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# Kauai County E9-1-1 Status Report

January 1, 2020 - January 31, 2020

## 1. PSAP OPERATIONS

### 9-1-1 CALL VOLUME – JANUARY 2020

(Source:) Intrado Viper system

<table>
<thead>
<tr>
<th>KAUAI PSAP</th>
<th>9-1-1 Call Volume</th>
<th>Wireline</th>
<th>Wireless</th>
<th>VOIP</th>
<th>Calls With No ALI</th>
<th>Admin Calls</th>
<th>Abandoned Calls</th>
<th>Other Calls</th>
</tr>
</thead>
<tbody>
<tr>
<td>2020</td>
<td>Total 9-1-1 Calls Processed</td>
<td>% of Total Calls</td>
<td>% of Total Calls</td>
<td>% of Wireless Calls</td>
<td>% of Total Calls</td>
<td>No. of VoIP Calls</td>
<td>% of Total Calls</td>
<td>No. of 9-1-1 Calls</td>
</tr>
<tr>
<td>JAN</td>
<td>5,547</td>
<td>9.41%</td>
<td>70.42%</td>
<td>47.00%</td>
<td>53.00%</td>
<td>186</td>
<td>3.35%</td>
<td>0</td>
</tr>
</tbody>
</table>

### 9-1-1 CALL VOLUME – CALENDAR YEAR 2020

<table>
<thead>
<tr>
<th>KAUAI PSAP</th>
<th>9-1-1 Call Volume</th>
<th>Wireline</th>
<th>Wireless</th>
<th>VOIP</th>
<th>Calls with No ALI</th>
<th>Admin Calls</th>
<th>Abandoned Calls</th>
<th>Other Calls</th>
</tr>
</thead>
<tbody>
<tr>
<td>2020</td>
<td>Total 9-1-1 Calls Processed</td>
<td>% of Total Calls</td>
<td>% of Total Calls</td>
<td>% of Wireless Calls</td>
<td>% of Total Calls</td>
<td>No. of VoIP Calls</td>
<td>% of Total Calls</td>
<td>No. of 9-1-1 Calls</td>
</tr>
<tr>
<td>JAN</td>
<td>5,547</td>
<td>9.41%</td>
<td>70.42%</td>
<td>47.00%</td>
<td>53.00%</td>
<td>186</td>
<td>3.35%</td>
<td>0</td>
</tr>
</tbody>
</table>

**PSAP OPERATION NOTES:**

- Abandoned Calls represent the number of incoming 9-1-1 calls for which the caller had hung up before a call-taker answered. Dropped Calls are hang ups after transfers.
- Abandoned Calls are included in the total Wireline and Wireless counts respectively.
- All VoIP (Voice over Internet Protocol) type of 911 calls is combined in the Call Volume statistic.
- 911 Calls with No Ali for January 2020 = 0.00% - Statewide average for 2019 = 0.04%
### FOR YOUR INFORMATION

#### PSAP Operations

**Statewide 911 Call Volumes**

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Oahu Civilian</td>
<td>1,075,726</td>
<td>1,034,190</td>
<td>1,022,818</td>
<td>1,009,059</td>
<td>1,019,402</td>
</tr>
<tr>
<td>RDC Pearl Harbor</td>
<td>37,905</td>
<td>37,068</td>
<td>27,916</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>Hawaii County</td>
<td>211,611</td>
<td>206,648</td>
<td>193,166</td>
<td>205,412</td>
<td>217,768</td>
</tr>
<tr>
<td>Maui County</td>
<td>157,127</td>
<td>133,869</td>
<td>123,685</td>
<td>137,333</td>
<td>142,952</td>
</tr>
<tr>
<td>Kauai County</td>
<td>61,754</td>
<td>52,623</td>
<td>49,902</td>
<td>50,955</td>
<td>56,874</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>1,544,123</td>
<td>1,464,398</td>
<td>1,417,487</td>
<td>1,402,759</td>
<td>1,436,996</td>
</tr>
</tbody>
</table>

*2016 & 2015 Statewide average does not include Military 911 calls

#### 911 Call Volume % increase from 2018 to 2019

- Oahu: 4.02%
- RDC: 2.25%
- Hawaii: 2.40%
- Maui: 17.37%
- Kauai: 17.35%
- State of Hawaii average: 8.68%

