

# Hawaii County E9-1-1 Status Report

*April 1, 2020 – April 30, 2020*



**AKIMEKA**

YOUR MISSION IS OUR MISSION

# Hawaii County E9-1-1 Status Report

April 1, 2020 – April 30, 2020

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## 1. PSAP OPERATIONS

### 9-1-1 CALL VOLUME HAWAII COUNTY PSAPS – APRIL 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
APR	13,359	1,747	13.08%	10,045	75.19%	41.31%	58.69%	624	4.67%	4	0.03%	0	0.00%	939	7.03%	0	0.00%

### CALL VOLUME HAWAII COUNTY PSAP NOTES:

\*The percentage of Wireless Phase 2 calls (58.69%) has surpassed the number of Wireless Phase 1 calls (41.31%) in April 2020.

\*911 Calls with No ALI in April 2020 = 0.03% - 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	16,312	2,280	13.98%	12,111	74.25%	39.49%	60.51%	763	4.68%	6	0.04%	0	0.00%	1,152	7.06%	0	0.00%
APR	13,359	1,747	13.08%	10,045	75.19%	41.31%	58.69%	624	4.67%	4	0.03%	0	0.00%	939	7.03%	0	0.00%
MAY																	
JUNE																	
JULY																	
AUG																	
SEPT																	
OCT																	
NOV																	
DEC																	
YTD	64,747	9,261		47,830				2,986		53		0		4,617		0	
MON AVG	16,187	2,315	14.21%	11,958	73.98%	39.71%	60.29%	747	4.62%	13	0.08%	0	0.00%	1,154	7.12%	0	0.00%

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## 9-1-1 CALL VOLUME BY AGENCY – APRIL 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
April	10,465	78.34%	0	927	0	1,955	14.63%	0	12	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	13,948	85.51%	0	1,150	0	2,364	14.49%	0	2	0
April	10,465	78.34%	0	927	0	1,955	14.63%	0	12	0
May										
June										
July										
August										
September										
October										
November										
December										
YTD	51,842		0	4,546	0	9,440		0	71	0
MON AVG	12,961	80.06%	0	1,137	0	2,360	14.59%	0	18	0

### PSAP OPERATION NOTES:

- Abandoned Calls represent the number of incoming 9-1-1 calls for which the caller had hung up before a call-taker answered. Abandoned Calls are **not** included in the % of Total Calls.
- All VoIP (Voice over Internet Protocol) types of 911 calls are combined in the Call Volume statistic.

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## 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	

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### TEXT TO 911 – CURRENT MONTH – APRIL 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	14	1
April	18	1
May		
June		
July		
August		
September		
October		
November		
December		
YTD	85	11
Monthly Avg.	21.25	2.75



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### WIRELESS PSAP TESTING – APRIL 2020

HAWAII COUNTY - APRIL 2020						
Date	WSP	Sites Tested	Sectors Tested	Tested By:	Test Pass/Fail	Comments:

#### NOTES:

- There were no (0) scheduled Wireless 911 Test for the month of April 2020.
- Verizon Wireless has completed migrating their Wireless network database from Intrado to ComTech.
- During the 4<sup>th</sup> quarter of 2018, there was an increasing amount of “MOBL” class of service type of 911 calls delivered to the State of Hawaii PSAPs. On January 15<sup>th</sup>, 2019, Intrado completed the position source mapping for ComTech which appears to have resolved this issue.

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## 2. MSAG (MASTER STREET ADDRESS GUIDE)

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

HAWAII COUNTY	9-1-1 TRANSACTIONS								
	Total	Dispatchable Location Transactions Submitted	MSAG	ALI Submitted		Open ALI Discrepancy Records			Customer Addresses Affected
		DL (A)	MSAG (B)	TN CR (C)	ALI DR (D)	TNCR	ALI DR	VoIP DR	
2020									
JANUARY	215	119	84	9	3	407	0	0	5,302
FEBRUARY	105	26	38	41	0	344	0	0	275
MARCH	120	91	17	11	1	411	0	0	12
APRIL	247	123	30	94	0	360	0	0	549
MAY									
JUNE									
JULY									
AUGUST									
SEPTEMBER									
OCTOBER									
NOVEMBER									
DECEMBER									
TOTAL YTD	687	359	169	155	4	1,522	0	0	6,138
AVG PER MONTH	172	90	42	39	1	381	0	0	1,535

### Definitions

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

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### MSAG CURRENT MONTH NOTES:

A total of **247** MSAG transactions were processed in 9-1-1 Net during the current month. Thirty (**30**) 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 **549** customer ANI/ALI (telephone number/address) records updated as a direct result.

