Kauai County E9-1-1 Status Report

August 1, 2017 – August 31, 2017

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1. PSAP OPERATIONS

9-1-1 CALL VOLUME – AUGUST 2017

(**Source:**) **West Safety Services Viper system**

KAUAI PSAP		Wireline		Wireless				VOIP		Calls With No ALI		Admin Calls		Abandoned Calls		Other Calls	
2017	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	% of Total Calls
AUG	4,361	774	17.75%	2,794	64.07%	38.58%	61.42%	181	4.15%	7	0.16%	0	0.00%	605	13.87%	0	0.00%

9-1-1 CALL VOLUME – CALENDAR YEAR 2017

KAUAI PSAP		Wireline		Wireless				VOIP		Calls with No ALI		Admin Calls		Abandoned Calls		Other Calls	
2017	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	% of Total Calls
JAN	4,006	627	15.65%	2,658	66.35%	38.11%	61.89%	175	4.37%	14	0.35%	0	0.00%	532	13.28%	0	0.00%
FEB	3,739	564	15.08%	2,403	64.27%	42.16%	57.84%	178	4.76%	12	0.32%	0	0.00%	582	15.57%	0	0.00%
MAR	4,035	701	17.37%	2,527	62.63%	39.41%	60.59%	179	4.44%	8	0.20%	0	0.00%	620	15.37%	0	0.00%
APR	3,721	645	17.33%	2,367	63.61%	36.38%	63.62%	154	4.14%	13	0.35%	0	0.00%	542	14.57%	0	0.00%
MAY	4,221	668	15.83%	2,849	67.50%	39.03%	60.97%	133	3.15%	6	0.14%	0	0.00%	565	13.39%	0	0.00%
JUNE	4,388	797	18.16%	2,893	65.93%	38.23%	61.77%	108	2.46%	2	0.05%	0	0.00%	588	13.40%	0	0.00%
JULY	4,416	744	16.85%	2,953	66.87%	38.47%	61.53%	161	3.65%	6	0.14%	0	0.00%	552	12.50%	0	0.00%
AUG	4,361	774	17.75%	2,794	64.07%	38.58%	61.42%	181	4.15%	7	0.16%	0	0.00%	605	13.87%	0	0.00%
SEPT																	
OCT																	
NOV																	
DEC																	
YTD	32,887	5,520		21,444				1269		68		0		4,586		0	
MON AVG	4,111	690	16.75%	2,681	65.15%	38.80%	61.20%	159	3.89%	9	0.21%	0	0.00%	573	13.99%	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 total Wireline and Wireless counts respectively.**
- **All VoIP (Voice over Internet Protocol) type of 911 calls is combined in the Call Volume statistic.**
- ***911 Calls with No Ali for August 2017 = 0.16% - Statewide average for 2016 = 0.15%**

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FOR YOUR INFORMATION

FYI ………... For Your Information				
PSAP Operations				
Statewide 911 Call Volumes for 2016 & 2015 compare				
PSAP	2016		2015	
Oahu Civilian	1,009,059	71.93%	1,019,402	70.94%
Hawaii County	205,412	14.64%	217,768	15.15%
Maui County	137,333	9.80%	142,952	9.95%
Kauai County	50,955	3.63%	56,874	3.96%
Total	1,402,759	100.00%	1,436,997	100.00%
*Statewide average does not include Military 911 calls.				

TEXT TO 911 – CURRENT MONTH – AUGUST 2017

TEXT TO 911 Kauai County 2017	
Month	Total received
January	5
February	6
March	6
April	5
May	7
June	6
July	15
August	16
September	
October	
November	
December	
YTD	66
Monthly Avg.	8.3

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.

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WIRELESS PSAP TESTING – AUGUST 2017

KAUAI COUNTY - AUGUST 2017						
Date	WSP	Sites Tested	Sectors Tested	Tested By:	Test Pass/Fail	Comments:
8/29/2017	T-Mobile	1	3	Kauai PSAP	Pass	
8/30/2017	T-Mobile	1	9	Kauai PSAP	Pass	
8/31/2017	T-Moble	1	6	Kauai PSAP	cancelled	WSP tech problems

NOTES:

- There were three (3) scheduled Wireless 911 testing for the month of August, 2107, for the Kauai PSAP.

