Oahu Civilian E9-1-1

Status Report

February 1, 2020 – February 29, 2020

AKIMEKA

YOUR MISSION IS OUR MISSION

Oahu Civilian E9-1-1 Status Report

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1. PSAP OPERATIONS

9-1-1 CALL VOLUME CIVILIAN PSAPS – FEBRUARY 2020

Source: Intrado Viper system

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

9-1-1 Primary PSAP Call Volume																
Honolulu City & 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
February	83,690	15,164	18.12%	65,655	78.45%	37.55%	40.90%	2,854	3.41%	17	0.02%	606	0.72%	12,540	14.98%	575	0.69%

9-1-1 CALL VOLUME CILILIAN PSAPS – CALENDAR YEAR 2020

9-1-1 Primary PSAP Call Volume																
Honolulu City & County PSAPs		Wireline		Wireless				VOIP Calls		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 Total Call Received	% of Total Calls
JAN	88,552	16,967	19.16%	68,441	77.29%	38.46%	38.83%	3,117	3.52%	27	0.03%	559	0.63%	13,536	15.29%	848	0.96%
FEB	83,690	15,164	18.12%	65,655	78.45%	37.55%	40.90%	2,854	3.41%	17	0.02%	606	0.72%	12,540	14.98%	575	0.69%
MAR																	
APR																	
MAY																	
JUNE																	
JULY																	
AUG																	
SEPT																	
OCT																	
NOV																	
DEC																	
YTD	172,242	32,131		134,096				5,971		44		1,165		26,076		1,423	
MON AVG	86,121	16,066	18.64%	67,048	77.87%	38.01%	39.87%	2,986	3.47%	22	0.03%	583	0.68%	13,038	15.14%	712	0.83%

NOTE:

- ***911 Calls with No ALI for February 2020 = 0.02% - Statewide average for 2019 = 0.04%**
- **Total call volumes does not include Administrative Calls. Administrative calls = Calls originating on Administrative lines that required 911 service.**
- **Abandoned Calls represent the number of incoming 9-1-1 calls for which the caller had hung up before a call-taker answered. Dropped Calls are hang ups after transfers.**
- **Abandoned Calls are not included in the Wireline and Wireless total counts respectively.**
- **All VoIP (Voice over Internet Protocol) types of 911 calls are combined in the Call Volume statistic.**

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

2020	9-1-1 Call Volume by Agency									
	Honolulu Police Department						Honolulu Fire Department			
	No. of Total Calls Received	% of Total Calls	Number of Emergency Calls	Number of Non Emergency Calls	Number of Admin Calls	Number of Dropped Calls	No. of Total Calls Received	% of Total Calls	Number of Admin Calls	Number of Dropped Calls
February	70,086	83.74%	19,486	37,631	429	12,540	2,605	3.11%	119	32

2020	9-1-1 Call Volume by Agency							
	Emergency Medical Services				Ocean Safety			
	Number of Total Calls Received	% of Total Calls	Number of Admin Calls	Number of Dropped Calls	Number of Total Calls Received	% of Total Calls	Number of Admin Calls	Number of Dropped Calls
February	10,356	12.37%	1	104	68	0.08%	57	0

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

2020	9-1-1 Call Volume by Agency																			
	Honolulu Police Department						Honolulu Fire Department				Emergency Medical Services				Ocean Safety					
	Number of Total Calls Received	% of Total Calls	No. of Emergency Calls	No. of Non Emergency Calls	No. of Admin Calls	No. of Dropped Calls	No. of Total Calls Received	% of Total Calls	No. of Admin Calls	No. of Dropped Calls	No. of Total Calls Received	% of Total Calls	No. of Admin Calls	No. of Dropped Calls	No. of Total Calls Received	% of Total Calls	No. of Admin Calls	No. of Dropped Calls		
JAN	76,472	86.36%	20,721	41,842	373	13,536	2,808	3.17%	149	70	8,385	9.47%	1	95	39	0.04%	36	0		
FEB	70,086	83.74%	19,486	37,631	429	12,540	2,605	3.11%	119	32	10,356	12.37%	1	104	68	0.08%	57	0		
MAR																				
APR																				
MAY																				
JUNE																				
JULY																				
AUG																				
SEPT																				
OCT																				
NOV																				
DEC																				
YTD	146,558		40,207	79,473	802	26,076	5,413		268	102	18,741		2	199	107		93	0		
MON AVG	73,279	85.05%	20,104	39,737	401	13,038	2,707	3.14%	134	51	9,371	10.92%	1	100	54	0.06%	47	0		

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PSAP OPERATION NOTES:

- **Total call volumes does not include Administrative Calls. Administrative calls = Calls originating on Administrative lines that required 911 service.**
- **Abandoned Calls represent the number of incoming 9-1-1 calls for which the caller had hung up before a call-taker answered. Dropped Calls are hang ups after transfers.**
- **Abandoned Calls are included in the Wireline and Wireless total counts respectively.**
- **All VoIP (Voice over Internet Protocol) types of 911 calls are combined in the Call Volume statistic.**

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%

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TEXT TO 911 OAHU CIVILIAN PSAPS – CURRENT MONTH – FEBRUARY 2020

NOTE:

- Although there is a "Text to 911" plot on the MapFlex, the location of the plot is not reliable. Text to 911 Dispatchers should use their skills to ascertain the exact location of the emergency response.

