

Kauai County E9-1-1 Status Report

September 1, 2019 – September 30, 2019



AKIMEKA | HIGH PRIORITY. HIGH IMPACT.

Kauai County E9-1-1 Status Report

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1. PSAP OPERATIONS

9-1-1 CALL VOLUME – SEPTEMBER 2019

(Source :) Intrado Viper system

9-1-1 Call Volume																	
KAUAI PSAP		Wireline		Wireless				VOIP		Calls With No ALI		Admin Calls		Abandoned Calls		Other Calls	
2019	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
Sept	5,250	533	10.15%	3,762	71.66%	46.84%	53.16%	165	3.14%	2	0.04%	0	0.00%	788	15.01%	0	0.00%

9-1-1 CALL VOLUME – CALENDAR YEAR 2019

9-1-1 Call Volume																	
KAUAI PSAP		Wireline		Wireless				VOIP		Calls with No ALI		Admin Calls		Abandoned Calls		Other Calls	
2019	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	4,314	496	11.50%	3,252	75.38%	40.10%	59.90%	145	3.36%	2	0.05%	0	0.00%	419	9.71%	0	0.00%
FEB	4,718	466	9.88%	3,414	72.36%	42.24%	57.76%	176	3.73%	3	0.06%	0	0.00%	659	13.97%	0	0.00%
MAR	4,931	521	10.57%	3,539	71.77%	43.15%	56.85%	158	3.20%	1	0.02%	0	0.00%	712	14.44%	0	0.00%
APR	4,867	550	11.30%	3,466	71.21%	46.05%	53.95%	189	3.88%	0	0.00%	0	0.00%	662	13.60%	0	0.00%
MAY	4,986	514	10.31%	3,600	72.20%	44.86%	55.14%	184	3.69%	0	0.00%	0	0.00%	688	13.80%	0	0.00%
JUNE	5,317	524	9.86%	3,902	73.39%	44.26%	55.74%	150	2.82%	2	0.04%	0	0.00%	739	13.90%	0	0.00%
JULY	5,804	616	10.61%	4,116	70.92%	45.94%	54.06%	235	4.05%	3	0.05%	0	0.00%	834	14.37%	0	0.00%
AUG	5,652	553	9.78%	4,135	73.16%	45.59%	54.41%	193	3.41%	0	0.00%	0	0.00%	771	13.64%	0	0.00%
SEPT	5,250	533	10.15%	3,762	71.66%	46.84%	53.16%	165	3.14%	2	0.04%	0	0.00%	788	15.01%	0	0.00%
OCT																	
NOV																	
DEC																	
YTD	45,839	4,773		33,186				1595		13		0		6,272		0	
MON AVG	5,093	530	10.44%	3,687	72.45%	44.34%	55.66%	177	3.48%	1	0.03%	0	0.00%	697	13.60%	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 September 2019 = 0.04% - Statewide average for 2018 = 0.09%

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FOR YOUR INFORMATION

FYI.....For Your Information								
PSAP Operations								
Statewide 911 Call Volumes								
PSAP	2018		2017		2016		2015	
Oahu Civilian	1,034,190	70.62%	1,022,818	72.16%	1,009,059	71.93%	1,019,402	70.94%
RDC Pearl Harbor	37,068	2.53%	27,916	1.97%	N/A	N/A	N/A	N/A
Hawaii County	206,648	14.11%	193,166	13.62%	205,412	14.64%	217,768	15.15%
Maui County	133,869	9.14%	123,685	8.73%	137,333	9.80%	142,952	9.95%
Kauai County	52,623	3.60%	49,902	3.52%	50,955	3.63%	56,874	3.96%
Total	1,464,398	100.00%	1,417,487	100.00%	1,402,759	100.00%	1,436,996	100.00%
<small>*2016 & 2015 Statewide average does not include Military 911 calls</small>								

TEXT TO 911 – CURRENT MONTH – SEPTEMBER 2019

TEXT TO 911 Kauai County 2019	
Month	Total received
January	11
February	18
March	4
April	10
May	3
June	12
July	9
August	9
September	11
October	
November	
December	
YTD	87
Monthly Avg.	9.7

