

# Kauai County E9-1-1 Status Report

*February 1, 2017 – February 28, 2017*



**AKIMEKA** | HIGH PRIORITY. HIGH IMPACT.

# Kauai County E9-1-1 Status Report

February 1, 2017 - February 28, 2017

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## 1. PSAP OPERATIONS

### 9-1-1 CALL VOLUME – FEBRUARY 2017

(Source: West Safety Services Viper system)

9-1-1 Call Volume																	
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
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%

### 9-1-1 CALL VOLUME – CALENDAR YEAR 2017

9-1-1 Call Volume																	
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																	
APR																	
MAY																	
JUNE																	
JULY																	
AUG																	
SEPT																	
OCT																	
NOV																	
DEC																	
YTD	7,745	1,191		5,061				353		26		0		1,114		0	
MON AVG	3,873	596	15.37%	2,531	65.31%	40.13%	59.87%	177	4.56%	13	0.34%	0	0.00%	557	14.42%	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 February 2017 = 0.32% - 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 – FEBRUARY 2017**

TEXT TO 911 Kauai County 2017	
Month	Total received
January	5
February	6
March	
April	
May	
June	
July	
August	
September	
October	
November	
December	
YTD	11
Monthly Avg.	5.5

**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 – FEBRUARY 2017**

KAUAI COUNTY - FEBRUARY 2017						
Date	WSP	Sites Tested	Sectors Tested	Tested By:	Test Pass/Fail	Comments:
2/22/2017	Verizon	1	3	Kauai PSAP	Pass	

**NOTES:**

- There was one (1) scheduled Wireless 911 tests for the month of February, 2107 for the Kauai PSAP.

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## 2. MSAG (MASTER STREET ADDRESS GUIDE)

### MSAG TRANSACTIONS CURRENT MONTH/YEAR – FEBRUARY 2017

KAUAI COUNTY	9-1-1 TRANSACTIONS								Customer Addresses Affected
	Total	Dispatchable Location Transactions Prepared	MSAG	ALI Submitted		Open ALI Discrepancy Records			
		DL (A)	MSAG (B)	TN CR (C)	ALI DR (D)	TNCR	ALI DR	VoIP DR	
2017									
JANUARY	174	170	3	0	1	32	0	0	7
FEBRUARY	181	166	2	13	0	21	0	0	24
MARCH									
APRIL									
MAY									
JUNE									
JULY									
AUGUST									
SEPTEMBER									
OCTOBER									
NOVEMBER									
DECEMBER									
<b>TOTAL YTD</b>	<b>355</b>	<b>336</b>	<b>5</b>	<b>13</b>	<b>1</b>				<b>31</b>
AVG PER MONTH	178	168	3	7	1				16

### Definitions

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

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### MSAG CURRENT MONTH NOTES:

A total of fifteen (15) MSAG transactions were processed in 9-1-1 Net, and 166 Dispatchable Locations were prepared during the current month. Two (2) requests were processed relating to the MSAG database, which include: changes to high – low street ranges, combining street records, deletion of invalid records, splitting street records to align with Police, Fire, EMS and Military response areas, and inserting new MSAG records.

As of the current month, Akimeka has prepared 1,601 Dispatchable Location transactions for Kauai County.

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

All Kauai Telephone Number Change Requests (TN CR) transactions have been processed in 9-1-1 Net with valid MSAG addresses, as a result of the ESN 499 clean-up effort. ESN 499 TN CRs must be validated against HT records and approved by the end user Hawaiian Telcom customer before updating the ALI record. There were eleven (11) ESN 499 TN CRs completed by West Safety Service during the current month and as a result, the last ESN 499 record in Kaumakani has been deleted from the MSAG database.

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

- **There are currently 21 Open TN CR Transactions.**
- **Please refer to “TNCR Current Status” chart in the next section.**

21 Open TN CR transactions are a direct result of the ESN 499 clean-up 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 West for correction, it must be verified against HT records and/or approved by the customer. West's internal process requires calling each telephone customer individually for approval to update an address in the 9-1-1 database.

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

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TNCR (TELEPHONE NUMBER CHANGE REQUEST) CURRENT STATUS – FEBRUARY, 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.

