

# Kauai County E9-1-1 Status Report

*November 1, 2017 – November 30, 2017*



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

# Kauai County E9-1-1 Status Report

November 1, 2017 - November 30, 2017

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## TABLE OF CONTENTS

1. PSAP Operations .....	4
9-1-1 Call Volume – November 2017.....	4
9-1-1 Call Volume – Calendar Year 2017 .....	4
PSAP Operation Notes:.....	4
For Your Information.....	5
Text to 911 – Current Month – November 2017.....	5
Note: .....	5
Wireless PSAP Testing – November 2017 .....	6
Notes: .....	6
2. MSAG (Master Street Address Guide) .....	7
MSAG Transactions Current Month/Year – November 2017 .....	7
MSAG Current Month Notes:.....	8
Telephone Record (ALI) Transactions Current Month Notes:.....	8
Open Telephone Record (ALI) Discrepancy Status:.....	8
Narrative: .....	8
TNCR (Telephone Number Change Request) Current Status – November, 2017 .....	9
Note: .....	9
Dispatchable Location – Status As Of – November 2017 - Pending .....	10
Narrative: .....	10
Spectrum (Charter) 9-1-1 VoIP Database Verification Project - November 2017.....	11
3. Geographic Information System (GIS) – November 2017 .....	12
Mapping Layers Updated (Part I) .....	12

# Kauai County E9-1-1 Status Report

November 1, 2017 - November 30, 2017

---

Mapping Layers Updated (Part II) .....	13
Mapping Layers Updated (Part III).....	14
Mapping Layers Updated (Part IV).....	15
Note: .....	16
Geographic Information System (GIS) Narratives .....	16
GIS Key Activities/Updates.....	16
MapFlex System .....	16
MapFlex Issues .....	17
DATE.....	17
ISSUE .....	17
DESCRIPTION .....	17
STATUS.....	17
Spillman Project.....	18
Lihue Airport boundaries .....	18
Open Service Requests – November 2017.....	19
Note: .....	19
Service Request Year-to-Date (YTD) Summary – 2017.....	19
5. E9-1-1 Database Synchronization.....	20
Audit Summary Results – 2018 - 2017 -- TBA .....	20
Audit Summary Results – January 1, 2018 MSAG vs. October 1, 2017 MSAG -- TBA .....	20
Invalid MSAG Streets and Address Ranges – ESN X99 Records -- TBA.....	20
Automatic Location Identification (ALI) Database Discrepancies -- TBA .....	20

# Kauai County E9-1-1 Status Report

November 1, 2017 - November 30, 2017

## 1. PSAP OPERATIONS

### 9-1-1 CALL VOLUME – NOVEMBER 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
Nov	4,276	661	15.46%	2,749	64.29%	47.29%	52.71%	158	3.70%	9	0.21%	0	0.00%	699	16.35%	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	4,416	744	16.85%	2,953	66.87%	38.47%	61.53%	161	3.65%	6	0.14%	0	0.00%	552	12.50%	0	0.00%
AUG	4,361	774	17.75%	2,794	64.07%	38.58%	61.42%	181	4.15%	7	0.16%	0	0.00%	605	13.87%	0	0.00%
SEPT	4,051	628	15.50%	2,717	67.07%	39.09%	60.91%	168	4.15%	12	0.30%	0	0.00%	526	12.98%	0	0.00%
OCT	4,156	642	15.45%	2,697	64.89%	40.38%	59.62%	167	4.02%	17	0.41%	0	0.00%	633	15.23%	0	0.00%
NOV	4,276	661	15.46%	2,749	64.29%	47.29%	52.71%	158	3.70%	9	0.21%	0	0.00%	699	16.35%	0	0.00%
DEC																	
YTD	45,370	7,451		29,607				1762		106		0		6,444		0	
MON AVG	4,125	677	16.40%	2,692	65.22%	39.74%	60.26%	160	3.91%	10	0.24%	0	0.00%	586	14.23%	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 November 2017 = 0.21% - Statewide average for 2016 = 0.15%

## Kauai County E9-1-1 Status Report

November 1, 2017 - November 30, 2017

**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 – NOVEMBER 2017**

TEXT TO 911 Kauai County 2017	
Month	Total received
January	5
February	6
March	6
April	5
May	7
June	6
July	15
August	16
September	14
October	15
November	6
December	
YTD	101
Monthly Avg.	9.2