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

**94** Telephone Number Change Requests (TN CR) transactions were processed in 9-1-1 Net with valid MSAG addresses, and 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 one hundred and twenty-three (**123**) TN CRs related to the Dispatchable Location Project during the current month.

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

- **There are currently 360 Open TN CR Transactions.**
- **Refer to chart in the next section “TNCR Current Status”**

**360** Open TN CR transactions are a direct result of the Dispatchable Location Project and ESN 299 clean-up with both awaiting approval from Hawaiian Telcom, Inc. Once a telephone number is submitted to Intrado for correction, it is verified against HT records and/or by the customer. Intrado’s internal process requires calling each telephone customer individually for verification to update an address in the 9-1-1 database. Akimeka continues to monitor and track the progress of the remaining 360 Referred records.

- **There are currently no Open ALI-DRs as of April 30, 2020**
- **There are currently no Open VoIP DRs as of April 30, 2020**

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### TNCR (TELEPHONE NUMBER CHANGE REQUEST) CURRENT STATUS – APRIL 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	360	41	312	7

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

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### DISPATCHABLE LOCATION – STATUS AS OF – APRIL 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 **5,987** Dispatchable Locations processed to date. There were **123** Dispatchable locations submitted and **181** were processed in April 2020.

Dispatchable Location			
2020	Common Name Place MSAG Address	TNCR* Transactions Submitted	Transactions Processed**
Quarter 2			
Quarter 1 Carryover		6,515	5,806
April	Kona Country Club, 787000 Alii Dr, Keauhou	0	28
	Daughters of Hawaii, 755718 Alii Dr, Kailua Kona	0	11
	Royal Kona Resort, 755852 Alii Dr, Kailua Kona	0	32
	Hale Halawai, 755760 Alii Dr, Kailua Kona	0	13
	Alii Cove, 755919 Alii Dr, Kailua Kona	22	19
	Vacation Internationale, 755992 Alii Dr, Kailua Kona	6	1
	Multi Units 756000 Alii Dr, (multi business), Kailua Kona	5	2
	St. Micheal's Church, 755769 Alii Dr, Kailua Kona	3	3
	Kona Sea Ridge, 756009 Alii Dr, Kailua Kona	16	12
	Kona Shores, 756008 Alii Dr, Kailua Kona	12	9
	Hawaii Lifegaurd Instructor, 755909 Alii Dr, (multi) Kailua Kona	4	2
	Coconut Grove Mrktpl, 755813 Alii Dr, (multi business) Kailua Kona	55	49
May			
June			
Q2 Total		123	181
Total		6,638	5,987

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

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

\* Spectrum VoIP Database received on June 21st, 2017

\*\* Akimeka provided VoIP Records with Latitude/Longitude coordinates

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

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

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

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

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

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

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## 3. GEOGRAPHIC INFORMATION SYSTEM (GIS) – APRIL 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	GIS Delivery Dates/Remarks
	Date Created/ Edits Performed	
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)		
Address Points	4/21/2020 To 4/30/2020	Next Delivery 5/5/2020
		Updated location name and alias locations, added address point for four (4) records in Kealahou
		Added address for two (2) records in Hilo
		Updated routingID and corrected spatial for one (1) record in Hilo
		Updated street type for four (4) records in Kailua Kona
		Updated location code for two (2) records in Kealahou
		Updated street name for one (1) record in Hilo
		Updated location code and updated description for twenty-four (24) records in Kealahou
		Added address for one (1) record in Papaaloa
		Added address for one (1) record in HVNP
		Updated street name for one (1) record in Hawi
		Adjusted spatial one (1) record in Naalehu
		Updated street type for one (1) record in Captain Cook
		Added address for five (5) records in Kealahou
		Updated street name for one (1) record in Kealahou
		Added address for one (1) record in Kailua Kona
		Updated location code and updated routingID and corrected spatial for one (1) record in Kailua Kona
		Corrected TMK, corrected spatial, added address point for four (4) records in Kamuela
		Added address for twenty-two (22) records in Kamuela
		Added address for one (1) record in Paauilo
		Updated location code for one (1) record in Kamuela
		Corrected spatial for one (1) record in Hilo
		Updated location code and updated description for eighty-one (81) records in Kamuela
	4/7/2020 To 4/20/2020	Delivered 4/21/2020
		Added address for one (1) record in Honokaa
		Added address for two (2) records in Naalehu
		Added address for fifteen (15) records in Pahoa
		Added address for one (1) record in Pepeekeo
		Added address for one (1) record in Honomu
		Added address for two (2) records in Ninole
		Added address for two (2) records in Waikoloa
		Added address for five (5) records in Captain Cook
	Added address for one (1) record in Keauhou	



