Kauai County E9-1-1 Status Report

November 1, 2018 – November 30, 2018

AKIMEKA | HIGH PRIORITY. HIGH IMPACT.

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1. PSAP OPERATIONS

9-1-1 CALL VOLUME – NOVEMBER 2018

(Source:) West Safety Services Viper system

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
Nov	4,842	501	10.35%	3,491	72.10%	46.83%	53.17%	151	3.12%	4	0.08%	0	0.00%	695	14.35%	0	0.00%

9-1-1 CALL VOLUME – CALENDAR YEAR 2018

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	4,922	620	12.60%	3,347	68.00%	48.73%	51.27%	173	3.51%	6	0.12%	0	0.00%	776	15.77%	0	0.00%
AUG	4,622	553	11.96%	3,196	69.15%	45.99%	54.01%	170	3.68%	7	0.15%	0	0.00%	696	15.06%	0	0.00%
SEPT	4,458	497	11.15%	3,130	70.21%	50.29%	49.71%	150	3.36%	5	0.11%	0	0.00%	676	15.16%	0	0.00%
OCT	4,514	501	11.10%	3,149	69.76%	43.63%	56.37%	138	3.06%	3	0.07%	0	0.00%	723	16.02%	0	0.00%
NOV	4,842	501	10.35%	3,491	72.10%	46.83%	53.17%	151	3.12%	4	0.08%	0	0.00%	695	14.35%	0	0.00%
DEC																	
YTD	47,797	5,979		32,875				1625		65		0		7,253		0	
MON AVG	4,345	544	12.58%	2,989	68.78%	45.71%	54.29%	148	3.38%	6	0.13%	0	0.00%	659	15.12%	0	0.00%

PSAP OPERATION NOTES:

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

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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 – NOVEMBER 2018

TEXT TO 911 Kauai County 2018	
Month	Total received
January	3
February	0
March	1
April	12
May	7
June	10
July	7
August	8
September	10
October	8
November	6
December	
YTD	72
Monthly Avg.	6.5

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 – NOVEMBER 2018

KAUAI COUNTY - NOVEMBER 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 November 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 – NOVEMBER 2018

KAUAI COUNTY	Total	Dispatchable Location Transactions Submitted	MSAG	ALI Submitted		Open ALI Discrepancy Records			Customer Addresses Affected
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	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	107	95	12	0	0	163	0	0	153
AUGUST	128	127	1	0	0	203	0	0	97
SEPTEMBER	156	155	1	0	0	308	0	0	74
OCTOBER	192	191	1	0	0	461	0	0	103
NOVEMBER	327	327	0	0	0	119	0	0	0
DECEMBER									
TOTAL YTD	2,047	1,995	51	0	1				1,531
AVG PER MONTH	186	181	5	0	0				139

9-1-1 TRANSACTIONS

Definitions
(A) **D**ispatchable **L**ocation - 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) **M**aster **S**treet **A**ddress **G**uide - Represents corrections made to street records including, street names, address ranges, MSAG Communities and ESNs.
(C) **T**elephone **N**umber **C**hange **R**equest - 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) **A**utomatic **L**ocation **I**nformation **D**iscrepancy **R**ecord - 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 **327** MSAG transactions were processed in 9-1-1 Net during the current month. 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 **1,995** Dispatchable Location transactions for Kauai County during the reporting year of 2018.

TELEPHONE RECORD (ALI) TRANSACTIONS CURRENT MONTH NOTES:

Akimeka processed **327** TN CRs related to the Dispatchable Location Project during the current month. In July, Akimeka began processing Dispatchable Location for commercial and business sites, starting in Lihue, working clockwise around the island and continued working in Lihue throughout the month of September. This progress will be updated in the Dispatchable Location chart each month.

OPEN TELEPHONE RECORD (ALI) DISCREPANCY STATUS:

- **There are currently 119 Open TN CRs.**

119 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 as of November 30, 2018**
- **There are currently no Open VoIP DRs as of November 30, 2018**

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TNCR (TELEPHONE NUMBER CHANGE REQUEST) CURRENT STATUS – NOVEMBER, 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	**119**	**1**	**1**	**117**

STATUS
TOTAL TNCRs SUBMITTED - The total number of TNCR requests for modification that have been submitted in 9-1-1
PENDING STATUS - 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.
REFERRED STATUS - 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.
TOTAL UNOPENED TNCR RECORDS STATUS - 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 – NOVEMBER 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.

