

# Kauai County E9-1-1 Status Report

*January 1, 2017 – January 31, 2017*



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

# Kauai County E9-1-1 Status Report

January 1, 2017 - January 31, 2017

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## 1. PSAP OPERATIONS

### 9-1-1 CALL VOLUME – JANUARY 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
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%

### 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																	
MAR																	
APR																	
MAY																	
JUNE																	
JULY																	
AUG																	
SEPT																	
OCT																	
NOV																	
DEC																	
YTD	4,006	627		2,658				175		14		0		532		0	
MON AVG	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%

### 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 January 2017 = 0.35% - 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%
<b>*Statewide average does not include Military 911 calls.</b>				

**TEXT TO 911 – CURRENT MONTH – JANUARY 2017**

TEXT TO 911 Kauai County 2017	
Month	Total received
January	5
February	
March	
April	
May	
June	
July	
August	
September	
October	
November	
December	
YTD	5
Monthly Avg.	5.0

**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 – JANUARY 2017**

KAUAI COUNTY - JANUARY 2017						
Date	WSP	Sites Tested	Sectors Tested	Tested By:	Test Pass/Fail	Comments:
1/12/2017	Verizon	2	11	Kauai PSAP	Pass	
1/30/2017	Verizon	1	3	Kauai PSAP	Pass	

**NOTES:**

- There were two (2) scheduled Wireless 911 tests for the month of January, 2107 for the Kauai PSAP.

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## 2. MSAG (MASTER STREET ADDRESS GUIDE)

### MSAG TRANSACTIONS CURRENT MONTH/YEAR – JANUARY 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									
MARCH									
APRIL									
MAY									
JUNE									
JULY									
AUGUST									
SEPTEMBER									
OCTOBER									
NOVEMBER									
DECEMBER									
TOTAL YTD	174	170	3	0	1				7
AVG PER MONTH	174	170	3	0	1				7

### 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 four (4) MSAG transactions were processed in 9-1-1 Net, and **170** Dispatchable Locations were prepared during the current month. Three (3) 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 **1,435** 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. Akimeka is awaiting feedback from West on the TN CRs that have been submitted for correction. There were six (6) ESN 499 TN CRs completed by West Safety Service during the current month.

## OPEN TELEPHONE RECORD (ALI) DISCREPANCY STATUS:

- **There are currently 32 Open TN CR Transactions.**
- **Please refer to “TNCR Current Status” chart in the next section.**

**32** 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 – JANUARY, 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 INTRADO</b>	<b>OPENED TNCRS REFERRED TO TELCO BY INTRADO</b>	<b>TOTAL UNOPENED TNCR RECORDS</b>
<b>KAUAI</b>	<b>32</b>	<b>17</b>	<b>7</b>	<b>8</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 – JANUARY 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 **1,435** 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 Name Place 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>				
<b>March</b>				
<b>Total</b>		1,435	106	106
<b>YTD Total</b>		1,435	106	106