# Hawaii County E9-1-1 Status Report

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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.*

HAWAII COUNTY		
Type of Layer	Akimeka GIS Server	GIS Delivery Dates/Remarks
	Date Created/ Edits Performed	
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)		
Address Points	4/7/2020 To 4/20/2020	Updated location code and updated address for one (1) record in Pahoa
		Added address for eleven (11) records in Volcano
		Updated location code and updated description for thirty-three (33) records in Kailua Kona
		Corrected spatial for one (1) record in Kapaau
		Added address for fifteen (15) records in Ocean View
		Added address for five (5) records in Hilo
		Updated location code and updated description for twenty-three (23) records in Kapaau
		Added address for two (2) records in Kealahou
		Added address for two (2) records in Hawi
		Added address for six (6) records in Kailua Kona
		Corrected spatial for one (1) record in Volcano
		Added address and updated alias for one (1) record in Mountain View
		Added address for one (1) record in Holualoa
		Corrected TMK, corrected location code, added floor number, added apartment number, added building number, added location name for one (1) record in Kailua Kona
		Added address for one (1) record in Hakalau
		Added address for twenty-three (23) records in Keaau
		Added address and updated location name for one (1) record in Kailua Kona
		Added address for fifteen (15) records in Mountain View
		Corrected TMK, corrected location code and updated website, added new address point for two (2) records in Kailua Kona
		Added address for three (3) records in Kapaau
		Added address for four (4) records in Kamuela
		Added address for eighteen (18) records in Kurtistown
	4/1/2020 To 4/6/2020	Delivered 4/7/2020
		Added address for one (1) record in Hilo
		Updated street name for three (3) records in Captain Cook
		Added address for one (1) record in Kailua Kona
		Updated street name for one (1) record in Keaau
		Corrected house number for one (1) record in Kailua Kona
		Corrected street type for two (2) records in Kailua Kona
		Updated house number for two (2) records in Pahoa
	Updated alias for three (3) records in Hilo	
	Updated alias for one (1) record in Keaau	

# Hawaii County E9-1-1 Status Report

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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.*

HAWAII COUNTY		
Type of Layer	Akimeka GIS Server	GIS Delivery Dates/Remarks
	Date Created/ Edits Performed	
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)		
Airports		
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		
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		

# Hawaii County E9-1-1 Status Report

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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.*

HAWAII COUNTY		
Type of Layer	Akimeka GIS Server	GIS Delivery Dates/Remarks
	Date Created/ Edits Performed	
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)		
Medic Stations		
Medical Facilities		
Milepost Markers		
MSAG Communities		
Net Junctions		
Ocean Rescue Boundaries		
Ocean Safety		
Parcels		
Parks		
Parks Polygon		
Points of Interest		
Police Beats		
Police Districts		
Police Response Areas		
Police Stations		
Post Offices		
Schools		
Street Centerlines	4/21/2020 To 4/30/2020	Next Delivery 5/5/2020
		Updated range for six (6) records in Laupahoehoe
		Updated range for six (6) records in Honokaa
		Split segment for and updated range for two (2) records in Holualoa
		Updated range for ten (10) records in Paauilo
		Added segment for one (1) record in Holualoa
	4/7/2020 To 4/20/2020	Delivered 4/21/2020
		Extended segment and updated range for one (1) record in Honokaa
		Updated ESN for one (1) record in Kailua Kona
		Updated range for two (2) records in Hilo
		Updated range for three (3) records in Kamuela
		Added segment for one (1) record in Kailua Kona
	4/1/2020 To 4/6/2020	Delivered 4/7/2020
		Updated street name for two (2) records in Pahoa
		Extended segment for one (1) record in Kailua Kona
	Corrected street name for one (1) record in Keaau	

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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.*

