

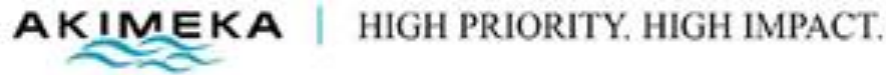
# Hawaii County E9-1-1 Status Report

*November 1, 2019 – November 30, 2019*



# Hawaii County E9-1-1 Status Report

November 1, 2019 – November 30, 2019



## TABLE OF CONTENTS

1. PSAP Operations .....	5
9-1-1 Call Volume Hawaii County PSAPS – November 2019.....	5
Call Volume Hawaii County PSAP Notes: .....	5
9-1-1 Call Volume – Calendar Year 2019 .....	5
9-1-1 Call Volume by Agency – November 2019 .....	6
9-1-1 Call Volume by Agency – Calendar Year 2019 .....	6
PSAP Operation Notes:.....	6
For your Information.....	7
Text to 911 – Current Month – November 2019.....	7
Note: .....	7
Wireless PSAP Testing – November 2019 .....	8
Notes: .....	8
2. MSAG (Master Street Address Guide) .....	9
MSAG Transactions Current Month/Year – November 2019 .....	9
MSAG Current Month Notes: .....	10
Telephone Record (ALI) Transactions current month notes: .....	10
Open Telephone Record (ALI) discrepancy Status:.....	10
TNCR (Telephone Number Change Request) Current Status – November 2019 .....	11
Note: .....	11
Dispatchable Location – Status as of – November 2019.....	12

# Hawaii County E9-1-1 Status Report

November 1, 2019 – November 30, 2019

Narrative: .....	12
Spectrum (Charter) 9-1-1 VoIP Database Verification Project - November 2019.....	13
Bandwidth 9-1-1 VoIP Database Verification Project – November 2019 .....	14
3. Geographic Information System (GIS) – November 2019 .....	15
Mapping Layers Updated (Part I) .....	15
Mapping Layers Updated (Part II).....	16
Mapping Layers Updated (Part III).....	17
Mapping Layers Updated (Part IV).....	18
Mapping Layers Updated (Part V).....	19
Mapping Layers Updated (Part VI).....	20
Geographic Information System (GIS) Narratives .....	21
GIS Key Activities/Updates.....	21
Lava Flow and Alternate Routes.....	21
Fire Department IMT (Incident Management Team) Map .....	21
Address Points and Street Centerlines Update Comparison .....	22
Note: .....	22
CAD System Deployment.....	22
MapFlex System .....	22
MapFlex Issues .....	23
DATE.....	23
ISSUE.....	23
DESCRIPTION .....	23
STATUS.....	23
4. Service Requests Transactions.....	25
Open Service Requests – November 2019.....	25
Note* There are nine (9) opened service request pending for November 2019. ....	25

# Hawaii County E9-1-1 Status Report

November 1, 2019 – November 30, 2019

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Service Request Year-to-Date (YTD) Summary – 2019.....	25
5. E9-1-1 Database Synchronization.....	26
Audit Summary Results – November 2019.....	27
Audit Summary Results Comparision – November 1, 2019 vs August 1, 2019 .....	28
Note: .....	28
Audit Summary Results .....	28
Comparison Notes:.....	28
Invalid MSAG Streets and Address Ranges – ESN x99 Records .....	29
Automatic Location Identification (ALI) Discrepancy Report .....	30

# Hawaii County E9-1-1 Status Report

November 1, 2019 – November 30, 2019

## 1. PSAP OPERATIONS

### 9-1-1 CALL VOLUME HAWAII COUNTY PSAPS – NOVEMBER 2019

**Source:** Intrado Viper system

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

9-1-1 Call Volume																	
HAWAII 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	No. of Other Calls	% of Total Calls
NOV	17,106	2,514	14.70%	12,699	74.24%	40.25%	59.75%	778	4.55%	4	0.02%	0	0.00%	1,111	6.49%	0	0.00%

### CALL VOLUME HAWAII COUNTY PSAP NOTES:

\*The percentage of Wireless Phase 2 calls (59.75%) has surpassed the number of Wireless Phase 1 calls (40.25%) in November 2019.

\*911 Calls with No ALI in November 2019 = 0.02% - Statewide average for 2018 = 0.09%

