

Maui County E9-1-1 Status Report

April 1, 2020 – April 30, 2020



AKIMEKA

YOUR MISSION IS OUR MISSION

Maui County E9-1-1 Status Report

April 1, 2020 - April 30, 2020

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1. PSAP OPERATIONS

9-1-1 CALL VOLUME MAUI PSAP – APRIL 2020

Source: Intrado Viper system

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

| 9-1-1 Call Volume | | | | | | | | | | | | | | | | | |
|-------------------|-----------------------------|-----------------------|------------------|-----------------------|------------------|--------------------------|--------------------------|-------------------|------------------|--------------------------|------------------|--------------------|------------------|------------------------|------------------|-------------|------------------|
| MAUI PSAP | | Wireline | | Wireless | | | | VOIP | | Calls With No ALI | | Admin Calls | | Abandoned Calls | | Other Calls | |
| 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 | Other Calls | % of Total Calls |
| APR | 7,987 | 630 | 7.89% | 6,183 | 77.41% | 56.23% | 43.77% | 210 | 2.63% | 1 | 0.01% | 0 | 0.00% | 963 | 12.06% | 0 | 0.00% |

CALL VOLUME MAUI PSAP NOTES:

*Calls with No ALI for April 2020 = 0.01% - Statewide average for 2019 = 0.04%

9-1-1 CALL VOLUME MAUI PSAP – CALENDAR YEAR 2020

| 9-1-1 Call Volume | | | | | | | | | | | | | | | | | |
|-------------------|-----------------------------|-----------------------|------------------|-----------------------|------------------|--------------------------|--------------------------|-------------------|------------------|--------------------------|------------------|--------------------|------------------|------------------------|------------------|-------------|------------------|
| MAUI PSAP | | 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 | Other Calls | % of Total Calls |
| JAN | 12,520 | 1,223 | 9.77% | 9,468 | 75.62% | 54.67% | 45.33% | 347 | 2.77% | 5 | 0.04% | 0 | 0.00% | 1,477 | 11.80% | 0 | 0.00% |
| FEB | 11,976 | 1,200 | 10.02% | 8,974 | 74.93% | 55.59% | 44.41% | 334 | 2.79% | 3 | 0.03% | 0 | 0.00% | 1,465 | 12.23% | 0 | 0.00% |
| MAR | 11,163 | 1,102 | 9.87% | 8,441 | 75.62% | 55.21% | 44.79% | 279 | 2.50% | 2 | 0.02% | 0 | 0.00% | 1,339 | 11.99% | 0 | 0.00% |
| APR | 7,987 | 630 | 7.89% | 6,183 | 77.41% | 56.23% | 43.77% | 210 | 2.63% | 1 | 0.01% | 0 | 0.00% | 963 | 12.06% | 0 | 0.00% |
| MAY | | | | | | | | | | | | | | | | | |
| JUNE | | | | | | | | | | | | | | | | | |
| JULY | | | | | | | | | | | | | | | | | |
| AUG | | | | | | | | | | | | | | | | | |
| SEPT | | | | | | | | | | | | | | | | | |
| OCT | | | | | | | | | | | | | | | | | |
| NOV | | | | | | | | | | | | | | | | | |
| DEC | | | | | | | | | | | | | | | | | |
| YTD | 43,646 | 4,155 | | 33,066 | | | | 1,170 | | 11 | | 0 | | 5,244 | | 0 | |
| MON AVG | 10,912 | 1,039 | 9.39% | 8,267 | 75.90% | 55.43% | 44.57% | 293 | 2.67% | 3 | 0.02% | 0 | 0.00% | 1,311 | 12.02% | 0.00 | 0.00% |

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9-1-1 CALL VOLUME MOLOKAI PSAP – APRIL 2020

| 9-1-1 Call Volume | | | | | | | | | | | | | | | | | |
|-------------------|-----------------------------|-----------------------|------------------|-----------------------|------------------|--------------------------|--------------------------|-------------------|------------------|--------------------------|------------------|--------------------|------------------|------------------------|------------------|-------------|------------------|
| MOLOKAI PSAP | | 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 | Other Calls | % of Total Calls |
| APR | 512 | 155 | 30.27% | 291 | 56.84% | 60.48% | 39.52% | 3 | 0.59% | 0 | 0.00% | 0 | 0.00% | 63 | 12.30% | 0 | 0.00% |