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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) – JANUARY 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	1/31/2017		Spatially corrected nine (9) address points in Kalaheo	
	1/31/2017		Added one (1) address in Haena	
	1/31/2017		Added Location Name to one (1) address in Hanalei	
	1/31/2017		Added Location Name to one (1) address in Kalaheo	
	1/31/2017		Spatially corrected eighteen (18) address points in Kapaa	
	1/31/2017		Added one (1) address in Kapaa	
	1/31/2017		Changed Location Name for one (1) address in Kapaa	
	1/31/2017		Spatially corrected one (1) address point in Kilauea	
	1/31/2017		Added Location Name for one (1) address in Kilauea	
	1/31/2017		Added one (1) address in Lawai	
	1/31/2017		Spatially corrected two (2) address points in Lawai	
	1/31/2017		Spatially corrected eight (8) address points in Lihue	
	1/31/2017		Added Location Name for one (1) address in Lihue	
	1/31/2017		Spatially corrected one (1) address point in Poipu	
	1/31/2017		Changed Location Name for one (1) address in Poipu	
	1/31/2017		Changed Location Name for one (1) address in Puhi	
	1/31/2017		Changed Location Name for one (1) address in Wailua	
	1/31/2017		Spatially corrected one (1) address point in Wailua	
	1/31/2017		Added one (1) POI in Lawai	
	1/30/2017		Spatially corrected thirty-eight (38) address points in Kalaheo	
	1/25/2017		Added six (6) addresses in Kipu	
	1/25/2017		Added one (1) address in Lihue	
	1/25/2017		Added one (1) address in Olokele	
	1/25/2017		Added nine (9) addresses in Poipu	
	1/25/2017		Spatially corrected one (1) address point in Poipu	
		<b>01/19/17</b>		
	1/19/2017			Added Location Name for one (1) address in Hanalei
	1/19/2017			Added one (1) POI address in Hanalei
	1/19/2017			Added Location Name for one (1) address in Hanamaulu
	1/19/2017			Spatially corrected one (1) address point in Kalaheo
	1/19/2017			Added Location Name for one (1) address in Kalaheo
	1/19/2017			Added two (2) addresses in Kapaa
1/19/2017			Added Location Name for two (2) address in Kapaa	
1/19/2017			Spatially corrected one (1) address in Kapaa	

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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>				
Address Points	1/19/2017		Added one (1) POI address in Kapaa	
	1/19/2017		Added Location Name for one (1) address in Kekaha	
	1/19/2017		Spatially corrected four (4) address points in Kukuiula	
	1/19/2017		Added one (1) POI address in Kukuiula	
	1/19/2017		Added Location Name of one (1) address in Lawai	
	1/19/2017		Added Location Name for one (1) address in Lihue	
	1/19/2017		Added one (1) POI in Kukuiula	
	1/18/2017		Spatially corrected eight (8) address points in Hanamaulu	
	1/18/2017		Changed Location Name of one (1) address in Hanamaulu	
	1/18/2017		Added Location Name for one (1) address in Hanapepe	
	1/18/2017		Spatially corrected six (6) address points in Kilauea	
	1/18/2017		Added Location Name for one (1) address in Kilauea	
	1/18/2017		Modified Location Name for one (1) address in Lawai	
	1/18/2017		Added Location Name for two (2) addresses in Lihue	
	1/18/2017		Spatially corrected one (1) address point in Lihue	
	1/18/2017		Added one (1) address in Omao	
	1/18/2017		Spatially corrected one (1) address point in Poipu	
	1/18/2017		Changed Location Name for one (1) address in Poipu	
	1/18/2017		Added one (1) address in Port Allen	
	1/18/2017		Added Location Name for one (1) address in Waimea	
	1/18/2017		Added four (4) POI in Hanamaulu	
	1/6/2017		Spatially corrected nineteen (19) address points in Kalaheo	
		<b>01/05/17</b>		
	1/5/2017		Spatially corrected eighty-three (83) address points in Kalaheo	
	1/4/2017		Added Location Name for one (1) address in Anahola	
	1/4/2017		Spatially corrected two (2) address points in Haena	
	1/4/2017		Added two (2) POI addresses in Haena	
	1/4/2017		Updated Location Name for one (1) address point in Hanamaulu	
	1/4/2017		Added one (1) POI address in Hanamaulu	
	1/4/2017		Added one (1) POI address in Kokee	
	1/4/2017		Spatially corrected two (2) address points in Kukuiula	
	1/4/2017		Added Location Name for one (1) address in Lihue	
1/4/2017		Spatially corrected one (1) address point in Lihue		
1/4/2017		Added one (1) address in Lihue		