#### 911 Calls with No ALI % average for 2019

- Oahu: 0.03%
- RDC: 0.01%
- Hawaii: 0.10%
- Maui: 0.05%
- Kauai: 0.03%
- State of Hawaii average: 0.04%

#### State of Hawaii 2019

<table>
<thead>
<tr>
<th>PSAP</th>
<th>Text to 911</th>
</tr>
</thead>
<tbody>
<tr>
<td>Oahu Civilian</td>
<td>1,629</td>
</tr>
<tr>
<td>RDC Pearl Harbor</td>
<td>43</td>
</tr>
<tr>
<td>Hawaii County</td>
<td>275</td>
</tr>
<tr>
<td>Maui County</td>
<td>228</td>
</tr>
<tr>
<td>Kauai County</td>
<td>103</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>2,278</td>
</tr>
</tbody>
</table>

*Totals may include PSAP training, testing, and 911 Texting errors*
### TEXT TO 911 – CURRENT MONTH – JANUARY 2020

<table>
<thead>
<tr>
<th>Month</th>
<th>Total received</th>
</tr>
</thead>
<tbody>
<tr>
<td>January</td>
<td>2</td>
</tr>
<tr>
<td>February</td>
<td></td>
</tr>
<tr>
<td>March</td>
<td></td>
</tr>
<tr>
<td>April</td>
<td></td>
</tr>
<tr>
<td>May</td>
<td></td>
</tr>
<tr>
<td>June</td>
<td></td>
</tr>
<tr>
<td>July</td>
<td></td>
</tr>
<tr>
<td>August</td>
<td></td>
</tr>
<tr>
<td>September</td>
<td></td>
</tr>
<tr>
<td>October</td>
<td></td>
</tr>
<tr>
<td>November</td>
<td></td>
</tr>
<tr>
<td>December</td>
<td></td>
</tr>
<tr>
<td>YTD</td>
<td>2</td>
</tr>
<tr>
<td>Monthly Avg.</td>
<td>2.0</td>
</tr>
</tbody>
</table>

**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.
WIRELESS PSAP TESTING – JANUARY 2020

<table>
<thead>
<tr>
<th>Date</th>
<th>WSP</th>
<th>Sites Tested</th>
<th>Sectors Tested</th>
<th>Tested By</th>
<th>Test Pass/Fail</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>1/16/2020</td>
<td>Sprint</td>
<td>3</td>
<td>3</td>
<td>Kauai PSAP</td>
<td>Pass</td>
<td></td>
</tr>
<tr>
<td>1/17/2020</td>
<td>Sprint</td>
<td>3</td>
<td>3</td>
<td>Kauai PSAP</td>
<td>Pass</td>
<td></td>
</tr>
</tbody>
</table>

NOTES:

- There were six (6) scheduled Wireless 911 test for the month of January 2020.
- 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.
2. MSAG (MASTER STREET ADDRESS GUIDE)

MSAG TRANSACTIONS CURRENT MONTH/YEAR – JANUARY 2020

<table>
<thead>
<tr>
<th>KAULAI COUNTY</th>
<th>9-1-1 TRANSACTIONS</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Dispatchable Location Transactions Submitted</td>
</tr>
<tr>
<td>2020</td>
<td>Total</td>
</tr>
<tr>
<td>JANUARY</td>
<td>123</td>
</tr>
<tr>
<td>FEBRUARY</td>
<td></td>
</tr>
<tr>
<td>MARCH</td>
<td></td>
</tr>
<tr>
<td>APRIL</td>
<td></td>
</tr>
<tr>
<td>MAY</td>
<td></td>
</tr>
<tr>
<td>JUNE</td>
<td></td>
</tr>
<tr>
<td>JULY</td>
<td></td>
</tr>
<tr>
<td>AUGUST</td>
<td></td>
</tr>
<tr>
<td>SEPTEMBER</td>
<td></td>
</tr>
<tr>
<td>OCTOBER</td>
<td></td>
</tr>
<tr>
<td>NOVEMBER</td>
<td></td>
</tr>
<tr>
<td>DECEMBER</td>
<td></td>
</tr>
<tr>
<td>TOTAL YTD</td>
<td>123</td>
</tr>
<tr>
<td>AVG PER MONTH</td>
<td>123</td>
</tr>
</tbody>
</table>

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.
MSAG CURRENT MONTH NOTES:

A total of **123** MSAG transactions were processed in 9-1-1 Net during the current month. No requests were processed relating to the MSAG database. Changes can 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.