CALL VOLUME MOLOKAI PSAP NOTES:

* Calls with No ALI for April 2020 = 0.00% - Statewide average for 2019 = 0.04%

9-1-1 CALL VOLUME MOLOKAI PSAP – CALENDAR YEAR 2020

| 9-1-1 Call Volume | | | | | | | | | | | | | | | | | |
|-------------------|-----------------------------|-----------------------|------------------|-----------------------|------------------|--------------------------|--------------------------|-------------------|------------------|--------------------------|------------------|--------------------|------------------|------------------------|------------------|-------------|------------------|
| MOLOKAI PSAP | | 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 | Other Calls | % of Total Calls |
| JAN | 654 | 195 | 29.82% | 356 | 54.43% | 60.67% | 39.33% | 1 | 0.15% | 0 | 0.00% | 0 | 0.00% | 102 | 15.60% | 0 | 0.00% |
| FEB | 599 | 167 | 27.88% | 336 | 56.09% | 59.52% | 40.48% | 5 | 0.83% | 0 | 0.00% | 0 | 0.00% | 91 | 15.19% | 0 | 0.00% |
| MAR | 700 | 171 | 24.43% | 410 | 58.57% | 64.15% | 35.85% | 6 | 0.86% | 0 | 0.00% | 0 | 0.00% | 113 | 16.14% | 0 | 0.00% |
| APR | 512 | 155 | 30.27% | 291 | 56.84% | 60.48% | 39.52% | 3 | 0.59% | 0 | 0.00% | 0 | 0.00% | 63 | 12.30% | 0 | 0.00% |
| MAY | | | | | | | | | | | | | | | | | |
| JUNE | | | | | | | | | | | | | | | | | |
| JULY | | | | | | | | | | | | | | | | | |
| AUG | | | | | | | | | | | | | | | | | |
| SEPT | | | | | | | | | | | | | | | | | |
| OCT | | | | | | | | | | | | | | | | | |
| NOV | | | | | | | | | | | | | | | | | |
| DEC | | | | | | | | | | | | | | | | | |
| YTD | 2,465 | 688 | | 1,393 | | | | 15 | | 0 | | 0 | | 369 | | 0 | |
| MON AVG | 616 | 172 | 28.10% | 348 | 56.48% | 61.21% | 38.79% | 3.75 | 0.61% | 0 | 0.00% | 0 | 0.00% | 92.25 | 14.81% | 0 | 0.00% |

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9-1-1 CALL VOLUME (COMBINED MAUI & MOLOKAI PSAPS) – APRIL 2020

| 9-1-1 Call Volume | | | | | | | | | | | | | | | | | |
|-------------------|-----------------------------|-----------------------|------------------|-----------------------|------------------|--------------------------|--------------------------|-------------------|------------------|--------------------------|------------------|--------------------|------------------|------------------------|------------------|-------------|------------------|
| MAUI 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 | Other Calls | % of Total Calls |
| APR | 8,499 | 785 | 9.24% | 6,474 | 76.17% | 56.43% | 43.57% | 213 | 2.51% | 1 | 0.01% | 0 | 0.00% | 1,026 | 12.07% | 0 | 0.00% |