TEXT TO 911 Oahu Civilian PSAPs 2020						
Month	Total	HPD	HFD	EMS	OS	911 (handled)
January	119	69	2	2	0	46
February	116	29	14	14	0	59
March						
April						
May						
June						
July						
August						
September						
October						
November						
December						
YTD	235	98	16	16	0	105
Monthly Avg.	117.5	49.0	8.0	8.0	0.0	52.5

NOTE:

The 9-1-1 handled texts were incidents in which the Division conducted testing or the texter texted 911 in error.

FYI…

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	

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911 WIRELESS OAHU CIVILIAN PSAP TESTING – FEBRUARY 2020

OAHU CIVILIAN - FEBRUARY 2020						
Date	WSP	Sites Tested	Sectors Tested	Tested By:	Test Pass/Fail	Comments:
2/3/2020	Sprint	1	6	Oahu PSAP	Pass	

NOTES:

- There was one (1) scheduled Wireless 911 Test for the Oahu Civilian PSAP in 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.

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2. MSAG (MASTER STREET ADDRESS GUIDE)

OAHU CIVILIAN MSAG TRANSACTIONS CURRENT MONTH/YEAR – FEBRUARY 2020

OAHU CIVILIAN 2020	9-1-1 TRANSACTIONS								
	Total	MSAG	ALI Submitted			Open ALI Discrepancy Records			Customer Addresses Affected
		MSAG (A)	TN CR (B)	ALI DR (C)	VoIP (D)	TNCR	ALI DR	VoIP DR	
JANUARY	232	116	115	0	1	638	0	0	4,128
FEBRUARY	293	113	180	0	0	468	0	0	7,748
MARCH									
APRIL									
MAY									
JUNE									
JULY									
AUGUST									
SEPTEMBER									
OCTOBER									
NOVEMBER									
DECEMBER									
TOTAL YTD	525	229	295	0	1				11,876
AVG PER MONTH	263	115	148	0	1				5,938

Definitions
(A) **M**aster **S**treet **A**ddress **G**uide - Represents corrections made to street records including, street names, address ranges, MSAG Communities and ESNs.
(B) **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 199 attached to them which indicates the need for validation.
(C) **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. These record corrections are treated with a higher priority and should be processed within 48 hours as a general guideline.
(D) **V**oice **o**ver **I**nternet **P**rotocol **D**iscrepancy **R**ecord - Represents an address discrepancy discovered during a live 9-1-1 call, from a VoIP phone. These record corrections are treated with a higher priority and should be processed within 72 hours as a general guideline per Time Warner Operations Center. MSR tracking effective April 2014.

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OAHU CIVILIAN MSAG CURRENT MONTH NOTES:

A total of **293** MSAG transactions were processed in 9-1-1 Net during the current reporting month. One Hundred thirteen (**113)** requests were processed relating to the MSAG database which 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 **7,748** customer ANI/ALI (telephone/address) records updated as a direct result.

OAHU CIVILIAN TELEPHONE RECORD (ALI) TRANSACTIONS CURRENT MONTH NOTES:

180 Telephone Number Change Requests (TN CR) transactions were processed in 9-1-1 Net with valid MSAG addresses, as a result of the Dispatchable Location Project. TN CRs must be validated against HT records and approved by the end user Hawaiian Telcom customer before updating the ALI record.

OAHU CIVILIAN OPEN TELEPHONE RECORD (ALI) DISCREPANCY STATUS:

- **There are currently 694 Open TN CR Transactions as February 29, 2020**

- **Refer to chart in the next section "TNCR Current Status"**

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

- **There is no Open VoIP DRs as of 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)				
PSAP	**TOTAL TNCR RECORDS SUBMITTED BY AKIMEKA**	**OPENED TNCRS PENDING FURTHER ACTION BY INTRADO**	**OPENED TNCRS REFERRED TO TELCO BY INTRADO**	**TOTAL UNOPENED TNCR RECORDS**
OAHU CIVILIAN	**694**	**1**	**225**	**468**

STATUS
TOTAL TNCRs SUBMITTED - The total number of TNCR requests for modification that have been submitted in 9-1-1
PENDING STATUS - TNCRs assigned this status are requests which have been reviewed by the 9-1-1 Database Service Provider Data Analyst, and are pending investigation whether the request is valid or invalid, and/or whether the request requires additional information to validate.
REFERRED STATUS - TNCRs assigned this status are requests which have been reviewed by the 9-1-1 Database Service Provider Data Analyst, and the request requires additional information to validate. The 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.