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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>			
Address Points	1/4/2017		Added one (1) POI address in Princeville
	1/4/2017		Added Location Name for one (1) address point in Waimea
	1/4/2017		Added Location Name for one (1) address in Anahola
	1/4/2017		Spatially corrected two (2) address points in Haena
	1/4/2017		Added two (2) POI addresses in Haena
	1/4/2017		Updated Location Name for one (1) address in Hanamaulu
	1/4/2017		Added one (1) POI address in Hanamaulu
	1/4/2017		Added one (1) POI address in Kokee
	1/4/2017		Spatially corrected two (2) address points in Kukuiula
	1/4/2017		Added Location Name for one (1) address in Lihue
	1/4/2017		Spatially corrected one (1) address point in Lihue
	1/4/2017		Added one (1) address in Lihue
	1/4/2017		Added one (1) POI address in Princeville
1/4/2017		Spatially corrected one (1) address in Waimea	
Airports			
Bridges		<b>01/19/17</b>	
	1/19/2017		Spatially corrected one (1) bridge in Hanalei
	1/19/2017		Corrected one (1) Bridge Name in Hanalei
Building Footprints			
Bus Stops			
Churches			
Coastal Names			
Coastline			
Common Places			
Correctional Facilities			
Emergency Callboxes			
Emergency Operation Centers			
Emergency Shelters			
ESZ/ESN	1/24/2017		Modified boundary between ESN 428 and 431
Fire Beats			
Fire Districts			
Fire Response Areas			
Fire Stations			

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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.*

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>			
Food & Beverage	1/31/2017		Changed one (1) business name in Wailua
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			
Medic Stations			
Medical Facilities			
Milepost Markers			
MSAG Communities	1/24/2017		Modified boundary between Koloa and Lawai
Net Junctions			
Ocean Rescue Boundaries			
Ocean Safety			
Parcels			
Parks			
Parks Polygon			
Points of Interest	1/31/2017		Added one (1) POI in Hanalei
	1/31/2017		Added two (2) POI in Kalaheo
	1/31/2017		Added four (4) POI in Kapaa
	1/31/2017		Spatially corrected four (4) POI in Kapaa
	1/31/2017		Changed name of two (2) POI in Kapaa
	1/31/2017		Added one (1) POI in Kilauea
	1/31/2017		Spatially corrected three (3) POI in Lihue
	1/31/2017		Added four (4) POI in Lihue

# Kauai County E9-1-1 Status Report

January 1, 2017 - January 31, 2017

## 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 GIS Delivered	Other/Remarks	
	Date Created/ Edits Performed			
<b>CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH &amp; RESPONSE (Listed Alphabetically)</b>				
Points of Interest	1/31/2017		Added one (1) POI in Nawiliwili	
	1/31/2017		Added one (1) POI in Poipu	
	1/31/2017		Added one (1) POI in Puhi	
	1/31/2017		Changed one (1) POI name in Wailua	
	1/25/2017		Added one (1) POI in Olokele	
	1/25/2017		Spatially corrected three (3) POI in Poipu	
	1/25/2017		Changed two (2) POI names in Poipu	
	1/25/2017		Added three (3) POI in Poipu	
		<b>01/19/17</b>		
	1/19/2017		Added one (1) POI in Haena	
	1/19/2017		Added two (2) POI in Hanalei	
	1/19/2017		Added one (1) POI in Hanamaulu	
	1/19/2017		Added one (1) POI in Kalaheo	
	1/19/2017		Added four (4) POI in Kapaa	
	1/19/2017		Changed one (1) POI name in Kapaa	
	1/19/2017		Added one (1) POI in Kekaha	
	1/19/2017		Added one (1) POI in Lawai	
	1/19/2017		Added one (1) POI in Lihue	
	1/19/2017		Added one (1) POI in Niumalu	
	1/18/2017		Spatially corrected one (1) POI in Anahola	
	1/18/2017		Added one (1) POI in Anahola	
	1/18/2017		Added one (1) POI in Hanalei	
	1/18/2017		Changed Location Name of one (1) address in Hanamaulu	
	1/18/2017		Added Location Name for one (1) POI in Hanapepe	
	1/18/2017		Spatially corrected one (1) POI in Kilauea	
	1/18/2017		Added one (1) POI in Kilauea	
	1/18/2017		Added Street Name for one (1) POI in Koloa	
	1/18/2017		Changed Name of one (1) POI in Lawai	
	1/18/2017		Spatially corrected five (5) POI in Lihue	
	1/18/2017		Added two (2) POI in Lihue	
1/18/2017		Spatially corrected one (1) POI in Omao		
1/18/2017		Added Street Name for one (1) POI in Omao		
1/18/2017		Added one (1) POI in Omao		
1/18/2017		Corrected Name of one (1) POI in Poipu		