9-1-1 CALL VOLUME (COMBINED MAUI & MOLOKAI PSAPS) – CALENDAR YEAR 2020

| 9-1-1 Call Volume | | | | | | | | | | | | | | | | | |
|-------------------|-----------------------------|-----------------------|------------------|-----------------------|------------------|--------------------------|--------------------------|-------------------|------------------|--------------------------|------------------|--------------------|------------------|------------------------|------------------|-------------|------------------|
| MAUI 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 | Other Calls | % of Total Calls |
| JAN | 13,174 | 1,418 | 10.76% | 9,824 | 74.57% | 54.89% | 45.11% | 348 | 2.64% | 5 | 0.04% | 0 | 0.00% | 1,579 | 11.99% | 0 | 0.00% |
| FEB | 12,575 | 1,367 | 10.87% | 9,310 | 74.04% | 55.74% | 44.26% | 339 | 2.70% | 3 | 0.02% | 0 | 0.00% | 1,556 | 12.37% | 0 | 0.00% |
| MAR | 11,863 | 1,273 | 10.73% | 8,851 | 74.61% | 55.62% | 44.38% | 285 | 2.40% | 2 | 0.02% | 0 | 0.00% | 1,452 | 12.24% | 0 | 0.00% |
| APR | 8,499 | 785 | 9.24% | 6,474 | 76.17% | 56.43% | 43.57% | 213 | 2.51% | 1 | 0.01% | 0 | 0.00% | 1,026 | 12.07% | 0 | 0.00% |
| MAY | | | | | | | | | | | | | | | | | |
| JUNE | | | | | | | | | | | | | | | | | |
| JULY | | | | | | | | | | | | | | | | | |
| AUG | | | | | | | | | | | | | | | | | |
| SEPT | | | | | | | | | | | | | | | | | |
| OCT | | | | | | | | | | | | | | | | | |
| NOV | | | | | | | | | | | | | | | | | |
| DEC | | | | | | | | | | | | | | | | | |
| YTD | 46,111 | 4,843 | | 34,459 | | | | 1,185 | | 11 | | 0 | | 5,613 | | 0 | |
| MON AVG | 11,528 | 1,211 | 10.40% | 8,615 | 74.85% | 55.67% | 44.33% | 296 | 2.56% | 3 | 0.02% | 0.00 | 0.00% | 1,403 | 12.17% | 0 | 0.00% |

PSAP OPERATION NOTES:

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

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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:

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

| TEXT TO 911 Maui County PSAPs 2020 | | |
|------------------------------------|---------------------|------------------------|
| Month | Received at Maui | Received at Molokai |
| January | 18 | 1 |
| February | 19 | 4 |
| March | 38 | 0 |
| April | 20 | 9 |
| May | | |
| June | | |
| July | | |
| August | | |
| September | | |
| October | | |
| November | | |
| December | | |
| YTD | 95 | 14 |
| Monthly Avg. | 24 | 4 |

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WIRELESS PSAP TESTING – APRIL 2020

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

NOTES:

- There were no (0) scheduled Wireless 911 tests conducted in April 2020 for the Maui and Molokai PSAPs.
- 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)

MSAG TRANSACTIONS CURRENT MONTH/YEAR – APRIL 2020

| MAUI 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 | 244 | 141 | 97 | 2 | 4 | 236 | 0 | 0 | 651 |
| FEBRUARY | 323 | 69 | 250 | 2 | 2 | 206 | 0 | 0 | 2,441 |
| MARCH | 227 | 201 | 23 | 0 | 3 | 146 | 0 | 0 | 140 |
| APRIL | 279 | 244 | 28 | 6 | 1 | 185 | 0 | 0 | 2,625 |
| MAY | | | | | | | | | |
| JUNE | | | | | | | | | |
| JULY | | | | | | | | | |
| AUGUST | | | | | | | | | |
| SEPTEMBER | | | | | | | | | |
| OCTOBER | | | | | | | | | |
| NOVEMBER | | | | | | | | | |
| DECEMBER | | | | | | | | | |
| TOTAL YTD | 1,073 | 655 | 398 | 10 | 10 | 773 | 0 | 0 | 5,857 |
| AVG PER MONTH | 268 | 164 | 100 | 3 | 3 | 193 | 0 | 0 | 1,464 |

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 399 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 **279** MSAG transactions were processed in 9-1-1 Net during the current month. Twenty-eight (**28**) requests were processed relating to the MSAG database. Changes include: changes to high – low street ranges, combining street records, deletion of invalid records, splitting street records to align with Police, Fire, EMS, and inserting new MSAG records.