<b>PSAP 9-1-1 Telephone Number Location Change Request (Telephone Number Change Request (TNCR) Status)</b>				
<b>PSAP</b>	<b>TOTAL TNCR RECORDS SUBMITTED BY AKIMEKA</b>	<b>OPENED TNCRS PENDING FURTHER ACTION BY WEST SAFETY SERVICES (INTRADO)</b>	<b>OPENED TNCRS REFERRED TO TELCO BY WEST SAFETY SERVICES (INTRADO)</b>	<b>TOTAL UNOPENED TNCR RECORDS</b>
<b>KAUAI</b>	<b>21</b>	<b>11</b>	<b>7</b>	<b>3</b>

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

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**DISPATCHABLE LOCATION – STATUS AS OF – FEBRUARY 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 Kaunualii 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 **1,601** telephone records are complete and ready for submittal, and all transactions that were submitted in 2015 and 2016 have been processed.

Dispatchable Location				
2017	Common Place Name MSAG Address	TNCR* Transactions Prepared	TNCR* Transactions Submitted	Transactions Processed**
Quarter 1				
<b>2016 Carryover</b>		<b>1,265</b>	<b>106</b>	<b>106</b>
<b>January</b>	Kahala Poipu Kai, 1901 Poipu Rd, Poipu	41	0	0
	Manualoha, 2371 Hoohu Rd, Poipu	29	0	0
	Regency Poipu Kai, 1831 Poipu Rd, Poipu	33	0	0
	Regency Villas, 2373 Hoohu Rd, Poipu	22	0	0
	Poipu Sands, 1565 Pee Rd, Poipu	45	0	0
<b>February</b>	Grand Hyatt, 1571 Poipu Rd, Poipu	83	0	0
	Makahuena At Poipu, 1661 Pee Rd, Poipu	61	0	0
	Makanui Poipu Kai, 2370 Hoohu Rd, Poipu	11	0	0
	Poipu Makai, 1677 Pee Rd, Poipu	11	0	0
<b>March</b>				
<b>Total</b>		1,601	106	106
<b>YTD Total</b>				

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### 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.

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

(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.

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## 3. GEOGRAPHIC INFORMATION SYSTEM (GIS) – FEBRUARY 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.*

KAUAI COUNTY			
Type of Layer	Akimeka GIS Server	Date GIS Delivered	Other/Remarks
	Date Created/Edits Performed		
<b>CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH &amp; RESPONSE (Listed Alphabetically)</b>			
Address Points		<b>02/16/17</b>	
	2/10/2017		Added one (1) address in Waimea
		<b>02/02/17</b>	
	2/2/2017		Spatially corrected one (1) address point in Kapaa
	2/2/2017		Changed Location Name of one (1) address in Kapaa
	2/2/2017		Spatially corrected one (1) address point in Princeville
	2/2/2017		Spatially corrected one (1) address point in Wailua
	2/2/2017		Changed Location Name of one (1) address in Princeville
	2/2/2017		Added Location Name to one (1) address in Wailua
2/2/2017		Added Location Name of one (1) address in Waimea	
Airports			
Bridges			
Building Footprints			
Bus Stops			
Churches			
Coastal Names			
Coastline			
Common Places			
Correctional Facilities			
Emergency Callboxes			
Emergency Operation Centers			
Emergency Shelters			
ESZ/ESN	2/13/2017		Modified ESN 440 & 441 to match spatially corrected street centerlines
Fire Beats	2/13/2017		Modified Beats 5 & 6 to match spatially corrected street centerlines
Fire Districts			
Fire Response Areas		<b>02/16/17</b>	
	2/13/2017		Modified RA 51 & 60 to match spatially corrected centerlines
Fire Stations			
Food & Beverage			
Gas Stations			
Gate Codes			

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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 GIS Delivered	Other/Remarks
	Date Created/ Edits Performed		
<b>CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH &amp; RESPONSE (Listed Alphabetically)</b>			
Government Buildings			
Harbors			
Helipads			
Hiking Trails			
Hospitals			
Hydrants			
Hyrdology Layers			
Incident Response Areas			
Lodging			
Major Roads			
Medic Beats	2/17/2017		Modified Beat 20 & 24 to match spatially corrected street centerlines
Medic Districts			
Medic Response Areas	2/17/2017		Modified Koloa and Waimea RA's to match spatially corrected street centerlines
Medic Stations			
Medical Facilities			
Milepost Markers			
MSAG Communities		<b>02/16/17</b>	
	2/15/2017		Modified Eleele and Kalaheo to match spatially corrected street centerlines
	2/13/2017		Modified Kaumakani & Hanapepe to match spatially corrected street centerlines
Net Junctions			
Ocean Rescue Boundaries			
Ocean Safety			
Parcels			
Parks			
Parks Polygon			
Points of Interest		<b>02/02/17</b>	
	2/2/2017		Added one (1) POI in Waimea
	2/2/2017		Added one (1) POI in Kapaa
	2/2/2017		Added one (1) POI in Wailua
	2/2/2017		Added one (1) POI in Princeville