### 9-1-1 CALL VOLUME – CALENDAR YEAR 2019

9-1-1 Call Volume																	
HAWAII 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	No. of Other Calls	% of Total Calls
JAN	16,913	3,148	18.61%	12,155	71.87%	42.34%	57.66%	746	4.41%	14	0.08%	0	0.00%	850	5.03%	0	0.00%
FEB	16,724	2,829	16.92%	11,899	71.15%	41.31%	58.69%	765	4.57%	13	0.08%	0	0.00%	1,218	7.28%	0	0.00%
MAR	18,089	2,946	16.29%	12,950	71.59%	42.12%	57.88%	861	4.76%	10	0.06%	0	0.00%	1,322	7.31%	0	0.00%
APR	17,257	3,049	17.67%	12,166	70.50%	43.28%	56.72%	787	4.56%	13	0.08%	0	0.00%	1,242	7.20%	0	0.00%
MAY	17,912	2,768	15.45%	12,996	72.55%	43.80%	56.20%	816	4.56%	17	0.09%	0	0.00%	1,315	7.34%	0	0.00%
JUNE	17,668	2,638	14.93%	12,986	73.50%	43.21%	56.79%	774	4.38%	18	0.10%	0	0.00%	1,252	7.09%	0	0.00%
JULY	18,817	2,901	15.42%	13,724	72.93%	44.58%	55.42%	761	4.04%	58	0.31%	0	0.00%	1,373	7.30%	0	0.00%
AUG	18,258	2,714	14.86%	13,522	74.06%	41.94%	58.06%	775	4.24%	12	0.07%	0	0.00%	1,235	6.76%	0	0.00%
SEPT	16,820	2,703	16.07%	12,300	73.13%	41.43%	58.57%	700	4.16%	13	0.08%	0	0.00%	1,104	6.56%	0	0.00%
OCT	17,510	2,444	13.96%	13,008	74.29%	42.24%	57.76%	798	4.56%	18	0.10%	0	0.00%	1,242	7.09%	0	0.00%
NOV	17,106	2,514	14.70%	12,699	74.24%	40.25%	59.75%	778	4.55%	4	0.02%	0	0.00%	1,111	6.49%	0	0.00%
DEC																	
YTD	193,074	30,654		140,405				8,561		190		0		13,264		0	
MON AVG	17,552	2,787	15.90%	12,764	72.71%	42.41%	57.59%	778	4.44%	17	0.10%	0	0.00%	1,206	6.86%	0	0.00%

# Hawaii County E9-1-1 Status Report

November 1, 2019 – November 30, 2019

## 9-1-1 CALL VOLUME BY AGENCY – NOVEMBER 2019

2019	9-1-1 Call Volume by Agency									
	Hawaii Police Department					Hawaii Fire Department				
	Number of Total Calls Received	% of Total Calls	Number of Admin Calls	Number of Abandoned Dropped Calls	Number of Other Calls	Number of Total Calls Received	% of Total Calls	Number of Admin Calls	Number of Abandoned Dropped Calls	Number of Other Calls
November	13,506	78.95%	0	1,092	0	2,489	14.55%	0	19	0

## 9-1-1 CALL VOLUME BY AGENCY – CALENDAR YEAR 2019

2019	9-1-1 Call Volume by Agency									
	Hawaii Police Department					Hawaii Fire Department				
	Number of Total Calls Received	% of Total Calls	Number of Admin Calls	Number of Abandoned Dropped Calls	Number of Other Calls	Number of Total Calls Received	% of Total Calls	Number of Admin Calls	Number of Abandoned Dropped Calls	Number of Other Calls
January	13,504	79.84%	0	825	0	2,559	15.13%	0	25	0
February	12,962	77.51%	0	1,178	0	2,544	15.21%	0	40	0
March	15,426	85.28%	0	1,291	0	2,663	14.72%	0	31	0
April	13,670	79.21%	0	1,219	0	2,345	13.59%	0	23	0
May	14,041	78.39%	0	1,284	0	2,556	14.27%	0	31	0
June	13,908	78.72%	0	1,226	0	2,508	14.20%	0	26	0
July	14,731	78.29%	0	1,340	0	2,713	14.42%	0	33	0
August	14,573	79.82%	0	1,216	0	2,450	13.42%	0	19	0
September	13,410	79.73%	0	1,089	0	2,306	13.71%	0	15	0
October	13,732	78.42%	0	1,215	0	2,536	14.48%	0	27	0
November	13,506	78.95%	0	1,092	0	2,489	14.55%	0	19	0
December										
YTD	153,463		0	12,975	0	27,669		0	289	0
MON AVG	13,951	79.47%	0	1,180	0	2,515	14.34%	0	26	0

### 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. Abandoned Calls are **not** included in the % of Total Calls.
- All VoIP (Voice over Internet Protocol) types of 911 calls are combined in the Call Volume statistic.

## Hawaii County E9-1-1 Status Report

November 1, 2019 – November 30, 2019

### 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 – NOVEMBER 2019

#### NOTE:

- 911 Text messages received at the Fire Department are transfers from the Police Department.
- 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 Hawaii County PSAPs 2019		
Month	Received at Police	Received at Fire
January	29	2
February	29	3
March	27	2
April	20	7
May	20	2
June	18	0
July	21	0
August	26	4
September	18	3
October	17	3
November	15	0
December		
YTD	240	26
Monthly Avg.	21.82	2.36

## Hawaii County E9-1-1 Status Report

November 1, 2019 – November 30, 2019

### WIRELESS PSAP TESTING – NOVEMBER 2019

HAWAII COUNTY - NOVEMBER 2019						
Date	WSP	Sites Tested	Sectors Tested	Tested By:	Test Pass/Fail	Comments:
11/14/19	Sprint	2	4	Hawaii PSAP	Pass	
11/25/19	Sprint	1	2	Hawaii PSAP	Pass	

#### NOTES:

- There were two (2) scheduled Wireless 911 Test for the month of November 2019.
- Verizon Wireless has completed migrating their Wireless network database from Intrado to ComTech.
- During the 4<sup>th</sup> 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 15<sup>th</sup>, 2019, Intrado completed the position source mapping for ComTech which appears to have resolved this issue.



