

# Kauai County E9-1-1 Status Report

*December 1, 2016 – December 31, 2016*



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

# Kauai County E9-1-1 Status Report

December 1, 2016 - December 31, 2016

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## 1. PSAP OPERATIONS

### 9-1-1 CALL VOLUME – DECEMBER 2016

(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	
2016	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
Dec	4,103	700	17.06%	2,631	64.12%	43.03%	56.97%	128	3.12%	6	0.15%	0	0.00%	638	15.55%	0	0.00%

### 9-1-1 CALL VOLUME – CALENDAR YEAR 2016

9-1-1 Call Volume																	
KAUAI PSAP		Wireline		Wireless				VOIP		Calls with No ALI		Admin Calls		Abandoned Calls		Other Calls	
2016	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	4,281	637	14.88%	2,816	65.78%	46.27%	53.73%	153	3.57%	10	0.23%	0	0.00%	665	15.53%	0	0.00%
FEB	4,090	609	14.89%	2,690	65.77%	46.02%	53.98%	116	2.84%	16	0.39%	0	0.00%	659	16.11%	0	0.00%
MAR	4,638	742	16.00%	2,986	64.38%	46.28%	53.72%	133	2.87%	15	0.32%	0	0.00%	762	16.43%	0	0.00%
APR	4,447	673	15.13%	2,944	66.20%	47.52%	52.48%	131	2.95%	12	0.27%	0	0.00%	687	15.45%	0	0.00%
MAY	4,177	580	13.89%	2,861	68.49%	45.51%	54.49%	131	3.14%	9	0.22%	0	0.00%	596	14.27%	0	0.00%
JUNE	4,020	605	15.05%	2,681	66.69%	42.15%	57.85%	129	3.21%	10	0.25%	0	0.00%	595	14.80%	0	0.00%
JULY	4,757	697	14.65%	3,194	67.14%	45.77%	54.23%	144	3.03%	11	0.23%	0	0.00%	711	14.95%	0	0.00%
AUG	4,386	687	15.66%	2,926	66.71%	41.66%	58.34%	162	3.69%	10	0.23%	0	0.00%	601	13.70%	0	0.00%
SEPT	4,105	585	14.25%	2,677	65.21%	45.05%	54.95%	159	3.87%	13	0.32%	0	0.00%	671	16.35%	0	0.00%
OCT	3,949	589	14.92%	2,624	66.45%	42.72%	57.28%	174	4.41%	6	0.15%	0	0.00%	556	14.08%	0	0.00%
NOV	4,002	672	16.79%	2,562	64.02%	43.29%	56.71%	150	3.75%	5	0.12%	0	0.00%	613	15.32%	0	0.00%
DEC	4,103	700	17.06%	2,631	64.12%	43.03%	56.97%	128	3.12%	6	0.15%	0	0.00%	638	15.55%	0	0.00%
YTD	50,955	7,776		33,592				1710		123		0		7,754		0	
MON AVG	4,246	648	15.26%	2,799	65.91%	44.61%	55.39%	143	3.37%	10	0.24%	0	0.00%	646	15.21%	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 not 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 0.15% - Statewide average = 0.15% Year 2016

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TEXT TO 911 – CURRENT MONTH – DECEMBER 2016

NOTE:

- Kauai County has deployed a soft launch for Text to 911 on December 21, 2015.
- During this soft launch period, internal testing and training will be conducted.
- 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.
- In a press conference on October 13, 2016, an official announcement was made by the Governor of the State of Hawaii introducing “TEXT TO 911” as an emergency public service now available in the State of Hawaii.

TEXT TO 911 Kauai County	
Month	Total received
January	23
February	11
March	22
April	4
May	2
June	11
July	26
August	42
September	25
October	18
November	16
December	7
YTD	207
Monthly Avg.	17.3

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### WIRELESS PSAP TESTING – DECEMBER 2016

KAUAI COUNTY - DECEMBER 2016						
Date	WSP	Sites Tested	Sectors Tested	Tested By:	Test Pass/Fail	Comments:
None						

#### NOTES:

- There were no scheduled Wireless 911 tests for the month of December, 2106 for the Kauai PSAP.