Kauai County   August 2017

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2. MSAG (MASTER STREET ADDRESS GUIDE)

MSAG TRANSACTIONS CURRENT MONTH/YEAR – AUGUST 2017

KAUAI COUNTY 2017	Total	Dispatchable Location Transactions Submitted DL (A)	MSAG MSAG (B)	ALI Submitted TN CR (C)	ALI Submitted ALI DR (D)	Open ALI Discrepancy Records TNCR	Open ALI Discrepancy Records ALI DR	Open ALI Discrepancy Records VoIP DR	Customer Addresses Affected
				9-1-1 TRANSACTIONS					
JANUARY	174	170	3	0	1	32	0	0	7
FEBRUARY	181	166	2	13	0	21	0	0	24
MARCH	245	206	13	26	0	12	0	0	39
APRIL	200	92	2	106	0	9	0	0	109
MAY	141	140	1	0	0	5	0	0	144
JUNE	135	127	5	2	1	1	0	0	134
JULY	104	98	4	1	1	0	0	0	100
AUGUST	195	195	0	0	0	0	0	0	202
SEPTEMBER									
OCTOBER									
NOVEMBER									
DECEMBER									
TOTAL YTD	**1,375**	**1,194**	**30**	**148**	**3**				**759**
AVG PER MONTH	172	149	4	19	0				95

Definitions
(A) **D**ispatchable **L**ocation - is defined in the FCC 15-9 Docket as the verified or corroborated street address of the calling party plus additional information such as floor, suite, apartment or similar information that may be needed to adequately identify the location of the calling party. Please see Dispatchable Location Section for more information.
(B) **M**aster **S**treet **A**ddress **G**uide - Represents corrections made to street records including, street names, address ranges, MSAG Communities and ESNs.
(C) **T**elephone **N**umber **C**hange **R**equest - Represents address corrections on a specific TN or group of TNs. These "invalid" TNs usually have an associated ESN 299 attached to them which indicates the need for validation.
(D) **A**utomatic **L**ocation **I**nformation **D**iscrepancy **R**ecord - Represents an address discrepancy discovered during a live 9-1-1 call, from a landline OR a VoIP phone. These record corrections are treated with a higher priority and should be processed within 48 hours if wireline, and 72 hours if a VoIP phone, as a general guideline.

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MSAG CURRENT MONTH NOTES:

A total of **195** Dispatchable Location transactions during the current month. As of the current month, Akimeka has submitted **763** Dispatchable Location transactions for Kauai County.

TELEPHONE RECORD (ALI) TRANSACTIONS CURRENT MONTH NOTES:

Akimeka processed **195** TN CRs related to the Dispatchable Location Project during the current month.

OPEN TELEPHONE RECORD (ALI) DISCREPANCY STATUS:

- **There are currently no Open TN CRs.**
- **There are currently no Open ALI-DRs.**
- **There are currently no Open VoIP DRs.**

NARRATIVE:

As Akimeka awaits for the notice to proceed, Akimeka has continued to research and prepare "Driving Instructions" for other shopping malls that will assist the Kauai Dispatchers with their 911 calls for service. A total of 2,114 telephone records are complete and being submitted as allocated by West for the State of Hawaii.

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TNCR (TELEPHONE NUMBER CHANGE REQUEST) CURRENT STATUS – AUGUST, 2017

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 (INTRADO)**	**OPENED TNCRS REFERRED TO TELCO BY WEST SAFETY SERVICES (INTRADO)**	**TOTAL UNOPENED TNCR RECORDS**
KAUAI	**0**	**0**	**0**	**0**

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.

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DISPATCHABLE LOCATION – STATUS AS OF – AUGUST 2017 - PENDING

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 **Kukui Grove Center at 302600 Kaumualii Hwy, Lihue**. 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.

As Akimeka awaits for the notice to proceed, Akimeka has continued to research and prepare "Driving Instructions" for other shopping malls that will assist the Kauai Dispatchers with their 911 calls for service. A total of 2,114 telephone records are complete and being submitted as allocated by West for the State of Hawaii. 195 transactions were submitted and processed in August 2017.