# Hawaii County E9-1-1 Status Report

November 1, 2019 – November 30, 2019

## 2. MSAG (MASTER STREET ADDRESS GUIDE)

### MSAG TRANSACTIONS CURRENT MONTH/YEAR – NOVEMBER 2019

HAWAII 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	184	157	12	9	6	322	0	0	82
FEBRUARY	61	12	26	17	6	193	0	0	12
MARCH	145	92	22	30	1	359	0	0	370
APRIL	60	25	21	13	1	254	0	0	24
MAY	305	278	17	7	3	473	0	0	37
JUNE	129	113	13	2	1	318	0	0	87
JULY	140	112	17	10	1	232	0	0	17
AUGUST	92	70	11	7	4	213	0	0	181
SEPTEMBER	229	138	27	60	4	165	0	0	2
OCTOBER	265	222	22	13	8	313	0	0	335
NOVEMBER	209	179	23	2	5	416	0	0	204
DECEMBER									
<b>TOTAL YTD</b>	<b>1,819</b>	<b>1,398</b>	<b>211</b>	<b>170</b>	<b>40</b>	<b>3,258</b>	<b>0</b>	<b>0</b>	<b>1,351</b>
AVG PER MONTH	165	127	19	15	4	296	0	0	123

### Definitions

- (A) **Dispatchable Location** - is defined in the FCC 15-9 Docket as the verified or corroborated street address of the calling party plus additional information such as floor, suite, apartment or similar information that may be needed to adequately identify the location of the calling party. Please see Dispatchable Location Section for more information.
- (B) **Master Street Address Guide** - Represents corrections made to street records including, street names, address ranges, MSAG Communities and ESNs.
- (C) **Telephone Number Change Request** - Represents address corrections on a specific TN or group of TNs. These "invalid" TNs usually have an associated ESN 299 attached to them which indicates the need for validation.
- (D) **Automatic Location Information Discrepancy Record** - Represents an address discrepancy discovered during a live 9-1-1 call, from a landline OR a VoIP phone. These record corrections are treated with a higher priority and should be processed within 48 hours if wireline, and 72 hours if a VoIP phone, as a general guideline.

## Hawaii County E9-1-1 Status Report

November 1, 2019 – November 30, 2019

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### MSAG CURRENT MONTH NOTES:

A total of **209** MSAG transactions were processed in 9-1-1 Net during the current month. Twenty-three (**23**) 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 Military response areas, and inserting new MSAG records.

There were **204** customer ANI/ALI (telephone number/address) records updated as a direct result.

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

Two (**2**) Telephone Number Change Requests (TN CR) transactions were processed in 9-1-1 Net with valid MSAG addresses, as a result of the ESN 299 clean-up effort and the Dispatchable Location Project. ESN 299 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 from a residence in Pahoa. Four (**4**) VoIP Dr were submitted as a result of 9-1-1 calls, two (**2**) from residents in Kurtistown, one (**1**) from a resident in Kamuela and one (**1**) from a business in Kailua Kona.

Akimeka submitted one hundred and seventy-nine (**179**) TN CRs related to the Dispatchable Location Project during the current month

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

- **There are currently 416 Open TN CR Transactions.**
- **Refer to chart in the next section “TNCR Current Status”**

**416** Open TN CR transactions are a direct result of the ESN 299 clean-up and are awaiting approval from Hawaiian Telcom, Inc. Once a telephone number is submitted to Intrado for correction, it is verified against HT records and/or by the customer. Intrado's internal process requires calling each telephone customer individually for verification to update an address in the 9-1-1 database. Akimeka continues to monitor and track the progress of the remaining 416 Referred records.

- **There are currently no Open ALI-DRs as of November 30, 2019.**
- **There is currently no Open VoIP DRs as of November 30, 2019.**

## Hawaii County E9-1-1 Status Report

November 1, 2019 – November 30, 2019

### TNCR (TELEPHONE NUMBER CHANGE REQUEST) CURRENT STATUS – NOVEMBER 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 Intrado 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 INTRADO	OPENED TNCRS REFERRED TO TELCO BY INTRADO	TOTAL UNOPENED TNCR RECORDS
HAWAII	416	214	151	51

### STATUS

**TOTAL TNCRs SUBMITTED** - The total number of TNCR requests for modification that have been submitted in 9-1-1 NET.

**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 Intrado 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.

# Hawaii County E9-1-1 Status Report

November 1, 2019 – November 30, 2019

## DISPATCHABLE LOCATION – STATUS AS OF – NOVEMBER 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 September 2015, Akimeka started a pilot project, entering additional location information to a verified MSAG address with multiple telephone numbers. Specifically the **Kings Shops at 690250 Waikoloa Beach Dr., Waikoloa**. 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. There are a total of **5,423** Dispatchable Locations processed to date. There were **179** Dispatchable locations submitted and **85** were processed in November 2019.

Dispatchable Location			
2019	Common Name Place MSAG Address	TNCR* Transactions Submitted	Transactions Processed**
Quarter 4			
Quarter 3 Carryover		5,665	5,171
October	Four Seasons Hualalai, 720100 Kaupulehu Dr, Kailua Kona	0	35
	Hilton Waikoloa, 690425 Waikoloa Beach Dr, Waikoloa	110	110
	Kings' Shops, 690250 Waikoloa Beach Dr, Waikoloa	23	20
	Queen Market Place, 690201 Waikoloa Beach Dr, Waikoloa	21	0
	Pottery Terrace, 755995 Kuakini Hwy, Kailua Kona	0	2
	Waimea Center, 651158 Mamalahoa Hwy, Kamuela	68	0
November	Queen Market Place, 690201 Waikoloa Beach Dr, Waikoloa	0	21
	Waimea Center, 651158 Mamalahoa Hwy, Kamuela	0	62
	Kings' Shops, 690250 Waikoloa Beach Dr, Waikoloa	0	1
	Matsuyama Food Market, 734353 Hawaii Belt Rd, Kailua Kona	8	0
	Crossroads of Kona, Henry St (multi business), Kailua Kona	171	1
December			
Q4 Total		401	252
Total		6,066	5,423

## Hawaii County E9-1-1 Status Report

November 1, 2019 – November 30, 2019

### SPECTRUM (CHARTER) 9-1-1 VOIP DATABASE VERIFICATION PROJECT - NOVEMBER 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.

