

Hawaii County E9-1-1 Status Report

October 1, 2016 – October 31, 2016



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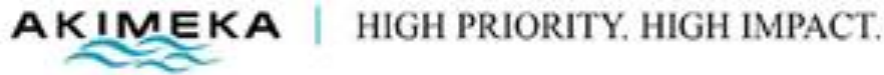


TABLE CONTENTS

1. PSAP Operations	5
9-1-1 Call Volume Hawaii County PSAPS – October 2016.....	5
Call Volume Hawaii County PSAP Notes:	5
9-1-1 Call Volume – Calendar Year 2016	5
9-1-1 Call Volume by Agency – October 2016	6
9-1-1 Call Volume by Agency – Calendar Year 2016.....	6
PSAP Operation Notes:.....	6
Text to 911 – Current Month – October 2016.....	7
Note:	7
Wireless PSAP Testing – October 2016	8
Notes:	8
For Your Information.....	8
For Your Information.....	9
2. MSAG (Master Street Address Guide)	10
MSAG Transactions Current Month/Year – October 2016	10
MSAG Current Month Notes:	11
Telephone Record (ALI) Transactions Current Month Notes:.....	11
Open Telephone Record (ALI) Discrepancy Status:.....	11
TNCR (Telephone Number Change Request) Current Status – October 2016.....	12
Note:	12

Hawaii County E9-1-1 Status Report

October 1, 2016 – October 31, 2016

Dispatchable Location – Status as of – October 2016..... 13

 Narrative: 13

Charter Communications (Time Warner) VoIP Database TNCR 14

3. Geographic Information System (GIS) – October 2016 15

 Mapping Layers Updated (Part I) 15

 Mapping Layers Updated (Part II) 16

 Mapping Layers Updated (Part III)..... 17

 Mapping Layers Updated (Part IV)..... 18

 Mapping Layers Updated (Part V) 19

 Mapping Layers Updated (Part VI)..... 20

 Mapping Layers Updated (Part VII) 21

 Geographic Information System (GIS) Narratives 21

 GIS Key Activities/Updates..... 21

Address Points and Street Centerlines Update Comparison 22

 Note: 22

 Police Beat Review 23

 CAD System Deployment..... 24

 Common Names Update 25

 MapFlex System 25

 MapFlex Issue 26

4. Service Requests Transactions..... 26

 Open Service Requests – October 2016..... 26

 Note*..... 27

 Service Request Year-to-Date (YTD) Summary – 2016..... 27

5. E9-1-1 Database Synchronization..... 27

 Audit Summary Results – November 2016 -- TBA 28

Hawaii County E9-1-1 Status Report

October 1, 2016 – October 31, 2016

Audit Summary Results Comparison – November 1, 2016 VS August 1, 2016 -- TBA.....	28
Audit Summary Results -- TBA.....	28
Invalid MSAG Streets and Address Ranges – ESN x99 Records -- TBA	28
Automatic Location Identification (ALI) Discrepancy Report -- TBA.....	28

Hawaii County E9-1-1 Status Report

October 1, 2016 – October 31, 2016

1. PSAP OPERATIONS

9-1-1 CALL VOLUME HAWAII COUNTY PSAPS – OCTOBER 2016

(Source: West Safety Services 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	
2016	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
OCT	16,671	2,842	17.05%	11,660	69.94%	46.79%	53.21%	792	4.75%	21	0.13%	0	0.00%	1,356	8.13%	0	0.00%

CALL VOLUME HAWAII COUNTY PSAP NOTES:

*The percentage of Wireless Phase 2 calls (53.21%) has increased from the number of Wireless Phase 1 calls (46.79%) in October 2016.

*911 Calls with no Ali = 0.13% - Statewide average = 0.18% Year 2015

9-1-1 CALL VOLUME – CALENDAR YEAR 2016

9-1-1 Call Volume																	
HAWAII COUNTY PSAPs		Wireline		Wireless				VOIP		Calls with No ALI		Admin Calls		Abandoned Calls		Other Calls	
2016	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	17,958	3,445	19.18%	12,221	68.05%	47.61%	52.39%	812	4.52%	27	0.15%	0	0.00%	1,453	8.09%	0	0.00%
FEB	16,976	3,046	17.94%	11,851	69.81%	48.47%	51.53%	707	4.16%	18	0.11%	0	0.00%	1,354	7.98%	0	0.00%
MAR	18,750	3,605	19.23%	12,790	68.21%	47.43%	52.57%	822	4.38%	12	0.06%	0	0.00%	1,521	8.11%	0	0.49%
APR	17,112	3,074	17.96%	12,026	70.28%	46.50%	53.50%	707	4.13%	21	0.12%	0	6.24%	1,284	7.50%	0	2.30%
MAY	17,343	3,048	17.57%	12,121	69.89%	45.67%	54.33%	798	4.60%	17	0.10%	0	0.05%	1,359	7.84%	0	2.30%
JUNE	17,176	3,148	18.33%	11,641	67.77%	45.00%	55.00%	755	4.40%	26	0.15%	0	0.00%	1,606	9.35%	0	0.00%
JULY	17,869	3,330	18.64%	12,437	69.60%	40.69%	59.31%	737	4.12%	32	0.18%	0	0.00%	1,333	7.46%	0	0.00%
AUG	17,560	3,081	17.55%	12,229	69.64%	42.06%	57.94%	766	4.36%	21	0.12%	0	0.00%	1,463	8.33%	0	0.00%
SEPT	16,085	2,836	17.63%	11,240	69.88%	42.22%	57.78%	682	4.24%	11	0.07%	0	0.00%	1,316	8.18%	0	0.00%
OCT	16,671	2,842	17.05%	11,660	69.94%	46.79%	53.21%	792	4.75%	21	0.13%	0	0.00%	1,356	8.13%	0	0.00%
NOV																	
DEC																	
YTD	173,500	31,455		120,216				7,578		206		0		14,045		0	
MON AVG	17,350	3,146	18.11%	12,022	69.31%	45.24%	54.76%	758	4.37%	21	0.12%	0	0.63%	1,405	8.10%	0	0.51%