### WIRELESS PSAP TESTING – YEARLY TOTALS 2016

KAUAI COUNTY - 2016						
<b>WIRELESS 911 PSAP TESTING TOTALS 2016</b>	WSP	Sites Tested	Sectors Tested	Tested By:	Test Pass/Fail	Comments:
	AT&T	1	3	Kauai PSAP	Pass	
	SPRINT	1	4	Kauai PSAP	Pass	
	VERIZON	17	49	Kauai PSAP	Pass	6 sectors failed/rescheduled
	<b>Total</b>	<b>19</b>	<b>56</b>			

#### NOTES:

The Kauai County PSAP tested a total of 19 cell tower sites and 56 cell sectors in 2016.

### FOR YOUR INFORMATION

A “911 Wireless Testing Holiday Blackout” will be in effect starting on December 11<sup>th</sup>, 2016 until January 3<sup>rd</sup>, 2017 for Kauai PD, Maui PD, Molokai PD, and the Honolulu PD PSAPs. Hawaii County PD PSAP extends their blackout until January 17<sup>th</sup>, 2017 due to new PSAP equipment installation.

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## 2. MSAG (MASTER STREET ADDRESS GUIDE)

### MSAG TRANSACTIONS CURRENT MONTH/YEAR – DECEMBER 2016

KAUAI COUNTY	9-1-1 TRANSACTIONS								
	Total	MSAG	ALI Submitted			Open ALI Discrepancy Records			Customer Addresses Affected
2016		MSAG (A)	TNCR (B)	ALI DR (C)	VoIP (D)	TNCR	ALI DR	VoIP DR	
JANUARY	14	14	0	0	0	198	0	0	70
FEBRUARY	83	53	30	0	0	217	0	0	60
MARCH	30	8	22	0	0	232	0	0	9
APRIL	25	21	4	0	0	234	0	0	19
MAY	37	30	7	0	0	208	0	0	78
JUNE	14	9	5	0	0	125	0	0	89
JULY	23	8	15	0	0	119	0	0	63
AUGUST	105	13	92	0	0	54	0	0	158
SEPTEMBER	9	8	0	0	1	44	0	0	11
OCTOBER	96	5	91	0	0	42	0	0	91
NOVEMBER	*23	0	0	0	0	40	0	0	2
DECEMBER	*102	5	1	0	0	38	0	0	16
<b>TOTAL YTD</b>	<b>442</b>	<b>174</b>	<b>267</b>	<b>0</b>	<b>1</b>				<b>666</b>
<b>AVG PER MONTH</b>	<b>40</b>	<b>15</b>	<b>22</b>	<b>0</b>	<b>0</b>				<b>56</b>

### Definitions

- (A) **Master Street Address Guide** - Represents corrections made to street records including, street names, address ranges, MSAG Communities and ESNs.
- (B) **Telephone Number Change Request** - Represents address corrections on a specific TN or group of TNs. These "invalid" TNs usually have an associated ESN 499 attached to them which indicates the need for validation.
- (C) **Automatic Location Information Discrepancy Record** - Represents an address discrepancy discovered during a live 9-1-1 call, from a landline. These record corrections are treated with a higher priority and should be processed within 48 hours as a general guideline.
- (D) **Voice over Internet Protocol Discrepancy Record** - Represents an address discrepancy discovered during a live 9-1-1 call, from a VoIP phone. These record corrections are treated with a higher priority and should be processed within 72 hours as a general guideline per Time Warner Operations Center. MSR tracking effective April 2014.

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## MSAG CURRENT MONTH NOTES:

\*A total of six (6) MSAG transactions were processed in 9-1-1 Net, and ninety six (96) Dispatchable Locations were prepared during the month of December 2016. All 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 December 31, 2016 Akimeka has prepared 1,265 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 three (3) ESN 499 TN CRs completed by West Safety Service in December 2016.

