

Kauai County E9-1-1 Status Report

January 1, 2018 – January 31, 2018



AKIMEKA | HIGH PRIORITY. HIGH IMPACT.

Kauai County E9-1-1 Status Report

January 1, 2018 - January 31, 2018

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1. PSAP OPERATIONS

9-1-1 CALL VOLUME – JANUARY 2018

(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	
2018	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	4,613	664	14.39%	3,054	66.20%	46.43%	53.57%	157	3.40%	5	0.11%	0	0.00%	733	15.89%	0	0.00%

9-1-1 CALL VOLUME – CALENDAR YEAR 2018

9-1-1 Call Volume																	
KAUAI PSAP		Wireline		Wireless				VOIP		Calls with No ALI		Admin Calls		Abandoned Calls		Other Calls	
2018	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	4,613	664	14.39%	3,054	66.20%	46.43%	53.57%	157	3.40%	5	0.11%	0	0.00%	733	15.89%	0	0.00%
FEB																	
MAR																	
APR																	
MAY																	
JUNE																	
JULY																	
AUG																	
SEPT																	
OCT																	
NOV																	
DEC																	
YTD	4,613	664		3,054				157		5		0		733		0	
MON AVG	4,613	664	14.39%	3,054	66.20%	46.43%	53.57%	157	3.40%	5	0.11%	0	0.00%	733	15.89%	0	0.00%

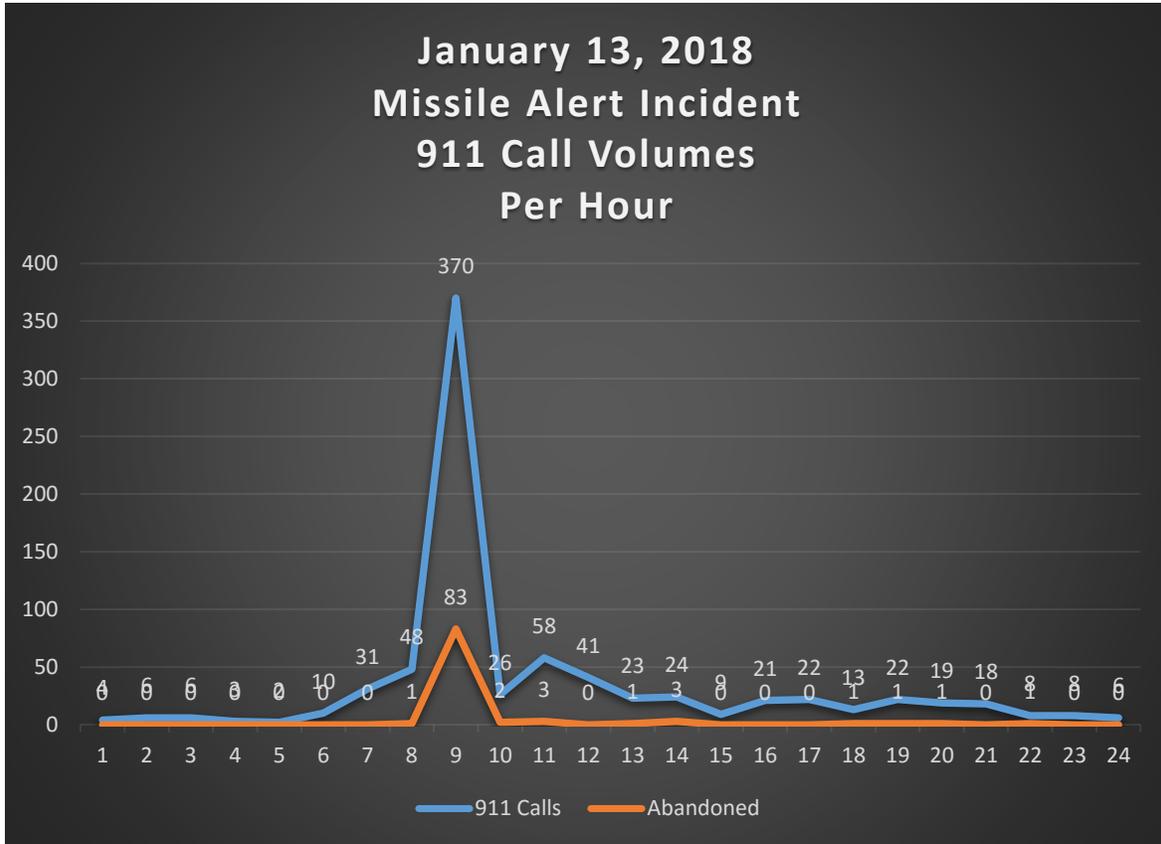
PSAP OPERATION NOTES:

- Abandoned Calls represent the number of incoming 9-1-1 calls for which the caller had hung up before a call-taker answered. Dropped Calls are hang ups after transfers.
- Abandoned Calls are included in the total Wireline and Wireless counts respectively.
- All VoIP (Voice over Internet Protocol) type of 911 calls is combined in the Call Volume statistic.
- 911 Calls with No Ali for January 2018 = 0.11% - Statewide average for 2017 = 0.08%

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JANUARY 13, 2018 MISSILE ALERT INCIDENT



911 Calls	4	6	6	3	2	10	31	48	370	26	58	41	23	24	9	21	22	13	22	19	18	8	8	6
Abandoned	0	0	0	0	0	0	0	1	83	2	3	0	1	3	0	0	0	1	1	1	0	1	0	0
Time	0:00	1:00	2:00	3:00	4:00	5:00	6:00	7:00	8:00	9:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00	19:00	20:00	21:00	22:00	23:00

Timeline	
8:07	Day shift warning officer transmits a live incoming ballistic missile alert to the State of Hawai'i.
8:08	The mobile device of the warning officer who transmitted the alert sounded the Wireless Emergency Alert attention signal.
8:09	The Director of the Hawai'i Emergency Management Agency, notified Hawai'i Governor that the agency had transmitted a false alert.
8:10	The Director of the Hawai'i Emergency Management Agency communicated to United States Pacific Command that there was no missile launch, confirming what Pacific Command already knew.
8:12	The Hawai'i Emergency Management Agency used its alert origination software to cancel retransmission of the false alert. The cancellation is an instruction to downstream Emergency Alert System and Wireless Emergency Alert system equipment to cease retransmission. Notably, a cancellation message does not generate an "all clear" message. It also does not "recall" messages that have already been transmitted and displayed on televisions or mobile phones.
8 to 8:26	The Hawai'i Emergency Management Agency conducted outreach to Hawai'i's county emergency management agencies and radio and TV stations to inform them that the alarm was false. The agency's phone lines also became congested with incoming calls from the public asking about the nature of the alert that they just received. Some calls to the agency did not get through. The agency also notified its staff of the false alert so that they could help to respond to community inquiries.
8:20	The Hawai'i Emergency Management Agency posted on its Facebook and Twitter accounts that there was no missile threat to Hawai'i.
8:24	Hawai'i Governor retweeted the agency's notice that there was no missile threat.
8:27	Agency staff met to discuss options for sending a second, corrective message using the Emergency Alert System and the Wireless Emergency Alert system.
8:30	The agency called FEMA and, on its second attempt to reach FEMA, reached a FEMA IPAWS Program Management Office employee. After 45 seconds, all on the call agreed that the correction met the criteria for use of the Civil Emergency Message event code.
8:31	The Deputy Chief of the Hawai'i Emergency Management Agency's Telecommunications Branch logged into the agency's alert origination software and created correction messages for the Emergency Alert and Wireless Emergency Alert systems.
8:45	38 minutes after the false alert – the agency issued a correction over the two alerting systems.
	* During this missile alert period, 21 (911) calls from Verizon/AT&T customers with an "extended network" feature were transferred to the West's ECRC (Emergency Call Relay Center) in Colorado.
	** There were 0 Text to 911 received at the Kauai PSAP.