117 transactions were submitted and 327 transactions were processed by West in November 2018.

Dispatchable Location			
2018 **Quarter 4**	**Common Name Place** **MSAG Address**	**TNCR Transactions Submitted**	**Transactions Processed**
Quarter 3 Carryover		3056	2786
October	Multiple Business, Aukele St, Lihue	138	0
	Multiple Business, Peleke St, Lihue	53	0
November	Multiple Business, Aukele St, Lihue	49	161
	Multiple Business, Hoolako St, Lihue	3	51
	Multiple Business, Peleke St, Lihue	10	40
	Hale Pumehana Bldg, 3083 Akahi St, Lihue	1	2
	Multiple Business, 4442 Hardy St, Lihue	1	2
	Multiple Business, 303100 Kuhio Hwy, Lihue	0	15
	Multiple Business, 303215 Kuhio Hwy, Lihue	0	3
	Multiple Business, 303218, 303222 Kuhio Hwy, Lihue	0	5
	Kmart, 4303 Nawiliwili Rd, Lihue	1	4
	Multiple Business, 303227 Kuhio Hwy, Lihue	2	2
	Kalaheo School 4400 Maka Rd, Kalaheo	12	0
	Walmart, 303300 Kuhio Hwy, Lihue	20	0
	Island School, 301875 Kaumualii Hwy, Puhi	5	0
	Ching Young Village, 505190 Kuhio Hwy, Hanalei	3	0
	Multiple Business, Rice St, Lihue	10	42
December			
Quarter 4 Total		308	327
Total		3364	3113

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

PSAP	*Spectrum (Charter) 9-1-1 VoIP Database Verification Project				
	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 Cilivian	**87,414**	**85,329 (98%)**	**2,085**	**2,000**	**95.92%**
OAHU Military	**3,663**	**710 (19%)**	**2,953**	**2,953**	**100.00%**
TOTAL	**140,313**	****133,889**	**6,424**	**6,339**	**99.18%**

* 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)	Verifcation Process Completed.

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BANDWIDTH 9-1-1 VOIP DATABASE VERIFICATION PROJECT – NOVEMBER 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.

<table>
<tr><th colspan="6">*Bandwidth
9-1-1 VoIP Database Verification Project **(Updated)</th></tr>
<tr><th>PSAP</th><th>TOTAL RECORDS SUBMITTED BY BANDWIDTH (A)</th><th>TOTAL NEW RECORDS VERIFIED WITH 911 DATABASES (B)</th><th>TOTAL RECORDS NOT MATCHING</th><th>NON MATCHING RECORDS CORRECTED BY AKIMEKA (C)</th><th>PERCENT COMPLETED</th></tr>
<tr><td>HAWAII County</td><td>545</td><td>85</td><td>0</td><td>0</td><td>100.00%</td></tr>
<tr><td>KAUAI County</td><td>306</td><td>41</td><td>0</td><td>0</td><td>100.00%</td></tr>
<tr><td>MAUI County</td><td>914</td><td>222</td><td>1</td><td>1</td><td>100.00%</td></tr>
<tr><td>OAHU Cilivian</td><td>4,065</td><td>888</td><td>1</td><td>1</td><td>100.00%</td></tr>
<tr><td>OAHU Military</td><td>56</td><td>7</td><td>0</td><td>0</td><td>100.00%</td></tr>
<tr><td>TOTAL</td><td>5,886</td><td>1,243</td><td>2</td><td>2</td><td>100.00%</td></tr>
</table>

*Bandwidth VoIP Database received on April 5th, 2018
**Updated Bandwidth VoIP Database received on September 6th, 2018