# Kauai County E9-1-1 Status Report

January 1, 2017 - January 31, 2017

## 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 GIS Delivered	Other/Remarks
	Date Created/ Edits Performed		
<b>CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH &amp; RESPONSE (Listed Alphabetically)</b>			
Points of Interest	1/18/2017		Added one (1) POI in Waimea
		<b>01/05/17</b>	
	1/4/2017		Added one (1) POI in Haena
	1/4/2017		Spatially corrected one (1) POI in Haena
	1/4/2017		Updated one (1) POI Name in Hanamaulu
	1/4/2017		Spatially corrected one (1) POI in Kukuiula
	1/4/2017		Updated one (1) POI Name in Kukuiula
	1/4/2017		Added three (3) POI in Lihue
Police Beats	1/24/2017		Modified boundary between Beat 350 & 356
Police Districts			
Police Response Areas	1/24/2017		Modified boundary between Police RA 8 and 9
Police Stations			
Post Offices			
Schools			
Street Centerlines	1/31/2017		Spatially corrected two (2) street centerline segments in Kalaheo
	1/30/2017		Spatially corrected seventeen (17) street centerline segments in Kalaheo
	1/27/2017		Spatially corrected eleven (11) street centerline segments in Kalaheo
	1/27/2017		Partial spatial correction of one (1) street centerline segment in Kalaheo
		<b>01/19/17</b>	
	1/6/2017		Spatially corrected nineteen (19) street centerlines in Kalaheo
		<b>01/05/17</b>	
1/5/2017		Spatially corrected twenty-one (21) street centerlines in Kalaheo	
Subdivisions			
Tow Jurisdictions			
Tsunami Evacuation Zones			
Tsunami Heights			
Waste Water Plants			
WSP Cell Sectors	1/31/2017		Per Verizon CRS
	1/23/2017		Per Verizon CRS
WSP Cell Towers	1/31/2017		Per Verizon CRS
	1/23/2017		Per Verizon CRS

# Kauai County E9-1-1 Status Report

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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
1/19/2017	Delivered Address Points, Bridges, Points of Interest, Street Centerlines, WSP Cell Sectors, WSP Cell Towers, GEO.xml and LANDMARK.xml for a GeoComm update.
1/19/2017	Delivered Address Points, Bridges, Points Of Interest, Police Judicial Districts and Street Centerlines for a Spillman update
1/11/2017	Police Judicial Districts for a Spillman update
1/5/2017	Delivered Address Points, ESN, IRA, MSAG Communities, Points of Interest, Street Centerlines, WSP Cell Sectors, WSP Cell Towers, GEO.xml and LANDMARK.xml for a GeoComm update.

# Kauai County E9-1-1 Status Report

January 1, 2017 - January 31, 2017

## MAPFLEX SYSTEM

During the month of January 2017, the MapFlex system did not receive updates 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.