There were **2,625** customer ANI/ALI (telephone number/address) records updated as a direct result.

TELEPHONE RECORD (ALI) TRANSACTIONS CURRENT MONTH NOTES:

One (**1**) ALI DR was submitted as the result of 9-1-1 wireline call from a business phone in Kaunakakai, Molokai.

Akimeka submitted Two-hundred and forty-four (**244**) TN CRs related to the Dispatchable Location Project during the current month.

OPEN TELEPHONE RECORD (ALI) DISCREPANCY STATUS:

- **There are currently 185 Open TN CR Transactions.**
- **Refer to chart in the next section “TNCR Current Status”**

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

- **There are no open VoIP DRs as of April 30, 2020**
- **There are no open ALI 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 |
| MAUI | 185 | 0 | 158 | 27 |
| MOLOKAI | 0 | 0 | 0 | 0 |
| TOTAL | 185 | 0 | 158 | 27 |

| STATUS |
|---|
| <u>TOTAL TNCRs SUBMITTED</u> - The total number of TNCR requests for modification that have been submitted in 9-1-1 |
| <u>PENDING STATUS</u> - 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. |
| <u>REFERRED STATUS</u> - 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. |
| <u>TOTAL UNOPENED TNCR RECORDS STATUS</u> - 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 August 2015, Akimeka started a pilot project, entering additional location information to a verified MSAG address with multiple telephone numbers. Specifically the Queen Kaahumanu Shopping Center at 275 Kaahumanu Ave. The “Dispatchable Location” data is entered into the “Driving Directions” field in the 9-1-1 Net system, and will display on the Viper Power 911 ALI Screen in the “Exact” field should a 911 call be received from that telephone number. Screen shots of the “Before” ALI screen, and the “After” ALI screen with the updated “Dispatchable Location” information visible, were presented to the Dispatch Supervisors. Akimeka received positive feedback from the 911 Dispatch Personnel because the information that the 911 Call Takers will receive, will certainly cut down on the process of determining the exact location of the 911 caller. In addition to this, Akimeka was informed that the Mobile Dispatch Terminals (MDTs) in the Police Vehicles, also are able to view this “Dispatchable Location” information which will reduce the response times for Public Safety. There were 244 Dispatchable Locations submitted in April 2020 and 220 were processed by Intrado.

| Dispatchable Location | | | |
|-----------------------|--|---------------------------|--------------|
| 2020 | Common Name Place MSAG Address | TNCR* | Transactions |
| Quarter 2 | | Transactions Submitted | Processed** |
| Quarter 1 Carryover | | 4,963 | 4,658 |
| April | Honokohau Valley, 1 Honokohau Valley Rd, Kapalua | 11 | 11 |
| | Honolua Store, 502 Office Rd, Kapalua | 4 | 4 |
| | Kapalua Land Company, 650 Village Rd, Kapalua | 49 | 49 |
| | Maui Land and Pineapple Co., 200 Village Rd, Kapalua | 13 | 12 |
| | Kapalua Village Center, 2000 Village Rd, Kapalua | 114 | 92 |
| | Sacred Hearts Mission Church, (multi) 500 Office, Kap. | 19 | 18 |
| | The Plantation at Kapalua, 2000 Plantation Club Rd, Kap. | 34 | 34 |
| May | | | |
| | | | |
| | | | |
| June | | | |
| | | | |
| | | | |
| Q2 | | 244 | 220 |
| Total | | 5,207 | 4,878 |

Maui County E9-1-1 Status Report

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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.

| *Spectrum (Charter) 9-1-1 VoIP Database Verification Project | | | | | |
|---|--|--|-------------------------------------|--|----------------------|
| 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% |
| 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) | Verification Process Completed. |

Maui County E9-1-1 Status Report

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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.

| *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 Civilian | 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) | Verification Process Completed. |

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3. GEOGRAPHIC INFORMATION SYSTEM (GIS) – APRIL 2020