Hawaii County E9-1-1 Status Report

October 1, 2016 – October 31, 2016

9-1-1 CALL VOLUME BY AGENCY – OCTOBER 2016

2016	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
October	13,033	78.18%	0	1,322	0	2,282	13.69%	0	34	0

9-1-1 CALL VOLUME BY AGENCY – CALENDAR YEAR 2016

2016	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	14,138	78.73%	0	1,427	0	2,367	13.18%	0	26	0
February	13,259	78.10%	0	1,331	0	2,363	13.92%	0	23	0
March	15,966	85.15%	0	1,461	0	2,784	14.85%	0	60	0
April	13,624	79.62%	0	1,243	0	2,204	12.88%	0	41	0
May	13,866	79.95%	0	1,333	0	2,118	12.21%	0	26	0
June	13,526	78.75%	0	1,576	0	2,044	11.90%	0	30	0
July	14,136	79.11%	0	1,296	0	2,400	13.43%	0	37	0
August	14,030	79.90%	0	1,445	0	2,067	11.77%	0	18	0
September	12,844	79.85%	0	1,301	0	1,925	11.97%	0	15	0
October	13,033	78.18%	0	1,322	0	2,282	13.69%	0	34	0
November										
December										
YTD	138,422		0	13,735	0	22,554		0	310	0
MON AVG	13,842	79.73%	0	1,374	0	2,255	12.98%	0	31	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. Dropped Calls are hang ups after transfers.
- Abandoned Calls are not included in the total of Wireline and Wireless counts respectively.
- All VOIP (Voice over internet protocol) types of 911 calls are combined in the Call Volume statistic.

Hawaii County E9-1-1 Status Report

October 1, 2016 – October 31, 2016

TEXT TO 911 – CURRENT MONTH – OCTOBER 2016

NOTE:

- Hawaii County deployed a soft launch of Text to 911 on February 1, 2016.
- Although there is a “Text to 911” plot on the MapFlex, the location of the plot is not reliable in some cases and pretty accurate in others. There are no indication on the Ali Screen to inform the Dispatcher on location accuracy. Text to 911 Dispatchers should use their skills to ascertain the exact location of the emergency response.
- In a press conference on October 13, 2016, an official announcement was made by the Governor of the State of Hawaii introducing “TEXT TO 911” as an emergency public service now available in the State of Hawaii.

TEXT TO 911 Hawaii County PSAPs 2016		
Month	Received at Police	Received at Fire
January	39	20
February	26	8
March	31	5
April	22	2
May	13	3
June	22	6
July	22	1
August	16	0
September	20	1
October	21	1
November		
December		
YTD	232	47
Monthly Avg.	23.20	4.70

- The January Text to 911 counts reflects only internal testing of Text to 911.
- 911 Text messages received at the Fire Department are transfers from the Police Department.

Hawaii County E9-1-1 Status Report

October 1, 2016 – October 31, 2016

WIRELESS PSAP TESTING – OCTOBER 2016

HAWAII COUNTY - OCTOBER 2016						
Date	WSP	Sites Tested	Sectors Tested	Tested By:	Test Pass/Fail	Comments:
None						

NOTES:

- There were no scheduled Wireless 911 Tests for the month of October 2016.

FOR YOUR INFORMATION

FYI For Your Information		
MLTS (Multi Line Telephone System)		
"Most MLTS/PBX systems enable the digits 9-1-1 to be dialed and routed to a Public Safety Answering Point (PSAP). However, the vast majority of these systems do not provide granular location information with the 9-1-1 call to enable emergency responders to know the actual location of the emergency. In many instances a call from the 12th floor of a large office building may only provide the street address of the building. If the caller is unable to provide his or her location and no one else is available to provide assistance, such a lack of location information can prove fatal." (NENA : Multi-Line Telephone System & Private Branch Exchange) Technical		
PRIMARY PSAPS*	MLTS/PBX 911 CALLS RECEIVED	
	Oct 2016	YEAR TO DATE 2016
Oahu	3,239	32,371
Hawaii	162	779
Maui	147	1,015
Molokai	0	1
Kauai	26	207
Total**	3,574	34,373
*PSAP totals does not include Military 911 calls.		
** Total numbers are a minimum estimated count. Presently, CENTRX & VoIP call volumes are combined with Multi & Single line systems and were not added to the total MLTS 911 calls.		

Hawaii County E9-1-1 Status Report

October 1, 2016 – October 31, 2016

FOR YOUR INFORMATION

FYI For Your Information	
911 Calls Received From Payphones	
<p>Approximately 95% of 911 calls received from Payphones are "one way" lines. These Payphones are not capable of receiving calls which makes it impossible for the 911 operator to re-contact the caller should there be a location discrepancy or additional information needed.</p>	
PRIMARY	911 CALLS RECEIVED via Payhone
PSAPS	October 2016
Oahu	2,694
Hawaii	308
Maui	240
Molokai	14
Kauai	128
Total**	3,384
*PSAP totals does not include Military 911 calls.	
Class of Service (COS) COIN = 1 way out line PAY\$ = 2 way line	