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 January 2017
  - a. **Hawaii County** –
  - b. **Maui County** –
  - c. **Kauai County** –
  - d. **Honolulu** –

## 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)

## Kauai County E9-1-1 Status Report

**January 1, 2017 - January 31, 2017**

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11/2016	Phase I Display	Wireless Phase I calls plotting at centroid of coverage area and landing in the ocean. After installation of new MapFlex version to correct other issues, the configurations for Wireless Phase I were not set up properly by 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

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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

# Kauai County E9-1-1 Status Report

January 1, 2017 - January 31, 2017

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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
    - 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.

## Kauai County E9-1-1 Status Report

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### OPEN SERVICE REQUESTS – JANUARY 2017

#	Date	Ticket #	Description	Category	Urgency	Comments
			None			

**NOTE:**

There are no open service requests for January 2017.

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

KAUAI COUNTY				MSAG SERVICE REQUEST CATEGORIES					
2017	TOTAL		Open	WIRELIN		WIRELESS		VoIP	
	Created	Closed		Created	Closed	Created	Closed	Created	Closed
2016 Carryover*			0						
January	1	1	0	1	1	0	0	0	0
February									
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

# Kauai County E9-1-1 Status Report

January 1, 2017 - January 31, 2017

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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)**

As part of Akimeka's value added services, Akimeka conducted a database synchronization audit for Kauai County in January 2017.

The database synchronization effort included comparing Kauai County's 9-1-1 MSAG received from the 911 Database provider, West on January 1, 2017, against its 9-1-1 GIS Street Centerline data. A total number of **1,349** 9-1-1 MSAG records were reviewed in the audit and analyzed. Results of the database synchronization audit completed on January 1, 2017 for Kauai County are reported below.

Database synchronization should be part of an ongoing and continuous process to ensure that the databases remain current and synchronized. Since neither database is static in nature, the synchronization process will never yield a 100 percent match rate. As such, NENA's recommended minimum match rate is 98%.

# Kauai County E9-1-1 Status Report

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## AUDIT SUMMARY RESULTS – 2017

9-1-1 MSAG TO GIS STREET CENTERLINE AUDIT COMPARISON RESULTS	Notes	As of April 1 , 2016		As of July 1 , 2016		As of October 1 , 2016		As of January 1 , 2017	
		9-1-1 MSAG Dated 4-01-16		9-1-1 MSAG Dated 7-01-16		9-1-1 MSAG Dated 10-01-16		9-1-1 MSAG Dated 1-01-17	
		# of Records	%	# of Records	%	# of Records	%	# of Records	%
Total 9-1-1 MSAG Records Reviewed		1,331		1,337		1,346		1,349	
Less: 9-1-1 MSAG Exception Records	(1)	77	5.8%	84	6.3%	84	6.2%	84	6.2%
Net 9-1-1 MSAG Records Eligible for Comparison		1,254		1,253		1,262		1,265	
Total 9-1-1 MSAG Records Match (9-1-1 MSAG -- GIS Match -- No Corrections Required)		1,249	99.6%	1,249	99.7%	1,262	100.0%	1,265	100.0%
9-1-1 MSAG -- GIS No Match - Minor Correction Required	(2)	4	0.3%	2	0.2%	0	0.0%	0	0.0%
9-1-1 MSAG Record With No GIS Record	(3)	1	0.1%	2	0.2%	0	0.0%	0	0.0%
Total 9-1-1 MSAG Records No Match		5	0.4%	4	0.3%	0	0.0%	0	0.0%

**Objective:** NENA Recommended Match Rate = 98%

The two-way (MSAG – GIS) database synchronization audit for the Kauai County was completed as scheduled. The match rate remained consistent from January 2017 with a 100% Match Rate to a 100% Match Rate as of October 2016.

