# Hawaii County E9-1-1 Status Report

*February 1, 2020 – February 29, 2020*



**AKIMEKA**

YOUR MISSION IS OUR MISSION

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# Hawaii County E9-1-1 Status Report

## February 1, 2020 – February 29, 2020

## 1. PSAP OPERATIONS

### 9-1-1 CALL VOLUME HAWAII COUNTY PSAPS – FEBRUARY 2020

**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 | |
| 2020 | 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 |
| FEB | 16,894 | 2,407 | 14.25% | 12,534 | 74.19% | 37.95% | 62.05% | 783 | 4.63% | 20 | 0.12% | 0 | 0.00% | 1,150 | 6.81% | 0 | 0.00% |

## CALL VOLUME HAWAII COUNTY PSAP NOTES:

**\*The percentage of Wireless Phase 2 calls (62.05%) has surpassed the number of Wireless Phase 1 calls (37.95%) in February 2020.**

**\*911 Calls with No ALI in February 2020 = 0.12% - Statewide average for 2019 = 0.04%**

### 9-1-1 CALL VOLUME – CALENDAR YEAR 2020

| 9-1-1 Call Volume | | | | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| HAWAII COUNTY PSAPs | | Wireline | | Wireless | | | | VOIP | | Calls with No ALI | | Admin Calls | | Abandoned Calls | | Other Calls | |
| 2020 | 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 | 18,182 | 2,827 | 15.55% | 13,140 | 72.27% | 40.06% | 59.94% | 816 | 4.49% | 23 | 0.13% | 0 | 0.00% | 1,376 | 7.57% | 0 | 0.00% |
| FEB | 16,894 | 2,407 | 14.25% | 12,534 | 74.19% | 37.95% | 62.05% | 783 | 4.63% | 20 | 0.12% | 0 | 0.00% | 1,150 | 6.81% | 0 | 0.00% |
| MAR | | | | | | | | | | | | | | | | | |
| APR | | | | | | | | | | | | | | | | | |
| MAY | | | | | | | | | | | | | | | | | |
| JUNE | | | | | | | | | | | | | | | | | |
| JULY | | | | | | | | | | | | | | | | | |
| AUG | | | | | | | | | | | | | | | | | |
| SEPT | | | | | | | | | | | | | | | | | |
| OCT | | | | | | | | | | | | | | | | | |
| NOV | | | | | | | | | | | | | | | | | |
| DEC | | | | | | | | | | | | | | | | | |
| YTD | 35,076 | 5,234 | | 25,674 | | | | 1,599 | | 43 | | 0 | | 2,526 | | 0 | |
| MON AVG | 17,538 | 2,617 | 14.90% | 12,837 | 73.23% | 39.01% | 60.99% | 800 | 4.56% | 22 | 0.12% | 0 | 0.00% | 1,263 | 7.19% | 0 | 0.00% |

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## February 1, 2020 – February 29, 2020

### 9-1-1 CALL VOLUME BY AGENCY – FEBRUARY 2020

| 2020 | 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 |
| February | 13,236 | 78.35% | 0 | 1,119 | 0 | 2,508 | 14.85% | 0 | 31 | 0 |

### 9-1-1 CALL VOLUME BY AGENCY – CALENDAR YEAR 2020

| 2020 | 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 | 14,193 | 78.06% | 0 | 1,350 | 0 | 2,613 | 14.37% | 0 | 26 | 0 |
| February | 13,236 | 78.35% | 0 | 1,119 | 0 | 2,508 | 14.85% | 0 | 31 | 0 |
| March | | | | | | | | | | |
| April | | | | | | | | | | |
| May | | | | | | | | | | |
| June | | | | | | | | | | |
| July | | | | | | | | | | |
| August | | | | | | | | | | |
| September | | | | | | | | | | |
| October | | | | | | | | | | |
| November | | | | | | | | | | |
| December | | | | | | | | | | |
| YTD | 27,429 | | 0 | 2,469 | 0 | 5,121 | | 0 | 57 | 0 |
| MON AVG | 13,715 | 78.20% | 0 | 1,235 | 0 | 2,561 | 14.61% | 0 | 29 | 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 <mark>not</mark> 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

