

# Kauai County E9-1-1 Status Report

*March 1, 2018 – March 31, 2018*



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

# Kauai County E9-1-1 Status Report

March 1, 2018 - March 31, 2018

---

## TABLE OF CONTENTS

1. PSAP Operations .....	4
9-1-1 Call Volume – March 2018 .....	4
9-1-1 Call Volume – Calendar Year 2018 .....	4
PSAP Operation Notes:.....	4
For Your Information.....	5
Text to 911 – Current Month – March 2018 .....	5
Note: .....	5
Wireless PSAP Testing – March 2018.....	6
Notes: .....	6
2. MSAG (Master Street Address Guide) .....	7
MSAG Transactions Current Month/Year – March 2018.....	7
MSAG Current Month Notes: .....	8
Telephone Record (ALI) Transactions Current Month Notes:.....	8
Open Telephone Record (ALI) Discrepancy Status:.....	8
TNCR (Telephone Number Change Request) Current Status – March, 2018 .....	9
Note: .....	9
Dispatchable Location – Status As Of – March 2018.....	10
Narrative: .....	10
Spectrum (Charter) 9-1-1 VoIP Database Verification Project - March 2018 .....	11
3. Geographic Information System (GIS) – March 2018.....	12

# Kauai County E9-1-1 Status Report

March 1, 2018 - March 31, 2018

---

Mapping Layers Updated (Part I) .....	12
Mapping Layers Updated (Part II) .....	13
Mapping Layers Updated (Part III).....	14
Mapping Layers Updated (Part IV).....	15
Note: .....	15
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.....	17
Open Service Requests – March 2018 .....	18
Note: .....	18
Service Request Year-to-Date (YTD) Summary – 2018.....	18
5. E9-1-1 Database Synchronization.....	19
Audit Summary Results – 2018 - 2017 -- TBA .....	19
Audit Summary Results – April 1, 2018 MSAG vs. January 1, 2018 MSAG -- TBA.....	19
Invalid MSAG Streets and Address Ranges – ESN X99 Records -- TBA.....	19
Automatic Location Identification (ALI) Database Discrepancies -- TBA .....	19

# Kauai County E9-1-1 Status Report

March 1, 2018 - March 31, 2018

## 1. PSAP OPERATIONS

### 9-1-1 CALL VOLUME – MARCH 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
MAR	4,632	682	14.72%	3,094	66.80%	46.57%	53.43%	146	3.15%	14	0.30%	0	0.00%	696	15.03%	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	1,757	242	13.77%	1,211	68.92%	43.27%	56.73%	54	3.07%	0	0.00%	0	0.00%	250	14.23%	0	0.00%
MAR	4,632	682	14.72%	3,094	66.80%	46.57%	53.43%	146	3.15%	14	0.30%	0	0.00%	696	15.03%	0	0.00%
APR																	
MAY																	
JUNE																	
JULY																	
AUG																	
SEPT																	
OCT																	
NOV																	
DEC																	
YTD	11,002	1,588		7,359				357		19		0		1,679		0	
MON AVG	3,667	529	14.30%	2,453	67.31%	45.42%	54.58%	119	3.21%	6	0.14%	0	0.00%	560	15.05%	0	0.00%

### PSAP OPERATION NOTES:

- Abandoned Calls represent the number of incoming 9-1-1 calls for which the caller had hung up before a call-taker answered. Dropped Calls are hang ups after transfers.
- Abandoned Calls are included in the total Wireline and Wireless counts respectively.
- All VoIP (Voice over Internet Protocol) type of 911 calls is combined in the Call Volume statistic.
- 911 Calls with No Ali for March 2018 = 0.30% - Statewide average for 2017 = 0.08%

## Kauai County E9-1-1 Status Report

March 1, 2018 - March 31, 2018

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%
<b>Total</b>	<b>1,417,487</b>	<b>100.00%</b>	<b>1,402,759</b>	<b>100.00%</b>	<b>1,436,997</b>	<b>100.00%</b>
<b>2016 &amp; 2015 Statewide average does not include Military 911 calls.</b>						

TEXT TO 911 – CURRENT MONTH – MARCH 2018

TEXT TO 911 Kauai County 2018	
Month	Total received
January	3
February	0
March	1
April	
May	
June	
July	
August	
September	
October	
November	
December	
YTD	4
Monthly Avg.	1.3

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

**March 1, 2018 - March 31, 2018**

---

**WIRELESS PSAP TESTING – MARCH 2018**

KAUAI COUNTY - MARCH 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 March 2018.
- Verizon Wireless is currently migrating their Wireless network database from West to ComTech.