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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.

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. The Windward Mall will be the pilot location starting in March 2018. There were 468 transactions submitted and 180 processed in February 2020.

Dispatchable Location			
2020 **Quarter 1**	**Common Name Place** **MSAG Address**	**TNCR*** **Transactions** **Submitted**	**Transactions** **Processed****
2019 carryover		5,722	4,884
January	Queen Kapiolani Hotel, 150 Kapahulu Ave, Waikiki	0	1
	Waikiki Beach Hotel, 2570 Kalakaua Ave, Waikiki	0	1
	Waikiki Beach Marriot, 2552 Kalakaua Ave, Waikiki	0	82
	Aqua Ewa Beach Hotel, 2555 Cartwright Rd, Waikiki	0	2
	Waikiki Beach Hotel, 2570 Kalakaua Ave, Waikiki	0	5
	Park Shore Hotel, 2586 Kalakaua Ave, Waikiki	0	20
	Kaimuki Shopping Center, 3221 Waialae Ave, Kaimuki	0	4
	St Augustine Church, 130 Ohua Ave, Waikiki	12	0
	Hilton Waikiki, 2500 Kuhio Ave, Waikiki	116	0
	Waikiki Banyon, 201 Ohua Ave, Waikiki	288	0
February	St Augustine Church, 130 Ohua Ave, Waikiki	0	12
	Hyatt Place Waikiki, 175 Paoakalani Ave, Waikiki	0	7
	Waikiki Banyon, 201 Ohua Ave, Waikiki	0	46
	Hilton Waikiki, 2500 Kuhio Ave, Waikiki	0	115
	Waikiki Sunset, 229 Paoakalani Ave, Waikiki	468	0
March			
Q1		884	295
Total		6,606	5,179

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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	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
*Spectrum (Charter) 9-1-1 VoIP Database Verification Project					
HAWAII County	22,044	21,638 (98%)	406	406	100.00%
KAUAI County	8,936	8,695 (97%)	241	241	100.00%
MAUI County	18,256	17,517 (96%)	739	739	100.00%
OAHU Cilivian	87,414	85,329 (98%)	2,085	2,085	100.00%
OAHU Military	3,663	710 (19%)	2,953	2,953	100.00%
TOTAL	**140,313**	****133,889**	**6,424**	**6,424**	**100.00%**

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

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

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

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.

OAHU CIVILIAN PSAPS		
Type of Layer	**Akimeka GIS Server** **Date Created/ Edits Performed**	**GIS Delivery Dates/Remarks**
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE **(Listed Alphabetically)**		
Address Points	**2/14/2020 To 2/27/2020**	**Delivered 2/28/2020**
		Corrected location name for one (1) record in Aiea
		Corrected spatial for one (1) record in Hawaii Kai
		Added new address point for three (3) records in Airport
		Added new address point for three (3) records in Iroquois
		Corrected location name for one (1) record in Waipio
		Corrected spatial for one (1) record in Iroquois
		Corrected house number for one (1) record in Kapolei
		Corrected location name for one (1) record in Kaimuki
		Corrected house number for one (1) record in Pearl City
		Corrected location name for two (2) records in Kailua
		Added routingID for five thousand, nine hundred and ninety-seven (5997) records in Aiea
		Corrected location name for one (1) record in Kapolei
		Added prefix for one (1) record in Wahiawa
	2/1/2020 To 2/13/2020	**Delivered 2/14/2020**
		Added routingID for two hundred and fifteen (215) records in Catlin PK
		Corrected spatial for fifty-one (51) records in Kaneohe
		Corrected spatial, added floor, added building, added apartment for one (1) record in Kaneohe
		Added routingID for three hundred and sixty-two (362) records in Radford T
		Corrected spatial for one (1) record in Downtown
		Added routingID for one (1) record in Nanakuli
		Added building, added apartment, corrected spatial for three (3) records in Kaneohe
		Added routingID for fifty-seven (57) records in Hokulani
		Added routingID for two (2) records in Airport
		Corrected location name for six (6) records in Kaneohe
		Corrected routingID for nine (9) records in Catlin PK
		Corrected routingID for one (1) record in Aliamanu
		Added routingID for seventy-five (75) records in Miller pk
		Added routingID for one thousand, one hundred and nineteen (1119) records in Aliamanu
		Added new address point for two hundred and twenty-six (226) records in Kaneohe
		Added routingID for ninety-eight (98) records in McGrew Pt
		Added routingID for five hundred and six (506) records in Halsey T
		Added location type, added building, added apartment, corrected spatial for one (1) record in Kaneohe
		Corrected spatial, added floor, added apartment for three (3) records in Kaneohe

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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.