Hawaii County E9-1-1 Status Report

October 1, 2016 – October 31, 2016

2. MSAG (MASTER STREET ADDRESS GUIDE)

MSAG TRANSACTIONS CURRENT MONTH/YEAR – OCTOBER 2016

HAWAII COUNTY	9-1-1 TRANSACTIONS								
	Total	MSAG	ALI Submitted			Open ALI Discrepancy Records			Customer Addresses Affected
2016		MSAG (A)	TN CR (B)	ALI DR (C)	VoIP (D)	TNCR	ALI DR	VoIP DR	
JANUARY	293	22	262	8	1	1,924	1	1	282
FEBRUARY	270	41	228	1	0	2,154	1	0	425
MARCH	236	27	207	1	1	2,259	1	0	302
APRIL	336	129	201	6	0	1,965	2	0	945
MAY	218	134	79	5	0	1,504	2	0	613
JUNE	160	29	129	2	0	630	2	0	2,162
JULY	278	60	215	3	0	358	3	0	1,550
AUGUST	308	80	226	2	0	326	3	0	461
SEPTEMBER	479	50	428	1	0	274	3	0	581
OCTOBER	374	17	356	1	0	265	1	0	365
NOVEMBER									
DECEMBER									
TOTAL YTD	2,952	589	2,331	30	2				7,686
AVG PER MONTH	295	59	233	3	0				769

Definitions

- (A) **Master Street Address Guide** - Represents corrections made to street records including, street names, address ranges, MSAG Communities and ESNs.
- (B) **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.
- (C) **Automatic Location Information Discrepancy Record** - 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) **Voice over Internet Protocol Discrepancy Record** - 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.

Hawaii County E9-1-1 Status Report

October 1, 2016 – October 31, 2016

MSAG CURRENT MONTH NOTES:

A total of **374** MSAG transactions were processed in 9-1-1 Net during the month of October 2016. **17** requests were processed relating to the MSAG database changes 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 **365** customer ANI/ALI (telephone number/address) records updated as a direct result.

TELEPHONE RECORD (ALI) TRANSACTIONS CURRENT MONTH NOTES:

356 Telephone Number Change Requests (TN CR) transactions were processed in 9-1-1 Net with valid MSAG addresses, as a result of the ESN 299 clean-up effort and the Dispatchable Location Project. ESN 299 TN CRs must be validated against HT records and approved by the end user Hawaiian Telcom customer before updating the ALI record. One **(1)** ALI DR was submitted as the result of a 9-1-1 call from a residence in Pahoehoe. Hawaii County Fire submitted this request to Akimeka to update the customer information and the discrepancy was corrected in 9-1-1 Net.

OPEN TELEPHONE RECORD (ALI) DISCREPANCY STATUS:

- **There are 265 Open TN CR Transactions as of October 31, 2016.**
- **Refer to chart in the next section “TNCR Current Status”**

355 Open TN CR transactions are a direct result of the ESN 299 clean-up and are awaiting approval from Hawaiian Telcom, Inc. One **(1)** Open TN CR transactions are a result of the Dispatchable Location project. (Refer to the “Dispatchable Location” chart below) Once a telephone number is submitted to West for correction, it is verified against HT records and/or by the customer. West's internal process requires calling each telephone customer individually for verification to update an address in the 9-1-1 database. West Safety Services opened 365 TN CR records for Hawaii County during the month of September 2016. Many of these records required more research by Akimeka in order to find their MSAG valid addresses, after West provided information available in HT records or driving directions per HT customer. Akimeka continues to monitor and track the progress of the remaining 265 Referred records.

- **There is one (1) Open ALI-DR as of October 31, 2016**

One Open ALI DR was submitted in July 2016 for a business in Kailua Kona. Akimeka will continue to monitor this discrepancy until it is updated.

Hawaii County E9-1-1 Status Report

October 1, 2016 – October 31, 2016

TNCR (TELEPHONE NUMBER CHANGE REQUEST) CURRENT STATUS – OCTOBER 2016

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 West Safety Services 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 WEST SAFETY SERVICES	OPENED TNCRS REFERRED TO TELCO BY WEST SAFETY SERVICES	TOTAL UNOPENED TNCR RECORDS
HAWAII	265	115	126	24

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 West Safety Services Data Analysts assigns this status to a TNCR and the request is referred to the telephone service providers for further research.
TOTAL UNOPENED TNCR RECORDS STATUS - The request is submitted by Akimeka on behalf the PSAP; however, processing by the 9-1-1 Database Service Provider Data Analyst has not begun.

Hawaii County E9-1-1 Status Report

October 1, 2016 – October 31, 2016

DISPATCHABLE LOCATION – STATUS AS OF – OCTOBER 2016

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.

Dispatchable Location				
Common Name Place	MSAG Address	2016	Number of TNCR* Transactions Submitted	Number of Transactions Processed**
KINGS SHOPS	CARRY OVER	2015	75	0
KINGS SHOPS	690250 WAIKOLOA BEACH DR, WAIKOLOA	Jan-	125	197
MAUNA LANI SHOPS	681330 MAUNA LANI DR, KAMUELA	July		
QUEENS MARKETPLACE	690201 WAIKOLOA BEACH DR, WAIKOLOA	Aug	88	88
MAUNA LANI SHOPS	681330 MAUNA LANI DR, KAMUELA		59	59
HILTON WAIKOLOA RESORT	690425 WAIKOLOA BEACH DR, WAIKOLOA	Sept	224	225
KUHIO PLAZA	111 E PUAINAKO ST, HILO			
KUHIO PLAZA	111 E PUAINAKO ST, HILO	Oct	129	129
		Total	700	698

Definition
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.
TNCR* Telephone Number Change Request - Transactions submitted to West to update/edit Dispatchable Location in the Exact field on the ALI Screen.
Processed** may include inactive telephone numbers that were removed from the ALI Database.

Hawaii County E9-1-1 Status Report

October 1, 2016 – October 31, 2016

CHARTER COMMUNICATIONS (TIME WARNER) VOIP DATABASE TNCR

Akimeka received Automatic Location Identification (ALI) records from Charter Communications (formally known as Time Warner) which is the predominant Voice over Internet Protocol (VoIP) provider in the State of Hawaii. As Akimeka had access to these ALI Records, Akimeka was able to perform a three way comparison. This comparison is a validation of the ALI Record to ensure 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 indicated there were invalid MSAG addresses utilized by the VoIP Provider, however, the majority of these records were corrected, or sent back to Charter for further location clarifications. Akimeka was able to verify the majority of the VoIP records had a valid MSAG address assigned and matched with the GIS information. Akimeka has also initiated a correction process with Charter Communications on behalf of the PSAPs in order to perform timely corrections to the remaining VoIP 9-1-1 Records, and to ensure new VoIP customers receive valid MSAG addresses to improve their 9-1-1 location service.