<b>*Spectrum (Charter)</b> <b>9-1-1 VoIP Database Verification Project</b>					
PSAP	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 Civilian	87,414	85,329 (98%)	2,085	2,085	100.00%
OAHU Military	3,663	710 (19%)	2,953	2,953	100.00%
<b>TOTAL</b>	<b>140,313</b>	<b>**133,889</b>	<b>6,424</b>	<b>6,424</b>	<b>100.00%</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.

## Hawaii County E9-1-1 Status Report

November 1, 2019 – November 30, 2019

### BANDWIDTH 9-1-1 VOIP DATABASE VERIFICATION PROJECT – NOVEMBER 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.

<b>*Bandwidth</b> <b>9-1-1 VoIP Database Verification Project **(Updated)</b>					
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 Civilian	4,065	888	1	1	100.00%
OAHU Military	56	7	0	0	100.00%
<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.

# Hawaii County E9-1-1 Status Report

November 1, 2019 – November 30, 2019

## 3. GEOGRAPHIC INFORMATION SYSTEM (GIS) – NOVEMBER 2019

### MAPPING LAYERS UPDATED (PART I)

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

HAWAII COUNTY		
Type of Layer	Akimeka GIS Server	GIS Delivery Dates/Remarks
	Date Created/ Edits Performed	
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)		
Address Points	11/19/19 To 11/30/19	Next Delivery 12/03/2019
		Corrected spatial for four (4) records in Hawi
		Verified address for one (1) record in Pahoa
		Corrected TMK for one (1) record in Kurtistown
		Corrected spatial and updated routingID for one (1) record in Keaau
		Corrected spatial for two (2) records in Honokaa
		Corrected spatial for three (3) records in Captain Cook
		Corrected spatial and updated routingID for one (1) record in Hawi
		Corrected spatial and updated routingID for one (1) record in Hilo
		Corrected spatial for eighteen (18) records in Pahoa
		Corrected spatial for two (2) records in Ocean View
		Added POI for one (1) record in Kamuela
		Corrected spatial for seven (7) records in Kailua Kona
		Added address for sixteen (16) records in Kamuela
		Corrected TMK for one (1) record in Keaau
		Corrected TMK for one (1) record in Pahoa
		Corrected spatial for nine (9) records in Hilo
		Corrected spatial for four (4) records in Keaau
		Corrected spatial for eight (8) records in Kurtistown
		11/5/19 To 11/18/19
	Corrected spatial for two (2) records in Hawi	
	Added address for five (5) records in Naalehu	
	Updated routingID for one (1) record in Ocean View	
	Added address for fifteen (15) records in Pahoa	
	Added address for one (1) record in Pepeekeo	
	Updated TMK and updated routingID for two (2) records in Kamuela	
	Corrected spatial and updated routingID for three (3) records in Hilo	
	Corrected spatial for eight (8) records in Pahoa	
	Added address point for one (1) record in Pahala	
	Added address for two (2) records in Waikoloa	
	Added address for three (3) records in Captain Cook	
	Updated TMK, updated routingID for one (1) record in Kamuela	
	Added address for one (1) record in Keauhou	

# Hawaii County E9-1-1 Status Report

November 1, 2019 – November 30, 2019

## MAPPING LAYERS UPDATED (PART II)

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

HAWAII COUNTY		
Type of Layer	Akimeka GIS Server	GIS Delivery Dates/Remarks
	Date Created/ Edits Performed	
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)		
Address Points	11/5/19 To 11/18/19	Updated routingID for one (1) record in Keaau
		Corrected TMK for two (2) records in Volcano
		Added new address point for one (1) record in Kailua Kona
		Added address for three (3) records in Papaikou
		Verified address for one (1) record in Kamuela
		Added address for one (1) record in Holualoa
		Corrected zipcode, added alias for two (2) records in Ocean View
		Updated TMK and corrected spatial for one (1) record in Kailua Kona
		Added address for twelve (12) records in Volcano
		Corrected spatial for sixteen (16) records in Kailua Kona
		Corrected zipcode, for three (3) records in Ocean View
		Corrected spatial for three (3) records in Captain Cook
		Updated routingID for one (1) record in Hilo
		Added address for fifty (50) records in Ocean View
		Added address for ten (10) records in Hilo
		Added address for one (1) record in Ookaia
		Corrected TMK for two (2) records in Kailua Kona
		Corrected spatial for three (3) records in Honokaa
		Added address for three (3) records in Hawi
		Corrected TMK and updated routingID for five (5) records in Kamuela
		Added address for eighteen (18) records in Kailua Kona
		Corrected spatial for four (4) records in Ocean View
		Updated routingID for five (5) records in Kamuela
		Corrected spatial for four (4) records in Mountain View
		Corrected spatial for three (3) records in Keaau
		Updated building for ten (10) records in Kamuela
		Corrected zipcode, approximate location for one (1) record in Kurtistown
		Corrected spatial for ten (10) records in Kamuela
		Corrected spatial for five (5) records in Keauhou
		Added address for twenty-five (25) records in Keaau
		Added address for fifteen (15) records in Mountain View
		Corrected zipcode, added address point for two (2) records in Ocean View
		Corrected location name, updated phone and website, added to AP for one (1) record in Kamuela



