Kauai County E9-1-1 Status Report

March 1, 2017 – March 31, 2017

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1. PSAP OPERATIONS

9-1-1 CALL VOLUME – MARCH 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
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%

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																	
MAY																	
JUNE																	
JULY																	
AUG																	
SEPT																	
OCT																	
NOV																	
DEC																	
YTD	11,780	1,892		7,588				532		34		0		1,734		0	
MON AVG	3,927	631	16.04%	2,529	64.42%	39.89%	60.11%	177	4.52%	11	0.29%	0	0.00%	578	14.74%	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 March 2017 = 0.20% - 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 – MARCH 2017

TEXT TO 911 Kauai County 2017	
Month	Total received
January	5
February	6
March	6
April	
May	
June	
July	
August	
September	
October	
November	
December	
YTD	17
Monthly Avg.	5.7

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 – MARCH 2017

KAUAI COUNTY - MARCH 2017						
Date	WSP	Sites Tested	Sectors Tested	Tested By:	Test Pass/Fail	Comments:

NOTES:

- There were no (0) scheduled Wireless 911 tests for the month of March, 2107 for the Kauai PSAP.

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2. MSAG (MASTER STREET ADDRESS GUIDE)

MSAG TRANSACTIONS CURRENT MONTH/YEAR – MARCH 2017

KAUAI COUNTY	Total	Dispatchable Location Transactions Prepared	MSAG	ALI Submitted		Open ALI Discrepancy Records			Customer Addresses Affected
2017		DL (A)	MSAG (B)	TN CR (C)	ALI DR (D)	TNCR	ALI DR	VoIP DR	
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									
MAY									
JUNE									
JULY									
AUGUST									
SEPTEMBER									
OCTOBER									
NOVEMBER									
DECEMBER									
TOTAL YTD	600	542	18	39	1				70
AVG PER MONTH	200	181	6	13	0				23

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

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MSAG CURRENT MONTH NOTES:

A total of thirty-nine (**39**) MSAG transactions were processed in 9-1-1 Net, and **206** Dispatchable Locations were prepared during the current month. Thirteen (**13**) 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 **1,807** Dispatchable Location transactions for Kauai County.

TELEPHONE RECORD (ALI) TRANSACTIONS CURRENT MONTH NOTES:

In March 2017, Akimeka discovered an additional twenty-two (**22**) ESN 499 ALI records that had been inserted into the MSAG database by West. As a continuation of the ESN 499 clean-up effort, Akimeka researched and submitted twenty-one (**21**) TN CRs to correct these ALI records. There is one (**1**) remaining ESN 499 ALI record currently under investigation. 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 thirty-five (**35**) ESN 499 TN CRs completed by West Safety Service during the current month and as a result, seven (**7**) ESN 499 street records were deleted from the MSAG database.

OPEN TELEPHONE RECORD (ALI) DISCREPANCY STATUS:

- **There are currently 12 Open TN CR Transactions.**
- **Please refer to "TNCR Current Status" chart in the next section.**

  12 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.**

TNCR (TELEPHONE NUMBER CHANGE REQUEST) CURRENT STATUS – MARCH, 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	**12**	**8**	**4**	**0**

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

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DISPATCHABLE LOCATION – STATUS AS OF – MARCH 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 1,807 telephone records are complete and ready for submittal, and all transactions that were submitted in 2015 and 2016 have been processed.

Dispatchable Location				
2017 Quarter 1	**Common Name Place** **MSAG Address**	**TNCR Transactions Prepared**	**TNCR Transactions Submitted**	**Transactions Processed**
2016 Carryover		1,265	106	106
January	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
February	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
March	Poipu Kapili, 1613 Pee Rd, Poipu	65	0	0
	Poipu Shores, 1775 Pee Rd, Poipu	6	0	0
	Sunset Kahili, 1763 Pee Rd, Poipu	25	0	0
	The Point At Poipu, 1613 Pee Rd, Poipu	110	0	0
Total		1,807	106	106
YTD Total				

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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.