## February 1, 2020 – February 29, 2020

## FOR YOUR INFORMATION

| FYI……………For Your Information | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|
| **PSAP Operations** | | | | | | | | | | |
| Statewide 911 Call Volumes | | | | | | | | | | |
| PSAP | 2019 | | 2018 | | 2017 | | 2016 | | 2015 | |
| Oahu Civilian | 1,075,726 | 69.67% | 1,034,190 | 70.62% | 1,022,818 | 72.16% | 1,009,059 | 71.93% | 1,019,402 | 70.94% |
| RDC Pearl Harbor | 37,905 | 2.45% | 37,068 | 2.53% | 27,916 | 1.97% | N/A | N/A | N/A | N/A |
| Hawaii County | 211,611 | 13.70% | 206,648 | 14.11% | 193,166 | 13.62% | 205,412 | 14.64% | 217,768 | 15.15% |
| Maui County | 157,127 | 10.18% | 133,869 | 9.14% | 123,685 | 8.73% | 137,333 | 9.80% | 142,952 | 9.95% |
| Kauai County | 61,754 | 4.00% | 52,623 | 3.60% | 49,902 | 3.52% | 50,955 | 3.63% | 56,874 | 3.96% |
| Total | 1,544,123 | 100.00% | 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

| 911 Call Volume % increase from 2018 to 2019 | |
|---|---|
| Oahu | 4.02% |
| RDC | 2.25% |
| Hawaii | 2.40% |
| Maui | 17.37% |
| Kauai | 17.35% |
| State of Hawaii average | 8.68% |

| 911 Calls with No ALI % average for 2019 | |
|---|---|
| Oahu | 0.03% |
| RDC | 0.01% |
| Hawaii | 0.10% |
| Maui | 0.05% |
| Kauai | 0.03% |
| State of Hawaii average | 0.04% |

| State of Hawaii 2019 | |
|---|---|
| TEXT TO 911 | |
| Oahu Civilian | 1,629 |
| RDC Pearl Harbor | 43 |
| Hawaii County | 275 |
| Maui County | 228 |
| Kauai County | 103 |
| *Total | 2,278 |
| *Totals may include PSAP training, testing, and 911 Texting errors | |

# Hawaii County E9-1-1 Status Report

## February 1, 2020 – February 29, 2020

TEXT TO 911 – CURRENT MONTH – FEBRUARY 2020

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 2020 | | |
|---|---|---|
| Month | Received at Police | Received at Fire |
| January | 29 | 3 |
| February | 24 | 6 |
| March | | |
| April | | |
| May | | |
| June | | |
| July | | |
| August | | |
| September | | |
| October | | |
| November | | |
| December | | |
| YTD | 53 | 9 |
| Monthly Avg. | 26.50 | 4.50 |

# Hawaii County E9-1-1 Status Report

## February 1, 2020 – February 29, 2020

WIRELESS PSAP TESTING – FEBRUARY 2020

| HAWAII COUNTY - FEBRUARY 2020 | | | | | | |
|---|---|---|---|---|---|---|
| Date | WSP | Sites Tested | Sectors Tested | Tested By: | Test Pass/Fail | Comments: |
| 02/04/20 | Sprint | 4 | 4 | Hawaii PSAP | 1 pass/3 fail | |
| 02/05/20 | Sprint | 4 | 4 | Hawaii PSAP | 2 pass/2 fail | |
| 02/13/20 | Sprint | 3 | 3 | Hawaii PSAP | all fail | |
| 02/14/20 | Sprint | 4 | 4 | Hawaii PSAP | all fail | |

NOTES:

- There were fifteen (15) scheduled Wireless 911 Test for the month of February 2020.
- Verizon Wireless has completed migrating their Wireless network database from Intrado 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, Intrado completed the position source mapping for ComTech which appears to have resolved this issue.

# Hawaii County E9-1-1 Status Report

## February 1, 2020 – February 29, 2020

## 2. MSAG (MASTER STREET ADDRESS GUIDE)

### MSAG TRANSACTIONS CURRENT MONTH/YEAR – FEBRUARY 2020

| HAWAII COUNTY | 9-1-1 TRANSACTIONS | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|
| | Total | Dispatchable Location Transactions Submitted | MSAG | ALI Submitted | | Open ALI Discrepancy Records | | | Customer Addresses Affected |
| 2020 | | DL (A) | MSAG (B) | TN CR (C) | ALI DR (D) | TNCR | ALI DR | VoIP DR | |
| JANUARY | 215 | 119 | 84 | 9 | 3 | 407 | 0 | 0 | 5,302 |
| FEBRUARY | 105 | 26 | 38 | 41 | 0 | 344 | 0 | 0 | 275 |
| MARCH | | | | | | | | | |
| APRIL | | | | | | | | | |
| MAY | | | | | | | | | |
| JUNE | | | | | | | | | |
| JULY | | | | | | | | | |
| AUGUST | | | | | | | | | |
| SEPTEMBER | | | | | | | | | |
| OCTOBER | | | | | | | | | |
| NOVEMBER | | | | | | | | | |
| DECEMBER | | | | | | | | | |
| TOTAL YTD | 320 | 145 | 122 | 50 | 3 | 751 | 0 | 0 | 5,577 |
| AVG PER MONTH | 160 | 73 | 61 | 25 | 2 | 376 | 0 | 0 | 2,789 |

| 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 299 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. |

