

Kauai County E9-1-1 Status Report

June 1, 2017 – June 30, 2017



AKIMEKA | HIGH PRIORITY. HIGH IMPACT.

Kauai County E9-1-1 Status Report

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1. PSAP OPERATIONS

9-1-1 CALL VOLUME – JUNE 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
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%

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	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																	
AUG																	
SEPT																	
OCT																	
NOV																	
DEC																	
YTD	24,110	4,002		15,697				927		55		0		3,429		0	
MON AVG	4,018	667	16.57%	2,616	65.05%	38.89%	61.11%	155	3.89%	9	0.23%	0	0.00%	572	14.26%	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 June 2017 = 0.05% - 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 – JUNE 2017

TEXT TO 911 Kauai County 2017	
Month	Total received
January	5
February	6
March	6
April	5
May	7
June	6
July	
August	
September	
October	
November	
December	
YTD	35
Monthly Avg.	5.8

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 – JUNE 2017

KAUAI COUNTY - JUNE 2017						
Date	WSP	Sites Tested	Sectors Tested	Tested By:	Test Pass/Fail	Comments:
6/27/2017	Verizon	2	6	Kauai PSAP	Pass	

NOTES:

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

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2. MSAG (MASTER STREET ADDRESS GUIDE)

MSAG TRANSACTIONS CURRENT MONTH/YEAR – JUNE 2017

KAUAI COUNTY	9-1-1 TRANSACTIONS								
	Total	Dispatchable Location Transactions Submitted	MSAG	ALI Submitted		Open ALI Discrepancy Records			Customer Addresses Affected
		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	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									
AUGUST									
SEPTEMBER									
OCTOBER									
NOVEMBER									
DECEMBER									
TOTAL YTD	1,076	901	26	147	2				457
AVG PER MONTH	179	150	4	25	0				76

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 **127** Dispatchable Location transactions and five (5) MSAG transactions were processed in 9-1-1 Net during the current month. Five (5) requests were processed relating to the MSAG database, which included deleting three (3) invalid ESN 499 records.

As of the current month, Akimeka has prepared **1,919** Dispatchable Location transactions for Kauai County.

TELEPHONE RECORD (ALI) TRANSACTIONS CURRENT MONTH NOTES:

As a continuation of the ESN 499 clean-up effort, Akimeka is currently monitoring one (1) ESN 499 ALI record that has been submitted to the telco for correction or further information. 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 four (4) ESN 499 TN CRs completed by West Safety Service during the current month and as a result, three (3) ESN 499 street records were deleted from the MSAG database. Akimeka processed **127** TN CRs related to the Dispatchable Location Project during the current month. One (1) ALI DR was submitted as the result of a 9-1-1 call from a business in Wailua. Kauai Police submitted this request to Akimeka to update the customer information and the discrepancy was corrected in 9-1-1 Net.

OPEN TELEPHONE RECORD (ALI) DISCREPANCY STATUS:

- **There is currently 1 Open TN CR Transaction.**
- **Please refer to “TNCR Current Status” chart in the next section.**

One (1) Open TN CR transactions is a direct result of the ESN 499 clean-up and is awaiting approval from Hawaiian Telcom, Inc. Akimeka continues to monitor and track the progress of the Referred record. 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.**

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 **1,919** telephone records are complete and being submitted as allocated by West for the State of Hawaii. **127** previously prepared transactions were submitted and processed in June 2017.

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TNCR (TELEPHONE NUMBER CHANGE REQUEST) CURRENT STATUS – JUNE, 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	1	1	0	0

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

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DISPATCHABLE LOCATION – STATUS AS OF – JUNE 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 **1,919** telephone records are complete and being submitted as allocated by West for the State of Hawaii. **127** previously prepared transactions were submitted and processed in June 2017.

