Maui County E9-1-1 Status Report

February 1, 2019 – February 28, 2019

AKIMEKA | HIGH PRIORITY. HIGH IMPACT.

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1. PSAP OPERATIONS

9-1-1 CALL VOLUME MAUI PSAP – FEBRUARY 2019

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	
2019	Total 9-1-1 Calls Processed	No. of Wireline Calls	% of Total Calls	No. of Wireless Calls	% of Total Calls	% of Wireless WPH1 Calls	% of Wireless WPH2 Calls	No. of VoIP Calls	% of Total Calls	No. of Calls with No ALI	% of Total Calls	No. of Admin Calls	% of Total Calls	No. of 9-1-1 Abandoned	% of Total Calls	Other Calls	% of Total Calls
FEB	10,875	1,606	14.77%	7,841	72.10%	59.60%	40.40%	312	2.87%	4	0.04%	0	0.00%	1,112	10.23%	0	0.00%

CALL VOLUME MAUI PSAP NOTES:

*Calls with No ALI for February 2019 = 0.04% - Statewide average for 2018 = 0.09%

9-1-1 CALL VOLUME MAUI PSAP – CALENDAR YEAR 2019

9-1-1 Call Volume															
MAUI PSAP		Wireline		Wireless				VOIP		Calls with No ALI		Admin Calls		Abandoned Calls		Other Calls	
2019	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	11,085	1,607	14.50%	8,204	74.01%	60.68%	39.32%	295	2.66%	3	0.03%	0	0.00%	976	8.80%	0	0.00%
FEB	10,875	1,606	14.77%	7,841	72.10%	59.60%	40.40%	312	2.87%	4	0.04%	0	0.00%	1,112	10.23%	0	0.00%
MAR															
APR															
MAY															
JUNE															
JULY															
AUG															
SEPT															
OCT															
NOV															
DEC															
YTD	21,960	3,213		16,045				607		7		0		2,088		0	
MON AVG	10,980	1,607	14.63%	8,023	73.06%	60.14%	39.86%	304	2.77%	4	0.03%	0	0.00%	1,044	9.51%	0.00	0.00%

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9-1-1 CALL VOLUME MOLOKAI PSAP – FEBRUARY 2019

9-1-1 Call Volume																
MOLOKAI PSAP	**Wireline**		**Wireless**				**VOIP**		**Calls With No ALI**		**Admin Calls**		**Abandoned Calls**		**Other Calls**	
2019	Total 9-1-1 Calls Processed	No. of Wireline Calls	% of Total Calls	No. of Wireless Calls	% of Total Calls	% of Wireless WPH1 Calls	% of Wireless WPH2 Calls	No. of VoIP Calls	% of Total Calls	No. of Calls with No ALI	% of Total Calls	No. of Admin Calls	% of Total Calls	No. of 9-1-1 Abandoned	% of Total Calls	Other Calls	% of Total Calls
FEB	574	222	38.68%	266	46.34%	62.03%	37.97%	5	0.87%	0	0.00%	0	0.00%	81	14.11%	0	0.00%

CALL VOLUME MOLOKAI PSAP NOTES:

* Calls with No ALI for February 2019 = 0.00% - Statewide average for 2018 = 0.09%

9-1-1 CALL VOLUME MOLOKAI PSAP – CALENDAR YEAR 2019

9-1-1 Call Volume																
MOLOKAI PSAP	**Wireline**		**Wireless**				**VOIP**		**Calls with No ALI**		**Admin Calls**		**Abandoned Calls**		**Other Calls**	
2019	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	474	145	30.59%	285	60.13%	55.79%	44.21%	1	0.21%	0	0.00%	0	0.00%	43	9.07%	0	0.00%
FEB	574	222	38.68%	266	46.34%	62.03%	37.97%	5	0.87%	0	0.00%	0	0.00%	81	14.11%	0	0.00%
MAR																	
APR																	
MAY																	
JUNE																	
JULY																	
AUG																	
SEPT																	
OCT																	
NOV																	
DEC																	
YTD	1,048	367		551				6		0		0		124		0	
MON AVG	524	184	34.63%	276	53.23%	58.91%	41.09%	3.00	0.54%	0	0.00%	0	0.00%	62	11.59%	0	0.00%

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9-1-1 CALL VOLUME (COMBINED MAUI & MOLOKAI PSAPS) – FEBRUARY 2019

9-1-1 Call Volume																
MAUI COUNTY PSAPs	Wireline		Wireless				VOIP Calls		Calls With No ALI		Admin Calls		Abandoned Calls		Other Calls	
2019 / Total 9-1-1 Calls Processed	No. of Wireline Calls	% of Total Calls	No. of Wireless Calls	% of Total Calls	% of Wireless WPH1 Calls	% of Wireless WPH2 Calls	No. of VoIP Calls	% of Total Calls	No. of Calls with No ALI	% of Total Calls	No. of Admin Calls	% of Total Calls	No. of 9-1-1 Abandoned	% of Total Calls	Other Calls	% of Total Calls
FEB 11,449	1,828	15.97%	8,107	70.81%	59.68%	40.32%	317	2.77%	4	0.03%	0	0.00%	1,193	10.42%	0	0.00%