# Kauai County E9-1-1 Status Report

March 1, 2018 - March 31, 2018

## 2. MSAG (MASTER STREET ADDRESS GUIDE)

### MSAG TRANSACTIONS CURRENT MONTH/YEAR – MARCH 2018

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>2018</b>									
JANUARY	353	347	6	0	0	22	0	0	355
FEBRUARY	168	166	1	0	1	6	0	0	202
MARCH	270	261	9	0	0	77	0	0	285
APRIL									
MAY									
JUNE									
JULY									
AUGUST									
SEPTEMBER									
OCTOBER									
NOVEMBER									
DECEMBER									
<b>TOTAL YTD</b>	<b>791</b>	<b>774</b>	<b>16</b>	<b>0</b>	<b>1</b>				<b>842</b>
AVG PER MONTH	264	258	5	0	0				281

### 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

March 1, 2018 - March 31, 2018

---

## MSAG CURRENT MONTH NOTES:

A total of **270** MSAG transactions were processed in 9-1-1 Net during the current month. Nine (**9**) 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 **2,389** Dispatchable Location transactions for Kauai County.

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

Akimeka processed **186** TN CRs related to the Dispatchable Location Project during the current month.

## OPEN TELEPHONE RECORD (ALI) DISCREPANCY STATUS:

- **There are currently 77 Open TN CRs.**

Seventy-Seven (**77**) 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.**

## Kauai County E9-1-1 Status Report

March 1, 2018 - March 31, 2018

### TNCR (TELEPHONE NUMBER CHANGE REQUEST) CURRENT STATUS – MARCH, 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.

<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</b>	<b>OPENED TNCRS REFERRED TO TELCO BY WEST SAFETY SERVICES</b>	<b>TOTAL UNOPENED TNCR RECORDS</b>
<b>KAUAI</b>	<b>77</b>	<b>39</b>	<b>1</b>	<b>37</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

**March 1, 2018 - March 31, 2018**

**DISPATCHABLE LOCATION – STATUS AS OF – MARCH 2018**

**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.

**261** transactions were submitted and **186** transactions were processed by West in March 2018.

<b>Dispatchable Location</b>			
<b>2018</b>	<b>Common Name Place MSAG Address</b>	<b>TNCR Transactions Submitted</b>	<b>Transactions Processed</b>
<b>Quarter 1</b>			
<b>2017 Carryover</b>		<b>1615</b>	<b>1590</b>
<b>January</b>	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
<b>February</b>	Coconut Marketplace, 40484 Kuhio Hwy, Wailua	0	15
	Garden Island Inn, 3445 Wilcox Rd, Nawiliwili	7	7
	Grand Hyatt, 1571 Poipu Rd, Poipu	2	2
	Kauai Beach Villas, 4330 Kauai Beach Dr, Wailua	0	1
	Kauai Inn, 2430 Hulemalu Rd, Niumalu	4	4
	Kauai Lagoons, 3351 Hoolaulea Way, Nawiliwili	19	19
	Kauai Marriott Resort, 3610 Rice St, Nawiliwili	134	134
<b>March</b>	Chiefess Kamakahalei Middle, 4431 Nuhou St, Puhi	32	1
	Grand Hyatt, 1571 Poipu Rd, Poipu	65	65
	Kauai High School, 3577 Lala Rd, Nawiliwili	36	35
	Koloa Elementary School, 3223 Poipu Rd, Koloa	12	0
	Kukio Grove, 302600 Kaunualii Hwy, Lihue	31	0
	Shops at Kukuiula, 2829 Ala Kalanikaumaka, Kukuiula	72	72
	Wilcox Elementary School, 4319 Hardy St, Lihue	13	13
<b>Total</b>		<b>2,389</b>	<b>2,308</b>
<b>YTD Total</b>		<b>774</b>	<b>718</b>

## Kauai County E9-1-1 Status Report

**March 1, 2018 - March 31, 2018**

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

<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>561</b>	<b>26.91%</b>
<b>OAHU Military</b>	<b>3,663</b>	<b>710 (19%)</b>	<b>2,953</b>	<b>2,848</b>	<b>96.44%</b>
<b>TOTAL</b>	<b>140,313</b>	<b>**133,889</b>	<b>6,424</b>	<b>4,795</b>	<b>84.7%</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