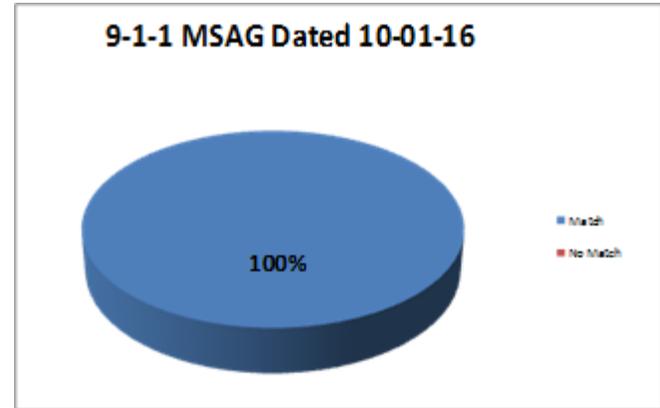
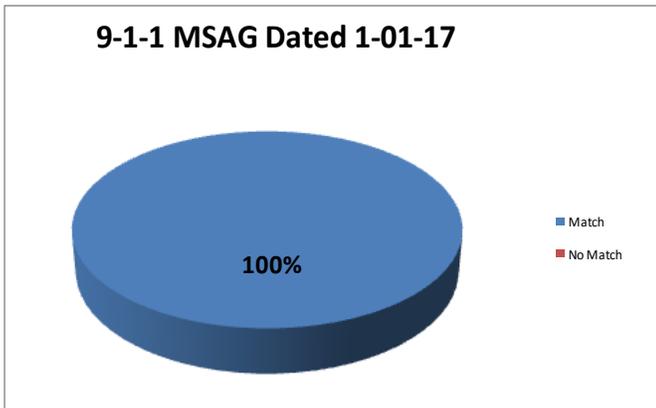
### NOTES:

- An MSAG Record that will not have a corresponding GIS Street Centerline Record but is required for the routing of E9-1-1 calls (i.e., Emergency Call Box, Foreign Exchange Records, Wireless Shell Records, etc.). No further action is required.
- An MSAG Record that requires minor MSAG attention in 9-1-1Net to correct MSAG Records (i.e., Reassignment of an MSAG Community, modification of the Site Address Range, assignment of an ESN, performing a combine or insert of an existing MSAG Record, etc.).
- An MSAG Record that does not have a corresponding GIS Record and will require additional research and validation. The GIS Section will assist with this effort.

## Kauai County E9-1-1 Status Report

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### AUDIT SUMMARY RESULTS – JANUARY 1, 2017 MSAG VS. OCTOBER 1, 2016 MSAG



**Kauai County level of accuracy for 9-1-1 Match percentage remained consistent with a 100% as of January 1, 2017 compared to 100% as of October 1, 2016**

- ❖ Akimeka continues to work with Kauai County GIS and Planning departments to validate streets and communities.
- ❖ In achieving and exceeding the NENA minimum match rate of 98% for data accuracy, Kauai County is ready for Next Generation 9-1-1 (NG9-1-1) from a database perspective.
- ❖ A constant effort to keep the databases synchronized and maintained are required to ensure the level of accuracy of the E9-1-1 databases each time an MSAG or GIS record is “last modified”.
- ❖ “MSAG record that doesn’t match the GIS” remained consistent at **100%** (0 to 0) from October 2016 to January 2017 respectively.
- ❖ “MSAG record with no GIS record” remained consistent at **100%** (0 to 0) from October 2016 to January 2017 respectively. MSAG records with no matching record were due primarily to the verification of the MSAG records against multiple GIS databases to determine if the roads are existing within Kauai County.
- ❖ “MSAG Records Corrections Required” remained consistent at **100%** (0 to 0) from October 2016 to January 2017 respectively. MSAG records have been combined, split, and high/low ranges have been changed, to match the Street Centerlines.
- ❖ Accurate location and GIS information will ensure proper dispatching and response in a timely manner for all Public Safety agencies.
- ❖ All the hard work to maintain and synchronize the E9-1-1 databases is validated when a life and/or property is saved.
- ❖ Coordinating the clean-up of the ALI discrepancy records associated with an assigned ESN of 499 with the respective Service Providers is needed to ensure all records are MSAG valid.