**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.

## Kauai County E9-1-1 Status Report

November 1, 2017 - November 30, 2017

---

**WIRELESS PSAP TESTING – NOVEMBER 2017**

KAUAI COUNTY - NOVEMBER 2017						
Date	WSP	Sites Tested	Sectors Tested	Tested By:	Test Pass/Fail	Comments:
11/2/2017	AT&T	1	12	Kauai PSAP	Pass	

**NOTES:**

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

# Kauai County E9-1-1 Status Report

November 1, 2017 - November 30, 2017

## 2. MSAG (MASTER STREET ADDRESS GUIDE)

### MSAG TRANSACTIONS CURRENT MONTH/YEAR – NOVEMBER 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	
<b>2017</b>									
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	104	98	4	1	1	0	0	0	100
AUGUST	195	195	0	0	0	0	0	0	202
SEPTEMBER	187	186	1	0	0	0	0	0	208
OCTOBER	274	272	1	0	1	2	0	0	270
NOVEMBER	173	172	0	1	0	24	0	0	151
DECEMBER									
<b>TOTAL YTD</b>	<b>2,009</b>	<b>1,824</b>	<b>32</b>	<b>149</b>	<b>4</b>				<b>1,388</b>
AVG PER MONTH	183	166	3	14	0				126

### 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.

## Kauai County E9-1-1 Status Report

November 1, 2017 - November 30, 2017

---

### MSAG CURRENT MONTH NOTES:

A total of **172** Dispatchable Location transactions during the current month. As of the current month, Akimeka has submitted **1,414** Dispatchable Location transactions for Kauai County.

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

Akimeka processed **172** TN CRs related to the Dispatchable Location Project during the current month.

No ALI DRs were submitted during the current month.

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

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

### NARRATIVE:

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 **2,502** telephone records are complete and being submitted as allocated by West for the State of Hawaii.

## Kauai County E9-1-1 Status Report

November 1, 2017 - November 30, 2017

**TNCR (TELEPHONE NUMBER CHANGE REQUEST) CURRENT STATUS – NOVEMBER, 2017**

**NOTE:**

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

<b>PSAP 9-1-1 Telephone Number Location Change Request (Telephone Number Change Request (TNCR) Status)</b>				
<b>PSAP</b>	<b>TOTAL TNCR RECORDS SUBMITTED BY AKIMEKA</b>	<b>OPENED TNCRS PENDING FURTHER ACTION BY WEST SAFETY SERVICES (INTRADO)</b>	<b>OPENED TNCRS REFERRED TO TELCO BY WEST SAFETY SERVICES (INTRADO)</b>	<b>TOTAL UNOPENED TNCR RECORDS</b>
<b>KAUAI</b>	<b>24</b>	<b>0</b>	<b>0</b>	<b>24</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.

## Kauai County E9-1-1 Status Report

**November 1, 2017 - November 30, 2017**

**DISPATCHABLE LOCATION – STATUS AS OF – NOVEMBER 2017 - PENDING**

**NARRATIVE:**

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

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

As Akimeka awaits for the notice to proceed, Akimeka has continued to research and prepare “Driving Instructions” for other shopping malls that will assist the Kauai Dispatchers with their 911 calls for service. A total of **2,502** telephone records are complete and being submitted as allocated by West for the State of Hawaii. **193** transactions were submitted and **172** transactions were processed in November 2017.