9-1-1 CALL VOLUME (COMBINED MAUI & MOLOKAI PSAPS) – CALENDAR YEAR 2019

9-1-1 Call Volume																
MAUI COUNTY PSAPs	Wireline		Wireless				VOIP		Calls with No ALI		Admin Calls		Abandoned Calls		Other Calls	
2019 / 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 11,559	1,752	15.16%	8,489	73.44%	60.51%	39.49%	296	2.56%	3	0.03%	0	0.00%	1,019	8.82%	0	0.00%
FEB 11,449	1,828	15.97%	8,107	70.81%	59.68%	40.32%	317	2.77%	4	0.03%	0	0.00%	1,193	10.42%	0	0.00%
MAR																
APR																
MAY																
JUNE																
JULY																
AUG																
SEPT																
OCT																
NOV																
DEC																
YTD 23,008	3,580		16,596				613		7		0		2,212		0	
MON AVG 11,504	1,790	15.56%	8,298	72.13%	60.10%	39.90%	307	2.66%	4	0.03%	0.00	0.00%	1,106	9.62%	0	0.00%

PSAP OPERATION NOTES:

- **Abandoned Calls represent the number of incoming 9-1-1 calls for which the caller had hung up before a call-taker answered. Dropped Calls are hang ups after transfers.**
- **Abandoned Calls are included in the Wireline and Wireless total counts respectively.**
- **All VoIP (Voice over Internet Protocol) 911 calls are combined in the Call Volume statistic.**
- **Outgoing 911 calls are included in the totals. These are ringback or callback 911calls made from the Viper System.**

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FOR YOUR INFORMATION

FYI..............For Your Information							
PSAP Operations							
Statewide 911 Call Volumes							
PSAP	2018		2017		2016		2015	
Oahu Civilian	1,034,190	70.62%	1,022,818	72.16%	1,009,059	71.93%	1,019,402	70.94%
RDC Pearl Harbor	37,068	2.53%	27,916	1.97%	N/A	N/A	N/A	N/A
Hawaii County	206,648	14.11%	193,166	13.62%	205,412	14.64%	217,768	15.15%
Maui County	133,869	9.14%	123,685	8.73%	137,333	9.80%	142,952	9.95%
Kauai County	52,623	3.60%	49,902	3.52%	50,955	3.63%	56,874	3.96%
Total	1,464,398	100.00%	1,417,487	100.00%	1,402,759	100.00%	1,436,996	100.00%
*2016 & 2015 Statewide average does not include Military 911 calls							

TEXT TO 911 – CURRENT MONTH – FEBRUARY 2019

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 2019		
Month	Received at Maui	Received at Molokai
January	25	4
February	29	5
March		
April		
May		
June		
July		
August		
September		
October		
November		
December		
YTD	54	9
Monthly Avg.	27	5

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WIRELESS PSAP TESTING – FEBRUARY 2019

MAUI COUNTY - FEBRUARY 2019						
Date	WSP	Sites Tested	Sectors Tested	Tested By:	Test Pass/Fail	Comments:

NOTES:

- There were no (0) scheduled Wireless 911 tests conducted in February 2019 for the Maui and Molokai PSAPs.
- Verizon Wireless has completed migrating their Wireless network database from West to ComTech.
- During the 4th quarter of 2018, there was an increasing amount of "MOBL" class of service type of 911 calls delivered to the State of Hawaii PSAPs. On January 15th, 2019, West completed the position source mapping for ComTech which appears to have resolved this issue.

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2. MSAG (MASTER STREET ADDRESS GUIDE)

MSAG TRANSACTIONS CURRENT MONTH/YEAR – FEBRUARY 2019

MAUI COUNTY	9-1-1 TRANSACTIONS								
	Total	Dispatchable Location Transactions Submitted	MSAG	ALI Submitted		Open ALI Discrepancy Records			Customer Addresses Affected
2019		DL (A)	MSAG (B)	TN CR (C)	ALI DR (D)	TNCR	ALI DR	VoIP DR	
JANUARY	65	46	7	6	6	18	0	0	122
FEBRUARY	20	0	5	11	4	18	0	0	98
MARCH									
APRIL									
MAY									
JUNE									
JULY									
AUGUST									
SEPTEMBER									
OCTOBER									
NOVEMBER									
DECEMBER									
TOTAL YTD	**85**	**46**	**12**	**17**	**10**	**36**	**0**	**0**	**220**
AVG PER MONTH	43	23	6	9	5	18	0	0	110

Definitions
(A) **D**ispatchable **L**ocation - is defined in the FCC 15-9 Docket as the verified or corroborated street address of the calling party plus additional information such as floor, suite, apartment or similar information that may be needed to adequately identify the location of the calling party. Please see Dispatchable Location Section for more information.
(B) **M**aster **S**treet **A**ddress **G**uide - Represents corrections made to street records including, street names, address ranges, MSAG Communities and ESNs.
(C) **T**elephone **N**umber **C**hange **R**equest - Represents address corrections on a specific TN or group of TNs. These "invalid" TNs usually have an associated ESN 399 attached to them which indicates the need for validation.
(D) **A**utomatic **L**ocation **I**nformation **D**iscrepancy **R**ecord - Represents an address discrepancy discovered during a live 9-1-1 call, from a landline OR a VoIP phone. These record corrections are treated with a higher priority and should be processed within 48 hours if wireline, and 72 hours if a VoIP phone, as a general guideline.