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FOR YOUR INFORMATION

FYI For Your Information						
PSAP Operations						
Statewide 911 Call Volumes						
PSAP	2017		2016		2015	
Oahu Civilian	1,022,818	72.16%	1,009,059	71.93%	1,019,402	70.94%
RDC Pearl Harbor	27,916	1.97%	N/A	N/A	N/A	N/A
Hawaii County	193,166	13.63%	205,412	14.64%	217,768	15.15%
Maui County	123,685	8.73%	137,333	9.80%	142,952	9.95%
Kauai County	49,902	3.52%	50,955	3.63%	56,874	3.96%
Total	1,417,487	100.00%	1,402,759	100.00%	1,436,997	100.00%
2016 & 2015 Statewide average does not include Military 911 calls.						

TEXT TO 911 – CURRENT MONTH – JANUARY 2018

TEXT TO 911 Kauai County 2018	
Month	Total received
January	3
February	
March	
April	
May	
June	
July	
August	
September	
October	
November	
December	
YTD	3
Monthly Avg.	3.0

NOTE:

- Although there is a “Text to 911” plot on the MapFlex, the location of the plot is not reliable. Text to 911 Dispatchers should use their skills to ascertain the exact location of the emergency response.

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WIRELESS PSAP TESTING – JANUARY 2018

KAUAI COUNTY - JANUARY 2018						
Date	WSP	Sites Tested	Sectors Tested	Tested By:	Test Pass/Fail	Comments:

NOTES:

- There were no (0) scheduled Wireless 911 testing for the month of January, 2018 for the Kauai PSAP.

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2. MSAG (MASTER STREET ADDRESS GUIDE)

MSAG TRANSACTIONS CURRENT MONTH/YEAR – JANUARY 2018

KAUAI COUNTY	9-1-1 TRANSACTIONS								Customer Addresses Affected
	Total	Dispatchable Location Transactions Submitted	MSAG	ALI Submitted		Open ALI Discrepancy Records			
2018		DL (A)	MSAG (B)	TN CR (C)	ALI DR (D)	TNCR	ALI DR	VoIP DR	
JANUARY	353	347	6	0	0	22	0	0	355
FEBRUARY									
MARCH									
APRIL									
MAY									
JUNE									
JULY									
AUGUST									
SEPTEMBER									
OCTOBER									
NOVEMBER									
DECEMBER									
TOTAL YTD	353	347	6	0	0				355
AVG PER MONTH	353	347	6	0	0				355

Definitions

- (A) **Dispatchable Location** - is defined in the FCC 15-9 Docket as the verified or corroborated street address of the calling party plus additional information such as floor, suite, apartment or similar information that may be needed to adequately identify the location of the calling party. Please see Dispatchable Location Section for more information.
- (B) **Master Street Address Guide** - Represents corrections made to street records including, street names, address ranges, MSAG Communities and ESNs.
- (C) **Telephone Number Change Request** - Represents address corrections on a specific TN or group of TNs. These "invalid" TNs usually have an associated ESN 299 attached to them which indicates the need for validation.
- (D) **Automatic Location Information Discrepancy Record** - Represents an address discrepancy discovered during a live 9-1-1 call, from a landline OR a VoIP phone. These record corrections are treated with a higher priority and should be processed within 48 hours if wireline, and 72 hours if a VoIP phone, as a general guideline.

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MSAG CURRENT MONTH NOTES:

A total of **353** MSAG transactions were processed in 9-1-1 Net during the current month. Six (**6**) requests were processed relating to the MSAG database. Changes include: changes to high – low street ranges, combining street records, deletion of invalid records, splitting street records to align with Police, Fire, EMS, and inserting new MSAG records. As of the current month, Akimeka has submitted **1,962** Dispatchable Location transactions for Kauai County.