Dispatchable Location				
2017	Common Name Place MSAG Address	TNCR Transactions Prepared	TNCR Transactions Submitted	Transactions Processed
Quarter 4				
Quarter 3 Carryover		<b>2114</b>	<b>949</b>	<b>949</b>
<b>October</b>	Alii Kai Resort, 3830 Edward Rd, Princeville	29	29	29
	Kamahana Condos, 3800 Kamehameha Rd, Princeville	15	15	15
	Nihi Kai Villas, 1870 Hoone Rd, Poipu	65	65	65
	Nihilani Resort, 4919 Peipelani Loop, Princeville	18	18	18
	Plantation at Princeville, 4771 Peipelani Loop, Princeville	16	16	16
	Princeville Center, 504280 Kuhio Hwy, Princeville	0	77	75
	Sea Lodge, 3700 Kamehame Rd, Princeville	45	45	45
	Westin Princeville Resort, 3838 Wyllie Rd, Princeville	7	7	7
<b>November</b>	Kapaa Shore, 40900 Kuhio Hwy, Waipouli	76	76	76
	Pahio at Shearwater, 3730 Kamehameha Rd, Princeville	38	38	38
	Pono Kai Resort, 401250 Kuhio Hwy, Kapaa	21	21	21
	Sandpiper Village, 4770 Peipelani Loop, Princeville	19	19	19
	Waipouli Beach Resort, 40820 Kuhio Hwy	39	39	18
<b>December</b>				
<b>Total</b>		<b>388</b>	<b>465</b>	<b>442</b>
<b>YTD Total</b>		<b>2502</b>	<b>1414</b>	<b>1391</b>

## Kauai County E9-1-1 Status Report

November 1, 2017 - November 30, 2017

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

<b>*Spectrum (Charter) 9-1-1 VoIP Database Verification Project</b>					
<b>PSAP</b>	<b>TOTAL RECORDS SUBMITTED BY SPECTRUM (A)</b>	<b>TOTAL RECORDS MATCHING &amp; VERIFIED WITH 911 DATABASES (B)</b>	<b>TOTAL RECORDS NOT MATCHING</b>	<b>NON MATCHING RECORDS CORRECTED BY AKIMEKA (C)</b>	<b>PERCENT COMPLETED</b>
<b>HAWAII County</b>	<b>22,044</b>	<b>21,638 (98%)</b>	<b>406</b>	<b>406</b>	<b>100.00%</b>
<b>KAUAI County</b>	<b>8,936</b>	<b>8,695 (97%)</b>	<b>241</b>	<b>241</b>	<b>100.00%</b>
<b>MAUI County</b>	<b>18,256</b>	<b>17,517 (96%)</b>	<b>739</b>	<b>739</b>	<b>100.00%</b>
<b>OAHU Civilian</b>	<b>87,414</b>	<b>85,329 (98%)</b>	<b>2,085</b>	<b>383</b>	<b>18.37%</b>
<b>OAHU Military</b>	<b>3,663</b>	<b>710 (19%)</b>	<b>2,953</b>	<b>2,355</b>	<b>79.75%</b>
<b>TOTAL</b>	<b>140,313</b>	<b>**133,889</b>	<b>6,424</b>	<b>4,124</b>	<b>79.62%</b>

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

\*\* Akimeka provided VoIP Records with Latitude/Longitude coordinates

(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.

## Kauai County E9-1-1 Status Report

November 1, 2017 - November 30, 2017

### 3. GEOGRAPHIC INFORMATION SYSTEM (GIS) – NOVEMBER 2017

#### MAPPING LAYERS UPDATED (PART I)

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

KAUAI COUNTY				
Type of Layer	Akimeka GIS Server	Date GIS Delivered	Other/Remarks	
	Date Created/ Edits Performed			
<b>CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH &amp; RESPONSE (Listed Alphabetically)</b>				
<b>Address Points</b>	11/24/2017		Updated Location Name for two (2) addresses in Kapaa	
	11/24/2017		Added thirteen (13) addresses in Nawiliwili	
	11/24/2017		Updated one (1) address in Wailua	
	11/24/2017		Spatially corrected two (2) address points in Wailua	
	11/24/2017		Added one (1) address in Wailua	
	11/24/2017		Added Location Name for twenty-four (24) addresses in Wailua	
		<b>11/22/17</b>		
	11/16/2017		Added one (1) address in Kapaa	
	11/16/2017		Added thirty-eight (38) POI addresses in Kokee	
	11/16/2017		Corrected Location Name for one (1) address in Koloa	
	11/16/2017		Added two (2) addresses in Koloa	
	11/16/2017		Spatially corrected one (1) address point in Princeville	
	11/16/2017		Added two (2) addresses in Princeville	
	11/16/2017		Spatially corrected one (1) address point in Wailua	
	11/16/2017		Added one (1) address in Wailua	
	11/16/2017		Added one (1) address in Waimea	
	11/16/2017		Updated Location Name for two (2) addresses in Waipouli	
	11/16/2017		Spatially corrected one (1) address in Waipouli	
	11/16/2017		Added three (3) addresses in Waipouli	
	11/15/2017		Updated Location Name for one (1) address in Hanalei	
	11/15/2017		Spatially corrected one (1) address point in Hanapepe	
	11/15/2017		Added one (1) address in Kapaa	
	11/15/2017		Added one (1) address in Kaunakani	
	11/15/2017		Added seven (7) addresses in Kokee	
	11/15/2017		Added one (1) address in Koloa	
	11/15/2017		Spatially corrected one (1) address point in Lihue	
	11/15/2017		Updated Location Name for one (1) address in Lihue	
	11/15/2017		Added eight (8) addresses in Mana	
	11/15/2017		Added one (1) address in Nawiliwili	
	11/15/2017		Added four (4) addresses in Poipu	
	<b>11/09/17</b>			
11/9/2017		Added one (1) address in Hanalei		