## OPEN TELEPHONE RECORD (ALI) DISCREPANCY STATUS:

- **There are 38 Open TN CR Transactions as of December 31, 2016.**
- **Please refer to “TNCR Current Status” chart in the next section.**

38 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 no Open ALI-DRs as of December 31, 2016**
- **There are no Open VoIP DRs as of December 31, 2016**



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**TNCR (TELEPHONE NUMBER CHANGE REQUEST) CURRENT STATUS – DECEMBER, 2016**

**NOTE:**

- 9-1-1 NET is a secure web-based application that provides access to request changes to the MSAG, ALI, TN, and ESN/ELT data supported and maintained by West Safety Services for the Telephone Company (TelCo).
- TNCRs are not requests to change Telephone Numbers (TNs); however, it is a corrective process within 9-1-1 NET to modify location information associated with an Automatic Location Identification (ALI) record to a valid MSAG address for 9-1-1 purposes.

<b>PSAP 9-1-1 Telephone Number Location Change Request (Telephone Number Change Request (TNCR) Status)</b>				
<b>PSAP</b>	<b>TOTAL TNCR RECORDS SUBMITTED BY AKIMEKA</b>	<b>OPENED TNCRS PENDING FURTHER ACTION BY WEST SAFETY SERVICES (INTRADO)</b>	<b>OPENED TNCRS REFERRED TO TELCO BY WEST SAFETY SERVICES (INTRADO)</b>	<b>TOTAL UNOPENED TNCR RECORDS</b>
<b>KAUAI</b>	<b>38</b>	<b>19</b>	<b>8</b>	<b>11</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 – DECEMBER 2016 - PENDING**

**NARRATIVE:**

During the August 2015 State of Hawaii 911 Board meeting, Akimeka provided a “State of Hawaii PSAPs Proposed ALI Compliancy with FCC 15-9” presentation. Based on the 9-1-1 Board’s confirmation to add the “Dispatchable Location” information into the ALI database, Akimeka researched the format standards of each pertinent field, and tested the delivery of the data to the PSAP. After a few configuration adjustments (eliminating the TelCo comments field from appearing on the ALI Screen), Akimeka standardized an additional information data format to proceed with this project.

During the month of August 2015, Akimeka started a pilot project, entering additional location information to a verified MSAG address with multiple telephone numbers. Specifically the **Kukui Grove Center at 302600 Kaunualii Hwy, Lihue**. The “Dispatchable Location” data is entered into the “Driving Directions” field in the 9-1-1 Net system, and will display on the Viper Power 911 ALI Screen in the “Exact” field should a 911 call be received from that telephone number.

As Akimeka awaits for the notice to proceed, Akimeka has continued to research and prepare “Driving Instructions” for other shopping malls that will assist the Kauai Dispatchers with their 911 calls for service. A total of **1,265** telephone records are complete and ready for submittal, and transactions that were submitted in 2015 and 2016 are now being processed.

Dispatchable Location					
Common Name Place	MSAG Address	2016	Number of TNCR* Transactions Prepared	Number of TNCR* Transactions Submitted	Number of Transactions Processed**
	2015 Carryover	<b>2015</b>	286	62	0
*Common Name Place and MSAG Addresses available upon request		Jan-Mar	544	0	0
		Apr	0	0	0
		May	0	0	2
Kukuiula Shopping Center	2829 Ala Kalanikaumaka, Kukuiula	June	87	0	56
Kukui Grove Center	302600 Kaunualii Hwy, Lihue	July-	74	44	26
		Oct	30	0	22
			125	0	0
Halelani Village	1970 Hanalima St, Puhi	Nov	23	0	0
Halelani Village	1970 Hanalima St, Puhi	Dec	25	0	0
Lae Nani	410 Papaloa Rd, Wailua	Dec	53	0	0
Lanikai Condos	390 Papaloa Rd, Wailua	Dec	18	0	0
		<b>Total</b>	<b>1,265</b>	<b>106</b>	<b>106</b>

Definition
<b>Dispatchable Location</b> 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
<b>TNCR*</b> Telephone Number Change Request - Transactions submitted to WEST to update/edit Dispatchable Location
in the Exact field on the ALI Screen.
<b>Processed**</b> may include inactive telephone numbers that were removed from the ALI Database.