Charter Communications 9-1-1 Telephone Number Location Change Request (Telephone Number Change Request (TNCR) Status)			
PSAP	TOTAL RECORDS SUBMITTED BY CHARTER (A)	RECORDS REQUIRING FURTHER INFORMATION BY CHARTER (B)	RECORDS CORRECTED AND RETURNED TO CHARTER BY AKIMEKA (C)
HAWAII County	19,135	5	33
KAUAI County	7,911	7	39
MAUI County	15,629	0	7
OAHU Cilivian	82,256	5	66
TOTAL	124,931	17	145

(A)	VoIP Database records submitted by Charter to Akimeka for research and MSAG address validation.
(B)	Akimeka was not able to determine an MSAG valid address with the information provided. Charter is advised to contact customer and provide Akimeka with a TMK or driving directions.
(C)	Akimeka researched and provided Charter with an MSAG valid address.

Hawaii County E9-1-1 Status Report

October 1, 2016 – October 31, 2016

3. GEOGRAPHIC INFORMATION SYSTEM (GIS) – OCTOBER 2016

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	Date GIS Delivered	Other/Remarks
	Date Created/Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Address Points	10/31/2016		Spatially corrected two hundred one (201) address points in Hilo.
	10/28/2016		Spatially corrected twenty-seven (27) address points in Hilo.
		10/26/16	
	10/19/2016		Corrected location name to two (2) address points (990252 Crater Rim Dr 34 and 990252 Crater Rim Dr 59) in HVNP.
	10/19/2016		Added one (1) address point (816314 Mamalahoa Hwy F) in Kealahou.
	10/18/2016		Added three (3) address points (890925 Hawaii Belt Rd, 816282 Hind Dr and 830677 Keei Beach Rd) in Captain Cook.
	10/18/2016		Added one (1) address point (294651 Opihi Point Pl) in Hakalau.
	10/18/2016		Added five (5) address points in Hilo.
	10/18/2016		Added one (1) address point (755273 Mamalahoa Hwy) in Holualoa.
	10/18/2016		Added seven (7) address points in Kailua Kona.
	10/18/2016		Added thirty-eight (38) address points in Kamuela.
	10/18/2016		Added fourteen (14) address points in Keaau.
	10/18/2016		Added four (4) address points in Kealahou.
	10/18/2016		Added nine (9) address points in Kurtistown.
	10/18/2016		Added nineteen (19) address points in Mountain View.
	10/18/2016		Added two (2) address points (946520 Makaleka Rd and 946450 Palaoa Rd) in Naalehu.
	10/18/2016		Added nine (9) address points in Ocean View.
	10/18/2016		Added two (2) address points (443126 Kula Kahiko Rd and 411441 Niupea Homestead Rd) in Paauilo.
	10/18/2016		Added four (4) address points in Pahoa.
	10/18/2016		Spatially corrected fifteen (15) address points in Pahoa.
	10/18/2016		Added one (1) address point in Papaikou.
	10/18/2016		Added two (2) address points (281156 Loa Rd and 270573 Onohi Loop) in Pepeekeo.
	10/18/2016		Added twelve (12) address points in Volcano.
	10/18/2016		Added thirty-seven (37) address points in Waikoloa.
10/18/2016		Completed monthly update on address points.	
10/17/2016		Corrected location name to two (2) address points (255 Kinoole St and 177 Ululani St) in Hilo.	
10/17/2016		Corrected location name to three (3) address points (735600 Maiau St, 735598 Olowalu St and 745588 Palani Rd) in Kailua Kona.	

Hawaii County E9-1-1 Status Report

October 1, 2016 – October 31, 2016

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	Date GIS Delivered	Other/Remarks
	Date Created/Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Address Points	10/17/2016		Corrected address to two (2) address points (761501 Ulu Manako PI and 761509 Ulu Manako PI) in Kailua Kona.
	10/14/2016		Spatially corrected eighty-three (83) address points in Hilo.
	10/14/2016		Corrected location name to one (1) address point (453626 Mamane St) in Honokaa.
	10/11/2016		Corrected location name to fifteen (15) address points in Hilo.
	10/11/2016		Spatially corrected eighteen (18) address points in Hilo.
	10/11/2016		Deleted four (4) address points in Hilo.
	10/7/2016		Corrected location name to fifteen (15) address points in Hilo.
	10/7/2016		Deleted eight (8) address points in Hilo.
	10/6/2016		Corrected location name to one (1) address point (821040 Kiloa Rd) in Captain Cook.
	10/6/2016		Spatially corrected two (2) address points (550514 Hawi Rd and 550514 Hawi Rd B) in Hawi.
	10/6/2016		Corrected address to one (1) address point (550514 Hawi Rd) in Hawi.
	10/6/2016		Corrected location name to one (1) address point (550514 Hawi Rd B) in Hawi.
	10/6/2016		Corrected location name to nineteen (19) address points in Hilo.
	10/6/2016		Spatially corrected eleven (11) address points in Hilo.
	10/6/2016		Corrected location name to three (3) address points (766204 Alii Dr, 755870 Kahakai Rd, and 770297 Kalani Way) in Kailua Kona.
	10/6/2016		Corrected location name to one (1) address point (811038 Nani Kupuna PI) in Kealahou.
	10/6/2016		Corrected location name to one (1) address point (787045 Kaluna St) in Keauhou.
	10/5/2016		Aliased one (1) point of interest (Paniolo Greens) in Waikoloa.
	10/5/2016		Corrected location name to one (1) address point (550510 Hawi Rd) in Hawi.
	10/5/2016		Corrected location name to ten (10) address points in Hilo.
10/5/2016		Spatially corrected seven (7) address points in Hilo.	
10/5/2016		Corrected location name to one (1) address point (453468 Mamane St) in Honokaa.	
10/5/2016		Corrected location name to twenty-two (22) address points in Kailua Kona.	
10/5/2016		Corrected location name to two (2) address points (786890 Alii Dr, and 786920 Alii Dr) in Keauhou.	