TELEPHONE RECORD (ALI) TRANSACTIONS CURRENT MONTH NOTES:

Akimeka processed **123** TN CRs related to the Dispatchable Location Project during the current month.

OPEN TELEPHONE RECORD (ALI) DISCREPANCY STATUS:

- **There are currently 158 Open TN CRs.**

One hundred and fifty-eight (158) 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 January 31, 2020**
- **There are currently no Open VoIP DRs as of January 31, 2020**
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.

<table>
<thead>
<tr>
<th>PSAP</th>
<th>TOTAL TNCR RECORDS SUBMITTED BY AKIMEKA</th>
<th>OPENED TNCRS PENDING FURTHER ACTION BY INTRADO</th>
<th>OPENED TNCRS REFERRED TO TELCO BY INTRADO</th>
<th>TOTAL UNOPENED TNCR RECORDS</th>
</tr>
</thead>
<tbody>
<tr>
<td>KAUAI</td>
<td>158</td>
<td>0</td>
<td>73</td>
<td>85</td>
</tr>
</tbody>
</table>

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 Intrado 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.
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. 123 transactions were submitted and 108 transaction were processed by Intrado in January 2020.

<table>
<thead>
<tr>
<th>Quarter 1</th>
<th>Common Name Place MSAG Address</th>
<th>TNCR Transactions Submitted</th>
<th>Transactions Processed</th>
</tr>
</thead>
<tbody>
<tr>
<td>2019 Carryover</td>
<td>4,485</td>
<td>4,078</td>
<td></td>
</tr>
<tr>
<td>January</td>
<td>Waipouli Town Center, 40771 Kuhio Hwy, Waipouli</td>
<td>0</td>
<td>38</td>
</tr>
<tr>
<td></td>
<td>Waipouli Plaza, 40901 Kuhio Hwy, Waipouli</td>
<td>0</td>
<td>20</td>
</tr>
<tr>
<td></td>
<td>The Iso Island Sky Ocean, 40796 Kuhio Hwy, Waipouli</td>
<td>0</td>
<td>10</td>
</tr>
<tr>
<td></td>
<td>Kapaa Branch Library, 401464 Kuhio Hwy, Kapaa</td>
<td>3</td>
<td>3</td>
</tr>
<tr>
<td></td>
<td>Kapaa Post Office, 401101 Kunio Hwy, Kapaa</td>
<td>5</td>
<td>5</td>
</tr>
<tr>
<td></td>
<td>Kapaa Shopping Center, 401105 Kuhio Hwy, Kapaa</td>
<td>32</td>
<td>32</td>
</tr>
<tr>
<td></td>
<td>Lihue Plaza, 3016 Umi St, Lihue</td>
<td>83</td>
<td>0</td>
</tr>
<tr>
<td>February</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>March</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Q1</td>
<td></td>
<td></td>
<td>123</td>
</tr>
<tr>
<td>Total</td>
<td></td>
<td></td>
<td>4,608</td>
</tr>
</tbody>
</table>
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.