TELEPHONE RECORD (ALI) TRANSACTIONS CURRENT MONTH NOTES:

Akimeka processed **347** 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 22 Open TN CRs.**

Twenty-five (**22**) Open TN CR transactions are a result of the Dispatchable Location project. Akimeka continues to monitor and track the progress of the Referred records. Once a telephone number is submitted to West for correction, it must be verified against HT records and/or approved by the customer. West's internal process requires calling each telephone customer individually for approval to update an address in the 9-1-1 database.

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

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TNCR (TELEPHONE NUMBER CHANGE REQUEST) CURRENT STATUS – JANUARY, 2018

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	OPENED TNCRS REFERRED TO TELCO BY WEST SAFETY SERVICES	TOTAL UNOPENED TNCR RECORDS
KAUAI	22	1	0	21

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

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DISPATCHABLE LOCATION – STATUS AS OF – JANUARY 2018 - 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. 347 transactions were submitted and 350 transactions were processed by West in January 2018.

Dispatchable Location			
2018	Common Name Place MSAG Address	TNCR Transactions Submitted	Transactions Processed
Quarter 1			
2017 Carryover		1615	1590
January	Coconut Marketplace, 40484 Kuhio Hwy, Wailua	42	27
	Kauai Beach Resort, 4331 Kauai Beach Dr, Wailua	0	4
	Kauai Beach Villas, 4330 Kauai Beach Dr, Wailua	305	319
February			
March			
Total		1962	1940
YTD Total			

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SPECTRUM (CHARTER) 9-1-1 VOIP DATABASE VERIFICATION PROJECT - JANUARY 2018

Akimeka received the Automatic Location Identification (ALI) records from Spectrum (formally known as Charter Communications) which is the predominant Voice over Internet Protocol (VoIP) provider in the State of Hawaii. As Akimeka has access to these ALI Records, Akimeka is researching and verifying the VoIP records against an MSAG valid address and the GIS data. This research is a validation of the ALI Record to ensure that the location as provided by the VoIP provider matches the GIS Information utilized by the Public Safety Agencies within their specific County 9-1-1 Service Area. This validation reduces the potential of address or location dispute during a 9-1-1 call.

The analysis of the database records indicates that there are invalid MSAG addresses utilized by the VoIP Provider. These records are being identified, and will be sent back to Spectrum for corrective action.

*Spectrum (Charter) 9-1-1 VoIP Database Verification Project					
PSAP	TOTAL RECORDS SUBMITTED BY SPECTRUM (A)	TOTAL RECORDS MATCHING & VERIFIED WITH 911 DATABASES (B)	TOTAL RECORDS NOT MATCHING	NON MATCHING RECORDS CORRECTED BY AKIMEKA (C)	PERCENT COMPLETED
HAWAII County	22,044	21,638 (98%)	406	406	100.00%
KAUAI County	8,936	8,695 (97%)	241	241	100.00%
MAUI County	18,256	17,517 (96%)	739	739	100.00%
OAHU Civilian	87,414	85,329 (98%)	2,085	519	24.89%
OAHU Military	3,663	710 (19%)	2,953	2,397	81.17%
TOTAL	140,313	**133,889	6,424	4,302	81.2%

* 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.

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3. GEOGRAPHIC INFORMATION SYSTEM (GIS) – JANUARY 2018

MAPPING LAYERS UPDATED (PART I)

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

KAUAI COUNTY			
Type of Layer	Akimeka GIS Server	Date GIS Delivered	Other/Remarks
Date Created/Edits Performed			
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Address Points	1/26/2018		Spatially corrected fourteen (14) address points in Lawai
	1/25/2018		Spatially corrected ten (10) address points in Lawai
		01/18/18	
	1/18/2018		Spatially corrected one (1) address point in Anahola
	1/18/2018		Added one (1) address in Anahola
	1/18/2018		Added one (1) address in Kalaheo
	1/10/2018		Spatially corrected one hundred twenty-eight (128) address points in Kapaa
	1/10/2018		Added one (1) address in Kapaa
		01/04/18	
Airports			
Bridges			
Building Footprints		01/18/18	
	1/8/2018		Spatially corrected six (6) building footprints in Hanalei
	1/8/2018		Spatially corrected fourteen (14) building footprints in Eleele
Bus Stops			
Churches			
Coastal Names			
Coastline			
Common Places			
Correctional Facilities			
Emergency Callboxes			
Emergency Operation Centers			
Emergency Shelters			
ESZ/ESN		01/18/18	
	1/9/2018		Modified ESN boundaries 412, 414, 419, 421, 438, 440, 441, and 443 to match spatially corrected street centerlines
Fire Beats		01/18/18	
	1/9/2018		Modified boundary for Fire Beat 2 & 8 to match spatially corrected street centerlines
Fire Districts			
Fire Response Areas		01/18/18	
	1/9/2018		Modified RA boundaries 20 & 81 to match spatially corrected street centerlines