# Hawaii County E9-1-1 Status Report

## February 1, 2020 – February 29, 2020

### MSAG CURRENT MONTH NOTES:

A total of **105** MSAG transactions were processed in 9-1-1 Net during the current month.  Thirty-eight (**38**) 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 **275** customer ANI/ALI (telephone number/address) records updated as a direct result.

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

**41** 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.
ESN 299 TN CRs must be validated against HT records and approved by the end user Hawaiian Telcom customer before updating the ALI record.

Akimeka submitted twenty six (**26**) TN CRs related to the Dispatchable Location Project during the current month.

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

- **There are currently 344 Open TN CR Transactions.**
- **Refer to chart in the next section "TNCR Current Status"**

**344** 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 West for correction, it is verified against HT records and/or by the customer.  West'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 344 Referred records.

- **There are currently no Open ALI-DRs as of February 29, 2020**

- **There are currently no Open VoIP DRs as of February 29, 2020**

# Hawaii County E9-1-1 Status Report

## February 1, 2020 – February 29, 2020

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TNCR (TELEPHONE NUMBER CHANGE REQUEST) CURRENT STATUS – FEBRUARY 2020

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** | **344** | **41** | **282** | **21** |

| 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

## February 1, 2020 – February 29, 2020

### DISPATCHABLE LOCATION – STATUS AS OF – FEBRUARY 2020

#### 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 5,781 Dispatchable Locations processed to date. There were 26 Dispatchable locations submitted and 77 were processed in February 2020.

| Dispatchable Location | | | |
|---|---|---|---|
| **2020** <br> Quarter 1 | **Common Name Place** <br> **MSAG Address** | **TNCR\* Transactions Submitted** | **Transactions Processed\*\*** |
| 2019 Carryover | | 6,279 | 5,598 |
| | Kailua Kona Public Library, 750138 Hualalai Rd, Kailua Kona | 0 | 6 |
| | Crossroads of Kona, Henry St (multi business), Kailua Kona | 0 | 1 |
| | Waterfront Row Shopping Center, 755770 Alii Dr., Kailua Kona | 0 | 16 |
| | Kona Alii, 755782 Kuakini Hwy, Kailua Kona | 0 | 24 |
| | Alii Sunset Plaza, 755799 Alii Dr, Kailua Kona | 0 | 14 |
| | Kona Square, 755669 Alii Dr, Kailua Kona | 22 | 18 |
| | Worldmark Kona, 755949 Alii Dr, Kailua Kona | 26 | 24 |
| | The Royal Sea Cliff Resort, 756040 Alii Dr, Kailua Kona | 19 | 0 |
| | Kona Marketplace, Alii Dr, (multi business), Kailua Kona | 52 | 3 |
| February | Kailua Bay Inn Shopping Plaza, 755699 Alii Dr, Kailua Kona | 16 | 1 |
| | The Royal Sea Cliff Resort, 756040 Alii Dr, Kailua Kona | 0 | 15 |
| | Kona Marketplace, Alii Dr, (multi business), Kailua Kona | 0 | 41 |
| | Mauna Lani Shops, 681330 Mauna Lani Dr, Kamuela | 0 | 12 |
| | Kealakehe High School,745000 Puohulihuli St, Kailua Kona | 0 | 7 |
| | ABC Store, 755703 Alii Dr, Kailua Kona | 4 | 0 |
| | Kim Chung Bldg, 755707 Alii Dr, Kailua Kona | 6 | 1 |
| March | | | |
| | | | |
| | | | |
| Q1 Total | | 145 | 183 |
| Total | | 6,424 | 5,781 |