# Kauai County E9-1-1 Status Report

November 1, 2017 - November 30, 2017

## 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	11/9/2017		Added one (1) address in Kalaheo
	11/9/2017		Added three (3) addresses in Kapaa
	11/9/2017		Updated Location Name for four (4) addresses in Lihue
	11/9/2017		Spatially corrected six (6) address points in Lihue
	11/9/2017		Added three (3) addresses in Lihue
	11/9/2017		Added one (1) address in Poipu
	11/9/2017		Spatially corrected nine (9) address points in Princeville
	11/9/2017		Added seventy (70) addresses in Princeville
Airports			
Bridges			
Building Footprints			
Bus Stops			
Churches			
Coastal Names			
Coastline			
Common Places			
Correctional Facilities			
Emergency Callboxes			
Emergency Operation Centers			
Emergency Shelters			
ESZ/ESN	11/30/2017		Added ESN 453
	11/16/2017		Modified to include new ARFF boundary
Fire Beats	11/16/2017		Included new ARFF boundary
	11/16/2017		Updated Beat 3
Fire Districts			
Fire Response Areas	11/16/2017		Included new ARFF boundary
	11/16/2017		Updated RA 30
Fire Stations			
Food & Beverage			
Gas Stations			
Gate Codes			

# Kauai County E9-1-1 Status Report

November 1, 2017 - November 30, 2017

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>			
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	11/24/2017		Spatially corrected one (1) POI in Kapaa
	11/24/2017		Updated two (2) POI names in Princeville
	11/24/2017		Updated one (1) POI name in Kapaa
		<b>11/22/17</b>	
	11/16/2017		Added one (1) POI in Kalaheo
	11/16/2017		Spatially corrected one (1) POI in Kapaa
	11/16/2017		Updated two (2) POI names in Princeville
	11/16/2017		Added one (1) POI in Waipouli
	11/15/2017		Updated one (1) POI name in Hanalei

# Kauai County E9-1-1 Status Report

November 1, 2017 - November 30, 2017

## 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	11/15/2017		Updated one (1) POI name in Hanapepe	
	11/15/2017		Updated one (1) POI name in Kapaa	
	11/15/2017		Updated one (1) POI name in Lihue	
	11/15/2017		Added address info for one (1) POI in Mana	
	11/15/2017		Spatially corrected one (1) POI in Poipu	
		<b>11/09/17</b>		
	11/9/2017		Spatially corrected one (1) POI in Hanapepe	
	11/9/2017		Updated one (1) POI name in Princeville	
	11/9/2017		Spatially corrected five (5) POI in Princeville	
11/9/2017		Updated one (1) POI name in Puhii		
Police Beats				
Police Districts				
Police Response Areas				
Police Stations				
Post Offices				
Schools				
Street Centerlines	11/30/2017		Spatially corrected three (3) street centerline segments in Poipu	
		<b>11/22/17</b>		
	11/22/2017		Spatially corrected one (1) street centerline segment in Kapaa	
Subdivisions				
Tow Jurisdictions				
Tsunami Evacuation Zones				
Tsunami Heights				
Waste Water Plants				
WSP Cell Sectors		<b>11/22/17</b>		
	11/20/2017		Per T-Mobile CRS	
	11/14/2017		Per AT&T CRS	
	11/13/2017		Per Verizon CRS	
	<b>11/09/17</b>			
WSP Cell Towers		<b>11/22/17</b>		
	11/20/2017		Per T-Mobile CRS	
	11/14/2017		Per AT&T CRS	
	11/13/2017		Per Verizon CRS	
	<b>11/09/17</b>			