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MAPPING LAYERS UPDATED (PART II)

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

KAUAI COUNTY			
Type of Layer	Akimeka GIS Server	Date GIS Delivered	Other/Remarks
	Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Fire Stations			
Food & Beverage		01/18/18	
	1/18/2018		Updated one (1) restaurant name in Anahola
	1/18/2018		Added one (1) restaurant in Anahola
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		01/18/18	
	1/9/2018		Modified the boundary of Eleele and Hanapepe to match spatially corrected street centerlines
Net Junctions			
Ocean Rescue Boundaries			
Ocean Safety			
Parcels	1/26/2018		Clipped coastal boundary using the Coastline layer as reference.
	1/19/2018		Updated Parcels with new layer from Kauai County
		01/18/18	
	1/10/2018		Reviewed and compared Kauai's new parcel layer with the current layer.

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MAPPING LAYERS UPDATED (PART III)

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

KAUAI COUNTY				
Type of Layer	Akimeka GIS Server	Date GIS Delivered	Other/Remarks	
	Date Created/ Edits Performed			
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)				
Parks				
Parks Polygon				
Points of Interest		01/18/18		
	1/18/2018		Added one (1) POI in Anahola	
	1/18/2018		Added one (1) POI in Wailua	
Police Beats		01/18/18		
	1/18/2018		Modified Beats 350, 356, 450, 453, and 456 to match spatially corrected street centerlines	
	1/9/2018		Modified Beats 250, 256 & 356 to match spatially corrected street centerlines	
Police Districts		01/18/18		
	1/18/2018		Added Koloa and Kawaihau districts	
Police Response Areas		01/18/18		
	1/18/2018		Modified RA 8, 9, 10, 11, 12, 13, and 14 to match spatially corrected street centerlines	
	1/9/2018		Modified Police RA 9, 10, 11, 14, 15, & 17 to match spatially corrected street centerlines	
Police Stations				
Post Offices				
Schools				
Street Centerlines	1/31/2018		Spatially corrected two (2) street centerline segments in Lawai	
	1/26/2018		Spatially corrected eight (8) street centerline segments in Lawai	
	1/25/2018		Spatially corrected nineteen (19) street centerline segments in Lawai	
	1/25/2018		Added one (1) street centerline segment in Lawai	
	1/25/2018		Split two (2) street centerline segments in Lawai	
		01/18/18		
	1/10/2018		Spatially corrected seventeen (17) street centerline segments in Kapaa	
	01/04/18			
Subdivisions				
Tow Jurisdictions				
Tsunami Evacuation Zones				
Tsunami Heights				
Waste Water Plants				

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MAPPING LAYERS UPDATED (PART IV)

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

KAUAI COUNTY			
Type of Layer	Akimeka GIS Server	Date GIS Delivered	Other/Remarks
	Date Created/Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
WSP Cell Sectors			
	1/22/2018		Per TMOB CRS
WSP Cell Towers			
	1/22/2018		Per TMOB 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.**