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 – SEPTEMBER 2019

KAUAI COUNTY - SEPTEMBER 2019						
Date	WSP	Sites Tested	Sectors Tested	Tested By:	Test Pass/Fail	Comments:
9/17/2019	Sprint	1	1	Kauai PSAP	Pass	1 test postponed

NOTES:

- There were (2) scheduled Wireless 911 tests for the month of September 2019. 1 test postponed.
- Verizon Wireless has completed migrating their Wireless network database from Intrado to ComTech.
- During the 4th quarter of 2018, there was an increasing amount of “MOBL” class of service type of 911 calls delivered to the State of Hawaii PSAPs. On January 15th, 2019, Intrado completed the position source mapping for ComTech which appears to have resolved this issue.

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2. MSAG (MASTER STREET ADDRESS GUIDE)

MSAG TRANSACTIONS CURRENT MONTH/YEAR – SEPTEMBER 2019

KAUAI COUNTY	9-1-1 TRANSACTIONS								Customer Addresses Affected
	Total	Dispatchable Location Transactions Submitted	MSAG	ALI Submitted		Open ALI Discrepancy Records			
		DL (A)	MSAG (B)	TN CR (C)	ALI DR (D)	TNCR	ALI DR	VoIP DR	
2019									
JANUARY	103	96	6	0	1	19	0	0	87
FEBRUARY	3	1	2	0	0	18	0	0	0
MARCH	52	52	0	0	0	59	0	0	0
APRIL	248	245	2	0	1	259	0	0	17
MAY	94	90	4	0	0	121	0	0	93
JUNE	134	121	9	4	0	157	0	0	6
JULY	129	119	10	0	0	99	0	0	128
AUGUST	83	83	0	0	0	134	0	0	0
SEPTEMBER	181	177	3	1	0	76	0	0	0
OCTOBER									
NOVEMBER									
DECEMBER									
TOTAL YTD	1,027	984	36	5	2				331
AVG PER MONTH	114	109	4	1	0	105	0	0	37

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 one hundred and eighty-one (**181**) MSAG transactions were submitted in 9-1-1 Net during the current month. Three (**3**) 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.

No customers ANI/ALI (telephone number/address) records updated as a direct result.

TELEPHONE RECORD (ALI) TRANSACTIONS CURRENT MONTH NOTES:

Akimeka submitted one hundred and seventy (**177**) TN CRs related to the Dispatchable Location Project during the current month.

OPEN TELEPHONE RECORD (ALI) DISCREPANCY STATUS:

- **There are currently 76 Open TN CRs.**

76 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 September 30, 2019.**
- **There are currently no Open VoIP DRs as of September 30, 2019.**

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TNCR (TELEPHONE NUMBER CHANGE REQUEST) CURRENT STATUS – SEPTEMBER, 2019

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 Intrado 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 INTRADO	OPENED TNCRS REFERRED TO TELCO BY INTRADO	TOTAL UNOPENED TNCR RECORDS
KAUAI	76	0	61	15

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

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DISPATCHABLE LOCATION – STATUS AS OF – SEPTEMBER 2019

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. 177 transactions were submitted and 170 transaction were processed by Intrado in September 2019.

Dispatchable Location			
2019	Common Name Place MSAG Address	TNCR Transactions Submitted	Transactions Processed
Quarter 3			
Quarter 2 Carryover		3,924	3,458
July	Kauai Community College, 301901 Kaunualii Hwy, Puhi	0	14
	Hokulei Village Shopping Center, 4454 Nuhou St, Puhi	0	62
	Multiple Business, Rice St, Lihue	0	1
	Regency Huleia, 2110 Kaneka St, Puhi	0	11
	Regency at Puakea, 2130 Kaneka St, Puhi	0	31
	Kinipopo Shopping Village, 40356 Kuhio Hwy, Wailua	13	0
	Anchor Cove Shopping Center, 3416 Rice St, Nawiliwili	36	0
August	Anchor Cove Shopping Center, 3416 Rice St, Nawiliwili	0	36
	Kinipopo Shopping Village, 40356 Kuhio Hwy, Wailua	0	11
	Kauai Community College, 301901 Kaunualii Hwy, Puhi	83	31
September	Eleele Shopping Center, 4469 Waialo Rd, Port Allen	52	49
	Kauai Community College, 301901 Kaunualii Hwy, Puhi	0	35
	Shops at Kilohana, 302087 Kaunualii Hwy, Puhi	36	20
	Hanalei Dolphin Center, 505016 Kuhio Hwy, Hanalei	8	6
	Kauai Village Shopping Cntr, 40831 Kuhio Hwy, Waipouli	81	60
Quarter 3 Total		309	367
Total		4,233	3,825

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SPECTRUM (CHARTER) 9-1-1 VOIP DATABASE VERIFICATION PROJECT - SEPTEMBER 2019

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

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

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

* 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 – SEPTEMBER 2019

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.