Dispatchable Location				
2017	Common Name Place MSAG Address	TNCR Transactions Prepared	TNCR Transactions Submitted	Transactions Processed
Quarter 2				
Quarter 1 Carryover		1807	106	106
April	Kuhio Prince Plaza, 302600 Kaumualii Hwy, Lihue	0	9	9
	Kuhio Shores, 5050 Lawai Rd, Kukuiula	65	0	0
	Makahuena, 1661 Pee Rd, Poipu	0	30	30
	Prince Kuhio Resort, 5061 Lawai Rd, Kukuiula	27	0	0
	Poipu Shores, 1775 Pee Rd, Poipu	0	6	6
	Whalers Cove, 2640 Puuholo Rd, Kukuiula	0	50	50
May	Kuhio Shores, 5050 Lawai Rd, Kukuiula	0	62	62
	Makahuena, 1661 Pee Rd, Poipu	0	11	11
	Kukio Grove, 302600 Kaumualii Hwy, Lihue	0	67	67
June	Poipu Kapili, 2221 Kapili Rd, Poipu	0	69	69
	Prince Kuhio Resort, 5061 Lawai Rd, Kukuiula	0	15	15
	Kukio Grove, 302600 Kaumualii Hwy, Lihue	20	20	20
	Sunset Kahili, 1763 Pee Rd, Poipu	0	25	25
Quarter 2 Total		112	364	364
Total		1919	470	364

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SPECTRUM (CHARTER) 9-1-1 VOIP DATABASE VERIFICATION PROJECT - JUNE 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.

*Spectrum (Charter) 9-1-1 VoIP Database Verification Project			
PSAP	TOTAL RECORDS SUBMITTED BY SPECTRUM (A)	RECORDS VERIFIED BY AKIMEKA (B)	PERCENT COMPLETE (C)
HAWAII County	22,044	0	0.00%
KAUAI County	8,936	219	2.45%
MAUI County	18,256	311	1.70%
OAHU Civilian	87,414	0	0.00%
OAHU Military	3,663	0	0.00%
TOTAL	140,313	530	

*** Spectrum VoIP Database received on June 21st, 2017**

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

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3. GEOGRAPHIC INFORMATION SYSTEM (GIS) – JUNE 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		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Address Points	6/26/2017		Spatially corrected one (1) address point in Lawai
	6/26/2017		Added two (2) addresses in Lawai
		06/22/17	
	6/22/2017		Added one (1) new address in Hanapepe
	6/22/2017		Added one (1) address in Kalaheo
	6/22/2017		Spatially corrected three (3) address points in Lawai
	6/22/2017		Spatially corrected twenty-six (26) address points in Kalaheo
	6/16/2017		Spatially corrected one hundred two (102) address points in Lawai
	6/14/2017		Spatially corrected sixty-six (66) address points in Kalaheo
		06/08/17	
	6/8/2017		Spatially corrected four (4) address points in Eleele
	6/8/2017		Spatially corrected two (2) address points in Kalaheo
	6/8/2017		Spatially corrected sixty (60) address points in Hanapepe
	6/7/2017		Spatially corrected one (1) address point in Anahola
	6/7/2017		Spatially corrected ten (10) address points in Eleele
	6/7/2017		Spatially corrected forty six (46) address points in Hanapepe
	6/7/2017		Spatially corrected three (3) address points in Kealia
	6/7/2017		Spatially corrected thirty four (34) address points in Port Allen
6/1/2017		Spatially corrected one (1) address in Kapaa	
6/1/2017		Added six (6) addresses in Omao	
Airports			
Bridges			
Building Footprints			
Bus Stops			
Churches			
Coastal Names			
Coastline			
Common Places			
Correctional Facilities			
Emergency Callboxes			
Emergency Operation Centers			

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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		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Emergency Shelters			
ESZ/ESN	6/27/2017		Modified boundary of ESN 434 and 435 to match spatially corrected street centerlines
Fire Beats			
Fire Districts			
Fire Response Areas	6/26/2017		Modified boundary of Fire RA 50 and 51 to match spatially corrected street centerlines
Fire Stations			
Food & Beverage			
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	6/27/2017		Modified boundary of Medic beat 24 to match spatially corrected street centerlines
Medic Stations			
Medical Facilities			
Milepost Markers			
MSAG Communities	6/26/2017		Modified boundary of Lawai and Kalaheo to match spatially corrected street centerlines
Net Junctions			
Ocean Rescue Boundaries			
Ocean Safety			