GEOGRAPHIC INFORMATION SYSTEM (GIS) NARRATIVES

GIS KEY ACTIVITIES/UPDATES

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

Date	Key Activities/Updates
1/18/2018	Delivered updated data for MapFlex which included Address Points, Building Footprints, ESN, Food and Beverage, Fire RA, Medic RA, MSAG Communities, Points Of Interest, Police RA, Street Centerlines, WSP Cell Sectors and WSP Cell Towers
1/18/2018	Delivered updated data for Spillman which included Address Points, Building Footprints, Common Names, Fire RA, Food and Beverage, Medic RA, MSAG Communities, Police RA, Street Centerlines, and Water Response Zone Police
1/4/2018	Delivered updated data for MapFlex which included Address Points, Building Footprints, Points Of Interest, Street Centerlines, WSP Cell Sectors and WSP Cell Towers
1/4/2018	Delivered updated data for Spillman which included Address Points, Building Footprints, Common Names and Street Centerlines

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MAPFLEX SYSTEM

During the month of January 2018, 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 through 2017 years.

1. Akimeka delivered GIS data to the MapFlex system on the following dates in January 2018
 - a. **Hawaii County** – January 2nd, 2018, January 16th, 2018 and January 30th, 2018
 - b. **Maui County** – January 3rd, 2018, January 17th, 2018 and January 31st, 2018
 - c. **Kauai County** – January 4th, 2018, and January 18th, 2018
 - d. **Honolulu** – January 5th, 2018, and January 19th, 2018

MAPFLEX ISSUES

Below is a detailed list of issues regarding the MapFlex systems throughout the State of Hawaii.

DATE	ISSUE	DESCRIPTION	STATUS
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
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.	Partially 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
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.	Pending A new SP 5.4 update by West is aimed to correct this issue.

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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.	Partially Resolved – the Lat/Longs are no longer being plotted in MapFlex due to a software release.
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 January 2018.

KAUAI RESPONDER BAR

During the month of January 2018, KPD requested a change to the Responder Bar information in MapFlex. The information was displaying the numeric Beat numbers as opposed to the text description of the Districts.

1. The information utilized in the Responder Bar has changed, as requested, throughout the history of the MapFlex at KPD.
 - a. In 2015, when the MapFlex was initially configured, the text descriptions were provided.
 - b. During 2016, a request was made to include the Beat numbers in the Responder Bar as opposed to the text.
 - c. In September 2017/October 2017, a request was made for the text to be added back into the display, which was approved January 10, 2018. The data was delivered that included text descriptions on January 18, 2018.

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OPEN SERVICE REQUESTS – JANUARY 2018

#	Date	Ticket #	Description	Category	Urgency	Comments
			None			

NOTE:

There are no open service requests for January 2018.

SERVICE REQUEST YEAR-TO-DATE (YTD) SUMMARY – 2018

KAUAI COUNTY				MSAG SERVICE REQUEST CATEGORIES					
2018	TOTAL		Open	WIRELIN		WIRELESS		VoIP	
	Created	Closed		Created	Closed	Created	Closed	Created	Closed
2017 Carryover*			0						
January	0	0	0	0	0	0	0	0	0
February									
March									
April									
May									
June									
July									
August									
September									
October									
November									
December									
TOTAL	0	0	0	0	0	0	0	0	0

<u>Note:</u>	* The 2017 Carryover row indicates the number of Service Requests that were opened in 2017; however, were brought forward into 2018 in an effort to track the service request until completion.
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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

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5. E9-1-1 DATABASE SYNCHRONIZATION

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

As part of Akimeka's value added services, Akimeka conducted a database synchronization audit for Kauai County in January 2018.

The database synchronization effort included comparing Kauai County's 9-1-1 MSAG received from the 911 Database provider, West on January 1, 2018, against its 9-1-1 GIS Street Centerline data. A total number of **1,352** 9-1-1 MSAG records were reviewed in the audit and analyzed. Results of the database synchronization audit completed on January 1, 2018 for Kauai County are reported below.