## Kauai County E9-1-1 Status Report

**January 1, 2017 - January 31, 2017**

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### INVALID MSAG STREETS AND ADDRESS RANGES – ESN X99 RECORDS

At the request of the Kauai County Chief of Police, Hawaiian Telcom, Inc. (HTI) provided Kauai County and Akimeka, as the PSAP’s agent, with access and visibility to the ESN x99 MSAG records which are “known” invalid streets and address ranges. Akimeka will be investigating and reporting on these ESN x99 MSAG records as a separate project and add-on to the Database Synchronization quarterly report.

Results of the data provided are as follows:

<b>KAUAI</b>	<b>Invalid MSAG Records</b>	
	<b>9-1-1 MSAG Dated 1-01-17</b>	
	<b>Number of Records</b>	<b>% of Total Invalid MSAG Records</b>
<b>ESN 499</b>	<b>18</b>	<b>1.3%</b>

These invalid MSAG records represent **1.3%** of the Total MSAG records for Kauai County as of the January 1, 2016 MSAG as compared to **1.5%** as of the October 1, 2016 MSAG. The individual ALI records associated with these records are provided below.

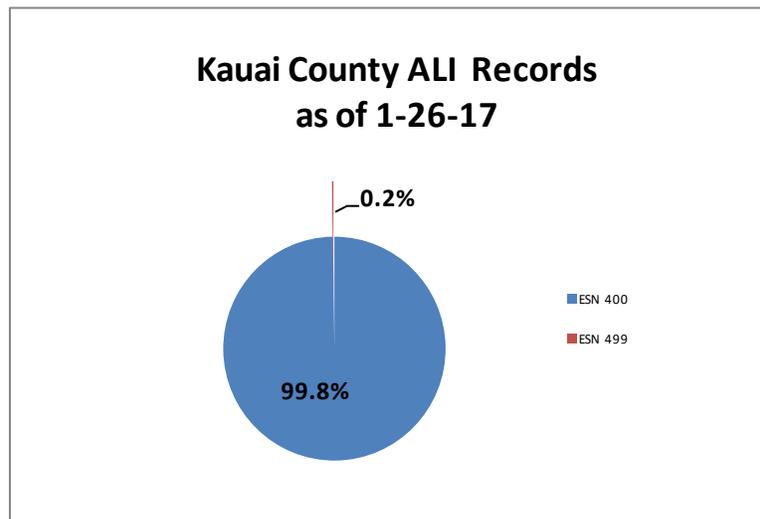
The decrease in the number of invalid MSAG records is a result of Akimeka’s research and validation of telephone numbers (TNs) assigned an invalid MSAG address. In order for a TN to be corrected, Akimeka submits the update to the Service Provider via West for approval.

# Kauai County E9-1-1 Status Report

January 1, 2017 - January 31, 2017

## AUTOMATIC LOCATION IDENTIFICATION (ALI) DISCREPANCY REPORT

As part of Akimeka’s ongoing database synchronization efforts, Akimeka reviewed and summarized the ALI discrepancies by community in 9-1-1Net for Kauai County. As of January 26, 2017, there are **51** ESN 499 ALI records, representing **0.2%** of Kauai County’s Total ALI records. The number of ESN 499 ALI records was further reduced by **20%** (64 to 51) from October 26, 2016 to January 26, 2016 respectively.



Although the ESN 499 is a “valid” MSAG utilized for overflow addressing, the voice portion of the 9-1-1 call will still be routed to the PSAP. However, the address information will present an invalid address/location to the dispatcher or a “No Record Found” condition which may affect the processing of the 9-1-1 response and/or cause confusion or delay during the dispatch of 9-1-1 resources to the caller’s location.

The goal, which requires the cooperation among all service providers, is to clean-up all ESN 499 MSAG records to a valid Kauai County ESN 400 – 448 to ensure that all ALI records assigned to the County of Kauai have an “MSAG valid address”.