# Hawaii County E9-1-1 Status Report

## February 1, 2020 – February 29, 2020

### SPECTRUM (CHARTER) 9-1-1 VOIP DATABASE VERIFICATION PROJECT - FEBRUARY 2020

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. |

# Hawaii County E9-1-1 Status Report

## February 1, 2020 – February 29, 2020

### BANDWIDTH 9-1-1 VOIP DATABASE VERIFICATION PROJECT – FEBRUARY 2020

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. |

# Hawaii County E9-1-1 Status Report

## February 1, 2020 – February 29, 2020

| 3. GEOGRAPHIC INFORMATION SYSTEM (GIS) – FEBRUARY 2020 |
|---|
| 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** <br> **Date Created/ Edits Performed** | **GIS Delivery Dates/Remarks** |
| | | **CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE** <br> **(Listed Alphabetically)** |
| **Address Points** | **2/25/2020 To 2/29/2020** | **Next Delivery 3/10/2020** |
| | | Updated building, updated location code and updated description for one (1) record in Kailua Kona |
| | | Added address for fifteen (15) records in Hilo |
| | | Updated location code for one (1) record in Hilo |
| | | Added address for three (3) records in Holualoa |
| | | Updated location code and updated description for thirty-five (35) records in Kailua Kona |
| | | Updated location code and updated description for forty-seven (47) records in Captain Cook |
| | | Added alias for one (1) record in Hilo |
| | | Updated location name and updated description for nine (9) records in Captain Cook |
| | | Updated location code and updated description for forty-two (42) records in Holualoa |
| | | Added address for seven (7) records in Kailua Kona |
| | | Updated location code and updated description for one hundred and eighty-six (186) records in Hilo |
| | | Added address for seven (7) records in Captain Cook |
| | | Added address for four (4) records in Keauhou |
| | | Updated location code and description for one (1) record in Papaikou |
| | | Updated location code and updated description for nineteen (19) records in Papaikou |
| | | Updated location code for two (2) records in Captain Cook |
| | | Updated location code and updated description for fifty (50) records in Keauhou |
| | | Added address for two (2) records in Papaikou |
| | | Updated address and alias address, added to AP for one (1) record in Captain Cook |
| | | Updated location type and subtype, corrected location name, added location name & added POI, corrected spatial for one (1) record in Kailua Kona |
| | **2/11/2020 To 2/24/2020** | **Delivered 2/25/2020** |
| | | Added address for one (1) record in Honokaa |
| | | Updated alias location for one (1) record in Hilo |
| | | Updated alias location for one (1) record in Kapaau |
| | | Added address for ten (10) records in Pahoa |
| | | Added address for six (6) records in Mountain View |
| | | Updated location code and updated description for one hundred and forty-five (145) records in Hilo |
| | | Added address for two (2) records in Captain Cook |
| | | Updated alias location for one (1) record in Captain Cook |

# Hawaii County E9-1-1 Status Report

## February 1, 2020 – February 29, 2020

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**<br>**Date Created/ Edits Performed** | **GIS Delivery Dates/Remarks** |
| **CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE**<br>**(Listed Alphabetically)** | | |
| **Address Points** | **2/11/2020 To 2/24/2020** | Corrected location name for six (6) records in Hilo |
| | | Updated address for one (1) record in Keauhou |
| | | Updated alias location for one (1) record in Waikoloa |
| | | Added address for fifteen (15) records in Volcano |
| | | Updtaed alias location one (1) record in Kamuela |
| | | Added address for one (1) record in Holualoa |
| | | Updated location code for one (1) record in Hilo |
| | | Updated alias location for one (1) record in Kamuela |
| | | Updated building for two (2) records in Hilo |
| | | Corrected location code and updated description for eighteen (18) records in Hilo |
| | | Added address for nineteen (19) records in Ocean View |
| | | Added address for twenty-six (26) records in Hilo |
| | | Updated alias location for two (2) records in Keaau |
| | | Added address for two (2) records in Naalehu |
| | | Updated address for one (1) record in Hilo |
| | | Updated alias for one (1) record in Kamuela |
| | | Added address for eleven (11) records in Kailua Kona |
| | | Updated location code and description for two (2) records in Hilo |
| | | Updated alias location for one (1) record in Pahala |
| | | Updated alias location for one (1) record in HVNP |
| | | Updated alias location for one (1) record in Kailua Kona |
| | | Updated location name and description for one (1) record in Ocean View |
| | | Updated location code and updated description and updated building for five (5) records in Hilo |
| | | Added address for two (2) records in Hakalau |
| | | Updated alias location for one (1) record in Pahoa |
| | | Added address for nineteen (19) records in Keaau |
| | | Updated alias location for one (1) record in Honokaa |
| | | Added address for two (2) records in Waikoloa |
| | | Updated location code and updated desription for six (6) records in Hilo |
| | | Added address for one (1) record in Kapaau |
| | | Added address for two (2) records in Kamuela |
| | | Added address for ten (10) records in Kurtistown |
| | | Updated alias location for one (1) record in Keauhou |
| | | Added new address point for one (1) record in Volcano |