OAHU CIVILIAN PSAPS		
Type of Layer	**Akimeka GIS Server** **Date Created/ Edits Performed**	**GIS Delivery Dates/Remarks**
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE **(Listed Alphabetically)**		
Address Points	**2/1/2020 To 2/13/2020**	Added routingID for one hundred and thirty-eight (138) records in Moanalua
		Added routingID for one hundred and ninety-one (191) records in Hale Moku
		Added routingID for five hundred and twenty-five (525) records in Moanalua T
		Added routingID for thirty-four (34) records in Halawa
		Added routingID for one hundred and forty-seven (147) records in Maloelap
		Added routingID for one (1) record in Makakilo
		Corrected routingID for five (5) records in Miller pk
		Added routingID for twenty-five (25) records in Kapolei
		Added routingID for six hundred and thirty-six (636) records in PC PEN
		Added routingID for twenty (20) records in Waianae
		Corrected routingID for nine (9) records in Hokulani
		Corrected spatial, added floor, added building, added apartment for one (1) record in Kaneohe
		Corrected routingID for seven (7) records in McGrew Pt
		Added new address point for one (1) record in Downtown
		Corrected location name, added floor for one (1) record in Kaneohe
		Added routingID for one thousand, four hundred and forty-eight (1448) records in Iroquois
		Corrected routingID for twelve (12) records in Hale Moku
Airports		
AMR Response Areas		
Bridges		
Building Footprints		
Bus Stops		
Churches		
Coastal Names		
Coastline		
Common Places		
Correctional Facilities		
Emergency Callboxes		
Emergency Operation Centers		
Emergency Shelters		
ESZ/ESN		
Fire Beats		
Fire Districts		
Fire Response Areas		

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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.

	OAHU CIVILIAN PSAPS	
Type of Layer	**Akimeka GIS Server** **Date Created/ Edits Performed**	**GIS Delivery Dates/Remarks**
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE **(Listed Alphabetically)**		
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		
Military Response Areas		
MSAG Communities		
Net Junctions		
Ocean Rescue Boundaries		
Ocean Safety		
Parcels		
Parks		
Parks Polygon		
Points of Interest	2/14/2020 To 2/27/2020	**Delivered 2/28/2020** Corrected spatial for one hundred and nine (109) records in Manoa Added routingID for one (1) record in Waimanalo Added routingID for four hundred and five (405) records in Pearl City Added routingID for ninety-five (95) records in Hawaii Kai Corrected routingID for one (1) record in Aiea

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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 Date Created/ Edits Performed	GIS Delivery Dates/Remarks
OAHU CIVILIAN PSAPS		
		CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE **(Listed Alphabetically)**
Points of Interest	2/14/2020 To 2/27/2020	Corrected spatial for fifty-three (53) records in Punchbowl
		Corrected spatial for thirty-nine (39) records in Honolulu
		Corrected spatial for four (4) records in Makiki
		Added routingID for four hundred and thirty-seven (437) records in Aiea
		Corrected routingID for one (1) record in Kunia
		Corrected routingID for two (2) records in Waipio
	2/1/2020 To 2/13/2020	**Delivered 2/14/2020**
		Added routingID for fifteen (15) records in Kapolei
		Added routingID for four hundred and thirty-four (434) records in Iroquois
		Corrected spatial for one (1) record in McCully
		Corrected spatial for five (5) records in Kakaako
		Corrected spatial for thirty (30) records in Honolulu
Police Beats		
Police Districts		
Police Response Areas		
Police Stations		
Post Offices		
Schools		
Street Centerlines	2/14/2020 To 2/27/2020	**Delivered 2/28/2020**
		Added a new hiking trail for two (2) records in Makaha
	2/1/2020 To 2/13/2020	**Delivered 2/14/2020**
		Added civic street names for thirty-five (35) records in Sunset
		Added civic street names for one hundred and nine (109) records in Makakilo
		Added civic street names for nine (9) records in Aliamanu
		Added civic street names for twenty-six (26) records in Salt Lake
		Added civic street names for fifty-one (51) records in Waikiki
		Added a new hiking trail for seven (7) records in Makaha
		Added civic street names for sixty (60) records in Manoa
		Added civic street names for ten (10) records in Ala Moana
		Added civic street names for two hundred and two (202) records in Aiea
		Added civic street names for one hundred and eighty-one (181) records in Kailua
		Added civic street names for twenty (20) records in Downtown
		Added civic street names for six (6) records in Kahaluu
		Added civic street names for three (3) records in Laie

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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.