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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) – DECEMBER 2016

### 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	12/30/2016		Added Location Name for one (1) address in Kukuiula
	12/30/2016		Added two (2) addresses in Princeville
	12/27/2016		Added Location Name to one (1) address in Hanapepe
	12/27/2016		Spatially corrected one (1) address point in Hanapepe
	12/27/2016		Added Location Name to one (1) address in Kalaheo
	12/27/2016		Added one (1) POI address in Kapaa
	12/27/2016		Added Location Name to one (1) address in Kapaa
	12/27/2016		Corrected one (1) address in Kapaa
	12/27/2016		Spatially corrected one (1) address point in Kapaa
	12/27/2016		Spatially corrected one (1) address point in Kapaia
	12/27/2016		Added four (4) POI addresses in Kipu
	12/27/2016		Added two (2) POI addresses in Koloa
	12/27/2016		Added one (1) address in Koloa
	12/27/2016		Added Location Name for one (1) address in Koloa
	12/27/2016		Corrected one (1) address in Koloa
	12/27/2016		Spatially corrected one (1) address point in Lihue
	12/27/2016		Added Location Name for one (1) address in Lihue
	12/27/2016		Added one (1) POI address in Lihue
	12/27/2016		Added one (1) address in Lihue
	12/27/2016		Spatially corrected one (1) address point in Pakala
	12/27/2016		Added one (1) POI address in Port Allen
	12/27/2016		Added five (5) POI addresses in Puhi
	12/27/2016		Added one (1) address in Puhi
	12/27/2016		Corrected one (1) address in Waimea
	12/27/2016		Added three (3) POI addresses in Wailua
	12/27/2016		Added one (1) address in Wailua
	12/27/2016		Spatially corrected two (2) address points in Wailua
	12/27/2016		Corrected one (1) address in Wailua
12/27/2016		Corrected Location Name for one (1) address in Hanalei	
12/27/2016		Spatially corrected one (1) address point in Hanalei	
		<b>12/22/16</b>	
	12/9/2016		Spatially corrected one (1) address point in Hanapepe

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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	12/9/2016		Added Location Name for one (1) address point in Hanapepe
	12/9/2016		Spatially corrected one hundred twenty-two (122) address points in Kalaheo
	12/9/2016		Added two (2) POI addresses in Kalaheo
	12/8/2016		Spatially corrected fifty-five (55) address points in Kalaheo
		<b>12/08/16</b>	
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			
Food & Beverage			
Gas Stations			
Gate Codes			
Government Buildings			
Harbors			
Helipads			
Hiking Trails			
Hospitals			
Hydrants			

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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>			
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		<b>12/28/16</b>	
	12/28/2016		Removed outer islands for Spillman
Parks			
Parks Polygon			
Points of Interest	12/27/2016		Corrected one (1) POI name in Hanalei
	12/27/2016		Spatially corrected one (1) POI in Hanalei
	12/27/2016		Corrected one (1) POI address in Hanapepe
	12/27/2016		Added one (1) POI in Hanapepe
	12/27/2016		Changed one (1) POI name in Kapaa
	12/27/2016		Added one (1) POI in Kapaa
	12/27/2016		Added four (4) POI in Kipu
	12/27/2016		Added two (2) POI in Koloa
	12/27/2016		Spatially corrected one (1) POI in Koloa
	12/27/2016		Added one (1) POI in Kukuiula
	12/27/2016		Added two (2) POI in Lihue
	12/27/2016		Corrected one (1) POI address in Nawiliwili
	12/27/2016		Added one (1) POI in Omao
12/27/2016		Spatially corrected one (1) POI in Pakala	