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

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

****Updated Bandwidth VoIP Database received on September 6th, 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) – SEPTEMBER 2019

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	GIS Delivery Dates/Remarks
	Date Created/ Edits Performed	
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)		
Address Points	9/26/19 To 9/30/19	Next Delivery 10/10/2019
		Spatially corrected one (1) record in Kapaa
		Corrected address for one (1) record in Hanapepe
		Spatially corrected three (3) records in Lihue
		Spatially corrected two (2) records in Kapaa
		Added address for one (1) record in Lihue
		Added address for one (1) record in Hanapepe
		Verified address for one (1) record in Hanapepe
		Added address for one (1) record in Kapaa
		Corrected address for one (1) record in Hanamaulu
		Added location subtype, updated location name for one (1) record in Hanapepe
		Verified address for one hundred and twelve (112) records in Lihue
	9/12/19 To 9/25/19	Delivered 9/26/2019
		Added address for one (1) record in Hanapepe
		Verified address for two (2) records in Hanapepe
	9/1/19 To 9/11/19	Delivered 9/12/2019
		Verified address for twenty-four (24) records in Lawai
		Verified address for one (1) record in Pakala
		Verified address for thirty-five (35) records in Kalaheo
		Spatially corrected seven (7) records in Lawai
Spatially corrected four (4) records in Kalaheo		
Spatially corrected one (1) record in Hanamaulu		
Spatially corrected seven (7) records in Pakala		
Added location subtype for two (2) records in Pakala		
Corrected address for one (1) record in Lihue		
Airports		
Bridges		
Building Footprints		
Bus Stops		
Churches		
Coastal Names		

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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	GIS Delivery Dates/Remarks
	Date Created/ Edits Performed	
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)		
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		
Lodging		
Major Roads		
Medic Beats		
Medic Districts		
Medic Response Areas		
Medic Stations		
Medical Facilities		
Milepost Markers		
MSAG Communities		
Net Junctions		

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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	GIS Delivery Dates/Remarks
	Date Created/ Edits Performed	
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)		
Ocean Rescue Boundaries		
Ocean Safety		
Parcels		
Parks		
Parks Polygon		
Points of Interest		Next Delivery 10/10/2019
	9/26/19 To 9/30/19	Updated POI name for one (1) record in Hanapepe
		Verified address for one (1) record in Kilauea
		Verified address for one (1) record in Nawiliwili
		Added POI for one (1) record in Hanapepe
	9/12/19 To 9/25/19	Delivered 9/26/2019
		Added POI for one (1) record in Hanapepe
	9/1/19 To 9/11/19	Corrected address for one (1) record in Poipu
		Delivered 9/12/2019
		Verified address for five (5) records in Poipu
		Updated address for one (1) record in Kekaha
		Corrected address for three (3) records in Hanapepe
		Spatially corrected, corrected address for one (1) record in Hanamaulu
Spatially corrected one (1) record in Lawai		
Added POI for two (2) records in Lihue		
Corrected address for one (1) record in Puhi		
Corrected address for one (1) record in Lihue		
Police Beats		
Police Districts		
Police Response Areas		
Police Stations		
Post Offices		
Schools		
Street Centerlines		Next Delivery 10/10/2019
	9/26/19 To 9/30/19	Spatially corrected three (3) records in Lihue
		Spatially corrected fifteen (15) records in Lihue
		Not verified by county five (5) records in Lihue