# Hawaii County E9-1-1 Status Report

## February 1, 2020 – February 29, 2020

## 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**<br>**Date Created/ Edits Performed** | **GIS Delivery Dates/Remarks** |
| **CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE**<br>**(Listed Alphabetically)** | | |
| **Address Points** | 2/1/2020<br>To<br>2/10/2020 | **Delivered 2/11/2020** |
| | | Updated location code and updated description for sixty (60) records in Waikoloa |
| | | Verified address for one (1) record in Kealakekua |
| | | Updated location code and updated location name for one (1) record in Keaau |
| | | Updated location code for two (2) records in Keaau |
| | | Corrected spatial for four (4) records in Paauilo |
| | | Updated location code and updated description for eighty-three (83) records in Kailua Kona |
| | | Updated location code for two (2) records in Kealakekua |
| | | Updated location code and updated description for sixty-one (61) records in Kealakekua |
| | | Updated location code and description for twenty-one (21) records in Waikoloa |
| | | Added address for seven (7) records in Kealakekua |
| | | Added address point for one (1) record in Waikoloa |
| | | Added address for twenty-seven (27) records in Kailua Kona |
| | | Corrected TMK for one (1) record in Hilo |
| | | Updated address and updated routingID for one (1) record in Kurtistown |
| | | Corrected TMK, corrected location name, updated phone & website for one (1) record in Kealakekua |
| | | Updated location name and updated location code for one (1) record in Keaau |
| | | Updated location code and updated description for forty-one (41) records in Keaau |
| | | Added address for six (6) records in Keaau |
| | | Added address for three (3) records in Waikoloa |
| | | Updated house number and added alias address for one (1) record in Naalehu |
| | | Updated location name and alias locations, added address point for twenty-seven (27) records in Keaau |
| | | Updated location name and updated location code for six (6) records in Kailua Kona |
| | | Added alias address for one (1) record in Naalehu |
| **Airports** | | |
| **Bridges** | | |
| **Building Footprints** | | |
| **Bus Stops** | | |
| **Churches** | | |
| **Coastal Names** | | |
| **Coastline** | | |
| **Common Places** | | |

# Hawaii County E9-1-1 Status Report

## February 1, 2020 – February 29, 2020

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.*

| Type of Layer | Akimeka GIS Server<br>Date Created/<br>Edits Performed | GIS Delivery Dates/Remarks |
|---|---|---|
| **HAWAII COUNTY** | | |
| **CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE**<br>(Listed Alphabetically) | | |
| Correctional Facilities | | |
| Emergency Callboxes | | |
| Emergency Operation Centers | | |
| Emergency Shelters | | |
| ESZ/ESN | | |
| Fire Beats | | |
| Fire Districts | | |
| Fire Response Areas | | |
| Fire Stations | | |
| Food & Beverage | | |
| Gas Stations | | |
| Gate Codes | | |
| Government Buildings | | |
| Harbors | | |
| Helipads | | |
| 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