March 1, 2018 - March 31, 2018

### 3. GEOGRAPHIC INFORMATION SYSTEM (GIS) – MARCH 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			
<b>CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH &amp; RESPONSE (Listed Alphabetically)</b>				
Address Points		<b>03/29/18</b>		
	3/29/2018		Added one (1) address in Hanalei	
	3/29/2018		Added one (1) address in Kilauea	
	3/29/2018		Spatially corrected seven (7) address points in Kapaa	
	3/29/2018		Spatially corrected two (2) address points in Lihue	
	3/29/2018		Spatially corrected one (1) address point in Omao	
	3/23/2018		Corrected one (1) address in Koloa	
	3/23/2018		Spatially corrected twelve (12) address points in Anahola	
	3/23/2018		Spatially corrected eleven (11) address points in Hanalei	
	3/23/2018		Spatially corrected twelve (12) address points in Hanamaulu	
	3/23/2018		Spatially corrected twenty-one (21) address points in Kapaa	
	3/23/2018		Spatially corrected one (1) address point in Koloa	
	3/23/2018		Spatially corrected three (3) address points in Lawai	
	3/23/2018		Spatially corrected six (6) address points in Lihue	
	3/23/2018		Spatially corrected fourteen (14) address points in Princeville	
	3/22/2018		Added one (1) address in Anahola	
	3/22/2018		Corrected one (1) address in Kalaheo	
	3/22/2018		Spatially corrected one (1) address point in Haena	
	3/22/2018		Spatially corrected two (2) address points in Kalaheo	
	3/22/2018		Spatially corrected twenty-nine (29) address points in Kilauea	
	3/22/2018		Spatially corrected one (1) address point in Waipouli	
	3/22/2018		Spatially corrected fifty-two (52) address points in Wailua	
	3/21/2018		Corrected one (1) address in Lawai	
	3/21/2018		Spatially corrected one (1) address in Poipu	
	3/21/2018		Spatially corrected two (2) address points in Puhī	
			<b>03/15/18</b>	
	3/15/2018			Spatially corrected seventy (70) address points in Omao
3/13/2018			Added Location Name to one (1) address in Lihue	
3/13/2018			Added one (1) address in Lihue	
3/13/2018			Spatially corrected eleven (11) address points in Hanamaulu	
3/13/2018			Added eight (8) address points in Hanamaulu	

# Kauai County E9-1-1 Status Report

March 1, 2018 - March 31, 2018

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		<b>03/01/18</b>	
	3/1/2018		Added one (1) POI address in Anahola
	3/1/2018		Added one (1) POI address in Kealia
Airports			
Bridges			
Building Footprints			
Bus Stops			
Churches		<b>03/29/18</b>	
	3/29/2018		Spatially corrected one (1) church in Kapaa
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			
Hyrdology Layers			
Incident Response Areas			

# Kauai County E9-1-1 Status Report

March 1, 2018 - March 31, 2018

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>			
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		<b>03/29/18</b>	
	3/29/2018		Added one (1) POI in Hanalei
	3/29/2018		Added one (1) POI in Kalaheo
	3/29/2018		Spatially corrected two (2) POI in Kapaa
	3/29/2018		Added one (1) POI in Kilauea
	3/29/2018		Added two (2) POI in Lihue
	3/29/2018		Added one (1) POI in Omao
		<b>03/15/18</b>	
	3/15/2018		Spatially corrected one (1) POI in Omao
	3/13/2018		Added two (2) POI in Lihue
		<b>03/01/18</b>	
	3/1/2018		Added one (1) POI in Anahola
3/1/2018		Added one (1) POI in Kealia	
Police Beats			
Police Districts			
Police Response Areas			
Police Stations			