<table>
<thead>
<tr>
<th>PSAP</th>
<th>TOTAL RECORDS SUBMITTED BY SPECTRUM (A)</th>
<th>TOTAL RECORDS MATCHING &amp; 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>
</thead>
<tbody>
<tr>
<td>HAWAII County</td>
<td>22,044</td>
<td>21,638 (98%)</td>
<td>406</td>
<td>406</td>
<td>100.00%</td>
</tr>
<tr>
<td>KAUAI County</td>
<td>8,936</td>
<td>8,695 (97%)</td>
<td>241</td>
<td>241</td>
<td>100.00%</td>
</tr>
<tr>
<td>MAUI County</td>
<td>18,256</td>
<td>17,517 (96%)</td>
<td>739</td>
<td>739</td>
<td>100.00%</td>
</tr>
<tr>
<td>OAHU Civilian</td>
<td>87,414</td>
<td>85,329 (98%)</td>
<td>2,085</td>
<td>2,085</td>
<td>100.00%</td>
</tr>
<tr>
<td>OAHU Military</td>
<td>3,663</td>
<td>710 (19%)</td>
<td>2,953</td>
<td>2,953</td>
<td>100.00%</td>
</tr>
<tr>
<td>TOTAL</td>
<td>140,313</td>
<td><strong>133,889</strong></td>
<td>6,424</td>
<td>6,424</td>
<td>100.00%</td>
</tr>
</tbody>
</table>

* Spectrum VoIP Database received on June 21st, 2017
** Akimeka provided VoIP Records with Latitude/Longitude coordinates
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 – JANUARY 2020

<table>
<thead>
<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>
</thead>
<tbody>
<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 Civilian</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>
</tbody>
</table>

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

---

<table>
<thead>
<tr>
<th></th>
<th>VoIP Database records submitted by Bandwidth to Akimeka for research and MSAG address validation.</th>
</tr>
</thead>
<tbody>
<tr>
<td>(A)</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>(B)</td>
<td>Verification Process Completed.</td>
</tr>
</tbody>
</table>
3. GEOGRAPHIC INFORMATION SYSTEM (GIS) – JANUARY 2020

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.

<table>
<thead>
<tr>
<th>KAUAI COUNTY</th>
<th>Akimeka GIS Server</th>
<th>GIS Delivery Dates/Remarks</th>
</tr>
</thead>
<tbody>
<tr>
<td>Type of Layer</td>
<td>Date Created/Edits Performed</td>
<td>Next Delivery</td>
</tr>
<tr>
<td>Address Points</td>
<td>1/30/2020 To 1/31/2020</td>
<td>2/13/2020</td>
</tr>
<tr>
<td>Spatially corrected nine (9) records in Puhi</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Added street name for one (1) record in Puhi</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Added address for fifty-six (56) records in Puhi</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Verified address for thirty-six (36) records in Puhi</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Delivered 1/30/2020</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Spatially corrected six (6) records in Kekaha</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Spatially corrected one (1) record in Nawiliwili</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Added address for one hundred and six (106) records in Nawiliwili</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Spatially corrected five (5) records in Koloa</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Verified address for two (2) records in Hanalei</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Verified address for one (1) record in Nawiliwili</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Updated name for three (3) records in Kilauea</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Added address for twenty-seven (27) records in Kilauea</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Corrected routingID, added location subtype for one (1) record in Kilauea</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Added location name for one (1) record in Waipouli</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Verified address for one hundred and six (106) records in Kapaa</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Added address for twenty-one (21) records in Hanamaulu</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Spatially corrected one (1) record in Kapaa</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Added location subtype for two (2) records in Hanamaulu</td>
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</tr>
<tr>
<td>Added address for sixty-two (62) records in Lihue</td>
<td></td>
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</tr>
<tr>
<td>Verified address for three (3) records in Mana</td>
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</tr>
<tr>
<td>Verified address for twenty-two (22) records in Kekaha</td>
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<tr>
<td>Added address for twenty-six (26) records in Koloa</td>
<td></td>
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</tr>
<tr>
<td>Added address for eight (8) records in Waipouli</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Added duplicate address for two (2) records in Puhi</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Updated location name, added bldg info for one (1) record in Puhi</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Added address for twenty-six (26) records in Kapaa</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Spatially corrected two (2) records in Hanamaulu</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Added address for seventeen (17) records in Hanalei</td>
<td></td>
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</tr>
<tr>
<td>Verified address for three (3) records in Lihue</td>
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<td></td>
</tr>
<tr>
<td>Delivered 1/16/2020</td>
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<td></td>
</tr>
<tr>
<td>Verified address for eleven (11) records in Kapaa</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Updated location name, added bldg info for one (1) record in Puhi</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
**Kauai County E9-1-1 Status Report**