<table>
<tr><td>(A)</td><td>VoIP Database records submitted by Bandwidth to Akimeka for research and MSAG address validation.</td></tr>
<tr><td>(B)</td><td>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.</td></tr>
<tr><td>(C)</td><td>Verifcation Process Completed.</td></tr>
</table>

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3. GEOGRAPHIC INFORMATION SYSTEM (GIS) – NOVEMBER 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 Created/ Edits Performed**	**Date GIS Delivered**	**Other/Remarks**
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Address Points	11/30/2018		Added one (1) address in Koloa
		11/21/18	
	11/20/2018		Spatially corrected two (2) address points in Kukuiula
	11/16/2018		Added two (2) address in Kukuiula
	11/16/2018		Spatially corrected three (3) addresses in Koloa
	11/16/2018		Spatially corrected fifty-eight (58) address points in Kukuiula
	11/16/2018		Spatially corrected five (5) address points in Poipu
	11/15/2018		Added eight (8) addresses in Koloa
	11/15/2018		Spatially corrected one hundred fifty-five (155) address points in Koloa
	11/15/2018		Spatially corrected seventy-six (76) spatially corrected in Poipu
	11/15/2018		Added Location Name for one (1) address in Koloa
	11/15/2018		Added Routing ID for three (3) addresses in Koloa
	11/9/2018		Spatially corrected one (1) address point in Lawai
	11/9/2018		Added one (1) address in Koloa
	11/9/2018		Spatially corrected one hundred forty-two (142) address points in Koloa
		11/08/18	
	11/8/2018		Added two (2) addresses in Koloa
	11/8/2018		Added address building info for fifteen (15) addresses in Koloa
	11/8/2018		Added Location Name for one (1) address in Koloa
	11/8/2018		Spatially corrected ninety-five (95) address points in Koloa
	11/8/2018		Added Location Name for six (6) addresses in Koloa
	11/8/2018		Added Routing ID for three (3) addresses in Koloa
	11/8/2018		Spatially corrected thirty-two (32) address points in Lawai
	11/8/2018		Spatially corrected ten (10) address points in Omao
	11/7/2018		Spatially corrected three (3) address points in Lihue
	11/7/2018		Added Routing ID for one (1) address in Lihue
	11/7/2018		Updated Location Name for one (1) address in Lihue
	11/7/2018		Spatially corrected six (6) address points in Niumalu
	11/7/2018		Added two (2) addresses in Niumalu
	11/7/2018		Spatially corrected one (1) address point in Puhi
Airports			
Bridges	11/30/2018		Updated information for one (1) bridge in Koloa

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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.

Type of Layer	Akimeka GIS Server Date Created/ Edits Performed	Date GIS Delivered	Other/Remarks
KAUAI COUNTY			
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Building Footprints			
Bus Stops			
Churches			
Coastal Names			
Coastline			
Common Places			
Correctional Facilities			
Emergency Callboxes			
Emergency Operation Centers			
Emergency Shelters			
ESZ/ESN			
Fire Beats			
Fire Districts			
Fire Response Areas			
Fire Stations			
Food & Beverage			
Gas Stations		11/08/18	
	11/7/2018		Updated ten (10) gas station names
	11/7/2018		Added two (2) gas stations
Gate Codes			
Government Buildings			
Harbors			
Helipads			
Hiking Trails			
Hospitals			
Hydrants			
Hyrdology Layers			
Incident Response Areas			
Lodging			
Major Roads			
Medic Beats			
Medic Districts			

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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 Created/ Edits Performed**	**Date GIS Delivered**	**Other/Remarks**
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Medic Response Areas			
Medic Stations			
Medical Facilities			
Milepost Markers			
MSAG Communities			
Net Junctions			
Ocean Rescue Boundaries			
Ocean Safety			
Parcels			
Parks			
Parks Polygon			
Points of Interest	11/30/2018		Added one (1) POI in Koloa
		11/08/18	
	11/8/2018		Added five (5) POI in Koloa
	11/8/2018		Spatially corrected one (1) POI in Koloa
	11/8/2018		Added address building info for one (1) POI in Koloa
	11/7/2018		Updated one (1) POI name in Lihue
	11/7/2018		Added address for one (1) POI in Koloa
Police Beats			
Police Districts			
Police Response Areas			
Police Stations			
Post Offices			
Schools			
Street Centerlines	11/30/2018		Spatially corrected four (4) street centerline segments in Poipu
	11/29/2018		Added one (1) street centerline segment in Poipu
	11/29/2018		Partial spatial correction of eight (8) street centerline segments in Poipu
	11/29/2018		Spatially corrected fifteen (15) street centerline segments in Poipu
		11/21/18	
	11/20/2018		Spatially corrected eight (8) street centerline segments in Kukuiula
	11/20/2018		Spatially corrected three (3) street centerline segments in Kukuiula
	11/20/2018		Partial spatial correction of two (2) street centerline segments in Kukuiula