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MSAG CURRENT MONTH NOTES:

A total of **20** MSAG transactions were processed in 9-1-1 Net during the current month. Five (**5**) requests were processed relating to the MSAG database. Changes include: changes to high – low street ranges, combining street records, deletion of invalid records, splitting street records to align with Police, Fire, EMS, and inserting new MSAG records. **98** customer ANI/ALI (telephone number/address) records updated as a direct result.

TELEPHONE RECORD (ALI) TRANSACTIONS CURRENT MONTH NOTES:

Eleven **(11)** 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. 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 in 9-1-1 Net during the current month due to a 9-1-1 calls made from a business in Wailuku. Three (**3**) VoIP DRs were submitted in 9-1-1 Net, two for businesses in Kahului and Kaunakakai and one resident in Hoolehua.

OPEN TELEPHONE RECORD (ALI) DISCREPANCY STATUS:

- **There are currently 18 Open TN CR Transactions.**
- **Refer to chart in the next section "TNCR Current Status"**

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

- **There are no open VoIP DRs as of February 28, 2019**
- **There are no open ALI DRs as of February 28, 2019**

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TNCR (TELEPHONE NUMBER CHANGE REQUEST) CURRENT STATUS – FEBRUARY, 2019

NOTE:

- 9-1-1 NET is a secure web-based application that provides access to request changes to the MSAG, ALI, TN, and ESN/ELT data supported and maintained by West Safety Services for the Telephone Company (TelCo).
- TNCRs are not requests to change Telephone Numbers (TNs); however, it is a corrective process within 9-1-1 NET to modify location information associated with an Automatic Location Identification (ALI) record to a valid MSAG address for 9-1-1 purposes.

PSAP 9-1-1 Telephone Number Location Change Request **(Telephone Number Change Request (TNCR) Status)**				
County	**TOTAL TNCR RECORDS SUBMITTED BY AKIMEKA**	**OPENED TNCRS PENDING FURTHER ACTION BY WEST SAFETY SERVICES**	**OPENED TNCRS REFERRED TO TELCO BY WEST SAFETY SERVICES**	**TOTAL UNOPENED TNCR RECORDS**
MAUI	**14**	**11**	**3**	**0**
MOLOKAI	**4**	**3**	**1**	**0**
TOTAL	**18**	**14**	**4**	**0**

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

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DISPATCHABLE LOCATION – STATUS AS OF – FEBRUARY 2019

NARRATIVE:

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

During the month of August 2015, Akimeka started a pilot project, entering additional location information to a verified MSAG address with multiple telephone numbers. Specifically the Queen Kaahumanu Shopping Center at 275 Kaahumanu Ave. The "Dispatchable Location" data is entered into the "Driving Directions" field in the 9-1-1 Net system, and will display on the Viper Power 911 ALI Screen in the "Exact" field should a 911 call be received from that telephone number. Screen shots of the "Before" ALI screen, and the "After" ALI screen with the updated "Dispatchable Location" information visible, were presented to the Dispatch Supervisors. Akimeka received positive feedback from the 911 Dispatch Personnel because the information that the 911 Call Takers will receive, will certainly cut down on the process of determining the exact location of the 911 caller. In addition to this, Akimeka was informed that the Mobile Dispatch Terminals (MDTs) in the Police Vehicles, also are able to view this "Dispatchable Location" information which will reduce the response times for Public Safety.

Dispatchable Location			
2019 **Quarter 1**	**Common Name Place** **MSAG Address**	**TNCR*** **Transactions** **Submitted**	**Transactions** **Processed****
2018 Carryover		2,859	2,758
January	Andaz Maui at Wailea, 3550 Wailea Alanui, Wailea	0	30
	Wailea Ekahi, 3300 Wailea Alanui, Wailea	0	10
	Wailea Villages, 161 Wailea Alanui, Wailea	0	6
February		0	0
March			
Total		2,859	2,804
YTD Total		0	46

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SPECTRUM (CHARTER) 9-1-1 VOIP DATABASE VERIFICATION PROJECT – FEBRUARY 2019

Akimeka received the Automatic Location Identification (ALI) records from Spectrum (formally known as Charter Communications) which is the predominant Voice over Internet Protocol (VoIP) provider in the State of Hawaii. As Akimeka has access to these ALI Records, Akimeka is researching and verifying the VoIP records against an MSAG valid address and the GIS data. This research is a validation of the ALI Record to ensure that the location as provided by the VoIP provider matches the GIS Information utilized by the Public Safety Agencies within their specific County 9-1-1 Service Area. This validation reduces the potential of address or location dispute during a 9-1-1 call.

