

# Kauai County E9-1-1 Status Report

*June 1, 2018 – June 30, 2018*



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

# Kauai County E9-1-1 Status Report

June 1, 2018 - June 30, 2018

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## 1. PSAP OPERATIONS

### 9-1-1 CALL VOLUME – JUNE 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
JUNE	4,512	559	12.39%	3,107	68.86%	44.90%	55.10%	169	3.75%	8	0.18%	0	0.00%	669	14.83%	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	4,519	600	13.28%	3,086	68.29%	43.03%	56.97%	173	3.83%	5	0.11%	0	0.00%	655	14.49%	0	0.00%
MAY	4,406	560	12.71%	3,010	68.32%	43.16%	56.84%	144	3.27%	8	0.18%	0	0.00%	684	15.52%	0	0.00%
JUNE	4,512	559	12.39%	3,107	68.86%	44.90%	55.10%	169	3.75%	8	0.18%	0	0.00%	669	14.83%	0	0.00%
JULY																	
AUG																	
SEPT																	
OCT																	
NOV																	
DEC																	
YTD	24,439	3,307		16,562				843		40		0		3,687		0	
MON AVG	4,073	551	13.54%	2,760	67.90%	44.56%	55.44%	141	3.41%	7	0.15%	0	0.00%	615	15.00%	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 June 2018 = 0.18% - Statewide average for 2017 = 0.08%

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**FOR YOUR INFORMATION**

<b>FYI ..... For Your Information</b>						
<b>PSAP Operations</b>						
<b>Statewide 911 Call Volumes</b>						
<b>PSAP</b>	<b>2017</b>		<b>2016</b>		<b>2015</b>	
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 – JUNE 2018**

<b>TEXT TO 911 Kauai County 2018</b>	
<b>Month</b>	<b>Total received</b>
January	3
February	0
March	1
April	12
May	7
June	10
July	
August	
September	
October	
November	
December	
<b>YTD</b>	<b>33</b>
<b>Monthly Avg.</b>	<b>5.5</b>

**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 – JUNE 2018**

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

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## 2. MSAG (MASTER STREET ADDRESS GUIDE)

### MSAG TRANSACTIONS CURRENT MONTH/YEAR – JUNE 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	124	118	6	0	0	65	0	0	105
MAY	115	107	8	0	0	102	0	0	100
JUNE	107	101	6	0	0	170	0	0	57
JULY									
AUGUST									
SEPTEMBER									
OCTOBER									
NOVEMBER									
DECEMBER									
<b>TOTAL YTD</b>	<b>1,137</b>	<b>1,100</b>	<b>36</b>	<b>0</b>	<b>1</b>				<b>1,104</b>
AVG PER MONTH	190	183	6	0	0				184

### 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 499 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 **107** 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 **2,673** Dispatchable Location transactions for Kauai County.

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

Akimeka processed **35** TN CRs related to the Dispatchable Location Project during the current month.

## OPEN TELEPHONE RECORD (ALI) DISCREPANCY STATUS:

- **There are currently 170 Open TN CRs.**

**169** 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 – JUNE, 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>170</b>	<b>0</b>	<b>1</b>	<b>169</b>

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

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**DISPATCHABLE LOCATION – STATUS AS OF – JUNE 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 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.

**101** transactions were submitted and **8** transactions were processed by West in June 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 2</b>			
<b>Quarter 1 Carryover</b>		<b>2389</b>	<b>2343</b>
<b>April</b>	Kukio Grove, 302600 Kaumualii Hwy, Lihue	60	93
	Kalaheo School, 4400 Maka Rd, Kalaheo	12	0
	Ching Young Village, 505190 Kuhio Hwy, Hanalei	7	4
<b>May</b>	Eleele School, 4750 Uliuli Rd, Eleele	11	11
	Waimea School, 9707 Tsuchiya Rd, Waimea	24	24
	Waimea Canyon School, 9555 Huakai Rd, Waimea	16	16
	Kekaha School, 8140 Kekaha Rd, Kekaha	12	1
	Hanalei Elementary, 505415 Kuhio Hwy, Hanalei	11	4
	Kilauea School, 2440 Kolo Rd, Kilauea	11	0
	Kapaa Elementary, 4886 Kawaihau Rd, Kapaa	19	0
<b>June</b>	Coconut Marketplace, 40484 Kuhio Hwy, Wailua	7	0
	Island School, 301875 Kaumualii Hwy, Puhi	9	0
	Kapaa High School, 4695 Mailihuna Rd, Kapaa	33	0
	King Kaumualii Elem, 4380 Hanamaulu Rd, Hanamaulu	22	0
	Kukui Grove, 302600 Kaumualii Hwy, Lihue	8	8
	Kukuiula Shopping Center, 2829 Ala Kalanikaumaka	11	0
	Wilcox Elementary, 4319 Hardy St, Lihue	11	0
<b>Quarter 2 Total</b>		<b>284</b>	<b>161</b>
<b>Total</b>		<b>2673</b>	<b>2504</b>