## February 1, 2020 – February 29, 2020

## 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.*

| Type of Layer | Akimeka GIS Server Date Created/ Edits Performed | GIS Delivery Dates/Remarks |
|---|---|---|
| **HAWAII COUNTY** | | |
| **CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE** **(Listed Alphabetically)** | | |
| Parks | | |
| Parks Polygon | | |
| Points of Interest | | |
| | | |
| Police Beats | 2/25/2020 To 2/29/2020 | **Next Delivery 3/10/2020** |
| | | Updated boundary for two (2) records |
| Police Districts | | |
| Police Response Areas | | |
| Police Stations | | |
| Post Offices | | |
| Schools | | |
| Street Centerlines | 2/25/2020 To 2/29/2020 | **Next Delivery 3/10/2020** |
| | | Split segment for and updated range for two (2) records in Kailua Kona |
| | 2/11/2020 To 2/24/2020 | **Delivered 2/25/2020** |
| | | Extended segment one (1) record in Keauhou |
| | | Corrected spatial, corrected ESN for one (1) record in Hilo |
| | | Corrected spatial, updated ESN for one (1) record in Kailua Kona |
| | | Corrected police beat, corrected spatial, corrected ESN for one (1) record in Kailua Kona |
| | | Corrected spatial, corrected range for one (1) record in Honomu |
| | | Merged segements and updated range for one (1) record in Kailua Kona |
| | | Split segment for and updated range for two (2) records in Honokaa |
| | | Extended segment and updated range for one (1) record in Kailua Kona |
| | | Added segment for one (1) record in Mountain View |
| | | Updated range for two (2) records in Kailua Kona |
| | | Added segment for one (1) record in Honomu |
| | | Updated range for one (1) record in Kamuela |
| | | Added segment for eight (8) records in Kailua Kona |
| | | Split segment for and updated range for two (2) records in Mountain View |
| | | Updated range for three (3) records in Honokaa |
| | | Updated range for two (2) records in Honomu |
| | | Split segment for and updated range for two (2) records in Kailua Kona |
| | 2/1/2020 To 2/10/2020 | **Delivered 2/11/2020** |
| | | Added segment for two (2) records in Kailua Kona |
| | | Added segment for one (1) record in Hilo |
| | | Split segment for and updated range for two (2) records in Hilo |

# Hawaii County E9-1-1 Status Report

## February 1, 2020 – February 29, 2020

## 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** <br> **Date Created/ Edits Performed** | **GIS Delivery Dates/Remarks** |
| **CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE** <br> **(Listed Alphabetically)** | | |
| **Subdivisions** | | |
| **Tow Jurisdictions** | | |
| **Tsunami Evacuation Zones** | | |
| **Tsunami Heights** | | |
| **Waste Water Plants** | | |
| **WSP Cell Sectors** | **2/25/2020 To 2/29/2020** | **Next Delivery 3/10/2020** |
| | | Added four (4) sectors per AT&T CRS |
| | | Added six (6) sectors per Sprint CRS |
| | **2/11/2020 To 2/24/2020** | **Delivered 2/25/2020** |
| | | Added five (5) sectors per AT&T CRS |
| | | Updated thirteen (13) sectors per Verizon Wireless CRS |
| | **2/1/2020 To 2/10/2020** | **Delivered 2/11/2020** |
| | | Added twenty-nine (29) sectors per AT&T CRS |
| **WSP Cell Towers** | **2/25/2020 To 2/29/2020** | **Next Delivery 3/10/2020** |
| | | Added two (2) towers per Sprint CRS |
| | | Updated one (1) tower per AT&T CRS |
| | **2/11/2020 To 2/24/2020** | **Delivered 2/25/2020** |
| | | Added three (3) towers per AT&T CRS |
| | | Updated two (2) towers per Verizon Wireless CRS |
| | | Updated one (1) tower per AT&T CRS |
| | **2/1/2020 To 2/10/2020** | **Delivered 2/11/2020** |
| | | Added three (3) towers per AT&T CRS |

# Hawaii County E9-1-1 Status Report

## February 1, 2020 – February 29, 2020

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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 |
|---|---|
| 2/11/2020 | Delivered Address Points, Cell Sectors, Cell Towers, Points of Interest, Street Centerlines, ESN, MSAG Communities, MedicResponseAreas, and FireResponseAreas for Hawaii County Mapflex |
| 2/11/2020 | 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, and Street Routes for Hawaii County Spillman. |
| 2/25/2020 | Delivered Full Mapflex for Hawaii County. |
| 2/25/2020 | 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, and Street Routes 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

## February 1, 2020 – February 29, 2020

### ADDRESS POINTS AND STREET CENTERLINES UPDATE COMPARISON

On a routine basis, upon receipt of Hawaiʻi 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 Hawaiʻi County Planning Department on **February 19, 2020**. A new compare process was developed by Akimeka to perform this analysis.

| HAWAII COUNTY | Address Points Layer | Street Centerlines Layer |
|---|---|---|
| New Addresses Added | 108 | |
| Addresses Removed | 0 | |
| Address Street Name Changes | 2 | |
| Address Street Number Changes | 4 | |
| New Street Segments Added | | 5 |
| Street Segments Removed | | 1 |
| Street Segment Range Changes | | 9 |
| 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 18th, 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.

# Hawaii County E9-1-1 Status Report

## February 1, 2020 – February 29, 2020

## MAPFLEX SYSTEM

Akimeka delivered GIS data to the MapFlex system on the following dates in February 2020.