Hawaii County E9-1-1 Status Report

October 1, 2016 – October 31, 2016

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	Date GIS Delivered	Other/Remarks
	Date Created/Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Address Points	10/5/2016		Corrected location name to one (1) address point (194178 Wright Rd) in Volcano.
	10/5/2016		Corrected location name to one (1) address point (683883 Lua Kula St) in Waikoloa.
	10/5/2016		Deleted four (4) address points in Volcano.
	10/4/2016		Spatially corrected seventy-one (71) address points in Hilo.
	10/4/2016		Added one (1) address point (961219 Kamani St) in Pahala.
	10/3/2016		Corrected address to one (1) address point (826120 Mamalahoa Hwy) in Captain Cook.
	10/3/2016		Corrected location name to one (1) address point (835308 Mamalahoa Hwy) in Captain Cook.
	10/3/2016		Added location name to three (3) address points (745454 Makala Blvd, 755530 Kuakini Hwy, and 755550 Kuakini Hwy) in Kailua Kona.
	10/3/2016		Spatially corrected sixteen (16) address points in Kailua Kona.
10/3/2016		Deleted ten (10) address points in Captain Cook.	
Airports			
Bridges			
Building Footprints			
Bus Stops			
Churches			
Coastal Names			
Coastline	10/13/2016		Corrected boundary to 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			

Hawaii County E9-1-1 Status Report

October 1, 2016 – October 31, 2016

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	Date GIS Delivered	Other/Remarks
	Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
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	10/13/2016		Corrected boundary to one (1) Medic Response Area (M20).
Medic Stations			
Medical Facilities			
Milepost Markers			
MSAG Communities			
Net Junctions			
Ocean Rescue Boundaries	10/13/2016		Corrected boundaries to Ocean Rescue Boundaries.
Ocean Safety			
Parcels			
Parks			
Parks Polygon			
Points of Interest	10/31/2016		Spatially corrected four (4) points of interest in Hilo.
		10/26/16	
	10/19/2016		Added two (2) points of interest (Kilauea Military Camp Fire Station, and Kilauea Military Camp Post Office) in HVNP.
	10/19/2016		Deleted three (3) points of interest in Volcano.
	10/17/2016		Added one (1) point of interest (McDonalds Hilo) in Hilo.
	10/17/2016		Added two (2) points of interest (Costco, and Home Depot Kona) in Kailua Kona.

Hawaii County E9-1-1 Status Report

October 1, 2016 – October 31, 2016

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	Date GIS Delivered	Other/Remarks
	Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Points of Interest	10/14/2016		Spatially corrected one (1) point of interest (Paukaa) in Hilo.
	10/14/2016		Deleted six (6) points of interest in Honokaa.
	10/11/2016		Corrected location name to seven (7) points of interest in Hilo.
	10/11/2016		Deleted thirteen (13) points of interest in Hilo.
	10/7/2016		Added one (1) point of interest (Chengs Chop Suey House) in Hilo.
	10/7/2016		Aliased two (2) points of interest (Hale Pohaku, and Honolii Beach Park) in Hilo.
	10/7/2016		Corrected location name to one (1) point of interest (Hilo Drive Inn) in Hilo.
	10/7/2016		Deleted twenty-three (23) points of interest in Hilo.
	10/6/2016		Added one (1) point of interest (Hale Anuhea) in Captain Cook.
	10/6/2016		Added fourteen (14) points of interest in Hilo.
	10/6/2016		Aliased two (2) points of interest (Aha Punana Leo, and Hale Kahakai) in Hilo.
	10/6/2016		Aliased one (1) point of interest (Hale Hauoli) in Honokaa.
	10/6/2016		Added three (3) points of interest (Hale Kai O Kona Apartments, Hale Kalani Apartments, and Hale Kona Kai Condos) in Kailua Kona.
	10/6/2016		Aliased one (1) point of interest (Hale Aloha O Puna) in Keaau.
	10/6/2016		Corrected location name to one (1) point of interest (Hale Hookipa Apartments) in Kealakekua.
	10/6/2016		Added one (1) point of interest (Hale Kehau Condos) in Keauhou.
	10/6/2016		Deleted four (4) points of interest in Hawi.
	10/5/2016		Corrected location name to one (1) point of interest (Hale Alii Apartments) in Hawi.
	10/5/2016		Added ten (10) points of interest in Hilo.
	10/5/2016		Aliased three (3) points of interest in Hilo.
	10/5/2016		Added one (1) point of interest (Garcia Apartments) in Honokaa.
	10/5/2016		Added two (2) points of interest (Casa Del Sol, and Duarte Apartments) in Kailua Kona.
	10/5/2016		Corrected location name to one (1) point of interest (Hale Koloko) in Kailua Kona.
	10/5/2016		Added one (1) point of interest (Country Club Villas) in Keauhou.
10/5/2016		Corrected location name to one (1) point of interest (Chalet Kilauea Hotel) in Volcano.	
10/5/2016		Added one (1) point of interest (Elima Lani) in Waikoloa.	
10/5/2016		Deleted four (4) points of interest in Volcano.	