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**SPECTRUM (CHARTER) 9-1-1 VOIP DATABASE VERIFICATION PROJECT - JUNE 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>920</b>	<b>44.12%</b>
<b>OAHU Military</b>	<b>3,663</b>	<b>710 (19%)</b>	<b>2,953</b>	<b>2,903</b>	<b>98.31%</b>
<b>TOTAL</b>	<b>140,313</b>	<b>**133,889</b>	<b>6,424</b>	<b>5,209</b>	<b>88.49%</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.

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### BANDWIDTH 9-1-1 VOIP DATABASE VERIFICATION PROJECT – JUNE 2018

Akimeka received the Automatic Location Identification (ALI) records from Bandwidth which is a Voice over Internet Protocol (VoIP) provider in the State of Hawaii. As Akimeka has access to these ALI Records, Akimeka researched and verified 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 were invalid MSAG addresses utilized by the VoIP Provider. These records were identified, and sent back to Bandwidth for corrective action.

Akimeka will update the chart below as we receive updated ALI records from Bandwidth.

<b>*Bandwidth</b>					
<b>9-1-1 VoIP Database Verification Project</b>					
<b>PSAP</b>	<b>TOTAL RECORDS SUBMITTED BY BANDWIDTH (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>501</b>	<b>496</b>	<b>5</b>	<b>5</b>	<b>100.00%</b>
<b>KAUAI County</b>	<b>305</b>	<b>303</b>	<b>2</b>	<b>2</b>	<b>100.00%</b>
<b>MAUI County</b>	<b>765</b>	<b>760</b>	<b>5</b>	<b>5</b>	<b>100.00%</b>
<b>OAHU Civilian</b>	<b>3,610</b>	<b>3,596</b>	<b>14</b>	<b>14</b>	<b>100.00%</b>
<b>OAHU Military</b>	<b>53</b>	<b>50</b>	<b>3</b>	<b>3</b>	<b>100.00%</b>
<b>TOTAL</b>	<b>5,234</b>	<b>5,205</b>	<b>29</b>	<b>29</b>	<b>100.0%</b>

**\*Bandwidth VoIP Database received on April 5th, 2018**

(A)	VoIP Database records submitted by Bandwidth 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 Bandwidth. 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) – JUNE 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	6/29/2018		Spatially corrected nine (9) address points in Haena	
	6/28/2018		Spatially corrected seventy-nine (79) address points in Lihue	
	6/27/2018		Spatially corrected eighty-seven (87) addresses in Lihue	
	6/27/2018		Spatially corrected fourteen (14) address points in Wailua	
		<b>06/21/18</b>		
	6/14/2018		Added one (1) address in Wailua	
	6/14/2018		Updated Location Name for eleven (11) addresses in Kukuiula	
	6/13/2018		Added forty-two (42) addresses in Kapaa	
	6/13/2018		Added twenty-six (26) addresses in Nawiliwili	
	6/12/2018		Added one (1) address in Lihue	
	6/12/2018		Updated Location Name of two (2) addresses in Lihue	
	6/12/2018		Spatially corrected two (2) address points in Lihue	
	6/12/2018		Spatially corrected one (1) address point in Nawiliwili	
	6/12/2018		Updated Location Name of two (2) addresses in Nawiliwili	
	6/12/2018		Added twenty-six (26) addresses in Nawiliwili	
	6/8/2018		Added thirty-two (32) addresses in Kapaa	
		<b>06/07/18</b>		
6/7/2018		Spatially corrected two (2) address points in Kapaa		
6/7/2018		Added five (5) addresses in Kapaa		
Airports				
Bridges				
Building Footprints				
Bus Stops				
Churches				
Coastal Names				
Coastline				
Common Places				
Correctional Facilities				
Emergency Callboxes				
Emergency Operation Centers				
Emergency Shelters				