The analysis of the database records indicates that there are invalid MSAG addresses utilized by the VoIP Provider. These records are being identified, and will be sent back to Spectrum for corrective action.

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

* Spectrum VoIP Database received on June 21st, 2017
** Akimeka provided VoIP Records with Latitude/Longitude coordinates

(A)	VoIP Database records submitted by Spectrum to Akimeka for research and MSAG address validation.
(B)	Akimeka has researched and verified the VoIP record against an MSAG valid address and GIS data. Akimeka is tracking corrections needed to be performed by Spectrum. Addressing data will be updated or added in the GIS if the VoIP record is determined to be valid.
(C)	Verifcation Process Completed.

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BANDWIDTH 9-1-1 VOIP DATABASE VERIFICATION PROJECT – FEBRUARY 2019

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.

*Bandwidth 9-1-1 VoIP Database Verification Project **(Updated)					
PSAP	**TOTAL RECORDS SUBMITTED BY BANDWIDTH (A)**	**TOTAL NEW RECORDS VERIFIED WITH 911 DATABASES (B)**	**TOTAL RECORDS NOT MATCHING**	**NON MATCHING RECORDS CORRECTED BY AKIMEKA (C)**	**PERCENT COMPLETED**
HAWAII County	545	85	0	0	100.00%
KAUAI County	306	41	0	0	100.00%
MAUI County	914	222	1	1	100.00%
OAHU Cilivian	4,065	888	1	1	100.00%
OAHU Military	56	7	0	0	100.00%
TOTAL	5,886	1,243	2	2	100.00%

*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)	Verifcation Process Completed.

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3. GEOGRAPHIC INFORMATION SYSTEM (GIS) – FEBRUARY 2019

MAPPING LAYERS UPDATED (PART I)

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

MAUI COUNTY		
Type of Layer	**Akimeka GIS Server** **Date Created/ Edits Performed**	**GIS Delivery Dates/Remarks**
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE **(Listed Alphabetically)**		
Address Points	**2/27/19 To 2/28/19**	**Next Delivery 3/13/2019**
		Added address for twenty-one (21) records in Wailea
		Spatially corrected five (5) records in Haiku
	2/13/19 To 2/26/19	**Delivered 2/27/2019**
		Updated location name for one (1) record in Lahaina
		Added address for twelve (12) records in Haiku
		Updated location name for one (1) record in Kihei
		Updated name for one (1) record in Wailuku
		Added location name for one (1) record in Wailuku
		Updated location name for one (1) record in Wailuku
		Updated location name for one (1) record in Makawao
		Updated location name for one (1) record in Kahului
		Verified address for one (1) record in Kihei
		Added address for two (2) records in Kahului
		Updated address for one (1) record in Kahului
		Added location name for one (1) record in Kapalua
		Updated address for one (1) record in Haiku
		Added location name for one (1) record in Wailuku
		Spatially corrected five (5) records in Haiku
		Updated location name for one (1) record in Kahului
		Updated location name for one (1) record in Pukalani
		Added location name for one (1) record in Makawao
		Spatially corrected two (2) records in Lahaina
		Verified address for three (3) records in Wailuku
		Updated location name for one (1) record in Lahaina
		Added location name for one (1) record in Kihei
		Updated location name for one (1) record in Haiku
		Added location name for one (1) record in Kahului
		Spatially corrected two (2) records in Kihei
		Added address for sixteen (16) records in Pukalani
		Spatially corrected one (1) record in Wailuku

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MAPPING LAYERS UPDATED (PART II)

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

MAUI COUNTY		
Type of Layer	**Akimeka GIS Server** **Date Created/ Edits Performed**	**GIS Delivery Dates/Remarks**
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE **(Listed Alphabetically)**		
Address Points	**2/1/19 To 2/12/19**	**Delivered 2/13/2019**
		Added address for five (5) records in Napili
		Spatially corrected three (3) records in Kaanapali
		Updated location name for one (1) record in Lahaina
		Added location name for one (1) record in Kaanapali
		Spatially corrected one (1) record in Waikapu
		Updated label for five (5) records in Kihei
		Spatially corrected, added location name for one (1) record in Kihei
		Spatially corrected two (2) records in Makawao
		Added address for three (3) records in Haiku
		Added location name for one (1) record in Kahului
		Removed location name for one (1) record in Lahaina
		Added location name for one (1) record in Kula
		Updated address for two (2) records in Kihei
		Added address for three (3) records in Kaanapali
		Spatially corrected two (2) records in Napili
		Added address for one (1) record in Waikapu
		Added location name for two (2) records in Wailuku
		Spatially corrected one (1) record in Kapalua
		Updated location name for two (2) records in Kahului
		Verified address for two (2) records in Kihei
		Spatially corrected one (1) record in Haliimaile
		Removed location name for one (1) record in Wailea
		Verified address for three (3) records in Lahaina
		Removed location name for two (2) records in Kahului
		Added address for one (1) record in Kaunakakai
		Spatially corrected one (1) record in Lanai
		Spatially corrected six (6) records in Kihei
		Added address for five (5) records in Pukalani
		Verified address for six (6) records in Kaunakakai
		Added location name for one (1) record in Wailuku
		Spatially corrected two (2) records in Haiku
		Added address for six (6) records in Lahaina
		Added address for fourteen (14) records in Kihei