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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.*

KAUAI COUNTY			
Type of Layer	Akimeka GIS Server	Date GIS Delivered	Other/Remarks
	Date Created/ Edits Performed		
<b>CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH &amp; RESPONSE (Listed Alphabetically)</b>			
Police Beats		<b>02/16/17</b>	
	2/16/2017		Modified Beat 250 & 356 to match spatially corrected street centerlines
Police Districts			
Police Response Areas	2/13/2017		Modified RA 5, 6, & 7 to match spatially corrected street centerlines
Police Stations			
Post Offices			
Schools			
		<b>02/16/17</b>	
Street Centerlines	2/16/2017		Spatially corrected five (5) street centerlines in Kalaheo
	2/15/2017		Spatially corrected five (5) street centerlines in Kalaheo
	2/13/2017		Spatially corrected three (3) street centerlines in Eleele
	2/13/2017		Spatially corrected two (2) street centerlines in Hanapepe
	2/13/2017		Spatially corrected two (2) street centerlines in Kalaheo
	2/13/2017		Spatially corrected thirty (30) street centerlines in Kaumakani
	2/10/2017		Spatially corrected seven (7) street centerlines in Hanapepe
		<b>02/02/17</b>	
Subdivisions			
Tow Jurisdictions			
Tsunami Evacuation Zones			
Tsunami Heights			
Waste Water Plants			
WSP Cell Sectors	2/28/2017		Per Sprint CRS
		<b>02/16/17</b>	
	2/14/2017		Per Verizon CRS
WSP Cell Towers	2/28/2017		Per Sprint CRS
		<b>02/16/17</b>	
	2/14/2017		Per Verizon CRS

**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.**

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## GEOGRAPHIC INFORMATION SYSTEM (GIS) NARRATIVES

### GIS KEY ACTIVITIES/UPDATES

GIS Key activities include the events such as GIS deliverables, meetings, agreements, etc.

Date	Key Activities/Updates
2/16/2017	Delivered Address Points, MSAG Communities, Points of Interest, Police Beats, Street Centerlines, WSP Cell Sectors, WSP Cell Towers, GEO.xml and LANDMARK.xml for a GeoComm update.
2/16/2017	Delivered Address Points, Fire Response Areas, Police Beats, MSAG Communities, Police Judicial Districts and Street Centerlines for a Spillman update
2/10/2017	Delivered Coastline for a Spillman update
2/2/2017	Delivered Address Points, ESN, Food and Beverage, IRA, MSAG Communities, Points of Interest, Police Beats, Street Centerlines, WSP Cell Sectors, WSP Cell Towers, GEO.xml and LANDMARK.xml for a GeoComm update.

### MAPFLEX SYSTEM

During the month of February 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 February 2017
  - a. **Hawaii County** – Feb 21, 2017
  - b. **Maui County** – Feb 21, 2017
  - c. **Kauai County** – Feb 21, 2017
  - d. **Honolulu** – Feb 21, 2017

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### 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
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)
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.	Resolved (Nov 2016)
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)
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
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 – Notified by West in Feb 2017 that they are still planning this with HT and should be able to move forward soon.

# Kauai County E9-1-1 Status Report

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## SPILLMAN PROJECT

Kauai County is moving forward with the implementation of their new Spillman Technologies CAD system and there has been some significant progress beginning in May 2016.