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

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

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3. GEOGRAPHIC INFORMATION SYSTEM (GIS) – MARCH 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 Created/ Edits Performed**	**Date GIS Delivered**	**Other/Remarks**
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE **(Listed Alphabetically)**			
Address Points		**03/30/17**	
	3/30/2017		Spatially corrected two hundred twenty-nine (229) address points in Kalaheo
	3/30/2017		Spatially corrected one (1) address point in Lawai
	3/30/2017		Changed Location Name for one (1) address in Kapaa
	3/30/2017		Added one (1) address in Kokee
	3/30/2017		Added Location Name for five (5) addresses in Mana
		03/16/17	
	3/16/2017		Changed two (2) addresses in Kalaheo per DPW
	3/16/2017		Added Location Name for nine (9) addresses in Mana
	3/3/2017		Changed thirty-eight (38) addresses in Kokee per NEMAP.
	3/3/2017		Added two (2) address in Kokee
	3/3/2017		Added thirty (30) addresses in Kokee
		03/02/17	
	3/2/2017		Added seventy-seven (77) addresses in Poipu
Airports			
Bridges			
Building Footprints			
Bus Stops			
Churches			
Coastal Names			
Coastline			
Common Places			
Correctional Facilities			
Emergency Callboxes			
Emergency Operation Centers			
Emergency Shelters			
ESZ/ESN			
Fire Beats			
Fire Districts			
Fire Response Areas			
Fire Stations			

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MAPPING LAYERS UPDATED (PART II)

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

KAUAI COUNTY			
Type of Layer	**Akimeka GIS Server** **Date Created/ Edits Performed**	**Date GIS Delivered**	**Other/Remarks**
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE **(Listed Alphabetically)**			
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			
Medic Stations			
Medical Facilities			
Milepost Markers			
MSAG Communities			
Net Junctions			
Ocean Rescue Boundaries			
Ocean Safety			
Parcels			
Parks			
Parks Polygon			
Points of Interest		**03/30/17**	
	3/21/2017		Added thirteen (13) POI in Mana
		03/16/17	
	3/16/2017		Added twelve (12) POI in Mana
Police Beats			
Police Districts			

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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 Created/ Edits Performed**	**Date GIS Delivered**	**Other/Remarks**
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Police Response Areas			
Police Stations			
Post Offices			
Schools			
Street Centerlines	3/31/2017		Spatially corrected two (2) street centerline segments in Kalaheo
		03/30/17	
	3/30/2017		Spatially corrected six (6) street centerline segments in Kalaheo
	3/21/2017		Modified three (3) street centerline segment ranges in Mana
		03/16/17	
	3/3/2017		Spatially corrected three (3) street centerline segments in Kalaheo
	3/3/2017		Modified range of one (1) street centerline segment in Kokee
		03/02/17	
Subdivisions			
Tow Jurisdictions			
Tsunami Evacuation Zones			
Tsunami Heights			
Waste Water Plants			
WSP Cell Sectors		03/30/17	
		03/16/17	
	3/13/2017		Per Verizon CRS
	3/9/2017		Per AT&T CRS
WSP Cell Towers		03/30/17	
		03/16/17	
	3/13/2017		Per Verizon CRS
	3/9/2017		Per AT&T 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
3/30/2017	Delivered Address Points, Points Of Interest and Street Centerlines for MapFlex
3/30/2017	Delivered Address Points and Street Centerlines for Spillman
3/16/2017	Delivered Address Points, Points Of Interest and Street Centerlines for MapFlex
3/16/2017	Delivered Address Points and Street Centerlines for Spillman
3/2/2017	Delivered Address Points, Medic Response Areas and Street Centerlines for Spillman

MAPFLEX SYSTEM

During the month of March 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 March 2017
   a. **Hawaii County** – Mar 14th, 2017 and Mar 28th, 2017
   b. **Maui County** – Mar 15th, 2017 and Mar 29th, 2017
   c. **Kauai County** – Mar 16th, 2017 and Mar 30th, 2017
   d. **Honolulu** – Mar 17th, 2017 and Mar 31st, 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.

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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 5th, 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.

17. During the month of February 2017, there were no changes requested of Akimeka. KPD is still awaiting signatures on the new boundary descriptions.

18. During the month of March 2017, there were no changes requested of Akimeka. KPD is still awaiting signatures on the new boundary descriptions.

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.

Kauai County E9-1-1 Status Report

March 1, 2017 - March 31, 2017

OPEN SERVICE REQUESTS – MARCH 2017

#	Date	Ticket #	Description	Category	Urgency	Comments
			None			

NOTE:

There are no open service requests for March 2017.

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

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

Definitions:	Category	Description
	Wireline	Telephone Number (ALI) Discrepancies from land line phones that have been submitted to West Safety Services via 9-1-1 Net for correction.
	Wireless	Telephone Number (ALI) Discrepancies from phones that were land lines at one time, and were ported out to a wireless carrier. However, the phone number was never removed from the MSAG database.
	VoIP	Telephone Number (ALI) Discrepancies from VoIP phones that have been submitted to Time Warner Cable (TWCBL) for correction

Kauai County E9-1-1 Status Report

March 1, 2017 - March 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)

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