Dispatchable Location				
2017 **Quarter 3**	**Common Name Place** **MSAG Address**	**TNCR Transactions Prepared**	**TNCR Transactions Submitted**	**Transactions Processed**
Quarter 2 Carryover		1919	470	470
July	HALE LANI VILLAGE, 1970 HANALIMA ST, PUHI		23	23
July	LAE NANI CONDOS, 410 PAPALOA RD, WAILUA		46	46
July	LANIKAI CONDOS, 390 PAPALOA RD, WAILUA		17	17
July	PRINCE KUHIO RESORT, 5061 LAWAI RD, KUKUIULA		12	12
August	EMMALANI RESORT, 5250 KA HAKU RD, PRINCEVILLE	9	9	9
August	HALE MOI, 5301 KA HAKU RD, PRINCEVILLE	19	19	19
August	HANALEI VILLAS, 5451 KA HAKU RD, PRINCEVILLE	14	14	14
August	KUKIO GROVE, 302600 KAUMUALII HWY, LIHUE	70	70	70
August	PALI KE KUA, 5300 KA HAKU RD, PRINCEVILLE	73	73	73
August	PUU POA, 5454 KA HAKU RD, PRINCEVILLE	10	10	10
September				
September				
September				
Quarter 3 Total		**195**	**293**	**293**
Total		**2114**	**763**	**763**

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SPECTRUM (CHARTER) 9-1-1 VOIP DATABASE VERIFICATION PROJECT - AUGUST 2017

Akimeka received the Automatic Location Identification (ALI) records from Spectrum (formally known as Charter Communications) which is the predominant Voice over Internet Protocol (VoIP) provider in the State of Hawaii. As Akimeka has access to these ALI Records, Akimeka is researching and verifying the VoIP records against an MSAG valid address and the GIS data. This research is a validation of the ALI Record to ensure that the location as provided by the VoIP provider matches the GIS Information utilized by the Public Safety Agencies within their specific County 9-1-1 Service Area. This validation reduces the potential of address or location dispute during a 9-1-1 call.

The analysis of the database records indicates that there are invalid MSAG addresses utilized by the VoIP Provider. These records are being identified, and will be sent back to Spectrum for corrective action.

PSAP	*Spectrum (Charter) 9-1-1 VoIP Database Verification Project				
	TOTAL RECORDS SUBMITTED BY SPECTRUM (A)	TOTAL RECORDS MATCHING & VERIFIED WITH 911 DATABASES (B)	TOTAL RECORDS NOT MATCHING	NON MATCHING RECORDS CORRECTED BY AKIMEKA (C)	PERCENT COMPLETED
HAWAII County	22,044	21,638 (98%)	406	204	50.25%
KAUAI County	8,936	8,695 (97%)	241	200	82.99%
MAUI County	18,256	17,517 (96%)	739	599	81.06%
OAHU Cilivian	87,414	85,329 (98%)	2,085	66	3.17%
OAHU Military	3,663	710 (19%)	2,953	153	5.18%
TOTAL	140,313	**133,889	6,424	1,222	44.5%

* Spectrum VoIP Database received on June 21st, 2017

** Akimeka provided VoIP Records with Latitude/Longitude coordinates

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

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3. GEOGRAPHIC INFORMATION SYSTEM (GIS) – AUGUST 2017

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.