1. At the end of May 2016, Akimeka started preparing GIS data for Kauai's Spillman CAD system.
  - a. Akimeka configured the Spillman Toolbox to process GIS data into Spillman's data specifications.
2. During June 2016, an initial data deliverable included Address Points, MSAG Communities, Street Centerlines, Fire Response Areas, Medic Beats, Police Response Areas, Points of Interest and Street Centerline Alternate Names.
3. On June 30, 2016, Akimeka delivered this data to Spillman Technologies and worked with Spillman Technologies to stand up data on Kauai's server.
  - a. The GIS data was copied over into the Kauai Spillman server and loaded into file designation used for staging.
4. On July 20, 2016, Akimeka met with Spillman via teleconference.
  - a. Reviewed pinmaps
  - b. Discussed closest route module
    - i. Akimeka will be sending data to support this module once Spillman is ready
5. On July 26, 2016, Akimeka sent Spillman the data to support the closest route module, which were mostly street centerlines containing the necessary attribution with speed limits, one way codes, etc.
6. On August 18, 2016, Akimeka recognized a change needed for the law zones and included the update into the next deliverable to Spillman.
7. On August 19, 2016, Akimeka sent Spillman the supporting map layers for display. There may be additional layers to configured subsequently to getting the initial maps set up, and Akimeka will work with Kauai and Spillman on getting any additional content into the system.
8. Akimeka received the updated City Codes from Spillman on August 23, 2016 and began incorporating them into the source GIS data to be used for all following GIS deliverables to the CAD system.
9. During the month of September 2016, Akimeka continued to send routine deliverables for the Spillman CAD system.
10. During the month of October 2016, Akimeka continued to send routine deliverables for the Spillman CAD system.
11. On October 26, 2016, Akimeka sent Fire Hydrant data along with Water Response Zones for Fire, Medic and Police.
12. On October 30, 2016, Akimeka sent updated Fire Beat Zones as requested by the Kauai Fire Department.
13. During the month of November, Akimeka continued to work with Spillman and the Kauai Fire Department on the Fire Beat Zones.
14. The Kauai Police Department went live with their Spillman CAD on December 5<sup>th</sup>, 2016.
  - a. There were a couple items that were identified during the go live event.
    - i. The Law Judicial Districts did not appear to be available. Spillman mentioned that they had not received this layer. Akimeka was able to identify that the layer was sent to them around the July 21, 2016 timeframe.
    - ii. The Wireless Phase I display was not going to work with the Spillman CAD. During the testing it was decided that the Spillman was not going to be able to handle the display of an individual Phase I coverage area. Subsequently, the agreement was to hold on this until Spillman development team has had time to look into an alternative mechanism for displaying this information.
15. Throughout the remainder of December 2016, there were several additional modifications requested to the GIS data and in addition a new upload process was designed between Akimeka and Spillman to allow for a more efficient process.
  - a. Added a Database Timestamp to display in the map, the date of the delivered data
  - b. Delivered a 453 not available Standard 10 Beats for Police to be used during shift change
  - c. Request to cut out Niihau so that the map will center on Kauai

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- i. Akimeka remove a few parcels to allow for this
  - d. Request was made from KPD IT to remove addresses from Mile Markers
    - i. This is due to the Spillman merging the address with the Mile Marker name and causing confusion to some.
    - ii. Toward the end of December 2016, Akimeka was in the process of gathering information from KPD on an issue regarding the Mile Markers and working on a potential solution which may work best for 9-1-1 dispatch operations. Removing the address may appear to be helpful but may in fact delay the address/location validation process and furthermore delay the response. The discussion will continue through the beginning of January 2017 with the appropriate KPD staff, Spillman representative, and Akimeka in order to find a solution that best support the Public Safety mission and the goals of Next Generation 9-1-1.
- 16. During the month of January 2017, there was a discrepancy provided to Akimeka by KPD pertaining to the Police Beat boundaries being different in the Spillman and MapFlex as opposed to the GeoLynx. After review of the issue, KPD had reached out to Akimeka to let them know to hold off and a newly released SOP will be sent to them shortly.
  - a. This will be used for performing necessary updates to the GIS boundaries to align with the written SOP. Akimeka will perform a review and update immediately upon receipt.
- 17. During the month of February 2017, there were no changes requested of Akimeka. KPD is still awaiting signatures on the new boundary descriptions.

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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.

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### OPEN SERVICE REQUESTS – FEBRUARY 2017

#	Date	Ticket #	Description	Category	Urgency	Comments
			None			

**NOTE:**

There are no open service requests for February 2017.

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

KAUAI COUNTY				MSAG SERVICE REQUEST CATEGORIES					
2017	TOTAL		Open	WIRESLINE		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									
April									
May									
June									
July									
August									
September									
October									
November									
December									
<b>TOTAL</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

<u>Note:</u>	* 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.
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	Category	Description
<b>Definitions:</b>	<b>Wireline</b>	Telephone Number (ALI) Discrepancies from land line phones that have been submitted to West Safety Services via 9-1-1 Net for correction.
	<b>Wireless</b>	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.
	<b>VoIP</b>	Telephone Number (ALI) Discrepancies from VoIP phones that have been submitted to Time Warner Cable (TWCBL) for correction

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

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

## Next Scheduled Data Synchronization – April 2017

AUDIT SUMMARY RESULTS – 2017 -- TBA

AUDIT SUMMARY RESULTS – APRIL 1, 2017 MSAG VS. JANUARY 1, 2017 MSAG -- TBA

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

AUTOMATIC LOCATION IDENTIFICATION (ALI) DISCREPANCY REPORT -- TBA