Hawaii County E9-1-1 Status Report

October 1, 2016 – October 31, 2016

MAPPING LAYERS UPDATED (PART VI)

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

HAWAII COUNTY			
Type of Layer	Akimeka GIS Server	Date GIS Delivered	Other/Remarks
	Date Created/Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Points of Interest	10/4/2016		Spatially corrected two (2) points of interest (Hilo High School, and Performing Arts Learning Center) in Hilo.
	10/4/2016		Added one (1) point of interest (Pahala Gym) in Pahala.
	10/3/2016		Corrected address to one (1) point of interest (Captain Cook Fire Station) in Captain Cook.
	10/3/2016		Added three (3) points of interest (Kekuaokalani Gym, Kona Community Aquatic Center, and Ross) in Kailua Kona.
	10/3/2016		Deleted ten (10) points of interest in Captain Cook.
Police Beats	10/14/2016		Corrected boundary to one (1) police beat (Beat 130).
Police Districts			
Police Response Areas	10/14/2016		Corrected boundary to one (1) police response area (Response Area 130).
Police Stations			
Post Offices			
Schools			
Street Centerlines	10/31/2016		Spatially corrected eight (8) street centerlines in Hilo.
		10/26/16	
	10/28/2016		Corrected elevation to two (2) street segments of Hawaii Belt Rd in Hilo.
	10/27/2016		Spatially corrected forty-three (43) street segments in Hilo.
	10/27/2016		Added twenty-five (25) street segments in Keauhou.
	10/27/2016		Corrected range to one (1) street segment of Alii Dr in Keauhou.
	10/27/2016		Spatially corrected sixty-four (64) street segments in Keauhou.
	10/27/2016		Split one (1) segment of Alii Dr in Keauhou.
	10/18/2016		Corrected range to four (4) street segments in Paauilo.
	10/18/2016		Corrected range to four (4) street segments in Papaikou.
	10/18/2016		Corrected range to four (4) street segments in Waikoloa.
	10/18/2016		Completed monthly update on street centerlines.
	10/17/2016		Corrected street name to one (1) street segment (Ehiku Pl) in Kamuela.
	10/3/2016		Added thirty (30) street segments in Kailua Kona.
10/3/2016		Split eight (8) street segments in Kailua Kona.	
Subdivisions			
Tow Jurisdictions			
Tsunami Evacuation Zones			
Tsunami Heights			

Hawaii County E9-1-1 Status Report

October 1, 2016 – October 31, 2016

MAPPING LAYERS UPDATED (PART VII)

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	Date GIS Delivered	Other/Remarks
	Date Created/Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Waste Water Plants			
WSP Cell Sectors		10/26/16	
	10/25/2016		Per VZW CRS
	10/12/2016		Per VZW CRS
WSP Cell Towers	10/3/2016		Per VZW CRS
		10/26/16	
	10/25/2016		Per VZW CRS
	10/12/2016		Per VZW CRS
	10/3/2016		Per VZW CRS

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
10/26/2016	MapFlex deliverable which included the following updated layers: Address Points, Cell Sectors, Cell Towers, Points of Interest, and Street Centerlines.
10/25/2016	Spillman deliverable which included the following updated layers: Address Points, Cell Sectors, Coastline, Common Names Alt Table, Display Streets, Medic Zones, Ocean Rescue Boundaries, Points of Interest, POI Alt Names, Police Zones, Street Centerlines, Street Alt Names, and Street Routes.
10/18/2016	Spillman deliverable which included the following new response area layers: Water Fire, Water Medic, and Water Police.
10/11/2016	Spillman deliverable which included the following updated layers: Address Points, Cell Sectors, Common Names Alt Table, Display Streets, Points of Interest, POI Alt Names, Street Centerlines, Street Alt Names, and Street Routes.

Hawaii County E9-1-1 Status Report

October 1, 2016 – October 31, 2016

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 Address Points and Street Centerlines layer comparative analysis was completed on the updates received from the Hawai'i County Planning Department on **October 18, 2016**. Results are as follows:

HAWAII COUNTY	Address Points Layer	Street Centerlines Layer
New Addresses Added	170	
Addresses Removed	0	
Address Street Name Changes	0	
Address Street Number Changes	0	
New Street Segments Added		0
Street Segments Removed		0
Street Segment Range Changes		0
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.

Hawaii County E9-1-1 Status Report

October 1, 2016 – October 31, 2016

POLICE BEAT REVIEW

Beginning in late 2015 and continuing in January 2016, Akimeka has been conducting a Police Beats review process as part of an annual update and in addition, preparation for Hawaii County's CAD system deployment. During this time, the Police Beats are also reviewed with the written descriptions of the Hawaii Police Beat Boundaries, whereby corrections are made to the Police Beat GIS layer where applicable in an effort to synchronize the GIS layer with the written descriptions and provide the 911 centers in Hawaii with a more accurately defined boundary layer which align with operational jurisdictions.