Type of Layer	Akimeka GIS Server Date Created/ Edits Performed	Date GIS Delivered	Other/Remarks
KAUAI COUNTY			
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE **(Listed Alphabetically)**			
Address Points		08/31/17	
	8/30/2017		Updated Location Name for one (1) address in Kalaheo
	8/30/2017		Updated Location Name for three (3) addresses in Lihue
	8/30/2017		Spatially corrected two (2) address points in Lihue
	8/30/2017		Added two (2) addresses in Lihue
	8/30/2017		Added three (3) addresses in Puhi
	8/30/2017		Spatially corrected one (1) address point in Princeville
	8/30/2017		Updated Location Name for one (1) address in Princeville
	8/30/2017		Added seven (7) addresses in Wailua
	8/29/2017		Added three (3) addresses in Waimea
	8/29/2017		Added Location Name for one (1) address in Waimea
	8/29/2017		Spatially corrected one (1) address point in Wailua
	8/29/2017		Updated Location Name for one (1) address in Eleele
	8/29/2017		Added one (1) address in Eleele
	8/29/2017		Spatially corrected two (2) address points in Hanapepe
	8/29/2017		Added one (1) address in Kalaheo
	8/29/2017		Spatially corrected one (1) address point in Kapaa
	8/29/2017		Updated Location Name for one (1) address in Kapaa
	8/29/2017		Added two (2) addresses in Kapaa
	8/29/2017		Updated Location Name for one (1) address in Kilauea
	8/29/2017		Added two (2) addresses in Kilauea
	8/29/2017		Added Location Name for one (1) address in Koloa
	8/29/2017		Added two (2) addresses in Koloa
	8/29/2017		Updated Location Name for four (4) addresses in Lihue
	8/29/2017		Added Location Name for two (2) addresses in Lihue
	8/29/2017		Spatially corrected eight (8) address points in Lihue
	8/29/2017		Added two (2) addresses in Lihue
	8/29/2017		Spatially corrected four (4) address points in Nawiliwili
	8/29/2017		Updated Location Name for one (1) address in Nawiliwili
	8/29/2017		Added two (2) address in Nawiliwili
	8/29/2017		Spatially corrected three (3) address points in Poipu
	8/29/2017		Added one (1) address in Princeville
	8/29/2017		Spatially corrected eight (8) address points in Puhi

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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.

KAUAI COUNTY			
Type of Layer	**Akimeka GIS Server** **Date Created/ Edits Performed**	**Date GIS Delivered**	**Other/Remarks**
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Address Points	8/29/2017		Added Location Name for two (2) addresses in Puhi
	8/29/2017		Added two (2) addresses in Puhi
	8/23/2017		Added three (3) addresses in Kekaha
	8/23/2017		Spatially corrected fifteen (15) address points in Kilauea
	8/23/2017		Added ten (10) addresses in Kilauea
	8/23/2017		Added two (2) addresses in Koloa
	8/23/2017		Added twenty-seven (27) addresses in Kukuiula
	8/23/2017		Spatially corrected eighteen (18) address points in Mana
	8/23/2017		Updated Full Address and Label for seventy-six (76) addresses in Mana
	8/23/2017		Added Location Name for one (1) address in Mana
		08/17/17	
	8/15/2017		Added two (2) addresses in Lawai
	8/14/2017		Spatially corrected one (1) address in Wailua
	8/14/2017		Added one (1) address in Wailua
	8/9/2017		Updated one (1) hotel name in Princeville
	8/9/2017		Spatially corrected one (1) address point in Haena
	8/9/2017		Updated Location Name for one (1) address in Haena
	8/9/2017		Spatially corrected nineteen (19) address points in Kapaa
	8/9/2017		Updated one (1) address in Kapaa
	8/9/2017		Added ten (10) addresses in Kapaa
	8/9/2017		Spatially corrected seven (7) address points in Kapaia
	8/9/2017		Added two (2) addresses in Kapaia
	8/9/2017		Spatially corrected one (1) address point in Kealia
	8/9/2017		Added four (4) addresses in Kealia
	8/9/2017		Spatially corrected twenty (20) address points in Princeville
	8/9/2017		Added one hundred thirteen (113) addresses in Princeville
	8/9/2017		Spatially corrected one (1) address point in Waimea
	8/9/2017		Added one (1) address in Waimea
		08/03/17	
Airports			
Bridges			
Building Footprints			
Bus Stops			

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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.

Type of Layer	Akimeka GIS Server Date Created/ Edits Performed	Date GIS Delivered	Other/Remarks
KAUAI COUNTY			
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Churches			
Coastal Names			
Coastline			
Common Places			
Correctional Facilities			
Emergency Callboxes			
Emergency Operation Centers			
Emergency Shelters			
ESZ/ESN			
Fire Beats			
Fire Districts			
Fire Response Areas			
Fire Stations			
Food & Beverage		**08/17/17**	
	8/9/2017		Updated one (1) restaurant name in Haena
Gas Stations		**08/31/17**	
	8/30/2017		Spatially corrected one (1) gas station in Lihue
	8/30/2017		Updated (1) gas station name in Lihue
	8/29/2017		Spatially corrected one (1) gas station in Kapaa
	8/29/2017		Updated one (1) gas station name in Kapaa
	8/29/2017		Spatially corrected one (1) gas station in Lihue
	8/29/2017		Updated one (1) gas station name in Lihue
Gate Codes			
Government Buildings			
Harbors			
Helipads			
Hiking Trails			
Hospitals			
Hydrants			
Hyrdology Layers			
Incident Response Areas			

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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.

