1) Open Service Request for the Maui County PSAPs for September, 2018.

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

| MAUI COUNTY     |           |           |          | MSAG SERVICE REQUEST CATEGORIES |           |          |          |          |          |
|-----------------|-----------|-----------|----------|---------------------------------|-----------|----------|----------|----------|----------|
| 2018            | TOTAL     |           | Open     | WIRESLINE                       |           | WIRELESS |          | VoIP     |          |
|                 | Created   | Closed    |          | Created                         | Closed    | Created  | Closed   | Created  | Closed   |
| 2017 Carryover* |           |           | 0        |                                 |           |          |          |          |          |
| January         | 3         | 3         | 0        | 3                               | 3         | 0        | 0        | 0        | 0        |
| February        | 0         | 0         | 0        | 0                               | 0         | 0        | 0        | 0        | 0        |
| March           | 2         | 1         | 1        | 2                               | 1         | 0        | 0        | 0        | 0        |
| April           | 2         | 2         | 1        | 2                               | 2         | 0        | 0        | 0        | 0        |
| May             | 0         | 0         | 1        | 0                               | 0         | 0        | 0        | 0        | 0        |
| June            | 0         | 1         | 0        | 0                               | 1         | 0        | 0        | 0        | 0        |
| July            | 3         | 2         | 1        | 3                               | 2         | 0        | 0        | 0        | 0        |
| August          | 1         | 1         | 1        | 1                               | 1         | 0        | 0        | 0        | 0        |
| September       | 1         | 1         | 1        | 1                               | 1         | 0        | 0        | 0        | 0        |
| October         |           |           |          |                                 |           |          |          |          |          |
| November        |           |           |          |                                 |           |          |          |          |          |
| December        |           |           |          |                                 |           |          |          |          |          |
| <b>TOTAL</b>    | <b>12</b> | <b>11</b> | <b>1</b> | <b>12</b>                       | <b>11</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

September 1, 2018 - September 30, 2018

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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)**

As part of Akimeka's value added services, Akimeka conducted the next quarterly database synchronization audit for Maui County in September 2018.

The database synchronization effort included comparing Maui County's 9-1-1 MSAG against its GIS Street Centerline data. A total number of **2,732** 9-1-1 MSAG (ESN 300 – 357) records were reviewed in the audit and analyzed. Results of the database synchronization audit completed on September 1, 2018 for Maui County are reported below.

Database synchronization should be part of an ongoing and continuous process to ensure that the databases remain current and synchronized. Since neither database is static in nature, the synchronization process will never remain at a 100 percent match rate. It can be expected that the percentage will fluctuate by a small degree. As such, NENA's recommended minimum match rate is 98%.

# Maui County E9-1-1 Status Report

September 1, 2018 - September 30, 2018

| 9-1-1 MSAG TO GIS STREET CENTERLINE<br>AUDIT COMPARISON RESULTS                        | Notes | As of December 1, 2017       |         | As of March 1, 2018         |         | As of June 1, 2018          |         | As of September 1, 2018     |         |
|--|-------|------------------------------|---------|-----------------------------|---------|-----------------------------|---------|-----------------------------|---------|
|  |       | 9-1-1 MSAG<br>Dated 12-01-17 |         | 9-1-1 MSAG<br>Dated 3-01-18 |         | 9-1-1 MSAG<br>Dated 6-01-18 |         | 9-1-1 MSAG<br>Dated 9-01-18 |         |
|  |       | # of<br>Records              | %       | # of<br>Records             | %       | # of<br>Records             | %       | # of<br>Records             | %       |
| Total 9-1-1 MSAG Records Reviewed  |       | 2,717                        |         | 2,722                       |         | 2,719                       |         | 2,732                       |         |
| Less: 9-1-1 MSAG Exception Records   | (1)   | 75                           | 2.7%    | 75                          | 2.7%    | 74                          | 2.7%    | 75                          | 2.7%    |
| Net 9-1-1 MSAG Records Eligible for Comparison   |       | 2,642                        |         | 2,647                       |         | 2,645                       |         | 2,657                       |         |
| Total 9-1-1 MSAG Records Match<br>(9-1-1 MSAG -- GIS Match -- No Corrections Required) |       | 2,640                        | 100.00% | 2,645                       | 100.00% | 2,625                       | 100.00% | 2,642                       | 100.00% |
| 9-1-1 MSAG -- GIS No Match - Minor Correction<br>Required                              | (2)   | 2                            | 0.0%    | 1                           | 0.0%    | 20                          | 0.0%    | 15                          | 0.0%    |
| 9-1-1 MSAG Record With No GIS Record   | (3)   | 0                            | 0.0%    | 1                           | 0.0%    | 0                           | 0.0%    | 0                           | 0.0%    |
| Total 9-1-1 MSAG Records No Match  |       | 2                            | 0.0%    | 2                           | 0.0%    | 20                          | 0.0%    | 15                          | 0.0%    |