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

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AUDIT SUMMARY RESULTS – 2018 - 2017

9-1-1 MSAG TO GIS STREET CENTERLINE AUDIT COMPARISON RESULTS	Notes	As of April 1 , 2017		As of July 1 , 2017		As of October 1 , 2017		As of January 1 , 2018	
		9-1-1 MSAG Dated 4-01-17		9-1-1 MSAG Dated 7-01-17		9-1-1 MSAG Dated 10-01-17		9-1-1 MSAG Dated 1-01-18	
		# of Records	%	# of Records	%	# of Records	%	# of Records	%
Total 9-1-1 MSAG Records Reviewed		1,351		1,351		1,352		1,352	
Less: 9-1-1 MSAG Exception Records	(1)	84	6.2%	84	6.2%	84	6.2%	84	6.2%
Net 9-1-1 MSAG Records Eligible for Comparison		1,267		1,267		1,268		1,268	
Total 9-1-1 MSAG Records Match (9-1-1 MSAG -- GIS Match -- No Corrections Required)		1,264	99.8%	1,267	100.0%	1,268	100.0%	1,268	100.0%
9-1-1 MSAG -- GIS No Match - Minor Correction Required	(2)	2	0.2%	0	0.0%	0	0.0%	7	0.6%
9-1-1 MSAG Record With No GIS Record	(3)	1	0.1%	0	0.0%	0	0.0%	0	0.0%
Total 9-1-1 MSAG Records No Match		3	0.2%	0	0.0%	0	0.0%	7	0.6%

Objective: NENA Recommended Match Rate = 98%

The two-way (MSAG – GIS) database synchronization audit for the Kauai County was completed as scheduled. The match rate remained consistent from January 2018 with a 100% Match Rate to a 100% Match Rate as of October 2017.

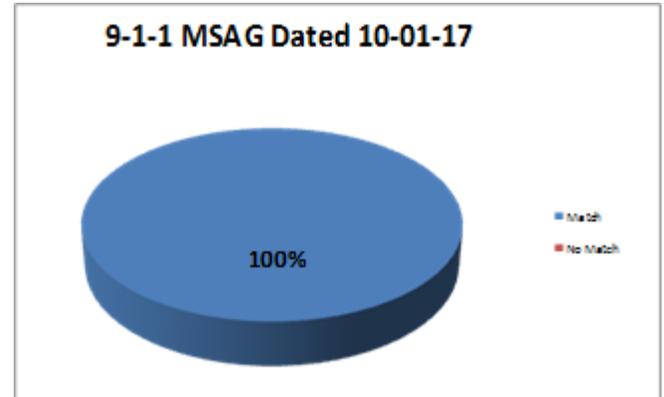
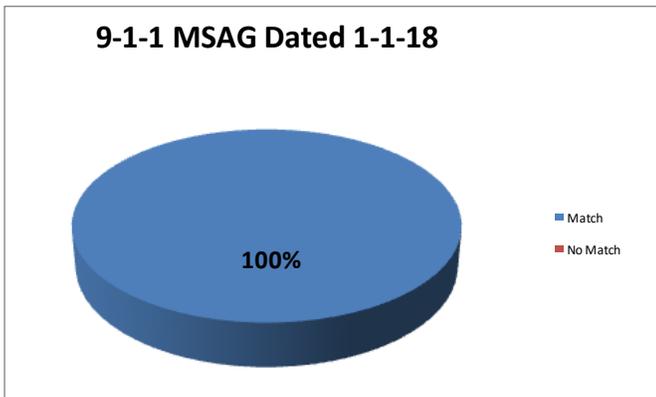
NOTES:

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

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



Kauai County level of accuracy for 9-1-1 Match percentage remained consistent with a 100% as of January 1, 2018 compared to 100% as of October 1, 2017