1. To better service the public safety needs of Hawaii County, Akimeka compared the written descriptions of the Hawaii Police Beats as recorded in Document Number GO 204 with an effective date of June 27, 2011, and made corrections to the Police Beats GIS layer where needed. In addition, Akimeka has been documenting any recommendations for document description updates.
 - a. Akimeka reviewed the written descriptions for the Hawaii Police Beats and cross referenced it to the Police Beats GIS layer. The boundaries to all seventy-six police beats as well as the area falling within the jurisdiction of the Hawaii Volcanoes National Park were edited for greater accuracy.
 - b. Akimeka has documented all potential discrepancies between the written descriptions and GIS layer for a thorough review upon completion. Akimeka has also produced several maps to better illustrate some of the larger discrepancies.
 - c. Upon completion of the GIS editing procedures, Akimeka will participate in a Police Beat review process with the Hawaii Police Department to further refine the boundaries to the Police Beats GIS layer and the written descriptions for those boundaries. This process will finalize the synchronization between the GIS layer and the written descriptions; provide additional precision and accuracy to both the GIS layer and written descriptions; and eliminate all discrepancies so that confusion and/or misinterpretation of those boundaries do not hinder public safety needs.
 - d. During the month of February 2016, Akimeka corrected the boundaries to the GIS layers that are associated with the Police Beats so that proper alignment would occur between the associated layers. This included correcting boundaries to six ESNs and three Police Districts. Those corrected layers were delivered to MapFlex and made available to the dispatchers on February 17th.
 - e. During the month of March 2016, Akimeka corrected the boundaries to the Police Response Areas so they would be aligned properly with the Police Beats and be topologically error free. This included correcting the boundaries to all seventy-six police response areas as well as the area falling within the jurisdiction of the Hawaii Volcanoes National Park.
 - f. During the month of August 2016, Akimeka is awaiting the final review process of the Police Beat layer with the Hawaii Police Department. Besides the Police Beat layer, the review process with the Hawaii Police Department will also likely include a review process of the Police Districts layer as well as the Police Response Areas layer.
 - g. During the month of September 2016, Akimeka began creating a series of large-scale maps to illustrate in detail the police beat boundaries. The maps are anticipated to be completed during October 2016, at which time they will be made available for examination by the Hawaii Police Department for accuracy.
 - h. During the month of October 2016, Akimeka created the first draft of a series of seventy-seven large-scale maps – one map for each police beat as well as one map of the entire county. Besides police beat boundaries, streets, and aerial imagery, the maps also contain points of interest that are referenced within the written descriptions of the Hawaii Police Beat Boundaries, as well as other important features such as high schools, colleges, and major attractions so that the maps will be easier to validate the accuracy of. After reviewing the maps, Akimeka recognized enhancements that could be made to them to further their value as a communication device. These enhancements will be taking place in November 2016.

Hawaii County E9-1-1 Status Report

October 1, 2016 – October 31, 2016

CAD SYSTEM DEPLOYMENT

During the 2015 year, the Hawaii County Police Department has conducted thorough research and has decided to implement a new CAD (Computer Aided Dispatch) system. Through their selection process, they have chosen the Spillman Technologies CAD system to best fit their operational needs. Throughout the coming months there will be much coordination between the Hawaii Police Department, Hawaii IT Department, Akimeka, and Spillman Technologies to deploy the Spillman Technologies CAD system with absolute success.

1. The Hawaii Police Department, Akimeka, and Spillman Technologies have begun introductory coordination and information sharing to ensure a successful deployment of the new CAD system, which will improve dispatch efficiency.
 - a. On January 15, 2016, Spillman Technologies held a webinar and discussion on their Geobase process which HPD, Spillman Technologies, and Akimeka were in attendance. The discussion was high-level and pertaining to the GIS database and how it is integrated within the Spillman Technologies CAD architecture.
 - b. In February 2016, Spillman Technologies was on-site at the Hawaii Police Department to host an official kick-off meeting and technical discussion which Akimeka was also in attendance. During the meeting Akimeka presented the entire GIS dataset via webinar. Spillman Technologies was impressed with the quality of the GIS data and is looking forward to the project.
 - c. In May 2016, the final NDA were completed with Akimeka, Spillman Technologies, and the Hawaii Police Department.
 - d. On May 31, 2016, Akimeka's GIS Manager and two representatives from the Spillman Technologies team met to discuss the timeline, requirements, and where they can work together to make this a successful project and on schedule.
 - i. Spillman Technologies is currently in the process of getting the server(s) packaged/shipped on site. Once these are in place, more timeline milestones will be established with preparing the data for configuration on the server, etc.
 - e. During the month of August 2016, there was significant coordination done between Akimeka and Spillman Technologies to get an initial GIS dataset ready for configuration.
 - i. There was a slight delay in getting a connection to the Hawaii County server during the beginning of August but was quickly remediated. In the meantime while, Spillman was on-site getting server connections set up, Akimeka was preparing the GIS data for the CAD system. Several preparation took place and included a variety of QA items to ensure the best possible data to be configured.
 - ii. On August 24, 2016, Akimeka uploaded an initial GIS dataset containing the core data, meaning the functional data that makes the system work. The display layers intended to perform labeling, set up different symbols, and establish the basemaps will come after the initial data has been given the go ahead.
 - iii. On August 29, 2016, Spillman Technologies followed up with Akimeka to let them know the data looked good on their end. They ran testing on addresses, common places, and mile markers and all were good.
 - iv. On August 30, 2016, Akimeka was on-site to meet with the Hawaii Police Department and Spillman Technologies. Akimeka, along with the supervisors of the Hawaii Police 911 Center, observed during a Spillman Cad Mapping demonstration that the initial base GIS layers that were provided by Akimeka were installed and functioning flawlessly with no issues. CAD project proceeding as planned. Previous issues regarding the 911 GIS layers for the Hawaii Fire Department were discussed and resolved. Spillman Technologies will be reaching out to the Hawaii Fire Department personnel regarding data input into the Spillman CAD System. This information was conveyed to the Hawaii Fire Department representative along with the Hawaii County Information Technology Manager during a separate meeting that Akimeka and Hawaii Police Department attended at the Hawaii County ITD office.
 - v. During the month of September, Akimeka continued with routing deliverables for the Spillman CAD system. One deliverable during the beginning of September included 45 display layers to be used for making the pin maps more aesthetically pleasing and useful for the dispatchers.

Hawaii County E9-1-1 Status Report

October 1, 2016 – October 31, 2016

- vi. During the month of October, Hawaii County Police and Fire, Akimeka, and Spillman was on-site for the mock Go-Live.
 1. The on-site meetings were a success and Akimeka and Spillman worked together to provide some enhancements to the mapping, such as hillshades to provide some terrain features in the mapping.
 2. Spillman rolled out their new mapping display which was well received by Hawaii County.
 3. Akimeka met with Hawaii Fire to go over the First In boundaries and agreed to make some slight modifications to include third, fourth, and fifth level responses, which will be a follow on item to work on.
 4. There were some records that needed some updating and Akimeka took this as an action item.
- vii. Throughout the remainder of October 2016, Akimeka and Spillman continued to work together to ensure the project is successful.
 1. Akimeka provided several addition GIS updates, which included new Water Response Areas for Police, Fire, and Medics. In addition, several deliverables that included new Common Names and updates as well.