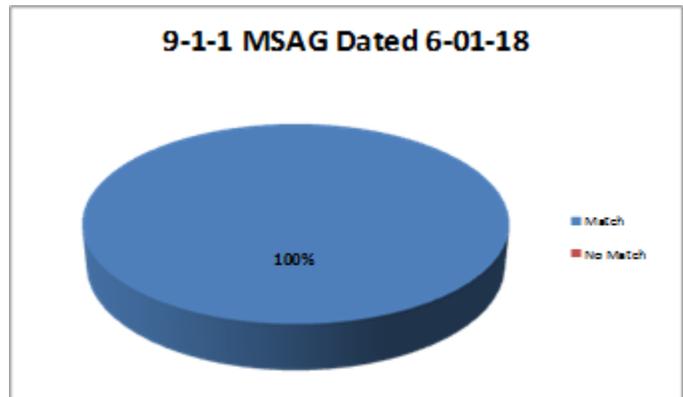
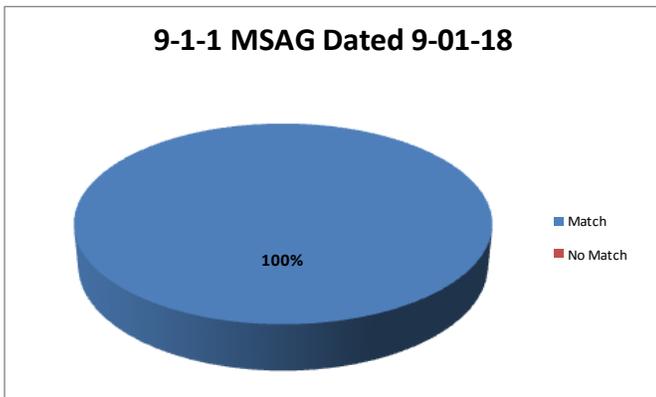
## AUDIT SUMMARY NOTES:

- (1)An MSAG Record that will not have a corresponding GIS Street Centerline Record but is required for the routing of E9-1-1 calls (i.e., Emergency Call Box, Foreign Exchange Records, Wireless Shell Records, etc.). No further action is required.
- (2)An MSAG Record that requires minor MSAG attention in 9-1-1Net to correct MSAG Records (i.e., Reassignment of an MSAG Community, modification of the Site Address Range, assignment of an ESN, performing a combine or insert of an existing MSAG Record, etc.).
- (3)An MSAG Record that does not have a corresponding GIS Record and will require additional research and validation. The GIS Section will assist with this effort.

MSAG AUDIT SUMMARY RESULTS – SEPTEMBER 1, 2018 VS JUNE 1, 2018

## Maui County E9-1-1 Status Report

September 1, 2018 - September 30, 2018



Maui County's level of accuracy or 9-1-1 Match percentage remained constant at 100% as of September 1, 2018 to 100% on June 1, 2018

NENA Recommended Match Rate = 98%

### MSAG AUDIT SUMMARY RESULTS NOTES:

- “MSAG - GIS Minor Corrections” decreased (20 to 15) from June 2018 to September 2018. Minor corrections were primarily the result of edits made to the GIS Street Centerlines layer in order to meet new NG9-1-1 requirements. Low and high address ranges were then adjusted in the MSAG to correspond with the GIS record. Although this is a minor correction, customer telephone numbers (TNs) need to be validated by the service providers prior to adjusting an address range.
- “MSAG Record with No GIS Record” remained the same (0 to 0) from June 2018 to September 2018. The zero MSAG Record with No GIS Record was due primarily to the verification of the MSAG records against multiple GIS databases to determine if the roads are existing within Maui County records.
- “GIS Record with Minor Corrections” decreased (21 to 14) from June 2018 to September 2018. Low and high address ranges, street suffix, and MSAG Community were adjusted in the GIS to correspond with the MSAG record.
- Ongoing maintenance is critical to ensure the database synchronized level of address accuracy is maintained each time an MSAG or GIS record is “last modified”.

### INVALID MSAG STREETS AND ADDRESS RANGES – ESN X99 RECORDS

## Maui County E9-1-1 Status Report

**September 1, 2018 - September 30, 2018**

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Hawaiian Telcom, Inc. (HTI) provides Maui County and Akimeka, as the PSAP’s agent, with access and visibility to the ESN 359/399 MSAG records which are “known” invalid streets and address ranges. Results of the data provided are as follows:

| PSAP              | ESN | Invalid MSAG Records      |   |                           |   |                           |   |
|-------------------|-----|---------------------------|---|---------------------------|---|---------------------------|---|
|                   |     | 9-1-1 MSAG Dated 03-01-18 |   | 9-1-1 MSAG Dated 06-01-18 |   | 9-1-1 MSAG Dated 09-01-18 |   |
|                   |     | # of Records              | % of Total MSAG Records (Valid and Invalid) | # of Records              | % of Total MSAG Records (Valid and Invalid) | # of Records              | % of Total MSAG Records (Valid and Invalid) |
| MAUI              | 399 | 26                        | 1.0%  | 24                        | 1.0%  | 21                        | 0.8%  |
| MOLOKAI           | 359 | 4                         | 1.8%  | 3                         | 1.4%  | 3                         | 1.4%  |
| <b>TOTAL MAUI</b> |     | <b>30</b>                 | <b>1.1%</b>                                 | <b>27</b>                 | <b>1.0%</b>                                 | <b>24</b>                 | <b>0.9%</b>                                 |

AUTOMATIC LOCATION IDENTIFICATION (ALI) DISCREPANCY REPORT

## Maui County E9-1-1 Status Report

September 1, 2018 - September 30, 2018

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As part of Akimeka’s ongoing database synchronization efforts, Akimeka reviewed and summarized the ALI discrepancy reports by community for Maui County. As of September 26, 2018, **42** ESN 399 (Maui/Lanai) and ESN 359 (Molokai) records, representing **.1%** of Maui County’s total ALI records, require research and corrective action, if needed.