# Kauai County E9-1-1 Status Report

March 1, 2018 - March 31, 2018

## 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>				
Post Offices				
Schools				
Street Centerlines	3/23/2018		Spatially corrected one (1) street centerline segment in Puhi	
	3/23/2018		Spatially corrected one (1) street centerline segment in Koloa	
	3/22/2018		Modified one (1) street centerline segment in Anahola	
	3/22/2018		Modified one (1) street centerline range in Haena	
	3/22/2018		Spatially corrected four (4) street centerline segments in Kapaa	
	3/22/2018		Spatially corrected five (5) street centerline segments in Wailua	
	3/21/2018		Modified one (1) street centerline segment in Eleele	
	3/21/2018		Spatially corrected one (1) street centerline segment in Hanapepe	
	3/21/2018		Spatially corrected one (1) street centerline segment in Kalaheo	
	3/21/2018		Modified two (2) street centerline ranges in Lawai	
	3/21/2018		Spatially corrected one (1) street centerline segment in Lawai	
	3/21/2018		Modified three (3) street centerline ranges in Lihue	
	3/21/2018		Spatially corrected one (1) street centerline segment in Puhi	
		<b>03/15/18</b>		
		3/15/2018		Spatially corrected thirteen (13) street centerline segments in Omao
	3/13/2018		Added eleven (11) street centerline segments in Hanamaulu	
	3/13/2018		Spatially corrected six (6) street centerline segments in Hanamaulu	
Subdivisions				
Tow Jurisdictions				
Tsunami Evacuation Zones				
Tsunami Heights				
Waste Water Plants				
WSP Cell Sectors		<b>03/15/18</b>		
	3/5/2018		Per VZW CRS	
WSP Cell Towers		<b>03/15/18</b>		
	3/5/2018		Per VZW 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.

# Kauai County E9-1-1 Status Report

March 1, 2018 - March 31, 2018

## GEOGRAPHIC INFORMATION SYSTEM (GIS) NARRATIVES

### GIS KEY ACTIVITIES/UPDATES

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

Date	Key Activities/Updates
3/29/2018	Delivered updated data for MapFlex which included Address Points, Churches, Points Of Interest, Street Centerlines, WSP Cell Sectors and WSP Cell Towers
3/29/2018	Delivered updated data for Spillman which included Address Points, Common Names, and Street Centerlines
3/15/2018	Delivered updated data for MapFlex which included Address Points, Points Of Interest, Street Centerlines, WSP Cell Sectors and WSP Cell Towers
3/15/2018	Delivered updated data for Spillman which included Address Points, Common Names, and Street Centerlines
3/1/2018	Delivered updated data for MapFlex which included Address Points, Points Of Interest, Street Centerlines, WSP Cell Sectors and WSP Cell Towers
3/1/2018	Delivered updated data for Spillman which included Address Points, Common Names, and Street Centerlines

### MAPFLEX SYSTEM

During the month of March 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 March 2018
  - a. **Hawaii County** – March 13<sup>th</sup>, 2018 and March 27<sup>th</sup>, 2018
  - b. **Maui County** – March 14<sup>th</sup>, 2018 and March 28<sup>th</sup>, 2018
  - c. **Kauai County** – March 1<sup>st</sup>, 2018, March 15<sup>th</sup>, 2018, and March 29<sup>th</sup>, 2018
  - d. **Honolulu** – March 2<sup>nd</sup>, 2018, March 16<sup>th</sup>, 2018, and March 30<sup>th</sup>, 2018

## Kauai County E9-1-1 Status Report

**March 1, 2018 - March 31, 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.
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 March 2018.

## Kauai County E9-1-1 Status Report

March 1, 2018 - March 31, 2018

### OPEN SERVICE REQUESTS – MARCH 2018

#	Date	Ticket #	Description	Category	Urgency	Comments
			None			

**NOTE:**

There are no open service requests for March 2018.

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

KAUAI COUNTY				MSAG SERVICE REQUEST CATEGORIES					
2018	TOTAL		Open	WIRESLINE		WIRELESS		VoIP	
	Created	Closed		Created	Closed	Created	Closed	Created	Closed
2017 Carryover*			0						
January	0	0	0	0	0	0	0	0	0
February	1	1	0	0	0	0	0	1	1
March	0	0	0	0	0	0	0	0	0
April									
May									
June									
July									
August									
September									
October									
November									
December									
<b>TOTAL</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>1</b>

<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.
--------------	---

<b>Definitions:</b>	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 Spectrum - Time Warner Cable (TWCBL) for correction.

## Kauai County E9-1-1 Status Report

March 1, 2018 - March 31, 2018

---

### 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 Database Synchronization Report: April 2018

AUDIT SUMMARY RESULTS – 2018 - 2017 -- TBA

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

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

AUTOMATIC LOCATION IDENTIFICATION (ALI) DATABASE DISCREPANCIES -- TBA