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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 Created/ Edits Performed**	**Date GIS Delivered**	**Other/Remarks**
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Street Centerlines	11/20/2018		Partial spatial correction of two (2) street centerline segments in Poipu
	11/20/2018		Spatially corrected one (1) street centerline segment in Poipu
	11/16/2018		Partial spatial correction of eleven (11) street centerline segments in Kukuiula
	11/15/2018		Partial spatial correction of one (1) street centerline segment in Koloa
	11/15/2018		Partial spatial correction of eight (8) street centerline segments in Poipu
	11/15/2018		Spatially corrected five (5) street centerline segments in Poipu
		11/08/18	
	11/7/2018		Corrected ESN for two (2) street centerline segments in Omao
Subdivisions			
Tow Jurisdictions			
Tsunami Evacuation Zones			
Tsunami Heights			
Waste Water Plants			
WSP Cell Sectors		11/08/18	
	11/8/2018		Added six (6) and updated three (3) sectors per Sprint CRS
	11/6/2018		Added nine (9) sectors per Sprint CRS
WSP Cell Towers		11/08/18	
	11/8/2018		Added three (3) and updated two (2) towers per Spring CRS
	11/6/2018		Added three (3) and edited two (2) towers per Sprint 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

November 1, 2018 - November 30, 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
11/8/2018	Delivered updated data for MapFlex which included Address Points, Gas Stations, Parks Polygon, Points Of Interest, Street Centerlines, WSP Cell Sectors and WSP Cell Towers
11/8/2018	Delivered updated data for Spillman which included Address Points, Common Names, Gas Stations, Parks and Street Centerlines
11/21/2018	Delivered updated data for MapFlex which included Address Points, Points Of Interest, Street Centerlines, WSP Cell Sectors and WSP Cell Towers
11/21/2018	Delivered updated data for Spillman which included Address Points, Common Names, and Street Centerlines

SPILLMAN PROJECT

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

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MAPFLEX SYSTEM

During the month of November 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 November 2018
   a. **Hawaii County –** November 6th , 2018 and November 20th, 2018
   b. **Maui County –** November 7th , 2018 and November 21st , 2018
   c. **Kauai County –** November 8th , 2018, and November 21st , 2018
   d. **Honolulu –** November 9th , 2018, November 19th , 2018, and November 23rd , 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 – NOVEMBER 2018

#	Date	Ticket #	Description	Category	Urgency	Comments
			None			

NOTE:

There are no open service requests for November 2018.

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

| | KAUAI COUNTY | | | MSAG SERVICE REQUEST CATEGORIES | | | | | |
| **2018** | **TOTAL** | | Open | **WIRELINE** | | **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	0	0	0	0	0	0	0	0	0
August	0	0	0	0	0	0	0	0	0
September	0	0	0	0	0	0	0	0	0
October	0	0	0	0	0	0	0	0	0
November	0	0	0	0	0	0	0	0	0
December									
TOTAL	**1**	**1**	**0**	**0**	**0**	**0**	**0**	**1**	**1**

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

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 – January 2019

AUDIT SUMMARY RESULTS – 2018 - 2019 -- TBA

AUDIT SUMMARY RESULTS – JANUARY 1, 2019 MSAG VS. OCTOBER 1, 2018 MSAG -- TBA

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

AUTOMATIC LOCATION IDENTIFICATION (ALI) DATABASE DISCREPANCIES -- TBA