**Hawaii County –** February 11th, 2020 and February 25th, 2020
**Maui County –** February 12th, 2020 and February 26th, 2020
**Kauai County –** February 13th, 2020, and February 27th, 2020
**Honolulu –** February 14th, 2020, and February 28th, 2020

## 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 |
| 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 |

# Hawaii County E9-1-1 Status Report

## February 1, 2020 – February 29, 2020

## 4. SERVICE REQUESTS TRANSACTIONS

### OPEN SERVICE REQUESTS – FEBRUARY 2020

| # | Date | Ticket # | Description | PSAP | Urgency | Comments |
|---|------|----------|-------------|------|---------|----------|
| 1 | 9/30/2019 | 1014 | Incorrect Address | Hawaii Fire | Normal | Confirmation pending from DL-911All@centurylink.com 02/29/2020 JBC |
| 2 | 10/3/2019 | 1015 | Incorrect Address | Hawaii Fire | Normal | Confirmation pending from DL-911All@centurylink.com 02/29/2020 JBC |
| 3 | 11/6/2019 | 1019 | Incorrect Address | Hawaii Fire | Normal | Confirmation pending from Time Warner Cable 02/29/2020 JBC |
| 4 | 11/8/2019 | 1020 | Incorrect Address | Hawaii Fire | Normal | Confirmation pending from Time Warner Cable 02/29/2020 JBC |
| 5 | 11/8/2019 | 1021 | Incorrect Address | Hawaii Fire | Normal | Confirmation pending from Time Warner Cable 02/29/2020 JBC |
| 6 | 12/19/2019 | 1023 | Incorrect Address | Hawaii Fire | Normal | Confirmation pending from Inteliquent.com 02/29/2020 JBC |

Note* There are six (6) opened service request pending for February 2020.

### SERVICE REQUEST YEAR-TO-DATE (YTD) SUMMARY – 2020

| HAWAII COUNTY | | | | MSAG SERVICE REQUEST CATEGORIES | | | | | |
|---------------|---|---|---|---|---|---|---|---|---|
| **2020** | **TOTAL** | | **Open** | **WIRELINE** | | **WIRELESS** | | **VoIP** | |
| | **Created** | **Closed** | | **Created** | **Closed** | **Created** | **Closed** | **Created** | **Closed** |
| 2019 Carryover* | | | 6 | | | | | | |
| January | 3 | 3 | 6 | 3 | 3 | 0 | 0 | 0 | 0 |
| February | 0 | 0 | 6 | 0 | 0 | 0 | 0 | 0 | 0 |
| March | | | | | | | | | |
| April | | | | | | | | | |
| May | | | | | | | | | |
| June | | | | | | | | | |
| July | | | | | | | | | |
| August | | | | | | | | | |
| September | | | | | | | | | |
| October | | | | | | | | | |
| November | | | | | | | | | |
| December | | | | | | | | | |
| **TOTAL** | **3** | **3** | **6** | **3** | **3** | **0** | **0** | **0** | **0** |

| **Note:** | * The 2019 Carryover row indicated the number of Service Requests that were opened in 2019 and brought forward into 2020 in an effort to track the service request until completion. <br> Detailed information on service tickets are available upon request. |
|-----------|----|

| | Category | Description |
|-----------|----------|-------------|
| **Definitions:** | **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

## February 1, 2020 – February 29, 2020

### 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 **February 2020**.

The database synchronization effort included comparing Hawaii County's 9-1-1 MSAG against its GIS Street Centerline data.  A total number of **4,721** 9-1-1 MSAG records were reviewed in the audit and analyzed.  Results of the database synchronization audit completed on February 1, 2020 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 it 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