OAHU CIVILIAN PSAPS		
Type of Layer	**Akimeka GIS Server** **Date Created/ Edits Performed**	**GIS Delivery Dates/Remarks**
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE **(Listed Alphabetically)**		
Street Centerlines	2/1/2020 To 2/13/2020	Split segment for, corected range for two (2) records in Makaha
		Added civic street names for one hundred and seventy (170) records in Kalihi
		Added civic street names for thirty-seven (37) records in Haleiwa
		Added civic street names for one hundred and seventy-five (175) records in Kaimuki
		Added civic street names for forty (40) records in Kapahulu
		Added civic street names for thirty-seven (37) records in Waialae
		Added civic street names for one hundred and eighty-nine (189) records in Mililani
		Added civic street names for one hundred and sixty (160) records in Waimanalo
		Added civic street names for two hundred and forty-one (241) records in Kaneohe
		Added civic street names for forty (40) records in Makiki
		Added civic street names for four hundred and two (402) records in Ewa Beach
		Added civic street names for one hundred and eight (108) records in Nuuanu
		Added civic street names for fifty-five (55) records in Waipio
		Added civic street names for three (3) records in Kunia
		Added civic street names for eleven (11) records in Kakaako
		Added civic street names for thirty (30) records in Waialua
		Added civic street names for two hundred and twelve (212) records in Pearl City
		Added a new hiking trail for two (2) records in Waianae
		Added civic street names for thirty-four (34) records in Makaha
		Added civic street names for fourteen (14) records in Mapunapuna
		Added civic street names for fifty (50) records in Waianae
		Added civic street names for one hundred and forty-six (146) records in Aina Haina
		Added civic street names for six (6) records in Moanalua V
		Split segment for, corrected range for six (6) records in Makaha
		Added civic street names for two hundred and fifty-seven (257) records in Kapolei
		Added civic street names for forty-five (45) records in Nanakuli
		Added civic street names for one hundred (100) records in McCully
		Added civic street names for fifty-two (52) records in Kahala
		Added civic street names for nine (9) records in Hauula
		Added a new hiking trail for nine (9) records in Makua
		Added civic street names for three (3) records in Kalaeloa
		Added civic street names for one (1) record in Kaaawa
		Added civic street names for twenty-one (21) records in Airport
		Added civic street names for one hundred and ten (110) records in Wahiawa

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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.

Type of Layer	Akimeka GIS Server Date Created/ Edits Performed	GIS Delivery Dates/Remarks
OAHU CIVILIAN PSAPS		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE **(Listed Alphabetically)**		
Street Centerlines	2/1/2020 To 2/13/2020	Added civic street names for one hundred and three (103) records in Honolulu
		Added civic street names for thirty-six (36) records in Punchbowl
		Added civic street names for fifty (50) records in Waipahu
		Added civic street names for thirty-one (31) records in Maili
		Added civic street names for sixty-three (63) records in Hawaii Kai
Subdivisions		
Tow Jurisdictions		
Tsunami Evacuation Zones		
Tsunami Heights		
Waste Water Plants		
WSP Cell Sectors	2/14/2020 To 2/27/2020	**Delivered 2/28/2020**
		Added two (2) sectors per Verizon Wireless CRS
		Updated two (2) sectors per AT&T CRS
		Added forty-three (43) sectors per AT&T CRS
		Updated nine (9) sectors per Verizon Wireless CRS
	2/1/2020 To 2/13/2020	**Delivered 2/14/2020**
		Updated one hundred and fourteen (114) sectors per Sprint CRS
		Added eight (8) sectors per Verizon Wireless CRS
		Added three (3) sectors per T-Mobile CRS
		Updated thirteen (13) sectors per Verizon Wireless CRS
		Added ten (10) sectors per AT&T CRS
WSP Cell Towers	2/14/2020 To 2/27/2020	**Delivered 2/28/2020**
		Added eighteen (18) towers per AT&T CRS
		Updated seven (7) towers per Verizon Wireless CRS
		Updated three (3) towers per AT&T CRS
	2/1/2020 To 2/13/2020	**Delivered 2/14/2020**
		Added five (5) towers per AT&T CRS
		Updated fifteen (15) towers per Sprint CRS
		Added one (1) tower per T-Mobile CRS
		Updated three (3) towers per Verizon Wireless CRS

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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
2/28/2020	Delivered Street Centerlines, Common Places, Police Beats, MSAG Communities to HPD for Motorola CAD.
2/28/2020	Delivered Street Centerlines, Address Points, Fire Response Areas, Medic Response Areas, and Display Address Points to HFD, EMS, and Ocean Safety for TriTech CAD.
2/28/2020	Delivered Address Points, Common Places, Street Centerlines, Police Response Areas, Fire Response Areas, Medic Response Areas, Ocean Safety Response Areas, ESN, MSAG Communities, Cell Towers, Cell Sectors to the Honolulu MapFlex system for HPD, HFD, EMS, and Ocean Safety. A complete inventory of GIS layers were added per Intrado's request.
2/28/2020	Delivered data update including Streets, Police Beats, Address Points and the corresponding vector tile packages and locators to TriTech/Central Square for testing CAD and Mobile functionality.
2/14/2020	Delivered Street Centerlines, Common Places, Police Beats, MSAG Communities to HPD for Motorola CAD.
2/14/2020	Delivered Street Centerlines, Address Points, Fire Response Areas, Medic Response Areas, and Display Address Points to HFD, EMS, and Ocean Safety for TriTech CAD.
2/14/2020	Delivered Address Points, Common Places, Street Centerlines, Police Response Areas, Fire Response Areas, Medic Response Areas, Ocean Safety Response Areas, ESN, MSAG Communities, Cell Towers, Cell Sectors to the Honolulu MapFlex system for HPD, HFD, EMS, and Ocean Safety.