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MAPPING LAYERS UPDATED (PART III)

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

MAUI COUNTY		
Type of Layer	**Akimeka GIS Server** **Date Created/ Edits Performed**	**GIS Delivery Dates/Remarks**
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE **(Listed Alphabetically)**		
Address Points	**2/1/19 To 2/12/19**	Removed location name for one (1) record in Paia
		Verified address for one (1) record in Haiku
		Spatially corrected, added location name for two (2) records in Kaunakakai
		Added location name for two (2) records in Kihei
		Added address for two (2) records in Hana
		Updated location name for two (2) records in Kihei
		Spatially corrected one (1) record in Kihei
		Spatially corrected one (1) record in Hana
		Spatially corrected six (6) records in Lahaina
		Added location name for one (1) record in Lahaina
		Added address for one (1) record in Kapalua
		Updated location name for one (1) record in Lahaina
		Removed location name for one (1) record in Haiku
		Added address for thirteen (13) records in Wailuku
		Verified address for two (2) records in Wailuku
		Spatially corrected two (2) records in Kaunakakai
		Added location name for one (1) record in Wailea
		Added address for one (1) record in Wailea
		Spatially corrected one (1) record in Makawao
		Added address for three (3) records in Makawao
		Added location name for one (1) record in Kihei
		Added location name for one (1) record in Kahului
		Spatially corrected one (1) record in Kahului
		Spatially corrected one (1) record in Pukalani
		Spatially corrected, updated location name for one (1) record in Lahaina
		Added location name for one (1) record in Lahaina
		Added address for one (1) record in Paia
		Removed location name for one (1) record in Paia
		Spatially corrected one (1) record in Wailuku
		Added address for nineteen (19) records in Kahului
		Spatially corrected, updated location name for one (1) record in Wailuku
		Updated location name for one (1) record in Wailuku

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MAPPING LAYERS UPDATED (PART IV)

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

MAUI COUNTY		
Type of Layer	**Akimeka GIS Server** **Date Created/ Edits Performed**	**GIS Delivery Dates/Remarks**
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE **(Listed Alphabetically)**		
Airports		
Bridges	**2/13/19 To 2/26/19**	**Delivered 2/27/2019** Updated name for one (1) record in Makawao
Building Footprints	**2/1/19 To 2/12/19**	**Delivered 2/13/2019** Removed duplicate polygon, added address for one (1) record in
Bus Stops		
Churches	**2/13/19 To 2/26/19**	**Delivered 2/27/2019** Updated name for one (1) record in Kihei Updated name for one (1) record in Makawao Updated address for one (1) record in Kahului Spatially corrected one (1) record in Makawao Spatially corrected two (2) records in Kihei Updated name for one (1) record in Kaunakakai Updated name, added address for one (1) record in Kapalua Spatially corrected one (1) record in Wailuku
Coastal Names		
Coastline		
Common Places		
Correctional Facilities		
Emergency Callboxes		
Emergency Operation Centers		
Emergency Shelters		
ESZ/ESN		
Fire Beats		
Fire Districts		
Fire Response Areas		
Fire Stations		
Food & Beverage	**2/13/19 To 2/26/19**	**Delivered 2/27/2019** Spatially corrected one (1) record in Kaanapali Added one (1) record in Wailuku Spatially corrected one (1) record in Kihei

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MAPPING LAYERS UPDATED (PART V)

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

MAUI COUNTY		
Type of Layer	**Akimeka GIS Server** **Date Created/ Edits Performed**	**GIS Delivery Dates/Remarks**
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE **(Listed Alphabetically)**		
Food & Beverage	2/1/19 To 2/12/19	**Delivered 2/13/2019**
		Updated address for one (1) record in Wailea
		Spatially corrected seven (7) records in Kaanapali
		Spatially corrected, updated name for one (1) record in Napili
		Spatially corrected two (2) records in Paia
		Updated address for two (2) records in Kahului
		Spatially corrected two (2) records in Makawao
		Added one (1) record in Wailuku
		Spatially corrected two (2) records in Napili
		Spatially corrected one (1) record in Kapalua
		Updated address for one (1) record in Hana
		Spatially corrected one (1) record in Maalaea
		Spatially corrected one (1) record in Haliimaile
		Updated address for one (1) record in Wailuku
		Spatially corrected, updated address for two (2) records in Lahaina
		Updated address for two (2) records in Kihei
		Spatially corrected one (1) record in Lanai
		Spatially corrected one (1) record in Pukalani
		Spatially corrected, updated address for one (1) record in Kaunakakai
		Spatially corrected, updated name for one (1) record in Kaanapali
		Spatially corrected one (1) record in Haiku
		Updated address for one (1) record in Makawao
		Updated name for three (3) records in Kihei
		Updated address for two (2) records in Wailuku
		Added one (1) record in Kihei
		Updated address for one (1) record in Lahaina
		Spatially corrected twelve (12) records in Lahaina
		Spatially corrected three (3) records in Wailea
		Updated address for four (4) records in Kaanapali
		Spatially corrected two (2) records in Kaunakakai
		Updated name for one (1) record in Kihei
		Updated address for one (1) record in Pukalani