# Kauai County E9-1-1 Status Report

December 1, 2016 - December 31, 2016

## 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>				
Points of Interest	12/27/2016		Added one (1) POI in Port Allen	
	12/27/2016		Added five (5) POI in Puhi	
	12/27/2016		Corrected one (1) POI address in Wailua	
	12/27/2016		Corrected one (1) POI address in Waimea	
	12/27/2016		Spatially corrected two (2) POI in Puhi	
		<b>12/22/16</b>		
	12/22/2016		Spatially corrected one (1) POI in Wailua	
	12/22/2016		Added two (2) POI in Wailua	
	12/9/2016		Added one (1) POI in Wailua	
	12/9/2016		Added one (1) POI in Kapaa	
	12/9/2016		Added one (1) POI in Hanapepe	
	<b>12/08/16</b>			
Police Beats				
Police Districts				
Police Response Areas				
Police Stations				
Post Offices				
Schools				
Street Centerlines	12/22/2016		Spatially corrected twelve (12) street centerline segments in Kalaheo	
	12/8/2016		Spatially corrected nine (9) street centerline segments in Kalaheo	
Subdivisions				
Tow Jurisdictions				
Tsunami Evacuation Zones				
Tsunami Heights				
Waste Water Plants				
WSP Cell Sectors	12/19/2016		Per AT&T CRS	
	12/14/2016		Per AT&T CRS	

# Kauai County E9-1-1 Status Report

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## MAPPING LAYERS UPDATED (PART V)

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

KAUAI COUNTY			
Type of Layer	Akimeka GIS Server	Date GIS Delivered	Other/Remarks
	Date Created/ Edits Performed		
<b>CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH &amp; RESPONSE (Listed Alphabetically)</b>			
WSP Cell Towers			
	12/19/2016		Per AT&T CRS
	12/14/2016		Per AT&T CRS

GIS Summary for 2016		
KAUAI COUNTY		
Type of Layer	Totals	Remarks
<b>CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH &amp; RESPONSE</b>		
Address Points	8,803	Approximate number of new and/or edited *Address Points added to the Kauai County GIS map and database in 2016.
Street Centerlines	593	Approximate number of new and/or edited *Street Centerlines added to the Kauai County GIS map and database in 2016.
Points of Interest	597	Approximate number of new and/or edited *Points of Interest/Common Name Places added to the Kauai County GIS map and database in 2016.

\* Specific details available upon request.

**NOTE:**

The above summary does not capture the entire GIS effort for the 2016 year, only a list of some of the more critical layer updates. There were a significant amount of updates that took place with other layers such as response layers, and other supporting GIS information. Also, for a summary regarding wireless updates, please refer to the CRS sections to see the 2016 year totals, which are also largely impacting to the PSAPs.

**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.



# Kauai County E9-1-1 Status Report

December 1, 2016 - December 31, 2016

## 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
12/28/2016	Delivered Parcels for Spillman
12/22/2016	Delivered Address Points, Points of Interest, Street Centerlines, WSP Cell Sectors, WSP Cell Towers and GEO.xml for a GeoComm update.
12/22/2016	Delivered Address Points, Points Of Interest, Street Centerlines and WSP Cell Sectors for a Spillman update
12/15/2016	Delivered standard 10 beat Police Beats for Spillman
12/8/2016	Delivered Address Points, Points of Interest, Street Centerlines, WSP Cell Sectors, WSP Cell Towers and GEO.xml for a GeoComm update.
12/8/2016	Delivered Address Points, Fire Hydrants, Fire Response Areas, Medic Response Areas, Points of Interest, Police Response Areas, Street Centerlines, WSP Cell Sectors and WSP Cell Towers for a MapFlex update
12/8/2016	Delivered Address Points, Points Of Interest, Street Centerlines and WSP Cell Sectors for a Spillman update
12/5/2016	Delivered Judicial Districts for Spillman

### MAPFLEX SYSTEM

During the month of December 2016, the MapFlex system received one manual update 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 year.

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. Manual GIS uploads took place on December 9, 2016.

1. Akimeka delivered GIS data to the MapFlex system on the following dates in December 2016
  - a. **Hawaii County** – December 9, 2016
  - b. **Maui County** – December 9, 2016
  - c. **Kauai County** – December 9, 2016
  - d. **Honolulu** – December 9, 2016
  
2. Although there were no official confirmation that the manual updates were completed, Akimeka confirmed on December 20<sup>th</sup> that the GIS data was successfully updated in the MapFlex system.

# Kauai County E9-1-1 Status Report

December 1, 2016 - December 31, 2016

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## MAPFLEX ISSUES

During the month of August 2016, there were some identified issues regarding the MapFlex system, some of which were a continuation of previous issues identified.