# Hawaii County E9-1-1 Status Report

November 1, 2019 – November 30, 2019

## MAPPING LAYERS UPDATED (PART III)

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

HAWAII COUNTY		
Type of Layer	Akimeka GIS Server	GIS Delivery Dates/Remarks
	Date Created/ Edits Performed	
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)		
Address Points	11/5/19 To 11/18/19	Added address for twelve (12) records in Kamuela
		Added address for two (2) records in Paauilo
		Corrected spatial for ten (10) records in Hilo
		Added address for thirty (30) records in Kurtistown
	11/1/19 To 11/4/19	Delivered 11/5/2019
		Corrected routingID for one (1) record in Hilo
		Corrected spatial for one (1) record in Kamuela
		Corrected TMK for one (1) record in Laupahoehoe
		Corrected spatial for three (3) records in Kealahou
		Corrected spatial and updated routingID for one (1) record in Hilo
		Corrected spatial for four (4) records in Captain Cook
		Corrected spatial for two (2) records in Naalehu
		Corrected spatial for three (3) records in Pahoa
		Added alias for one (1) record in Captain Cook
		Updated address for one (1) record in Kamuela
		Corrected TMK for four (4) records in Naalehu
		Added address point for two (2) records in Naalehu
		Corrected spatial for one (1) record in Kailua Kona
		Updated address and corrected TMK for one (1) record in Kamuela
		Added alias for one (1) record in Laupahoehoe
		Corrected spatial for five (5) records in Hilo
		Updated routingID for one (1) record in Hilo
		Corrected TMK for three (3) records in Kamuela
		Added alias for four (4) records in Kailua Kona
Airports		
Bridges		
Building Footprints		
Bus Stops		
Churches		
Coastal Names		
Coastline		
Common Places		
Correctional Facilities		

# Hawaii County E9-1-1 Status Report

November 1, 2019 – November 30, 2019

## MAPPING LAYERS UPDATED (PART IV)

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

HAWAII COUNTY		
Type of Layer	Akimeka GIS Server	GIS Delivery Dates/Remarks
	Date Created/ Edits Performed	
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)		
Emergency Callboxes		
Emergency Operation Centers		
Emergency Shelters		
ESZ/ESN		
Fire Beats		
Fire Districts		
Fire Response Areas	11/19/19 To 11/30/19	Next Delivery 12/03/2019
		Merged 1805 and 1810 boundaries for one (1) record
Fire Stations		
Food & Beverage		
Gas Stations		
Gate Codes		
Government Buildings		
Harbors		
Helipads		
Hiking Trails		
Hospitals		
Hydrants		
Hyrdology Layers		
Incident Response Areas		
Lodging		
Major Roads		
Medic Beats		
Medic Districts		
Medic Response Areas		
Medic Stations		
Medical Facilities		
Milepost Markers		
MSAG Communities		
Net Junctions		
Ocean Rescue Boundaries		
Ocean Safety		
Parcels		

# Hawaii County E9-1-1 Status Report

November 1, 2019 – November 30, 2019

## MAPPING LAYERS UPDATED (PART V)

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

HAWAII COUNTY		
Type of Layer	Akimeka GIS Server	GIS Delivery Dates/Remarks
	Date Created/ Edits Performed	
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)		
Parks		
Parks Polygon		
Points of Interest		
Police Beats		
Police Districts		
Police Response Areas		
Police Stations		
Post Offices		
Schools		
Street Centerlines	11/5/19 To 11/18/19	Delivered 11/19/2019
		Corrected spatial, added two (2) records in Kamuela
		Updated range for ten (10) records in Kapaau
		Updated range for one (1) record in Kealahou
		Split segment for and updated range for one (1) record in Paauilo
		Split segment for and updated range for two (2) records in Hilo
		Split segment for and updated range for two (2) records in Kamuela
		Added segment for one (1) record in Holualoa
		Updated range for two (2) records in Holualoa
		Updated street name for four (4) records in Kamuela
		Added segment for three (3) records in Hilo
		Updated range for two (2) records in Paauilo
		Split segment for, updated range and extended segment for two (2) records in Ninole
		Corrected spatial, corrected range & corrected spatial for one (1) record in Kapaau
		Extended segment three (3) records in Hilo
		Updated range for one (1) record in Papaikou
		Updated range for two (2) records in Kamuela
		Added segment for four (4) records in Kamuela
		Updated police, corrected spatial for one (1) record in Kealahou
		Added segment for one (1) record in Ninole
	Split segment for one (1) record in Paauilo	
	11/1/19 To 11/4/19	Delivered 11/5/2019
		Updated range for one (1) record in Kamuela