# Kauai County E9-1-1 Status Report

November 1, 2017 - November 30, 2017

**NOTE:**

- **The Parcels layer is provided by Kauai County. Akimeka performs edits on the spatial information of the layer for 9-1-1 purposes. Changes to the attribute table are made when needed. The Parcels layer uploaded to the PSAP GIS server is intended for 9-1-1 purposes only and should not be disseminated to other county agencies.**

**GEOGRAPHIC INFORMATION SYSTEM (GIS) NARRATIVES**

**GIS KEY ACTIVITIES/UPDATES**

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

Date	Key Activities/Updates
11/22/2017	Delivered updated data for Spillman which included Address Points, Food and Beverage, and Street Centerlines
11/22/2017	Delivered updated data for MapFlex which included Address Points, Food and Beverage, Points Of Interest, Street Centerlines, WSP Cell Sectors and WSP Cell Towers
11/9/2017	Delivered updated data for Spillman which included Address Points and Street Centerlines
11/9/2017	Delivered updated data for MapFlex which included Address Points, Points Of Interest, Street Centerlines, WSP Cell Sectors and WSP Cell Towers

**MAPFLEX SYSTEM**

During the month of November 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 November 2017
  - a. **Hawaii County** – November 7<sup>th</sup>, 2017 and November 21<sup>st</sup>, 2017
  - b. **Maui County** – November 8<sup>th</sup>, 2017 and November 22<sup>nd</sup>, 2017
  - c. **Kauai County** – November 9<sup>th</sup>, 2017 and November 22<sup>nd</sup>, 2017
  - d. **Honolulu** – November 10<sup>th</sup>, 2017 and November 22<sup>nd</sup>, 2017

## Kauai County E9-1-1 Status Report

**November 1, 2017 - November 30, 2017**

### 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.	Resolved, 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.	Resolved (August 2017)

## Kauai County E9-1-1 Status Report

**November 1, 2017 - November 30, 2017**

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. During the September 20, 2017 PSAP conference call, HT relayed there was confirmation that the Time Warner records were in fact passing through the West FMCC.	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 Discussion has taken place on a temporary solution by suppressing XY in ALI. West had announced later October 2017 that engineering was working on an interim release that allows the PSAP to suppress Lat/Long at the MapFlex server.
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 November 2017.

### 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.
  - b. There has been no official request to include the new response area into the GIS data yet.
2. On November 15<sup>th</sup>, 2017, Akimeka worked with Kauai Fire to finalize the AARF layer.
  - a. Fire Beats and Fire Response Area layers were also updated to include the AARF.
3. Akimeka is currently coordinating with HT to get a new ESN for this area. When a new ESN is approved then the updated Fire Beats and Fire Response Areas can be delivered to both the MapFlex and Spillman systems.

## Kauai County E9-1-1 Status Report

November 1, 2017 - November 30, 2017

### OPEN SERVICE REQUESTS – NOVEMBER 2017

#	Date	Ticket #	Description	Category	Urgency	Comments
			None			

**NOTE:**

There are no open service requests for November 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	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	1	1	0	0	0	0	0	1	1
August	0	0	0	0	0	0	0	0	0
September	0	0	0	0	0	0	0	0	0
October	1	1	0	1	1	0	0	0	0
November	0	0	0	0	0	0	0	0	0
December									
<b>TOTAL</b>	<b>4</b>	<b>4</b>	<b>0</b>	<b>3</b>	<b>3</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>1</b>

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

## Kauai County E9-1-1 Status Report

November 1, 2017 - November 30, 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 Database Synchronization – January 2018

AUDIT SUMMARY RESULTS – 2018 - 2017 -- TBA

AUDIT SUMMARY RESULTS – JANUARY 1, 2018 MSAG VS. OCTOBER 1, 2017 MSAG -- TBA

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

AUTOMATIC LOCATION IDENTIFICATION (ALI) DATABASE DISCREPANCIES -- TBA