MAPPING LAYERS UPDATED (PART I)

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

| MAUI COUNTY | | |
|--|----------------------------------|---|
| Type of Layer | Akimeka GIS Server | GIS Delivery Dates/Remarks |
| | Date Created/ Edits Performed | |
| CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically) | | |
| Address Points | 4/22/2020 To 4/30/2020 | Next Delivery 5/6/2020 |
| | | Updated address for one (1) record in Kahului |
| | | Added address for one (1) record in Kapalua |
| | | Corrected street name, added neighborhood info for thirty-three (33) records in Kaanapali |
| | | Spatially corrected one (1) record in Waihee |
| | | Verified address for fifty-six (56) records in Napili |
| | | Added location name for one (1) record in Kapalua |
| | | Spatially corrected one (1) record in Kahului |
| | | Verified address for twenty-six (26) records in Kapalua |
| | | Spatially corrected one hundred and eighty-four (184) records in Napili |
| | | Added address for one (1) record in Wailuku |
| | | Spatially corrected forty-seven (47) records in Kapalua |
| | 4/8/2020 To 4/21/2020 | Delivered 4/22/2020 |
| | | Verified address for one (1) record in Haiku |
| | | Spatially corrected one (1) record in Paia |
| | | Added address for two (2) records in Kula |
| | | Added address for one (1) record in Hana |
| | | Verified address for one (1) record in Hana |
| | | Spatially corrected two (2) records in Napili |
| | | Added address for sixteen (16) records in Pukalani |
| | | Verified address for sixteen (16) records in Pukalani |
| | 4/1/2020 To 4/7/2020 | Delivered 4/8/2020 |
| | | Verified address for one (1) record in Wailuku |
| | | Verified address for one (1) record in Waihee |
| | | Added address for one (1) record in Wailea |
| | | Verified address for six (6) records in Kahului |
| | | Added address for eight (8) records in Kahului |
| | | Changed st type one (1) record in Kihei |
| | | Verified address for one (1) record in Hoolehua |
| | | Added address for three (3) records in Haiku |
| | | Corrected address for one (1) record in Kihei |
| | | Spatially corrected one (1) record in Kahului |
| | | Updated routingID for five (5) records in Haiku |
| | | Verified address for one (1) record in Wailea |

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MAPPING LAYERS UPDATED (PART II)

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

| MAUI COUNTY | | |
|--|----------------------------------|---|
| Type of Layer | Akimeka GIS Server | GIS Delivery Dates/Remarks |
| | Date Created/ Edits Performed | |
| CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically) | | |
| Address Points | 4/1/2020 To 4/7/2020 | Verified address for one (1) record in Hana |
| | | Updated location name for one (1) record in Wailuku |
| | | Verified address for one (1) record in Pukalani |
| | | Spatially corrected three (3) records in Haiku |
| Airports | | |
| Bridges | | |
| Building Footprints | 4/8/2020 To 4/21/2020 | Delivered 4/22/2020 |
| | | Added address for sixty-one (61) records in Kihei |
| | | Added address info for forty-two (42) records in Maalaea |
| | | Spatially corrected one (1) record in Kihei |
| | 4/1/2020 To 4/7/2020 | Delivered 4/8/2020 |
| | | Verified address for four (4) records in Kihei |
| | | Spatially corrected, added address for eighty-six (86) records in Kihei |
| | | Added ten (10) records in Kihei |
| Bus Stops | | |
| Churches | | |
| Coastal Names | | |
| Coastline | | |
| Common Places | | |
| Correctional Facilities | | |
| Emergency Callboxes | | |
| Emergency Operation Centers | | |
| Emergency Shelters | 4/8/2020 To 4/21/2020 | Delivered 4/22/2020 |
| | | Added shelter for one (1) record in Lanai |
| | | Verified shelter for one (1) record in Waihee |
| | | Added shelter for one (1) record in Makawao |
| | | Added shelter for one (1) record in Maunaloa |
| | | Verified shelter for one (1) record in Pukalani |
| | | Added shelter for two (2) records in Kula |
| | | Added shelter for two (2) records in Kahului |
| | | Verified shelter for two (2) records in Kihei |
| | | Verified shelter for one (1) record in Kualapuu |
| | | Verified shelter for three (3) records in Wailuku |