HAWAII COUNTY		
Type of Layer	Akimeka GIS Server	GIS Delivery Dates/Remarks
	Date Created/ Edits Performed	
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)		
Subdivisions		
Tow Jurisdictions		
Tsunami Evacuation Zones		
Tsunami Heights		
Waste Water Plants		
WSP Cell Sectors	4/7/2020 To 4/20/2020	Delivered 4/21/2020
		Added two (2) sectors per Verizon Wireless CRS
		Updated thirteen (13) sectors per Verizon Wireless CRS
		Added twenty-nine (29) sectors per AT&T CRS
WSP Cell Towers	4/7/2020 To 4/20/2020	Delivered 4/21/2020
		Added one (1) tower per AT&T CRS
		Updated two (2) towers per Verizon Wireless CRS
		Updated two (2) towers per AT&T CRS

## Hawaii County E9-1-1 Status Report

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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
4/7/2020	Delivered Address Points, Cell Sectors, Cell Towers, Points of Interest, Street Centerlines, ESN, MSAG Communities, MedicResponseAreas, and FireResponseAreas for Hawaii County Mapflex
4/7/2020	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.
4/21/2020	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.
4/21/2020	Delivered Address Points, Cell Sectors, Cell Towers, Points of Interest, Street Centerlines, ESN, MSAG Communities, MedicResponseAreas, and FireResponseAreas for Hawaii County Mapflex
4/28/2020	Corrected MSAG address for 198 cell towers and 1,513 cell sectors.

#### 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.

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### ADDRESS POINTS AND STREET CENTERLINES UPDATE COMPARISON

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

The new Address Points and Street Centerlines geodatabase comparative analysis was received from the Hawai'i County Planning Department on **April 15, 2020**. A new compare process was developed by Akimeka to perform this analysis.

HAWAII COUNTY	Address Points Layer	Street Centerlines Layer
New Addresses Added	135	
Addresses Removed	3	
Address Street Name Changes	1	
Address Street Number Changes	1	
New Street Segments Added		1
Street Segments Removed		0
Street Segment Range Changes		7
Street Segment Name Changes		0

#### NOTE:

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

### CAD SYSTEM DEPLOYMENT

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

# Hawaii County E9-1-1 Status Report

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## MAPFLEX SYSTEM

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

**Hawaii County** – April 7<sup>th</sup>, 2020 and April 21<sup>st</sup>, 2020

**Maui County** – April 8<sup>th</sup>, 2020 and April 22<sup>nd</sup>, 2020

**Kauai County** – April 9<sup>th</sup>, 2020, and April 23<sup>rd</sup>, 2020

**Honolulu** – April 10<sup>th</sup>, 2020, and April 24<sup>th</sup>, 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.

## Hawaii County E9-1-1 Status Report

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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

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## 4. SERVICE REQUESTS TRANSACTIONS

### OPEN SERVICE REQUESTS – APRIL 2020

#	Date	Ticket #	Description	PSAP	Urgency	Comments
1	9/30/2019	1014	Incorrect Address	Hawaii Fire	Normal	Confirmation pending from DL-911AI@centurylink.com 04/30/2020 JBC
2	10/3/2019	1015	Incorrect Address	Hawaii Fire	Normal	Confirmation pending from DL-911AI@centurylink.com 04/30/2020 JBC
3	11/6/2019	1019	Incorrect Address	Hawaii Fire	Normal	Confirmation pending from Time Warner Cable 04/30/2020 JBC
4	11/8/2019	1020	Incorrect Address	Hawaii Fire	Normal	Confirmation pending from Time Warner Cable 04/30/2020 JBC
5	11/8/2019	1021	Incorrect Address	Hawaii Fire	Normal	Confirmation pending from Time Warner Cable 04/30/2020 JBC
6	12/19/2019	1023	Incorrect Address	Hawaii Fire	Normal	Confirmation pending from Inteliquent.com 04/30/2020 JBC

Note\* There are six (6) opened service request pending for April 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	1	1	6	1	1	0	0	0	0
April	0	0	6	0	0	0	0	0	0
May									
June									
July									
August									
September									
October									
November									
December									
<b>TOTAL</b>	<b>4</b>	<b>4</b>	<b>6</b>	<b>4</b>	<b>4</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

**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. Detailed information on service tickets are available upon request.

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

## Hawaii County E9-1-1 Status Report

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### 5. E9-1-1 DATABASE SYNCHRONIZATION

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

## Next Scheduled Database Synchronization Report – May 2020

AUDIT SUMMARY RESULTS – MAY 2020 -- TBA

AUDIT SUMMARY RESULTS COMPARISION – MAY 1, 2020 VS FEBRUARY 1, 2019 -- TBA

AUDIT SUMMARY RESULTS – TBA

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

AUTOMATIC LOCATION IDENTIFICATION (ALI) DISCREPANCY REPORT -- TBA