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MAPPING LAYERS UPDATED (PART VI)

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

MAUI COUNTY		
Type of Layer	**Akimeka GIS Server** **Date Created/ Edits Performed**	**GIS Delivery Dates/Remarks**
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE **(Listed Alphabetically)**		
Food & Beverage	2/1/19 To 2/12/19	Updated address for one (1) record in Kapalua
		Spatially corrected, updated address for three (3) records in Kaanapali
		Spatially corrected seven (7) records in Kahului
		Spatially corrected two (2) records in Kihei
		Added one (1) record in Lahaina
		Updated name for one (1) record in Pukalani
		Updated name for two (2) records in Wailuku
		Verified address for one (1) record in Waikapu
		Spatially corrected five (5) records in Wailuku
Gas Stations		
Gate Codes		
Government Buildings		
Harbors		
Helipads		
Hiking Trails		
Hospitals		
Hydrants		
Hyrdology Layers		
Incident Response Areas		
Lodging	2/27/19 To 2/28/19	**Next Delivery 3/13/2019**
		Added one (1) record in Wailea
	2/1/19 To 2/12/19	**Delivered 2/13/2019**
		Updated name, updated phone number for one (1) record in Hana
Major Roads		
Medic Beats		
Medic Districts		
Medic Response Areas		
Medic Stations		
Medical Facilities		
Milepost Markers		
MSAG Communities		
Net Junctions		

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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 Created/ Edits Performed**	**GIS Delivery Dates/Remarks**
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE **(Listed Alphabetically)**		
Ocean Rescue Boundaries		
Ocean Safety		
Parcels		
Parks		
Parks Polygon		
Points of Interest	2/27/19 To 2/28/19	**Next Delivery 3/13/2019**
		Added two (2) records in Wailea
	2/13/19 To 2/26/19	**Delivered 2/27/2019**
		Updated name for three (3) records in Lahaina
		Spatially corrected, updated address for one (1) record in Makawao
		Spatially corrected one (1) record in Kaanapali
		Updated name for one (1) record in Lanai
		Updated name for two (2) records in Makawao
		Corrected name for one (1) record in Kahului
		Updated name for two (2) records in Kahului
		Added POI for one (1) record in Kahului
		Added one (1) record in Wailuku
		Spatially corrected, added tn for one (1) record in Kahului
		Spatially corrected one (1) record in Kahului
		Spatially corrected four (4) records in Kihei
		Updated name for one (1) record in Kapalua
		Added one (1) record in Kahului
		Updated name for one (1) record in Pukalani
		Updated name for two (2) records in Wailuku
		Spatially corrected, updated name for two (2) records in Haiku
		Updated location name for one (1) record in Kaunakakai
		Spatially corrected one (1) record in Pukalani
	2/1/19 To 2/12/19	**Delivered 2/13/2019**
		Updated name for one (1) record in Lahaina
		Spatially corrected twenty-one (21) records in Kaanapali
		Updated address for one (1) record in Kahului
		Updated name for one (1) record in Napili

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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 Created/ Edits Performed**	**GIS Delivery Dates/Remarks**
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE **(Listed Alphabetically)**		
Points of Interest	**2/1/19 To 2/12/19**	Spatially corrected one (1) record in Waikapu
		Spatially corrected, updated address for one (1) record in Wailea
		Updated address for three (3) records in Kihei
		Spatially corrected one (1) record in Makawao
		Added three (3) records in Wailuku
		Corrected full address for seven (7) records in Kaanapali
		Spatially corrected four (4) records in Napili
		Added POI for three (3) records in Pukalani
		Spatially corrected, corrected address for one (1) record in Napili
		Spatially corrected one (1) record in Kapalua
		Added unit for one (1) record in Kahului
		Updated address for one (1) record in Hana
		Spatially corrected one (1) record in Maalaea
		Spatially corrected one (1) record in Haliimaile
		Updated address for one (1) record in Wailuku
		Corrected full address for two (2) records in Kahului
		Updated address for five (5) records in Kahului
		Corrected full address for one (1) record in Napili
		Updated address for four (4) records in Kihei
		Added POI for three (3) records in Lahaina
		Spatially corrected one (1) record in Lahaina
		Spatially corrected seven (7) records in Kihei
		Added POI for two (2) records in Kihei
		Spatially corrected, updated address for one (1) record in Kaunakakai
		Spatially corrected, updated name for one (1) record in Kaanapali
		Spatially corrected, updated address for two (2) records in Lahaina
		Spatially corrected two (2) records in Haiku
		Updated address for four (4) records in Wailea
		Updated name for two (2) records in Kihei
		Corrected full address for one (1) record in Pukalani
		Updated address for one (1) record in Wailuku
		Spatially corrected two (2) records in Lanai

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MAPPING LAYERS UPDATED (PART IX)