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HONOLULU POLICE DEPARTMENT TRITECH CAD PROJECT

On October 10, 2018, Akimeka participated along with the CAD project team of the Honolulu Police Department on a teleconference GIS kickoff meeting with the TriTech CAD Company. Items that were discussed were GIS requirements for the CAD and RMS systems.

On October 25, 2018, Akimeka's initial delivery of 11 GIS layers to the TriTech FTP site included: Address Points, Airports, Coastline, Fire Response Areas, Medic Response Areas, MSAG Communities, Parks, Police Beats, State Boundary, Streams, and Street Centerlines.

Two spreadsheets describing the layers were also provided on the FPT site.

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

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STREET UTILITY CHECK

This is an ongoing project to correct the errors identified. A comparison of the raw CAD generated report from the Street Check Utility was performed between the Street Centerline GIS data on April 1, 2019 and April 30, 2019. There were no updates received for February, 2020.

Street Utility Check				
	First Report 06/01/13	**3/31/2019**	**4/30/2019**	**Improvements/Corrections**
Total Number of GIS Records	26,602	31,286	31,313	Increased by 27 records
Errors Identified				
Zero Errors	5,112	1	4	Increased by 3 records
Low > High Errors	3	0	1	Increased by 1 record
Mixed Parity Errors	1	0	0	No change
Changed Parity Errors	105	1	2	Increased by 1 record
Address Gap Errors	2,629	25	7	Decreased by 18 records
Address Overlap Errors	423	26	9	Decreased by 17 records
Flipped Link Errors	1,030	368	20	Decreased by 348 records
Total Errors	**9,303**	**421**	**43**	Decreased by 378 records

In addition to Akimeka's internal validation tools, Akimeka will continue to utilize the various CAD reports to further identify and correct the multitude of discrepancies in the GIS data. This is an ongoing and routine process which Akimeka has been using to improve the accuracy of the GIS data for Public Safety.

As a result of the GIS efforts within the military jurisdictional areas covered primarily by the RDC, the GIS data is undergoing several changes within the bases which will cause a fluctuation in the Street Check results, which is to be expected. Any discrepancies that are identified will be corrected in the following GIS deliverable.

TRITECH CAD ADDRESS POINT PROJECT

During the month of February 2018 after several months of discussion and testing, the Address Points were loaded into TriTech and moved into the HFD/EMS shared CAD. Since that time, HFD, EMS, and Akimeka have been working closely together to identify and update subaddress location for various complexes around Oahu. Several hundred new address points have been added to the GIS as a result of this collaboration.

During the month of March 2018, there were only a couple minor updates communicated and one issue identified with addresses within close proximity to the H1 freeway.

1. Akimeka ran an analysis and added routing information into more than 27,000 Address Points to resolve the geotolerance within TriTech.
2. During the month of April 2018, it was identified that the issue related to the H1 Fwy still remain and after investigation it was determined that a component within the SQL server for TriTech requires a potential update to allow for routing to be overridden based off of the Routing ID information.
   a. A trouble ticket has been opened with TriTech who is further investigating the potential correction, outside of the GIS data.

3. During the month of February 2019, HFD has requested assistance with labelling the mobile map.
   a. Akimeka worked with HFD to develop a labeling scheme that showed complex names, addresses, and apartment numbers, without label duplication. The labeling scheme requires three additional shapefiles, which will be provided to HFD as part of every deliverable.

SPEED LIMIT UPDATES

Beginning in April 2017, and now that the Street Centerline data has achieved not only an above 98% synchronization rating but also a high degree of accuracy in the spatial accuracy, a new project to correct speed limits has begun. The project is beginning in Waimanalo and continuing in a counter-clockwise patter around the island of Oahu. The initial focus is on Highways, Freeways, and other major roads, but also not limited to additional corrections, especially those which are immediately identified to positively impact vehicle routing, etc.

All updates are shared directly with the PSAPs and the agency most affected (positively) is HFD since they actively use vehicle routing and this will assist in better CAD unit recommendations. During each GIS deliverable, a list of updates are being provided.