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MAPPING LAYERS UPDATED (PART III)

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

| MAUI COUNTY | | |
|--|----------------------------------|--|
| Type of Layer | Akimeka GIS Server | GIS Delivery Dates/Remarks |
| | Date Created/ Edits Performed | |
| CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically) | | |
| Emergency Shelters | 4/8/2020 To 4/21/2020 | Verified shelter for one (1) record in Kula |
| | | Added shelter for one (1) record in Wailuku |
| | | Added shelter for one (1) record in Paia |
| | | Verified shelter for one (1) record in Hoolehua |
| | | Verified shelter for three (3) records in Lahaina |
| | | Verified shelter for four (4) records in Kahului |
| | | Verified shelter for two (2) records in Makawao |
| | | Verified shelter for one (1) record in Hana |
| | | Added shelter for two (2) records in Haiku |
| | | Verified shelter for one (1) record in Lanai |
| | | Spatially corrected one (1) record in Kihei |
| | | Added shelter for one (1) record in Kihei |
| | | Added shelter for one (1) record in Pukalani |
| | | ESZ/ESN |
| Fire Beats | | |
| Fire Districts | | |
| Fire Response Areas | | |
| Fire Stations | | |
| Food & Beverage | | |
| Gas Stations | | |
| Gate Codes | 4/22/2020 To 4/30/2020 | Next Delivery 5/6/2020 Updated code for one (1) record in Haiku |
| Government Buildings | | |
| Harbors | | |
| Helipads | | |
| Hiking Trails | | |
| Hospitals | | |
| Hydrants | | |
| Hyrdology Layers | | |
| Incident Response Areas | | |
| Lodging | | |
| Major Roads | | |
| Medic Beats | | |
| Medic Districts | | |

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MAPPING LAYERS UPDATED (PART IV)

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

| MAUI COUNTY | | |
|--|----------------------------------|--|
| Type of Layer | Akimeka GIS Server | GIS Delivery Dates/Remarks |
| | Date Created/ Edits Performed | |
| CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically) | | |
| Medic Response Areas | | |
| Medic Stations | | |
| Medical Facilities | | |
| Milepost Markers | | |
| MSAG Communities | | |
| Net Junctions | | |
| Ocean Rescue Boundaries | | |
| Ocean Safety | | |
| Parcels | | |
| Parks | | |
| Parks Polygon | | |
| Points of Interest | 4/22/2020 To 4/30/2020 | Next Delivery 5/6/2020 |
| | | Spatially corrected one (1) record in Napili |
| | | Added POI for one (1) record in Kapalua |
| | | Updated POI name for one (1) record in Kapalua |
| | 4/8/2020 To 4/21/2020 | Delivered 4/22/2020 |
| | | Added address for one (1) record in Lanai |
| | | Added POI for one (1) record in Wailuku |
| | | Verified address for one (1) record in Wailuku |
| | | Added POI for one (1) record in Makawao |
| | | Verified address for one (1) record in Kahului |
| | | Spatially corrected one (1) record in Paia |
| | | Added POI for one (1) record in Maunaloa |
| | | Added POI for two (2) records in Kula |
| | | Spatially corrected two (2) records in Makawao |
| | | Added POI for two (2) records in Haiku |
| | | Added POI for one (1) record in Kahului |
| | | Spatially corrected one (1) record in Kihei |
| | | Added POI for one (1) record in Kihei |
| | | Added POI for one (1) record in Lanai |
| | | Added POI for one (1) record in Pukalani |
| | | Added POI for one (1) record in Paia |
| | | Added shelter for one (1) record in Kahului |
| | | Spatially corrected three (3) records in Haiku |

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MAPPING LAYERS UPDATED (PART V)