On August 3, 2016, during the all PSAP conference call with West, Akimeka, and Hawaiian Telcom also in attendance, there were several issues that were discussed.

1. There was an upload issue with the Kauai MapFlex system on July 24, 2016 which was related to an issue which Maui PD experienced earlier in the year. The MapFlex screen went blank and there was no mapping capability.
  - a. West relayed that there is an issue with the automatic update script and there are updates required for them to make to the system.
  - b. All of the PSAPs agreed to hold off on all GIS updates in MapFlex until West has resolved the issue.
2. The MapFlex system began displaying wireless information incorrectly during the month of August 2016.
  - a. The issue described is that when wireless calls are coming into the PSAPs, the ALI information appears to be correct and it matches with the GIS data, so it subsequently displays a Phase I location for Phase I calls. What is occurring directly after this, is the 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.
  - b. West and HT are looking into the issue and are planning a software update that should help resolve the issue.
3. The Text-to-911 icons have stopped displaying at the PSAPs.
  - a. It was identified that the icons for text calls have stopped displaying in the MapFlex maps. Previously when calls came in as a text call, there would be an icon displaying "TEXT" where the call was plotted.
  - b. West and HT will be researching the issue.
4. Throughout October 2016 West and HT continued to work on the patches to fix some of the above issues.
5. During November 2016, the updates were installed on the MapFlex systems throughout the State of Hawaii.
  - a. After the updates had taken place, issues were identified with the display of Phase I coverage areas in MapFlex – identified by the Honolulu Fire Department. In addition, the only information that was being displayed for Phase I calls were Lat/Longs with a static coverage of approximately 330 meters for all calls. The issue was first identified when calls had plotted in the ocean, while the caller was surely on land.
  - b. The issue was brought to West and HT's attention for resolution.
  - c. West had worked internally with their team and determined that it was an issue with the confidence with Sprint wireless and that Sprint was the source of the issue in MapFlex.
  - d. The discussions on this issue circled for some time throughout November without resolution until it was discovered later in November that the reason the coverage area was not being displayed was due to the MapFlex upgrade that was installed. After installation, 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.
  - e. The additional issue with MapFlex plotting the centroid of the sector as the tower location still remains and is being troubleshot by West and HT.
  - f. West and HT will be following up with the PSAPs with a resolution in December 2016.
  - g. The next conference call with West, HawaiianTel, and the PSAPs is scheduled for January 11<sup>th</sup>.

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## SPILLMAN PROJECT

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

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

## Kauai County E9-1-1 Status Report

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- 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.

## Kauai County E9-1-1 Status Report

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#	Date	Ticket #	Description	Category	Urgency	Comments
			None			

**NOTE:**

There are no open service requests for December 2016.

**SERVICE REQUEST YEAR-TO-DATE (YTD) SUMMARY – 2016**

KAUAI COUNTY				MSAG SERVICE REQUEST CATEGORIES					
2016	TOTAL		Open	WIREFINE		WIRELESS		VoIP	
	Created	Closed		Created	Closed	Created	Closed	Created	Closed
2015 Carryover*			0						
January	0	0	0	0	0	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	0	0	0	0	0	0	0	0	0
July	0	0	0	0	0	0	0	0	0
August	0	0	0	0	0	0	0	0	0
September	1	1	0	0	0	0	0	1	1
October	0	0	0	0	0	0	0	0	0
November	0	0	0	0	0	0	0	0	0
December	0	0	0	0	0	0	0	0	0
<b>TOTAL</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

<b>Note:</b>	* The 2015 Carryover row indicated the number of Service Requests that were opened in 2015 and brought forward into 2016 in an effort to track the service request until completion. Detailed information on service tickets are available upon request.
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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

**5. E9-1-1 DATABASE SYNCHRONIZATION**

## Kauai County E9-1-1 Status Report

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

### **Next Scheduled Database Synchronization – January 2017**

AUDIT SUMMARY RESULTS – 2017 -- TBA

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

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

AUTOMATIC LOCATION IDENTIFICATION (ALI) DISCREPANCY REPORT -- TBA