1. During the 2017 year, from April 2017 to December 2017, more than 4,200 street segments were updated to reflect posted speed limit restrictions from Waimanalo to Nanakuli.
2. During January 2018, 1,187 segments were updated in Maili, Nanakuli, and Kapolei.
3. Throughout the month of February 2018, 2,025 speed limits were updated in Ewa Beach, Makakilo, and Iroquois.
4. During March 2018, 3,743 street segments were updated across Makakilo, Kunia, Iroquois, Pearl Harbor, Waipahu, Wahiawa, Waialua, and Mililani.
5. During the month of April 2018, Akimeka held on the speed limit updates until HFD has had a chance to test out the TriTech and to ensure the routing is correct (see TriTech Address Points Project narrative above for further information on routing items).
6. During the month of May 2018, Akimeka continued the hold on the speed limit updates until HFD has had a chance to test out the TriTech and to ensure routing is correct (see TriTech Address Points Project narrative above for further information on routing items).
7. During the month of June 2018, Akimeka continued the hold on the speed limit updates until HFD has had a chance to test out the TriTech and to ensure routing is correct (see TriTech Address Points Project narrative above for further information on routing items).
8. During the month of July 2018, Akimeka continued the hold on the speed limit updates until HFD has had a chance to test out the TriTech and to ensure routing is correct (refer to TriTech Address Points Project narrative above for further information on routing items).
9. During the month of August 2018, Akimeka continued the hold on the speed limit updates until HFD has had a chance to test out the TriTech and to ensure routing is correct (refer to TriTech Address Points Project narrative above for further information on routing items).
10. During the month of September 2018, Akimeka resumed the speed limit updates. 1,081 street segments were updated across Waipio and Pearl City.
11. During the month of October 2018, Akimeka continued the speed limit updates. 1,094 street segments were updated across Aiea, McGrew Point (McGrew Pt) and Pearl City Peninsula (PC PEN).
12. During the month of November 2018, Akimeka continued the speed limit updates. 265 street segments were updated across Halawa and Moanalua Valley.
13. During the month of December 2018, Akimeka continued the speed limit updates. 1,978 street segments were updated across Hale Moku, Hokulani, Salt Lake, Mapunapuna, Radford Terrace, Halsey Terrace, Miller Park, Catlin Park, and Kalihi.

14. During the month of January 2019, Akimeka continued the speed limit updates. 1,843 street segments were updated across Airport, Nuuanu, Downtown, Punchbowl, Makiki, Kakaako, Honolulu, and Ala Moana.
15. During the month of February 2019, Akimeka continued the speed limit updates. 956 street segments were updated across Manoa and McCully.
16. During the month of March 2019, Akimeka continued the speed limit updates. 518 street segments were updated across Waikiki, Fort DeRussy, and Kapahulu.
17. During the month of April 2019, Akimeka completed the speed limit updates. 2467 street segments were updated across Kaimuki, Kahala, Waialae, Aina Haina and Hawaii Kai.
18. During the month of May 2019, Akimeka updated speed limits on State highways. 453 segments were updated across Aiea, Airport, Downtown, Ewa Beach, Kalihi, Kapolei, Kunia, Nuuanu, Pearl City, Punchbowl, Waipahu and Waipio.
19. During the month of June 2019, no speed limit update requests were received. As of June 2019, the speed limit updates has been completed for all city streets that were previously 30 MPH, State streets that were previously 50 MPH, and other major roadways. If any requests for update are received in the future, Akimeka will update the speed limit(s).
20. No updates received in February 2020.

ROUTING ID UPDATES

Beginning in July 2019, all Address Points and Points of Interests will be assigned a Routing ID to ensure that routing to these addresses are correct. The project is beginning in Waimanalo and continuing in a counter-clockwise pattern around the island of Oahu.

All updates are shared directly with the PSAPs and the agency most affected (positively) is HFD since they actively use vehicle routing and this will assist in better CAD unit recommendations. During each GIS deliverable, a list of updates are being provided.

1. During the month of July, Routing IDs were assigned to seven thousand three hundred twenty eight (7328) Address Points and sixty eight (68) Points of Interests.
2. During the month of August, Routing IDs were assigned to eighteen thousand eight hundred ninety one (18,891) Address Points and one thousand two hundred twenty eight (1,228) Points of Interests across Aiea, Kaaawa, Kahaluu, Kailua, Kaneohe, MCBH and Waimanalo.
3. During the month of September, Routing IDs were assigned to fourteen thousand three hundred twenty seven (14,327) Address Points and seven hundred ninety (790) Points of Interest across Haleiwa, Kahuku, Laie, Wahiawa, Schofield, Wailua and Sunset.
4. During the month of October, Routing IDs were assigned to twenty four thousand nine hundred sixty seven (24,967) Address Points and one thousand fifty seven (1,057) Points of Interest across Waianae, Maili, Nanakuli, Kapolei, Makakilo and Ewa Beach.
5. During the month of November, Routing IDs were assigned to six thousand three hundred twenty one (6,321) Address Points and three thousand three hundred fifty four (3,354) Points of Interest across Makaha, Waianae, Nanakuli, Kapolei and Ewa Beach.
6. During the month of December, Routing IDs were assigned to seventeen thousand nine hundred thirty four (17,934) Address Points and two thousand fifty nine (2,059) Points of Interest across Kunia, Waipahu and Mililani.
7. During the month of January 2020, Routing IDs were assigned to fifteen thousand five hundred fourteen (15,514) Address Points across Waipahu and Pearl City.
8. During the month of February 2020, Routing IDs were assigned to five thousand three ninety (5,390) Address Points and one thousand five hundred ninety nine (1,599) across Aiea, Aliamanu, Airport, Hale Moku, Catlin Park, Halsey Terrace, Hokulani, Iroquois, Pearl City Peninsula and Pearl Harbor.