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

MAUI COUNTY		
Type of Layer	**Akimeka GIS Server** **Date Created/ Edits Performed**	**GIS Delivery Dates/Remarks**
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE **(Listed Alphabetically)**		
Points of Interest	**2/1/19 To 2/12/19**	Updated name for one (1) record in Kahului
		Corrected full address for two (2) records in Kahului
		Updated address for one (1) record in Lahaina
		Updated name for one (1) record in Hana
		Spatially corrected one (1) record in Kula
		Spatially corrected seven (7) records in Lahaina
		Updated address, updated name for one (1) record in Wailuku
		Spatially corrected one (1) record in Wailuku
		Spatially corrected two (2) records in Wailea
		Added two (2) records in Kihei
		Updated address for two (2) records in Kaanapali
		Spatially corrected four (4) records in Kaunakakai
		Added one (1) record in Wailea
		Updated name for one (1) record in Kihei
		Updated address for three (3) records in Pukalani
		Updated name for one (1) record in Makawao
		Spatially corrected one (1) record in Makawao
		Corrected full address for two (2) records in Kihei
		Added one (1) record in Kaanapali
		Spatially corrected, updated address for five (5) records in Kaanapali
		Updated name, updated address for one (1) record in Kihei
		Added POI for one (1) record in Wailea
		Spatially corrected, updated address for one (1) record in Wailuku
		Spatially corrected eight (8) records in Kahului
		Spatially corrected four (4) records in Pukalani
		Added one (1) record in Lahaina
		Spatially corrected, updated name for one (1) record in Kapalua
		Updated name for one (1) record in Pukalani
		Updated name for one (1) record in Wailuku
		Added one (1) record in Waikapu
		Updated address for two (2) records in Waikapu
		Spatially corrected five (5) records in Wailuku

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MAPPING LAYERS UPDATED (PART X)

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

MAUI COUNTY		
Type of Layer	**Akimeka GIS Server** **Date Created/ Edits Performed**	**GIS Delivery Dates/Remarks**
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE **(Listed Alphabetically)**		
Police Beats		
Police Districts		
Police Response Areas		
Police Stations		
Post Offices		
Schools		
Street Centerlines	**2/27/19 To 2/28/19**	**Next Delivery 3/13/2019**
		Updated range for two (2) records in Wailea
	2/13/19 To 2/26/19	**Delivered 2/27/2019**
		Split centerline, updated range for two (2) records in Pukalani
		Added centerline for one (1) record in Pukalani
		Updated range for one (1) record in Haiku
	2/1/19 To 2/12/19	**Delivered 2/13/2019**
		Modified range for one (1) record in Hana
Subdivisions	**2/13/19 To 2/26/19**	**Delivered 2/27/2019**
		Spatially corrected one (1) record in Pukalani
Tow Jurisdictions		
Tsunami Evacuation Zones		
Tsunami Heights		
Waste Water Plants		
WSP Cell Sectors	**2/13/19 To 2/26/19**	**Delivered 2/27/2019**
		Added four (4) sectors per Verizon Wireless CRS
WSP Cell Towers	**2/13/19 To 2/26/19**	**Delivered 2/27/2019**
		Added one (1) tower per Verizon Wireless 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.

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GEOGRAPHIC INFORMATION SYSTEM (GIS) NARRATIVES

GIS KEY ACTIVITIES/UPDATES

- **GIS Key activities include the events such as GIS deliverables, meetings, agreements, etc.**

Date	Key Activities/Updates
2/13/2019	Delivered .map, .str, .rte, and Maui Cell Coverage.csv which included updated Address Points, Common Places Lookup Table, Lodging, Points Of Interest, Street Centerlines, and WSP Cell Towers for Intergraph
2/13/2019	Delivered updated data for MapFlex which included Address Points, Food & Beverage, Lodging, Points Of Interest, Street Centerlines, WSP Cell Sectors and WSP Cell Towers
2/27/2019	Delivered coastline and Text-2-911 35 mile boundary to RapidSOS.
2/27/2019	Delivered updated data for MapFlex which included Address Points, Bridges, Churches, Lodging, Points Of Interest, Street Centerlines, Subdivisions, WSP Cell Sectors and WSP Cell Towers
2/27/2019	Delivered .map, .str, .rte, and Maui Cell Coverage.csv which included updated Address Points, Common Places Lookup Table, Lodging, Points Of Interest, Street Centerlines, Subdivisions and WSP Cell Towers for Intergraph

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 February 13th, 2019 which included:
    a. Address Points, Common Places Lookup Table, Points Of Interest, Police Beats, Police Response Areas, Street Centerlines, and WSP Cell Towers for Intergraph
    b. .map, .str, .rte, CAD Map Build database and Cell Coverage.csv

2. On February 27th, 2019– Akimeka delivered an updated Intergraph CAD map which included:
    a. Address Points, Building Footprints, 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

3. Akimeka attended the Intergraph CAD 9.4 Upgrade training at the Maui Police Department with Hexagon on February 19th, 20th and 22nd, 2019.

4. Akimeka is still waiting for the 2016 version upgraded software from Hexagon.

During March 2019, the Intergraph CAD map will continue to be delivered every other week, which has been coordinated with all mapping system updates and synchronizations with other 911 databases.