Type of Layer	Akimeka GIS Server Date Created/ Edits Performed	Date GIS Delivered	Other/Remarks
KAUAI COUNTY			
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Lodging		08/31/17	
	8/29/2017		Updated one (1) hotel name in Nawiliwili
	8/9/2017		Added one (1) hotel in Princeville
Major Roads			
Medic Beats			
Medic Districts			
Medic Response Areas			
Medic Stations			
Medical Facilities			
Milepost Markers			
MSAG Communities		08/17/17	
	8/9/2017		Updated boundary between Kealia and Kapaa to match spatially corrected street centerlines
Net Junctions			
Ocean Rescue Boundaries			
Ocean Safety			
Parcels			
Parks			
Parks Polygon			
Points of Interest		08/31/17	
	8/30/2017		Spatially corrected one (1) POI in Hanalei
	8/30/2017		Updated one (1) POI name in Kapaa
	8/30/2017		Spatially corrected one (1) POI in Lihue
	8/30/2017		Updated one (1) POI name in Puhi
	8/29/2017		Updated one (1) POI name in Anahola
	8/29/2017		Updated two (2) POI names in Eleele
	8/29/2017		Updated two (2) POI names in Haena
	8/29/2017		Updated two (2) POI names in Hanamaulu
	8/29/2017		Spatially corrected two (2) POI in Hanapepe
	8/29/2017		Updated one (1) POI name in Hanapepe
	8/29/2017		Updated one (1) POI name in Kalihiwai
	8/29/2017		Updated two (2) POI names in Kapaa
	8/29/2017		Spatially corrected one (1) POI in Kapaa

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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.

KAUAI COUNTY			
Type of Layer	**Akimeka GIS Server** **Date Created/ Edits Performed**	**Date GIS Delivered**	**Other/Remarks**
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE **(Listed Alphabetically)**			
Points of Interest	8/29/2017		Updated two (2) POI names in Kealia
	8/29/2017		Updated two (2) POI names in Kekaha
	8/29/2017		Updated three (3) POI names in Kilauea
	8/29/2017		Updated three (3) POI names in Kokee
	8/29/2017		Updated two (2) POI names in Koloa
	8/29/2017		Added one (1) POI in Koloa
	8/29/2017		Updated one (1) POI name in Lawai
	8/29/2017		Spatially corrected three (3) POI in Lihue
	8/29/2017		Updated four (4) POI names in Lihue
	8/29/2017		Added one (1) POI in Lihue
	8/29/2017		Added address to one (1) POI in Lihue
	8/29/2017		Updated two (2) POI names in Mana
	8/29/2017		Updated two (2) POI names in Moloaa
	8/29/2017		Spatially corrected one (1) POI in Nawiliwili
	8/29/2017		Updated two (2) POI names in Nawiliwili
	8/29/2017		Added one (1) POI in Nawiliwili
	8/29/2017		Updated one (1) POI name in Olokele
	8/29/2017		Updated one (1) POI name in Omao
	8/29/2017		Updated one (1) POI name in Pakala
	8/29/2017		Spatially corrected three (3) POI in Poipu
	8/29/2017		Updated one (1) POI name in Poipu
	8/29/2017		Added address to one (1) POI in Poipu
	8/29/2017		Updated two (2) POI names in Port Allen
	8/29/2017		Updated three (3) POI names in Princeville
	8/29/2017		Updated two (2) POI names in Puhi
	8/29/2017		Added three (3) POI in Puhi
	8/29/2017		Updated five (5) POI names in Wailua
	8/29/2017		Updated three (3) POI names in Waimea
	8/29/2017		Added one (1) POI in Waimea
	8/29/2017		Updated three (3) POI names in Wainiha
		08/17/17	
	8/16/2017		Added ninety-four (94) POI in Kokee
	8/15/2017		Added twenty-seven (27) POI in Kokee

MAPPING LAYERS UPDATED (PART VI)

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.