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HONOLULU EMS RESPONSE AREA

During the month of December 2017, EMS requested a high resolution map of the Honolulu Response Area which will likely be divided into 5 separate response areas to better support the EMS operations and ambulance response times.

1. With HPD's approval, Akimeka prepared a map of the requested area and provided to EMS on December 12, 2017.
2. Considering the additional response areas will certainly require the creation of additional ESZ/ESNs; HPD, EMS, and Akimeka will be coordinating so that the project can be mapped out on a timeline so that the changes can take place while maintaining an above 99% synchronization level between GIS, MSAG, and ALI.
3. An operational consideration has already begun a discussion, in that the military ESNs will likely be reallocated to a new numbering so that both civilian and military responses will have enough ESNs to support their individual operations.
4. During the first half of 2018, there will be further discussion on the creation of the new Response Areas, allocation of military ESNs, and create of new ESZs/ESNs.

During the month of October 2019, EMS requested an updated map of the Honolulu Medic Response Area which was divided based on drive time analysis. There are now 21 (twenty one) Medic Response Areas in Oahu.

5. With EMS's approval, Akimeka prepared a map of the requested area and provided to EMS on October 24, 2019.
6. A new medic station and Response Area called Salt Lake (MED23) was added to the database.
7. The Honolulu Response Area was divided into 5 separate response areas to better support the EMS operations and ambulance response times. The 5 response areas are: Charlie 1 (MED01), Baker 1 (MED11), Makiki (MED20), Metro 1 (MED02), and Pawaa 1 (MED05).
8. The Metro 1 Response Area was divided into two separate areas using Wilder Avenue and Dole Street as the dividing line.
9. The additional response areas will require the creation of additional ESZ/ESNs; HPD, EMS, and Akimeka will be coordinating so that the project can be mapped out on a timeline so that the changes can take place while maintaining an above 99% synchronization level between GIS, MSAG, and ALI.

AMR-H

The American Medical Response Hawaii (AMR-H) Project is a joint venture by the Honolulu Emergency Services Department (HESD) to provide accurate address and location information to its other public safety agencies. This project is to ensure AMR-H is utilizing the same address and location information as the other HESD public safety agencies, and to ensure compliance with National 9-1-1 directives such as the FCC Docket 15-9 regarding location accuracy. The intent is to provide the same accurate location information to all the HESD public safety response agencies to help reduce response times to the 9-1-1 caller.

NOTE:

This work is performed under a separate contract.

This contract has lapsed and will be removed from this report pending further developments.

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AMERICAN MEDICAL RESPONSE (AMR) HAWAII PROJECT

Since the start of the GIS deliverable schedule with AMR, there have been no reported issues or concerns. In order to open up discussion on any operational improvements via the GIS data, or to identify any updates that can be made, AMR and Akimeka held a brief conference call on December 5, 2017.

1. During the discussion there was overwhelming agreement that the data provided by Akimeka is working great for the dispatchers and first responders at AMR.
2. There were some areas that were discussed where searching for certain addresses will prompt a list of invalid addresses.
   a. Through the discussion it was identified that the CAD system is aggregating various data sources since they are dispatching throughout the State. The data that Akimeka provides for the island of Oahu is working great, however since the neighbor islands are using various sources of data in different formats, the accuracy of that data is greatly in question and is likely not fully supportive of the search requirements in the CAD.
3. A final topic of discussion was on training for the AMR dispatcher. Joe from AMR who was on the call, took this as an action item to prepare training material for searching criteria, especially intersections. Akimeka volunteered that they can make themselves available to collaborate on the training material if needed.
4. There are no follow up calls scheduled at this time, however Akimeka informed that any issues or improvements identified will be looked at immediately and to send the requests as they are identified.

AKIMEKA

4. E9-1-1 OAHU CIVILIAN DATABASE SYNCHRONIZATION

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

Next Scheduled Database Synchronization Report – April 2020

AUDIT SUMMARY RESULTS – 2020 -- TBA

AUDIT SUMMARY RESULTS – APRIL 1, 2020 MSAG VS JANUARY 1, 2020 MSAG -- TBA

AUDIT SUMMARY RESULTS- APRIL 1, 2020 MSAG VS JANUARY 1, 2020 MSAG CONTINUED

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

AUTOMATIC LOCATION IDENTIFICATION (ALI) DATABASE DISCREPANCIES -- TBA