MAPFLEX SYSTEM

Akimeka delivered GIS data to the MapFlex system on the following dates in February 2019.

Hawaii County – February 12th, 2019 and February 26th, 2019
Maui County – February 13th, 2019 and February 27th, 2019
Kauai County – February 14st, 2019, and February 28th, 2019
Honolulu – February 1st, 2019, and February 15th, 2019

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MAPFLEX ISSUES

Below is a detailed list of issues regarding the MapFlex systems throughout the State of Hawaii.

DATE	ISSUE	DESCRIPTION	STATUS
8/2016	Wireless Addresses	MapFlex system began displaying wireless information incorrectly. MapFlex system is doing a reverse query for additional information in the GIS and this is overriding the ALI information with the closest address in the GIS.	Partially Resolved (Nov 2016) The overriding ALI with updated Lat/Longs from the GIS is still occurring
11/2016	Phase I Display	Wireless Phase I calls plotting at centroid of coverage area and landing in the ocean. After installation of new MapFlex version to correct other issues, the configurations for Wireless Phase I were not set up properly by West, in which the mapping did not point to the correct information in MapFlex.	Partially Resolved (Dec 2016) According to PSAPs, it's not fully resolved. The icon of the tower still doesn't plot for Phase I.
11/2016	Wireless Confidence	Sprint calls coming across with unusually high confidence. Coordination is taking place with Sprint and West. West provides the PDE services for Sprint.	Pending
3/22/2017	ArcGIS Address Locator	The locators in MapFlex have a configurations which does not include ESNs. A reported issue has occurred with the Sheraton in Waikiki. The address locator does not differentiate between the Sheraton hotel and the surf break and plots on the surf break. The bigger issue is that this same issue will occur with complexes that have same primary address.	Pending A new SP 5.4 update by West is aimed to correct this issue.
5/17/2017	VoIP Calls Plotting Incorrectly	Recognized in late April and early May 2017, the PSAPs have been receiving several VoIP calls which are plotting in the incorrect locations. After further research it was determined that it is because MapFlex is configured to plot the received Lat/Long. The problem is that these are not always maintained properly and that ideally the system should first choose to match with the GIS data based on the provided address. During the September 20, 2017 PSAP conference call, HT relayed there was confirmation that the Time Warner records were in fact passing through the West FMCC.	Partially Resolved – the Lat/Longs are no longer being plotted in MapFlex due to a software release.
5/17/2017	Landline Calls Producing X/Y on calls	It was determined that for normal landline calls, the X/Y coordinates are being sent. The PSAPs have asked where these are being generated and why would they be sent for landline calls.	West is looking into this (May - June 2017)
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

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4. SERVICE REQUESTS TRANSACTIONS

OPEN SERVICE REQUESTS – MAUI COUNTY PSAPS - FEBRUARY 2019

MAUI COUNTY						
#	Date	Ticket #	Description	PSAP	Urgency	Comments
4	2/19/2019	1015	Updated Address	Molokai	Normal	Per WEST, TN has been referred to SIC. 2/20/2019 RS

NOTE:

There is one (1) Open Service Request for the Maui County PSAPs for February, 2019.

MAUI PSAP SERVICE REQUESTS YEAR-TO-DATE (YTD) SUMMARY – 2019

MAUI COUNTY				MSAG SERVICE REQUEST CATEGORIES					
2019	**TOTAL**		**Open**	**WIRELINE**		**WIRELESS**		**VoIP**	
	Created	**Closed**		**Created**	**Closed**	**Created**	**Closed**	**Created**	**Closed**
2018 Carryover*			0						
January	5	5	0	5	5	0	0	0	0
February	4	3	1	4	3	0	0	0	0
March									
April									
May									
June									
July									
August									
September									
October									
November									
December									
TOTAL	**9**	**8**	**1**	**9**	**8**	**0**	**0**	**0**	**0**

Note:	* The 2018 Carryover row indicated the number of Service Requests that were opened in 2018 and brought forward into 2019 in an effort to track the service request until completion. Detailed information on service tickets are available upon request.

Definitions:	Category	Description
	Wireline	Telephone Number (ALI) Discrepancies from land line phones that have been submitted to West Safety Services via 9-1-1 Net for correction.
	Wireless	Telephone Number (ALI) Discrepancies from phones that were land lines at one time, and were ported out to a wireless carrier. However, the phone number was never removed from the MSAG database.
	VoIP	Telephone Number (ALI) Discrepancies from VoIP phones that have been submitted to Time Warner Cable (TWCBL) or other VoIP providers for correction

5. E9-1-1 DATABASE SYNCHRONIZATION

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

Next Scheduled Database Synchronization Report – March 2019

AUDIT SUMMARY RESULTS – 2018 – 2019 -- TBA

MSAG AUDIT SUMMARY RESULTS – MARCH 1, 2019 VS DECEMBER 1, 2018 -- TBA

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

AUTOMATIC LOCATION IDENTIFICATION (ALI) DISCREPANCY REPORT -- TBA