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

| MAUI COUNTY | | | | |
|--|----------------------------------|--|--|--|
| Type of Layer | Akimeka GIS Server | GIS Delivery Dates/Remarks | | |
| | Date Created/ Edits Performed | | | |
| CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically) | | | | |
| Police Beats | | | | |
| Police Districts | | | | |
| Police Response Areas | | | | |
| Police Stations | | | | |
| Post Offices | | | | |
| Schools | | | | |
| Street Centerlines | 4/22/2020 To 4/30/2020 | Next Delivery 5/6/2020 Corrected street name, added neighborhood info for one (1) record in Kaanapali | | |
| | 4/8/2020 To 4/21/2020 | Delivered 4/22/2020 Verified address for one (1) record in Pukalani | | |
| | 4/1/2020 To 4/7/2020 | Delivered 4/8/2020 Modified range for four (4) records in Makawao | | |
| | | Modified range for two (2) records in Waihee | | |
| | | Modified range for one (1) record in Kaluakoi | | |
| | | Modified range for one (1) record in Wailea | | |
| | | Added centerline for one (1) record in Wailuku | | |
| | | Modified range for two (2) records in Wailuku | | |
| | | Modified range for one (1) record in Kula | | |
| | | Modified range for one (1) record in Kihei | | |
| | | Modified range for three (3) records in Haiku | | |
| | | Modified range for one (1) record in Lahaina | | |
| | | Modified range for one (1) record in Lanai | | |
| | | Modified range for one (1) record in Napili | | |
| | | Modified range for one (1) record in Pukalani | | |
| | | Subdivisions | | |
| | | Tow Jurisdictions | | |
| | | Tsunami Evacuation Zones | | |
| Tsunami Heights | | | | |
| Waste Water Plants | | | | |
| WSP Cell Sectors | 4/8/2020 To 4/21/2020 | Delivered 4/22/2020 Added five (5) sectors per AT&T CRS | | |
| WSP Cell Towers | 4/8/2020 To 4/21/2020 | Delivered 4/22/2020 Updated two (2) towers per AT&T CRS | | |

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NOTE:

The Parcels layer is provided by Maui County. Akimeka performs edits on the spatial information of the layer for 9-1-1 purposes. Changes to the attribute table are made when needed. The Parcels layer uploaded to the PSAP GIS server is intended for 9-1-1 purposes only and should not be disseminated to other county agencies.

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 |
|-----------|---|
| 4/8/2020 | Delivered .map, .ply, .str, .rte, Maui Cell Coverage.csv, and database files, which included updated Address Points, Building Footprints, Common Name Lookup Table, Points Of Interest, Street Centerlines, and WSP Cell Towers for Intergraph. |
| 4/8/2020 | Delivered updated data for MapFlex which included Address Points, Building Footprint, Points Of Interest, Street Centerlines, WSP Cell Sectors and WSP Cell Towers. |
| 4/22/2020 | Delivered .map, .str, .rte, Maui Cell Coverage.csv, and database files, which included updated Address Points, Building Footprints, Common Name Lookup Table, Gate Codes, Points Of Interest, Street Centerlines, and WSP Cell Towers for Intergraph. |
| 4/22/2020 | Delivered updated data for MapFlex which included Address Points, Building Footprint, Emergency Shelters, Points Of Interest, Street Centerlines, WSP Cell Sectors and WSP Cell Towers. |
| 4/24/2020 | Delivered .map, .str, .rte, .ply, Maui Cell Coverage.csv, and database files, which included updated Address Points, Building Footprints, Common Name Lookup Table, Gate Codes, Points Of Interest, Street Centerlines, and WSP Cell Towers for Intergraph CAD 9.4. |

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INTERGRAPH CAD UPGRADE

From April through June 2014, the Maui Police Department worked to upgrade their Intergraph CAD system to the more recent 2014 version. Through this upgrade process, new improvements were identified and the overall functionality of the system from the Map Build process to the Production workstation made significant enhancements in order to streamline the deliverables and continue providing accurate data to the PSAP.