KAUAI COUNTY			
Type of Layer	**Akimeka GIS Server** **Date Created/ Edits Performed**	**Date GIS Delivered**	**Other/Remarks**
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE **(Listed Alphabetically)**			
Points of Interest	8/9/2017		Spatially corrected one (1) POI in Haena
	8/9/2017		Updated one (1) POI name in Haena
	8/9/2017		Spatially corrected two (2) POI in Princeville
		08/03/17	
Police Beats		**08/17/17**	
	8/14/2017		Updated boundary between Beat 450 & 456 to match spatially corrected street centerlines
Police Districts	8/18/2017		Updated boundary between Lihue and Hanalei Districts to match spatially corrected street centerlines
Police Response Areas			
Police Stations			
Post Offices			
Schools		**08/31/17**	
	8/30/2017		Updated one (1) school name in Kapaa
	8/29/2017		Added one (1) school in Kekaha
Street Centerlines		**08/17/17**	
	8/11/2017		Spatially corrected seventeen (17) street centerline segments in Kapaa
	8/10/2017		Spatially corrected thirteen (13) street centerline segments in Kapaa
Subdivisions			
Tow Jurisdictions			
Tsunami Evacuation Zones			
Tsunami Heights			
Waste Water Plants			
WSP Cell Sectors		**08/31/17**	
	8/25/2017		Per AT&T CRS
		08/03/17	
	8/2/2017		Per T-Mobile CRS
	8/1/2017		Per T-Mobile CRS
WSP Cell Towers		**08/31/17**	
	8/25/2017		Per AT&T CRS
		08/03/17	
	8/2/2017		Per T-Mobile CRS
	8/1/2017		Per T-Mobile CRS

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NOTE:

- **The Parcels layer is provided by Kauai 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
8/31/2017	Delivered updated data for MapFlex which included Address Points, Food & Beverage, Gas Stations, Lodging, Points Of Interest, Street Centerlines, WSP Cell Sectors and WSP Cell Towers
8/31/2017	Delivered updated data for Spillman which included Address Points, Food & Beverage, Gas Stations, Lodging, Street Centerlines, WSP Cell Sectors and WSP Cell Towers
8/17/2017	Delivered updated data for MapFlex which included Address Points, Lodging, MSAG Communities, Points Of Interest, Street Centerlines, WSP Cell Sectors and WSP Cell Towers
8/17/2017	Delivered updated data for Spillman which included Address Points, Lodging, MSAG Communities, Police Beats, Street Centerlines, WSP Cell Sectors and WSP Cell Towers
8/3/2017	Delivered updated data for MapFlex which included Address Points, Points Of Interest, Street Centerlines, WSP Cell Sectors and WSP Cell Towers
8/3/2017	Delivered updated data for Spillman which included Address Points, Street Centerlines, WSP Cell Sectors and WSP Cell Towers

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MAPFLEX SYSTEM

During the month of August 2017, the MapFlex system received updates manually as a result of MapFlex having several issues pertaining to the automated upload processes.

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 and 2016 years.

1. Akimeka delivered GIS data to the MapFlex system on the following dates in August 2017
   a. **Hawaii County** – August 1st, 2017, August 15th and August 29th, 2017
   b. **Maui County** – August 2nd, 2017, August 16th and August 30th, 2017
   c. **Kauai County** – August 3rd, 2017, August 17th and August 31st, 2017
   d. **Honolulu** – August 4th, 2017 and August 18th

MAPFLEX ISSUES

Below is a detailed list of issues regarding the MapFlex systems throughout the State of Hawaii.

DATE	ISSUE	DESCRIPTION	STATUS
7/24/2016	Automatic Uploads Malfunctioning	It was identified that the Automatic uploads were creating issues within the MapFlex systems, where locators were not being published, etc. as a result of a scripting error at West. Manual uploads have been taking place of the GIS as necessary and agreed by all PSAPs.	Pending, however as of April 2017, West/HT has decided to implement a process to upload data the following week after GIS uploads (manually)
7/24/2016	Blank MapFlex Screen	The MapFlex screen went blank and there was no mapping capability, similar to what had occurred with Maui PD. Resulted from West's automatic update script. All of the PSAPs agreed to hold off on all GIS updates in MapFlex until West has resolved the issue.	Resolved (Nov 2016) There have been no reported blank screens
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
8/2016	Text-to-911 Icons	Icons for text calls have stopped displaying. Previously when calls came in as a text call, there would be an icon displaying "TEXT" where the call was plotted.	Resolved (Nov 2016)
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 West, in which the mapping did not point to the correct information in MapFlex.	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 West. West provides the PDE services for Sprint.	Pending