# Hawaii County E9-1-1 Status Report

November 1, 2019 – November 30, 2019

## MAPPING LAYERS UPDATED (PART VI)

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

HAWAII COUNTY		
Type of Layer	Akimeka GIS Server	GIS Delivery Dates/Remarks
	Date Created/ Edits Performed	
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)		
Subdivisions		
Tow Jurisdictions		
Tsunami Evacuation Zones		
Tsunami Heights		
Waste Water Plants		
Water Fire	11/19/19 To 11/30/19	Next Delivery 12/03/2019
		Merged w1810 and w1805 and updated zone code for one (1) record
WSP Cell Sectors	11/19/19 To 11/30/19	Next Delivery 12/03/2019
		Added ten (10) sectors per Sprint CRS
	11/5/19 To 11/18/19	Delivered 11/19/2019
		Added twelve (12) sectors per Verizon Wireless CRS
		Added eight (8) sectors per AT&T CRS
		Updated three (3) sectors per Verizon Wireless CRS
	11/1/19 To 11/4/19	Delivered 11/5/2019
		Added six (6) sectors per AT&T CRS
WSP Cell Towers	11/19/19 To 11/30/19	Next Delivery 12/03/2019
		Added three (3) towers per Sprint CRS
	11/5/19 To 11/18/19	Delivered 11/19/2019
		Updated one (1) tower per Verizon Wireless CRS
		Added one (1) tower per Verizon Wireless CRS
		Updated one (1) tower per AT&T CRS
	11/1/19 To 11/4/19	Delivered 11/5/2019
		Updated two (2) towers per AT&T CRS

# Hawaii County E9-1-1 Status Report

November 1, 2019 – November 30, 2019

## 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
11/21/2019	Delivered Text2911 boundary, consisting of 35 mile buffer around the coastline less the area closer to Maui, for Hawaii county for use in RapidSOS Lite.
11/19/2019	Delivered Address Points, Cell Sectors, Cell Towers, Points of Interest, Street Centerlines, ESN, and MSAG Communities, Fire Hydrants, MedicResponseAreas, FireResponseAreas for Hawaii County Mapflex
11/19/2019	Delivered Address Points, City, Common Names Alt Table, Display Streets, Fire EMS Zone, First In, Points of Interest, POI Alt Names, Police Zones, Street Centerlines, Street Alt Names, Street Routes, Fire Beats, Medic Beats (Medic Response Areas) and FireHydrants for Hawaii County Spillman.
11/5/2019	Delivered Address Points, Cell Sectors, Cell Towers, Points of Interest, Street Centerlines, ESN, and MSAG Communities, Fire Hydrants, MedicResponseAreas, FireResponseAreas for Hawaii County Mapflex
11/5/2019	Delivered Address Points, City, Common Names Alt Table, Display Streets, Fire EMS Zone, First In, Points of Interest, POI Alt Names, Police Zones, Street Centerlines, Street Alt Names, Street Routes, Fire Beats, Medic Beats (Medic Response Areas) and FireHydrants for Hawaii County Spillman.

### LAVA FLOW AND ALTERNATE ROUTES

Historical events are archived in the 2018 Monthly Status Reports.

Akimeka will resume to deliver updates should the event start up again.

### FIRE DEPARTMENT IMT (INCIDENT MANAGEMENT TEAM) MAP

Historical events are archived in the 2018 Monthly Status Reports.

Akimeka will update these GIS layers upon request by the Hilo Fire Department.

## Hawaii County E9-1-1 Status Report

November 1, 2019 – November 30, 2019

### ADDRESS POINTS AND STREET CENTERLINES UPDATE COMPARISON

On a routine basis, upon receipt of Hawai'i County Planning Department's Address Points and Street Centerlines layer updates, Akimeka compares and incorporates any of the County's additions, changes, and deletions into the Akimeka Address Points and Street Centerlines layers that appear necessary for the dispatch and response of 911 personnel.

The new Address Points and Street Centerlines geodatabase comparative analysis was received from the Hawai'i County Planning Department on **November 20, 2019**. A new compare process was developed by Akimeka to perform this analysis.

HAWAII COUNTY	Address Points Layer	Street Centerlines Layer
New Addresses Added	207	
Addresses Removed	11	
Address Street Name Changes	0	
Address Street Number Changes	1	
New Street Segments Added		5
Street Segments Removed		2
Street Segment Range Changes		22
Street Segment Name Changes		0

#### NOTE:

Some Address Points have multiple updates that are required, including Street Name and Street Number. These updates are counted as separate actions since the changes are required in order to make the GIS layers "9-1-1 capable" for CAD system recommendations affecting public safety dispatch and response operations.

### CAD SYSTEM DEPLOYMENT

On September 18<sup>th</sup>, 2018, the Hawaii Police and Fire Department went live on the new Spillman CAD and mapping systems. There have been no major GIS data configuration changes requested. Historical events are archived in the 2018 Monthly Status Reports.

### MAPFLEX SYSTEM

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

**Hawaii County** – November 5<sup>th</sup>, 2019 and November 19<sup>th</sup>, 2019

**Maui County** – November 6<sup>th</sup>, 2019 and November 20<sup>th</sup>, 2019

**Kauai County** – November 7<sup>th</sup>, 2019, and November 21<sup>st</sup>, 2019

**Honolulu** – November 8<sup>th</sup>, 2019, and November 22<sup>nd</sup>, 2019

## Hawaii County E9-1-1 Status Report

November 1, 2019 – November 30, 2019

### 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 Intrado, 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 Intrado. Intrado 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 Intrado 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 Intrado 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.	Intrado 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

## Hawaii County E9-1-1 Status Report

November 1, 2019 – November 30, 2019

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6/27/2018	Moving Labels	It was brought up during the PSAP teleconference with Hawaiian Tel and Intrado 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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# Hawaii County E9-1-1 Status Report