- ❖ Akimeka continues to work with Kauai County GIS and Planning departments to validate streets and communities.
- ❖ In achieving and exceeding the NENA minimum match rate of 98% for data accuracy, Kauai County is ready for Next Generation 9-1-1 (NG9-1-1) from a database perspective.
- ❖ A constant effort to keep the databases synchronized and maintained are required to ensure the level of accuracy of the E9-1-1 databases each time an MSAG or GIS record is “last modified”.
- ❖ “MSAG record that doesn’t match the GIS” increased (0 to 7) from October 2017 to January 2018 respectively. The non-match condition is also a result in which MSAG transactions were not completed prior to the running of the end of month report.
- ❖ “MSAG record with no GIS record” remained at 100% (0 to 0) from October 2017 to January 2018. MSAG records with no matching record were due primarily to the verification of the MSAG records against multiple GIS databases to determine if the roads are existing within Kauai County.
- ❖ “MSAG Records Corrections Required” remained at 100% (0 to 0) from October 2017 to January 2018. MSAG records have been combined, split, and high/low ranges have been changed, to match the Street Centerlines.
- ❖ Accurate location and GIS information will ensure proper dispatching and response in a timely manner for all Public Safety agencies.
- ❖ All the hard work to maintain and synchronize the E9-1-1 databases is validated when a life and/or property is saved.
- ❖ Coordinating the clean-up of the ALI discrepancy records associated with an assigned ESN of 499 with the respective Service Providers is needed to ensure all records are MSAG valid.

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INVALID MSAG STREETS AND ADDRESS RANGES – ESN X99 RECORDS

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

Results of the data provided are as follows:

KAUAI	Invalid MSAG Records	
	9-1-1 MSAG Dated 1-01-18	
	Number of Records	% of Total Invalid MSAG Records
ESN 499	0	0.0%

These invalid MSAG records represent **0%** of the Total MSAG records for Kauai County as of the January 1, 2018.

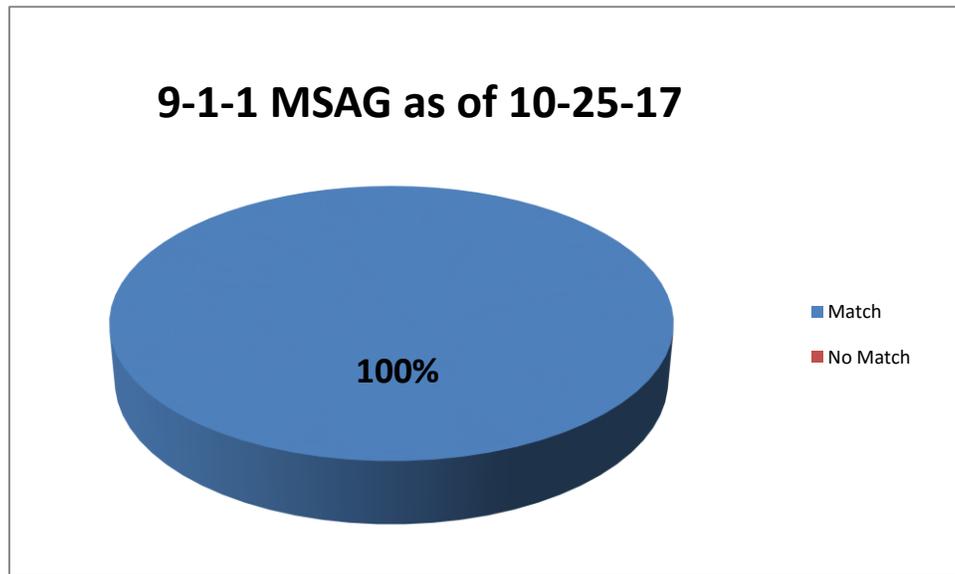
The cleanup of invalid MSAG records is a result of Akimeka’s research and validation of telephone numbers (TNs) assigned an invalid MSAG address. In order for a TN to be corrected, Akimeka submitted the update to the Service Provider via West for approval.

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AUTOMATIC LOCATION IDENTIFICATION (ALI) DATABASE DISCREPANCIES

As part of Akimeka’s ongoing database synchronization efforts, Akimeka reviewed and summarized the ALI discrepancies by community in 9-1-1Net for Kauai County. As of October 25, 2017, there are **zero (0)** ESN 499 ALI records. The number of ESN 499 ALI records remained at **100%** (0 to 0) from **October 25, 2017 to January 2018**.



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

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