COMMON NAMES UPDATE

In September 2016, Akimeka was provided a spreadsheet by the Hawaii Fire Department of common names that they wished to be included in the Spillman Technologies CAD system. Akimeka immediately reviewed the spreadsheet and developed a strategy and timeline for ensuring that all the common names on the spreadsheet be included in the GIS data that is used in their Spillman Technologies CAD and MapFlex systems.

1. In late September 2016, Akimeka received, and immediately reviewed, a spreadsheet by the Hawaii Fire Department of common names that they would like included in their Spillman CAD system. The spreadsheet contains a list of four hundred eighteen multi-family residential complexes, most of which are apartment, condominium, and townhouse complexes.
 - a. Akimeka developed a strategy for completing this large update, which includes a timeline whereby thirty of the updates will be completed before the Spillman CAD go-live date, which takes place in the first week of October 2016, followed by a minimum of fifty updates for each of the subsequent Spillman CAD updates taking place every two weeks. At that projected rate, the updates will be completed in January 2017.
 - b. During the month of October 2016, Akimeka kept the projected pace to be completed with the multi-family residential complexes updates in January 2017.

MAPFLEX SYSTEM

Hawaii County E9-1-1 Status Report

October 1, 2016 – October 31, 2016

During the month of October 2016, the MapFlex system received some updates but not part of the normal upload processes as a result of MapFlex having several issues.

Considering that the MapFlex initiative being provided by Hawaiian Telecom and sub-contractor, West, was implemented across the State of Hawaii, in the below narrative there is some information pertaining to all of the Hawaiian Islands. For a record of historical information regarding the MapFlex system, please see MSRs during the 2015 year.

During the month of October 2016, there was only one GIS deliverable made to MapFlex. Due to the issues MapFlex is having regarding the automatic updates, all of the PSAPs had agreed to hold on all GIS updates until West has made the necessary system changes.

1. Akimeka delivered GIS data to the MapFlex system on the following dates in September 2016
 - a. **Hawaii County** – October 27, 2016
 - b. **Maui County** – October 27, 2016
 - c. **Kauai County** – October 27, 2016
 - d. **Honolulu** – October 27, 2016

MAPFLEX ISSUE

During the month of August 2016, there were some identified issues regarding the MapFlex system, some of which were a continuation of previous issues identified.

On August 3, 2016, during the all PSAP conference call with West, Akimeka, and Hawaiian Telcom also in attendance, there were several issues that were discussed.

1. There was an upload issue with the Kauai MapFlex system on July 24, 2016 which was related to an issue which Maui PD experienced earlier in the year. The MapFlex screen went blank and there was no mapping capability.
 - a. West relayed that there is an issue with the automatic update script and there are updates required for them to make to the system.
 - b. All of the PSAPs agreed to hold off on all GIS updates in MapFlex until West has resolved the issue.
2. The MapFlex system began displaying wireless information incorrectly during the month of August 2016.
 - a. The issue described is that when wireless calls are coming into the PSAPs, the ALI information appears to be correct and it matches with the GIS data, so it subsequently displays a Phase I location for Phase I calls. What is occurring directly after this, is the 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.
 - b. West and HT are looking into the issue and are planning a software update that should help resolve the issue.
3. The Text-to-911 icons have stopped displaying at the PSAPs.
 - a. It was identified that the icons for text calls have stopped displaying in the MapFlex maps. Previously when calls came in as a text call, there would be an icon displaying "TEXT" where the call was plotted.
 - b. West and HT will be researching the issue.
4. Throughout October 2016 West and HT continued to work on the patches to fix some of the above issues.

4. SERVICE REQUESTS TRANSACTIONS

OPEN SERVICE REQUESTS – OCTOBER 2016

Hawaii County E9-1-1 Status Report

October 1, 2016 – October 31, 2016

#	Date	Ticket #	Description	PSAP	Urgency	Comments
1	07/13/16	856	Updated Address	FIRE	Normal	TN has been referred to telco via email by West Safety Services (Intrado). RMS
2						
3						

Note* There is one (1) opened service request pending for October 2016.

SERVICE REQUEST YEAR-TO-DATE (YTD) SUMMARY – 2016

HAWAII COUNTY				MSAG SERVICE REQUEST CATEGORIES					
2016	TOTAL		Open	WIRELINE		WIRELESS		VoIP	
	Created	Closed		Created	Closed	Created	Closed	Created	Closed
2015 Carryover*			3						
January	9	10	2	8	8	0	1*	1	1
February	1	2	1	1	1	0	0	0	1*
March	2	2	1	1	1	0	0	1	1
April	6	5	2	6	5	0	0	0	0
May	5	5	2	5	5	0	0	0	0
June	2	2	2	2	2	0	0	0	0
July	3	2	3	3	2	0	0	0	0
August	2	2	3	2	2	0	0	0	0
September	1	1	3	1	1	0	0	0	0
October	1	3	1	1	3	0	0	0	0
November									
December									
TOTAL	32	34	1	30	30	0	1	2	3

Note: * The 2015 Carryover row indicated the number of Service Requests that were opened in 2015 and brought forward into 2016 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 West Safety Services 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) for correction

5. E9-1-1 DATABASE SYNCHRONIZATION

Hawaii County E9-1-1 Status Report

October 1, 2016 – October 31, 2016

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

Next Scheduled Database Synchronization – November 2016

AUDIT SUMMARY RESULTS – NOVEMBER 2016 -- TBA

AUDIT SUMMARY RESULTS COMPARISION – NOVEMBER 1, 2016 VS AUGUST 1, 2016 -- TBA

AUDIT SUMMARY RESULTS -- TBA

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

AUTOMATIC LOCATION IDENTIFICATION (ALI) DISCREPANCY REPORT -- TBA