November 1, 2019 – November 30, 2019

## 4. SERVICE REQUESTS TRANSACTIONS

### OPEN SERVICE REQUESTS – NOVEMBER 2019

#	Date	Ticket #	Description	PSAP	Urgency	Comments
1	1/23/2019	1007	Incorrect Address	Hawaii Fire	Normal	Confirmation pending from Inteliquent.com 11/30/2019 JBC
2	9/30/2019	1013	Incorrect Address	Hawaii Fire	Normal	Confirmation pending from Inteliquent.com 11/30/2019 JBC
3	9/30/2019	1014	Incorrect Address	Hawaii Fire	Normal	Confirmation pending from DL-911AI@centurylink.com 11/30/2019 JBC
4	10/3/2019	1015	Incorrect Address	Hawaii Fire	Normal	Confirmation pending from DL-911AI@centurylink.com 11/30/2019 JBC
5	10/15/2019	1017	Incorrect Address	Hawaii Fire	Normal	Confirmation pending from Time Warner Cable 11/30/2019 JBC
6	11/6/2019	1019	Incorrect Address	Hawaii Fire	Normal	Confirmation pending from Time Warner Cable 11/30/2019 JBC
7	11/8/2019	1020	Incorrect Address	Hawaii Fire	Normal	Confirmation pending from Time Warner Cable 11/30/2019 JBC
8	11/8/2019	1021	Incorrect Address	Hawaii Fire	Normal	Confirmation pending from Time Warner Cable 11/30/2019 JBC
9	11/25/2019	1022	Incorrect Address	Hawaii Fire	Normal	Confirmation pending from Inteliquent.com 11/30/2019 JBC

Note\* There are nine (9) opened service request pending for November 2019.

### SERVICE REQUEST YEAR-TO-DATE (YTD) SUMMARY – 2019

HAWAII COUNTY				MSAG SERVICE REQUEST CATEGORIES					
2019	TOTAL		Open	WIRELINE		WIRELESS		VoIP	
	Created	Closed		Created	Closed	Created	Closed	Created	Closed
2018 Carryover*			0						
January	6	5	1	2	2	0	0	3	2
February	6	4	3	3	3	0	0	3	1
March	1	1	3	1	1	0	0	0	0
April	1	3	1	1	1	0	0	0	2
May	3	3	1	3	3	0	0	0	0
June	1	1	1	1	1	0	0	0	0
July	1	1	1	1	1	0	0	0	0
August	4	2	3	1	1	0	0	3	1
September	4	1	6	1	1	0	0	3	0
October	8	2	12	2	2	0	0	6	0
November	5	8	9	1	1	0	0	4	7
December									
<b>TOTAL</b>	<b>40</b>	<b>31</b>	<b>9</b>	<b>17</b>	<b>17</b>	<b>0</b>	<b>0</b>	<b>22</b>	<b>13</b>

**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 Intrado 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

## Hawaii County E9-1-1 Status Report

November 1, 2019 – November 30, 2019

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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 a quarterly database synchronization audit for Hawaii County in **November 2019**.

The database synchronization effort included comparing Hawaii County's 9-1-1 MSAG against its GIS Street Centerline data. A total number of **4,631** 9-1-1 MSAG records were reviewed in the audit and analyzed. Results of the database synchronization audit completed on November 1, 2019 for Hawaii 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%.

The database synchronization process is essential to monitor and ensure the level of accuracy of the E9-1-1 databases and prepare for Next Generation 9-1-1 (NG9-1-1). As such, Akimeka will perform database synchronization audits on a quarterly basis as part of its ongoing maintenance process. Results of the database synchronization audit will be included and reported in the Monthly Status Report (MSR) accordingly.

# Hawaii County E9-1-1 Status Report

November 1, 2019 – November 30, 2019

## AUDIT SUMMARY RESULTS – NOVEMBER 2019

9-1-1 MSAG TO GIS STREET CENTERLINE AUDIT COMPARISON RESULTS	Notes	As of February 1, 2019		As of May 1, 2019		As of August 1, 2019		As of November 1, 2019	
		9-1-1 MSAG Dated 2-01-19		9-1-1 MSAG Dated 5-01-19		9-1-1 MSAG Dated 8-01-19		9-1-1 MSAG Dated 11-01-19	
		# of Records	%	# of Records	%	# of Records	%	# of Records	%
Total 9-1-1 MSAG Records Reviewed		4,578		4,592		4,595		4,631	
Less: 9-1-1 MSAG Exception Records	(1)	45	1.0%	44	1.0%	44	1.0%	44	1.0%
Net 9-1-1 MSAG Records Eligible for Comparison		4,533		4,548		4,551		4,587	
Total 9-1-1 MSAG Records Match (9-1-1 MSAG -- GIS Match -- No Corrections Required)		4,515	99.6%	4,547	100.0%	4,551	100.0%	4,587	100.0%
9-1-1 MSAG -- GIS No Match Minor Correction Required	(2)	11	0.2%	1	0.0%	0	0.0%	0	0.0%
9-1-1 MSAG Record With No GIS Record	(3)	7	0.2%	0	0.0%	0	0.0%	0	0.0%
Total 9-1-1 MSAG Records No Match		18	0.4%	1	0.0%	0	0.0%	0	0.0%