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MAPPING LAYERS UPDATED (PART II)

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

KAUAI COUNTY			
Type of Layer	Akimeka GIS Server	Date GIS Delivered	Other/Remarks
	Date Created/ Edits Performed		
<b>CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH &amp; RESPONSE (Listed Alphabetically)</b>			
ESZ/ESN		<b>06/21/18</b>	
	6/13/2018		Updated boundary of ESN 421 & 453 to match spatially modified street centerlines
Fire Beats		<b>06/21/18</b>	
	6/13/2018		Updated boundary of Beat 3 & ARFF to match spatially modified street centerlines
Fire Districts			
Fire Response Areas		<b>06/21/18</b>	
	6/13/2018		Updated boundary of RA 30 & ARFF to match spatially modified street centerlines
Fire Stations			
Food & Beverage			
Gas Stations			
Gate Codes			
Government Buildings			
Harbors			
Helipads			
Hiking Trails			
Hospitals			
Hydrants			
Hyrdology Layers			
Incident Response Areas			
Lodging			
Major Roads			
Medic Beats			
Medic Districts			
Medic Response Areas			
Medic Stations			
Medical Facilities			
Milepost Markers			
MSAG Communities		<b>06/21/18</b>	
	6/13/2018		Updated boundary of Lihue & Nawiliwili to match spatially modified street centerlines

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## MAPPING LAYERS UPDATED (PART III)

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

KAUAI COUNTY			
Type of Layer	Akimeka GIS Server	Date GIS Delivered	Other/Remarks
	Date Created/ Edits Performed		
<b>CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH &amp; RESPONSE (Listed Alphabetically)</b>			
Net Junctions			
Ocean Rescue Boundaries			
Ocean Safety			
Parcels			
Parks			
Parks Polygon			
Points of Interest	6/27/2018		Added one (1) POI in Hanamaulu
		<b>06/21/18</b>	
	6/14/2018		Updated four (4) POI names in Kukuiula
	6/14/2018		Added four (4) POI in Kukuiula
	6/12/2018		Added one (1) POI in Lihue
	6/12/2018		Updated two (2) POI in Lihue
	6/12/2018		Updated one (1) POI in Nawiliwili
	6/12/2018		Added nine (9) POI in Nawiliwili
	6/8/2018		Added twenty-three (23) POI in Kapaa
		<b>06/07/18</b>	
	6/7/2018		Spatially corrected one (1) POI in Kapaa
	6/7/2018		Added one (1) POI in Kapaa
Police Beats	6/27/2018		Modified beat boundary 150 & 156 to match spatially corrected street centerlines
Police Districts			
Police Response Areas	6/27/2018		Modified RA boundary 2 & 3 to match spatially corrected street centerlines
		<b>06/21/18</b>	
	6/13/2018		Updated boundary of RA 2 & 3 to match spatially modified street centerlines
Police Stations			
Post Offices			
Schools			
Street Centerlines	6/29/2018		Spatially corrected one (1) street centerline segment in Haena
	6/29/2018		Spatially corrected two (2) street centerline segments in Kapaa
	6/29/2018		Added three (3) street centerline segments in Hanamaulu