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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		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Parcels			
Parks			
Parks Polygon			
Points of Interest		06/22/17	
	6/22/2017		Spatially corrected eight (8) POI in Kalaheo
	6/22/2017		Added one (1) POI in Kalaheo
		06/08/17	
	6/8/2017		Spatially corrected five (5) POI in Eleele
	6/8/2017		Spatially corrected seven (7) POI in Hanapepe
	6/8/2017		Spatially corrected one (1) POI in Kalaheo
	6/8/2017		Spatially corrected six (6) POI in Port Allen
	6/7/2017		Spatially corrected two (2) Points of Interest in Anahola
	6/7/2017		Spatially corrected one (1) POI in Hanapepe
Police Beats	6/27/2017		Modified boundary of Beat 250 and 356 to match spatially corrected street centerlines
Police Districts			
Police Response Areas	6/26/2017		Modified boundary of Police RA 6,9, and 10 to match spatially corrected street centerlines
Police Stations			
Post Offices			
Schools			
Street Centerlines	6/27/2017		Spatially corrected two (2) street centerlines in Lawai
	6/27/2017		Partial spatial correction of one (1) street centerline in Lawai
	6/26/2017		Spatially corrected ten (10) street centerline segments in Lawai
		06/22/17	
	6/22/2017		Spatially corrected ten (10) street centerline segments in Lawai
	6/16/2017		Partial spatial correction of one (1) street centerline in Lawai
	6/15/2017		Spatially corrected nine (9) street centerline segments in Lawai
	6/14/2017		Spatially corrected five (5) street centerline segments in Lawai
		06/08/17	
	6/8/2017		Spatially corrected five (5) street centerline segments in Kalaheo
6/1/2017		Modified three (3) street centerline range segments in Omao	
6/1/2017		Spatially corrected eleven (11) street centerline segments in Kalaheo	

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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		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Subdivisions			
Tow Jurisdictions			
Tsunami Evacuation Zones			
Tsunami Heights			
Waste Water Plants			
WSP Cell Sectors			
WSP Cell Towers			

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
06/27/17	IRA - Modified boundary of IRA 245250 and 245356 to match spatially corrected street centerlines
06/22/17	Delivered updated data for MapFlex which included Address Points, Points Of Interest, Street Centerlines, WSP Cell Sectors and WSP Cell Towers
06/22/17	Delivered updated Address Points and Street Centerlines for Spillman
06/08/17	Delivered updated data for MapFlex which included Address Points, Points Of Interest, Street Centerlines, WSP Cell Sectors and WSP Cell Towers
06/08/17	Delivered updated Address Points and Street Centerlines for Spillman

MAPFLEX SYSTEM

During the month of June 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 June 2017
 - a. **Hawaii County** – June 6th, 2017 and June 20th, 2017
 - b. **Maui County** – June 7th, 2017 and June 21st, 2017
 - c. **Kauai County** – June 8th, 2017 and June 22nd, 2017
 - d. **Honolulu** – June 9th, 2017 and June 23rd, 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, 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
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 pending response from West.

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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 June 2017. There were a one minor items that had little impact which are mentioned below.

1. On June 20, 23017, Spillman reached out to Akimeka requesting that non-addressed Points of Interest cannot have a 0 in the address field and need to be recorded as -1 for the house number.
 - a. Akimeka made the requested change and returned same day.
 - b. On June 22, 2017, Spillman replied back that Akimeka can change those addresses back to 0 again. It was for a test and not necessary.

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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.
2. During the month of July 2017, Akimeka will work with KPD to identify a project plan for implementing the updates to the Fire Response Areas.
 - a. This jurisdictional change will potentially require a modification to the existing ESN at the Lihue Airport. Because of this, the project plan will need to take into account all potentially affected phone records and addresses.

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OPEN SERVICE REQUESTS – JUNE 2017

#	Date	Ticket #	Description	Category	Urgency	Comments
			None			

NOTE:

There are no open service requests for June 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	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									
August									
September									
October									
November									
December									
TOTAL	2	2	0	2	2	0	0	0	0

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

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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 Database Synchronization Report – July 2017

AUDIT SUMMARY RESULTS – 2017 -- TBA

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

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

AUTOMATIC LOCATION IDENTIFICATION (ALI) DATABASE DISCREPANCIES -- TBA