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1/18/2017	RDC MapFlex	During a meeting between Akimeka and RDC, it was identified that HPD GIS data was contained within the RDC MapFlex and was missing RDC's data. Due to the proprietary nature of the GIS data provided by Akimeka for the civilian PSAP's mapping systems and the confidential information contained to support HPD operations, it was concerning. Actions were taken to request West to stop this and to pull RDC's archive data. West has since replied that they never knew RDC was military and functioned separately from the civilian PSAPs. HPD, RDC, and Akimeka have taken corrective actions to construct GIS data that will be used as a baseline for the RDC and to remove sensitive information supplied for the RDC MapFlex.	Pending – Akimeka notified West that they had data ready on June 28, 2017. Akimeka was given notice that they could proceed on July 7th. The updated GIS data was loaded into the RDC MapFlex on July 24 and 25.
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.	A new SP 5.4 update by West 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.	West is currently researching their configurations (May - June 2017). Aside from the MapFlex, Akimeka is working with Spectrum (previously Time Warner) to correct their Lat/Longs on a mass scale
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.	West is looking into this (May - June 2017)

SPILLMAN PROJECT

The Kauai County Spillman project is considered consistent and has not had any major issues reported during August 2017.

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GEOCOMM GEOLYNX SYSTEM

On February 22, 2017, Akimeka officially received notice that the GIS deliverables for the GeoLynx system are no longer needed. With the system implementation of the Spillman Technologies CAD system, the GeoLynx system has been phased out and is no longer needed.

The GIS Deliverables will no longer be continued, however Akimeka has archived the deliverables and the necessary schemas to support this system should there need to be a continuation of those deliverable in the future.

LIHUE AIRPORT BOUNDARIES

During the month of April 2017, the Kauai Fire Department, AARF, and Akimeka held a conference to capture what requirements will be needed in order to modify the Fire Response Areas to include the airport response.

1. On April 27, 2017, Akimeka web-hosted the meeting so that the boundaries around the Lihue Airport could be roughly detailed, using verbal input from the AARF representatives.
    a. The overall boundaries were defined during the call. Akimeka cleaned up the boundaries at the shoreline and fence line subsequent to the meeting, but separate from the active Fire Response Area until all approvals have been made.
    b. There has been no official request to include the new response area into the GIS data yet.

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OPEN SERVICE REQUESTS – AUGUST 2017

#	Date	Ticket #	Description	Category	Urgency	Comments
			None			

NOTE:

There are no open service requests for August 2017.

SERVICE REQUEST YEAR-TO-DATE (YTD) SUMMARY – 2017

KAUAI COUNTY				MSAG SERVICE REQUEST CATEGORIES					
2017	**TOTAL**		**Open**	**WIRELINE**		**WIRELESS**		**VoIP**	
	Created	**Closed**		**Created**	**Closed**	**Created**	**Closed**	**Created**	**Closed**
2016 Carryover*			0						
January	1	1	0	1	1	0	0	0	0
February	0	0	0	0	0	0	0	0	0
March	0	0	0	0	0	0	0	0	0
April	0	0	0	0	0	0	0	0	0
May	0	0	0	0	0	0	0	0	0
June	1	1	0	1	1	0	0	0	0
July	1	1	0	0	0	0	0	1	1
August	0	0	0	0	0	0	0	0	0
September									
October									
November									
December									
TOTAL	**3**	**3**	**0**	**2**	**2**	**0**	**0**	**1**	**1**

Note:	* The 2016 Carryover row indicates the number of Service Requests that were opened in 2016; however, were brought forward into 2017 in an effort to track the service request until completion.

	Category	Description
Definitions:	**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

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

Next Scheduled Database Synchronization – October 2017

AUDIT SUMMARY RESULTS – 2017 -- TBA

AUDIT SUMMARY RESULTS – OCTOBER 1, 2017 MSAG VS. JULY 1, 2017 MSAG -- TBA

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

AUTOMATIC LOCATION IDENTIFICATION (ALI) DATABASE DISCREPANCIES -- TBA