## February 1, 2020 – February 29, 2020

### AUDIT SUMMARY RESULTS – FEBRUARY 2020

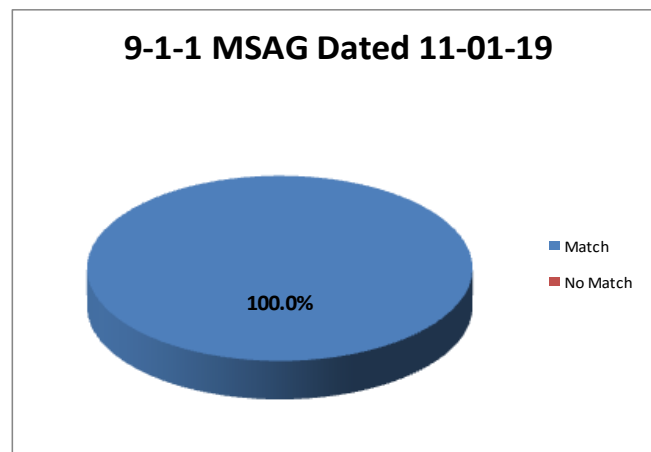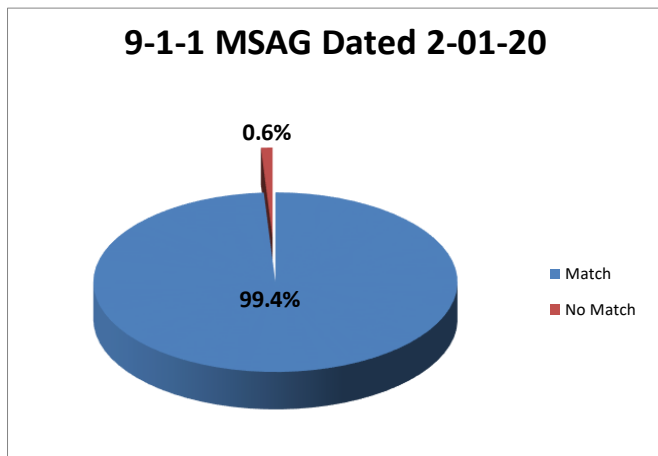| 9-1-1 MSAG TO GIS STREET CENTERLINE AUDIT COMPARISON RESULTS | Notes | As of May 1, 2019 9-1-1 MSAG Dated 5-01-19 | | As of August 1, 2019 9-1-1 MSAG Dated 8-01-19 | | As of November 1, 2019 9-1-1 MSAG Dated 11-01-19 | | As of February 1, 2020 9-1-1 MSAG Dated 2-01-20 | |
|---|---|---|---|---|---|---|---|---|---|
| | | # of Records | % | # of Records | % | # of Records | % | # of Records | % |
| Total 9-1-1 MSAG Records Reviewed | | 4,592 | | 4,595 | | 4,631 | | 4,721 | |
| Less: 9-1-1 MSAG Exception Records | (1) | 44 | 1.0% | 44 | 1.0% | 44 | 1.0% | 42 | 0.9% |
| Net 9-1-1 MSAG Records Eligible for Comparison | | 4,548 | | 4,551 | | 4,587 | | 4,679 | |
| Total 9-1-1 MSAG Records Match (9-1-1 MSAG -- GIS Match -- No Corrections Required) | | 4,547 | 100.0% | 4,551 | 100.0% | 4,587 | 100.0% | 4,653 | 99.4% |
| 9-1-1 MSAG -- GIS No Match Minor Correction Required | (2) | 1 | 0.0% | 0 | 0.0% | 0 | 0.0% | 24 | 0.5% |
| 9-1-1 MSAG Record With No GIS Record | (3) | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% | 2 | 0.1% |
| Total 9-1-1 MSAG Records No Match | | 1 | 0.0% | 0 | 0.0% | 0 | 0.0% | 26 | 0.6% |

**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

## February 1, 2020 – February 29, 2020

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AUDIT SUMMARY RESULTS COMPARISION – FEBRUARY 1, 2020 VS NOVEMBER 1, 2019



**9-1-1 MSAG Dated 2-01-20**

0.6%

99.4%

■ Match
■ No Match



**9-1-1 MSAG Dated 11-01-19**

100.0%

■ Match
■ No Match

NOTE:

**Hawaii County's level of accuracy or 9-1-1 Match percentage decreased**

**to 99.4% as of February1, 2020 from 100% as of November 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" increased from zero (0) to two (2) records from November 2019 to February 2020. MSAG records with missing record were 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" increased from zero (0) to twenty four (24) records from November 2019 to February 2020. The non-match condition of the twenty four 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" increased from zero (0) to two (2) records from November 2019 to February 2020. 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" increased from zero (0) to thirty five (35) records from November 2019 to February 2020. 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

## February 1, 2020 – February 29, 2020

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 02-01-20 | |
| | Number of Records | % of Total Inlavid MSAG Records |
| ESN 299 | 152 | 3.1% |

These invalid MSAG records represent **3.1%** 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

## February 1, 2020 – February 29, 2020

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### 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 February 24, 2020, **484** ESN 299 records, representing **.7%** 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.



**Hawai'i County ALI Records as of 2/24/20**
- 0.7%
- 99.3%
- ■ ESN 200
- ■ ESN 299