1. Akimeka delivered an updated Intergraph CAD map April 8th, 2020 which included:
 - a. Address Points, Building Footprints, Common Name Lookup Table, Points of Interest, Street Centerlines, and WSP Cell Towers.
 - b. .map, .str, .rte, CAD Map Build database and Cell Coverage.csv
2. On April 22nd, 2020 Akimeka delivered an updated Intergraph CAD map which included:
 - a. Address Points, Building Footprints, Common Name Lookup Table, Gate Codes, Points Of Interest, Street Centerlines, and WSP Cell Towers
 - b. .map, .str, .rte, CAD Map Build database and Cell Coverage.csv
3. Akimeka delivered an updated Intergraph CAD map for CAD 9.4 for testing purposes on April 24th, 2020 which included:
 - c. Address Points, Building Footprints, Common Name Lookup Table, Gate Codes, Points of Interest, Street Centerlines, and WSP Cell Towers.
 - d. .map, .str, .rte, .ply, CAD Map Build database and Cell Coverage.csv

During May 2020, the Intergraph CAD map will continue to be delivered every other week, which has been coordinated with all mapping system updates and synchronizations with other 911 databases.

MAPFLEX SYSTEM

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

Hawaii County – April 7th, 2020 and April 21st, 2020

Maui County – April 8th, 2020 and April 22nd, 2020

Kauai County – April 9th, 2020, and April 23rd, 2020

Honolulu – April 10th, 2020, and April 24th, 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 |

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| | | | |
|-----------|---------------------------------------|---|---|
| 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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4. SERVICE REQUESTS TRANSACTIONS

OPEN SERVICE REQUESTS – MAUI COUNTY PSAPS - APRIL 2020

| MAUI COUNTY | | | | | | |
|-------------|------------|----------|-----------------|------|---------|--|
| # | Date | Ticket # | Description | PSAP | Urgency | Comments |
| 1 | 12/13/2019 | 1018 | Updated Address | Maui | Normal | Confirmation pending from Time Warner Cable 04/30/2020 |

NOTE:

There is one (1) Open Service Request for the Maui County PSAPs for April, 2020.

MAUI PSAP SERVICE REQUESTS YEAR-TO-DATE (YTD) SUMMARY – 2020

| MAUI COUNTY | | | | MSAG SERVICE REQUEST CATEGORIES | | | | | |
|-----------------|-----------|-----------|----------|---------------------------------|-----------|----------|----------|----------|----------|
| 2020 | TOTAL | | Open | WIRELINE | | WIRELESS | | VoIP | |
| | Created | Closed | | Created | Closed | Created | Closed | Created | Closed |
| 2019 Carryover* | | | 1 | | | | | | |
| January | 4 | 4 | 1 | 4 | 4 | 0 | 0 | 0 | 0 |
| February | 2 | 2 | 1 | 2 | 2 | 0 | 0 | 0 | 0 |
| March | 3 | 3 | 1 | 3 | 3 | 0 | 0 | 0 | 0 |
| April | 1 | 1 | 1 | 1 | 1 | 0 | 0 | 0 | 0 |
| May | | | | | | | | | |
| June | | | | | | | | | |
| July | | | | | | | | | |
| August | | | | | | | | | |
| September | | | | | | | | | |
| October | | | | | | | | | |
| November | | | | | | | | | |
| December | | | | | | | | | |
| TOTAL | 10 | 10 | 1 | 10 | 10 | 0 | 0 | 0 | 0 |

Note:

*The 2019 Carry Over row indicates the number of Service Requests that were opened in 2019; however, were brought forward into 2020 in an effort to track the service request until completion.

| 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 |

Maui County E9-1-1 Status Report

April 1, 2020 - April 30, 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)

Next Scheduled Database Synchronization Report – June 2020

AUDIT SUMMARY RESULTS – 2020 -- TBA

MSAG AUDIT SUMMARY RESULTS – JUNE 1, 2020 VS MARCH 1, 2020 -- TBA

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

AUTOMATIC LOCATION IDENTIFICATION (ALI) DISCREPANCY REPORT -- TBA