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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	GIS Delivery Dates/Remarks
	Date Created/ Edits Performed	
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)		
Street Centerlines	9/26/19 To 9/30/19	Verified address for one (1) record in Lihue Verified address for three (3) records in Lihue Valid direction, not verified by county one (1) record in Lihue Delivered 9/26/2019
	9/12/19 To 9/25/19	Spatially corrected one (1) record in Puhi
		Spatially corrected one (1) record in Waimea
		Verified address for three (3) records in Pakala
		Updated street name for two (2) records in Puhi
		Added street centerline for one (1) record in Pakala
		Spatially corrected one (1) record in Kalaheo
		Spatially corrected one (1) record in Pakala
	9/1/19 To 9/11/19	Spatially corrected four (4) records in Pakala
		Partial spatial correction for one (1) record in Pakala Delivered 9/12/2019
	9/1/19 To 9/11/19	Spatially corrected three (3) records in Kalaheo
		Partial spatial correction for two (2) records in Kalaheo
	Subdivisions	
Tow Jurisdictions		
Tsunami Evacuation Zones		
Tsunami Heights		
Waste Water Plants		
WSP Cell Sectors	9/1/19 To 9/11/19	Delivered 9/12/2019
		Added three (3) sectors per AT&T CRS
WSP Cell Towers	9/1/19 To 9/11/19	Delivered 9/12/2019
		Updated one (1) tower per AT&T 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

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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
9/12/2019	Delivered updated data for MapFlex which included Address Points, Points of Interest, Street Centerlines, WSP Cell Sectors and WSP Cell Towers.
9/12/2019	Delivered updated data for Spillman which included Address Points, Points of Interest, and Street Centerlines.
9/26/2019	Delivered updated data for MapFlex which included Address Points, Points of Interest, Street Centerlines, WSP Cell Sectors and WSP Cell Towers.
9/26/2019	Delivered updated data for Spillman which included Address Points, Points of Interest, and Street Centerlines.

SPILLMAN PROJECT

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

MAPFLEX SYSTEM

Akimeka delivered GIS data to the MapFlex system on the following dates in September 2019

- Hawaii County** – September 10th, 2019 and September 24th, 2019
- Maui County** – September 11th, 2019 and September 25th, 2019
- Kauai County** – September 12th, 2019, and September 26th, 2019
- Honolulu** – September 13th, 2019, and September 27th, 2019

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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 Intrado, 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 Intrado. Intrado 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 Intrado 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 Intrado 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.	Intrado 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

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6/27/2018	Moving Labels	It was brought up during the PSAP teleconference with Hawaiian Tel and Intrado 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 – SEPTEMBER 2019

#	Date	Ticket #	Description	Category	Urgency	Comments
			None			

NOTE:

There are no (0) open service request for September 2019.

SERVICE REQUEST YEAR-TO-DATE (YTD) SUMMARY – 2019

KAUAI COUNTY				MSAG SERVICE REQUEST CATEGORIES					
2019	TOTAL		Open	WIRESLINE		WIRELESS		VoIP	
	Created	Closed		Created	Closed	Created	Closed	Created	Closed
2018 Carryover*			0						
January	1	0	1	0	0	0	0	1	0
February	0	0	1	0	0	0	0	0	0
March	0	0	1	0	0	0	0	0	0
April	0	1	0	0	0	0	0	0	1
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									
November									
December									
TOTAL	1	1	0	0	0	0	0	1	1

Note:	* The 2018 Carryover row indicated the number of Service Requests that were opened in 2018 and brought forward into 2019 in an effort to track the service request until completion. Detailed information on service tickets are available upon request.
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Definitions:	Category	Description
	Wireline	Telephone Number (ALI) Discrepancies from land line phones that have been submitted to Intrado via 9-1-1 Net for correction.
	Wireless	Telephone Number (ALI) Discrepancies from phones that were land lines at one time, and were ported out to a wireless carrier. However, the phone number was never removed from the MSAG database.
	VoIP	Telephone Number (ALI) Discrepancies from VoIP phones that have been submitted to Time Warner Cable (TWCB) or other VoIP providers for correction

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5. E9-1-1 DATABASE SYNCHRONIZATION

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

Next Database Synchronization Report – October 2019

AUDIT SUMMARY RESULTS – 2018 - 2019 -- TBA

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

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

AUTOMATIC LOCATION IDENTIFICATION (ALI) DATABASE DISCREPANCIES -- TBA