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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			
<b>CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH &amp; RESPONSE (Listed Alphabetically)</b>				
Street Centerlines	6/29/2018		Modified range for eight (8) street centerline range segments in Hanamaulu	
	6/29/2018		Split one (1) street centerline segment in Hanamaulu	
	6/28/2018		Spatially corrected one (1) street centerline segment in Kalaheo	
	6/28/2018		Spatially corrected twenty-two (22) street centerline segments in Lihue	
	6/28/2018		Spatially corrected four (4) street centerline segments in Kapaa	
	6/27/2018		Spatially corrected fourteen (14) street centerline segments in Lihue	
	6/27/2018		Spatially corrected two (2) street centerline segments in Wailua	
		<b>06/21/18</b>		
	6/21/2018		Added one (1) street centerline segment in Waimea	
	6/21/2018		Modified two (2) street centerline range segments in Waimea	
	6/21/2018		Renamed three (3) street centerline segments in Waimea	
	6/12/2018		Added three (3) street centerlines in Nawiliwili	
	6/12/2018		Updated one (1) street name in Lihue	
	6/12/2018		Modified two (2) street centerline ranges in Lihue	
	6/12/2018		Spatially modified two (2) street centerline segments in Lihue	
	<b>06/07/18</b>			
	6/7/2018		Modified one (1) street centerline range in Eleele	
Subdivisions				
Tow Jurisdictions				
Tsunami Evacuation Zones				
Tsunami Heights				
Waste Water Plants				
		<b>06/21/18</b>		
WSP Cell Sectors	6/19/2018		Per Verizon CRS	
		<b>06/07/18</b>		
	6/4/2018		Per Sprint CRS	
		<b>06/21/18</b>		
WSP Cell Towers	6/19/2018		Per Verizon CRS	
		<b>06/07/18</b>		
	6/4/2018		Per Sprint CRS	

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**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
6/7/2018	Delivered updated data for MapFlex which included Address Points, Points Of Interest, Police Response Areas, Street Centerlines, WSP Cell Sectors and WSP Cell Towers
6/7/2018	Delivered updated data for Spillman which included Address Points, Common Names, Police Beats Final, Police Beats No Water, and Street Centerlines
6/21/2018	Delivered updated data for MapFlex which included Address Points, ESN, Fire Response Areas, MSAG Communities, Points Of Interest, Police Response Areas, Street Centerlines, WSP Cell Sectors and WSP Cell Towers
6/21/2018	Delivered updated data for Spillman which included Address Points, Common Names, Fire Beats, Fire Beats No Water, MSAG Communities, and Street Centerlines

**SPILLMAN PROJECT**

The Kauai County Spillman project is considered consistent and has not had any major issues reported during June 2018.

# Kauai County E9-1-1 Status Report

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## MAPFLEX SYSTEM

During the month of June 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 June 2018
  - a. **Hawaii County** – June 5<sup>th</sup>, 2018 and June 19<sup>th</sup>, 2018
  - b. **Maui County** – June 6<sup>th</sup>, 2018 and June 20<sup>th</sup>, 2018
  - c. **Kauai County** – June 7<sup>th</sup>, 2018, and June 21<sup>st</sup>, 2018
  - d. **Honolulu** – June 8<sup>th</sup>, 2018, and June 22<sup>nd</sup>, 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)
5/23/2018	Phase I & Phase II coverage area	Phase I calls received at the Kihei Maui PSAP are displaying a circular circumference area rather than a cone shaped directional coverage. Phase II calls are not plotting the COF meters correctly.	Pending
5/24/2018	Incorrect Addresses	MapFlex system began displaying incorrect addresses in the bubble display when an Address Point is right mouse clicked to see information by the PSAPs. However, the address in the data is still correct as shown on the left hand side.	Pending
6/27/2018	Moving Labels	It was brought up during the PSAP teleconference with Hawaiian Tel and West that the Hawaii Fire Department submitted a trouble ticket regarding the parcel labels. When the base map is checked on for viewing the owner's names on the parcel layer, the names of some of the parcels will follow and leave their parcel as the map is panned following streets. This problem was also recreated at the Hawaii Police Department.	Pending

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### OPEN SERVICE REQUESTS – JUNE 2018

#	Date	Ticket #	Description	Category	Urgency	Comments
			None			

**NOTE:**

There are no open service requests for June 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	0	0	0	0	0	0	0	0	0
May	0	0	0	0	0	0	0	0	0
June	0	0	0	0	0	0	0	0	0
July									
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>

Note:

\* 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.

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 Spectrum - Time Warner Cable (TWCBL) for correction.

## Kauai County E9-1-1 Status Report

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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 – July 2018

AUDIT SUMMARY RESULTS – 2018 – 2017 -- TBA

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

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

AUTOMATIC LOCATION IDENTIFICATION (ALI) DATABASE DISCREPANCIES -- TBA