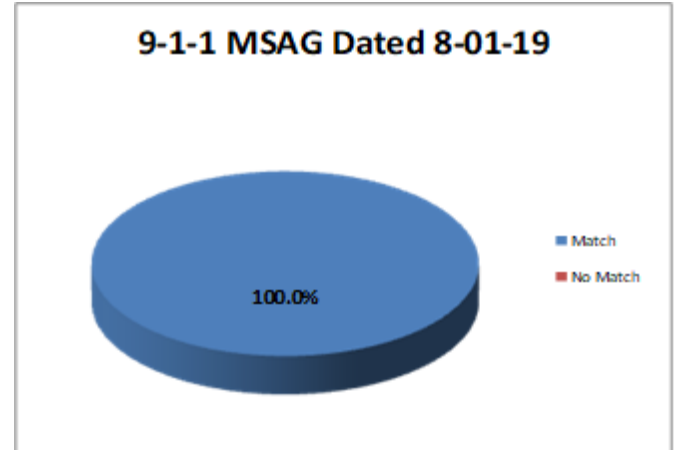
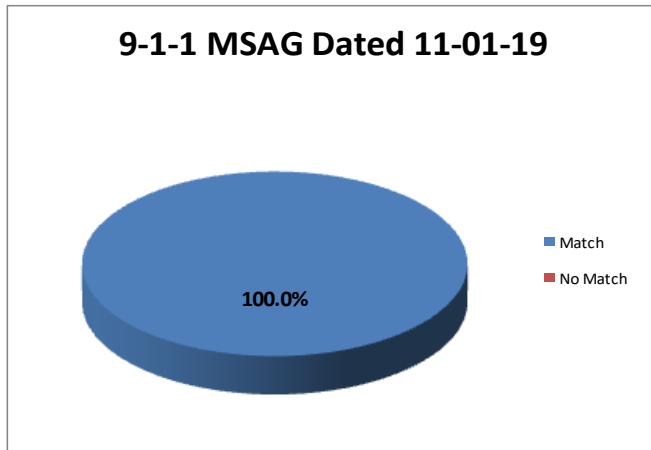
### Notes:

- (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.

# Hawaii County E9-1-1 Status Report

November 1, 2019 – November 30, 2019

## AUDIT SUMMARY RESULTS COMPARISON – NOVEMBER 1, 2019 VS AUGUST 1, 2019



### NOTE:

**Hawaii County's level of accuracy or 9-1-1 Match percentage remained consistent from 100% as of November 1, 2019 to 100% as of August 1, 2019**  
**NENA Recommended Match Rate = 98%**

## AUDIT SUMMARY RESULTS

### COMPARISON NOTES:

- ❖ There continues to be a tremendous work effort to synchronize the MSAG and GIS data. Akimeka continues to work closely with County Planning to address problem areas. Hawai'i County has worked very hard to assign addresses and name and range street centerlines which have helped facilitate Akimeka's synchronization efforts.
- ❖ "MSAG - MSAG with Missing GIS Records" remained consistent from zero (0) to zero (0) records from August 2019 to November 2019. MSAG records with missing record were zero due primarily to the verification of the MSAG records against multiple GIS databases to determine if the roads are existing within Hawaii County.
- ❖ "MSAG - GIS Minor Corrections" remained consistent from zero (0) to zero (0) records from August 2019 to November 2019. The non-match condition of the eleven records are a result in which MSAG records submitted in 9-1-1 Net were not completed prior to the end of month.
- ❖ "GIS Record with No Matching MSAG Record" remained consistent from zero (0) to zero (0) records from August 2019 to November 2019. This includes GIS records that have no MSAG records, and/or GIS records that do not match the MSAG record exactly.
- ❖ "GIS Record with No MSAG Record" remained consistent from zero (0) to zero (0) records from August 2019 to November 2019. This was primarily the result of edits made to the GIS Street Centerlines layer in order to meet new NG9-1-1 requirements.
- ❖ Ongoing maintenance is critical to ensure the database synchronized level of address accuracy is maintained each time an MSAG or GIS record is "touched".

## Hawaii County E9-1-1 Status Report

November 1, 2019 – November 30, 2019

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

At the request of the County of Hawai'i Chief of Police, Hawaiian Telcom, Inc. (HTI) provided Hawai'i County and Akimeka, as the PSAP's agent, with access and visibility to the ESN x99 MSAG records which are "known" invalid streets and address ranges. Results of the data provided are as follows:

HAWAII	Invalid MSAG Records							
	9-1-1 MSAG Dated 02-01-19		9-1-1 MSAG Dated 05-01-19		9-1-1 MSAG Dated 08-01-19		9-1-1 MSAG Dated 11-01-19	
	Number of Records	% of Total Invalid MSAG Records	Number of Records	% of Total Invalid MSAG Records	Number of Records	% of Total Invalid MSAG Records	Number of Records	% of Total Invalid MSAG Records
ESN 299	199	4.2%	188	4.0%	177	3.7%	152	3.2%

These invalid MSAG records represent **3.2%** of the Total MSAG records for Hawai'i County. The individual ALI records associated with these records are provided below.

TN CRs are submitted by Akimeka when valid MSAG addresses are identified and validated against the GIS data. Akimeka will continue to investigate and report on these ESN 299 MSAG records as a separate project and add-on to the Database Synchronization quarterly report.

## Hawaii County E9-1-1 Status Report

November 1, 2019 – November 30, 2019

### AUTOMATIC LOCATION IDENTIFICATION (ALI) DISCREPANCY REPORT

As part of Akimeka's ongoing database synchronization efforts, Akimeka reviewed and summarized the ALI discrepancy reports by community for Hawai'i County. As of **November 25, 2019**, **523** ESN 299 records, representing **.8%** of Hawai'i County's total ALI records, require research and corrective action, if needed. These ALI discrepancy reports may result in a No Record Found (NRF) condition during a 9-1-1 call.