January 1, 2020 - January 31, 2020

**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.*

<table>
<thead>
<tr>
<th>Type of Layer</th>
<th>Kauai County</th>
<th>GIS Delivery Dates/Remarks</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Address Points</strong></td>
<td>Akimeka GIS Server</td>
<td>Date Created/Edits Performed</td>
</tr>
<tr>
<td></td>
<td>1/2/2020 To 1/15/2020</td>
<td>Spatially corrected one (1) record in Kapaa</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Spatially corrected four hundred (400) records in Kapaa</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Updated location name, added bldg info for one (1) record in Puhi</td>
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<tr>
<td></td>
<td></td>
<td>Updated location name for one (1) record in Puhi</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Updated location name, added bldg info for five (5) records in Puhi</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Verified address for one (1) record in Kalaheo</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Added bldg info for one (1) record in Puhi</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Spatially corrected two (2) records in Kalaheo</td>
</tr>
<tr>
<td><strong>Airports</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Bridges</strong></td>
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<td></td>
</tr>
<tr>
<td><strong>Building Footprints</strong></td>
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<td></td>
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<tr>
<td><strong>Bus Stops</strong></td>
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<td></td>
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<tr>
<td><strong>Churches</strong></td>
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<td></td>
</tr>
<tr>
<td><strong>Coastal Names</strong></td>
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<td><strong>Coastline</strong></td>
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<tr>
<td><strong>Common Places</strong></td>
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<tr>
<td><strong>Correctional Facilities</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Emergency Callboxes</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Emergency Operation Centers</strong></td>
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<tr>
<td><strong>Emergency Shelters</strong></td>
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<tr>
<td><strong>ESZ/ESN</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Fire Beats</strong></td>
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<td></td>
</tr>
<tr>
<td><strong>Fire Districts</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Fire Response Areas</strong></td>
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</tr>
<tr>
<td><strong>Fire Stations</strong></td>
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<td></td>
</tr>
<tr>
<td><strong>Food &amp; Beverage</strong></td>
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<tr>
<td><strong>Gas Stations</strong></td>
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<tr>
<td><strong>Gate Codes</strong></td>
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<tr>
<td><strong>Government Buildings</strong></td>
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<tr>
<td><strong>Harbors</strong></td>
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<td></td>
</tr>
<tr>
<td><strong>Helipads</strong></td>
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<td></td>
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<tr>
<td><strong>Hiking Trails</strong></td>
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</tr>
<tr>
<td><strong>Hospitals</strong></td>
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<td></td>
</tr>
</tbody>
</table>
## Kauai County E9-1-1 Status Report
January 1, 2020 - January 31, 2020

### 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.*

<table>
<thead>
<tr>
<th>Type of Layer</th>
<th>Kauai County</th>
<th>GIS Delivery Dates/Remarks</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hydrants</td>
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<tr>
<td>Hydology Layers</td>
<td></td>
<td></td>
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<tr>
<td>Incident Response Areas</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Lodging</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Major Roads</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Medic Beats</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Medic Districts</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Medic Response Areas</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Medic Stations</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Medical Facilities</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Milepost Markers</td>
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<tr>
<td>MSAG Communities</td>
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<td>Net Junctions</td>
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</tr>
<tr>
<td>Ocean Rescue Boundaries</td>
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<td>Ocean Safety</td>
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</tr>
<tr>
<td>Parcels</td>
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</tr>
<tr>
<td>Parks</td>
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<td></td>
</tr>
<tr>
<td>Parks Polygon</td>
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<td></td>
</tr>
</tbody>
</table>

**Points of Interest**

<table>
<thead>
<tr>
<th>Date Created/ Edits Performed</th>
<th>GIS Delivery Dates/Remarks</th>
</tr>
</thead>
<tbody>
<tr>
<td>1/2/2020 To 1/15/2020</td>
<td><strong>Delivered 1/16/2020</strong></td>
</tr>
<tr>
<td></td>
<td>Spatially corrected one (1) record in Kalaheo</td>
</tr>
<tr>
<td></td>
<td>Added bldg info for one (1) record in Puhi</td>
</tr>
<tr>
<td></td>
<td>Updated POI name, added bldg info for nine (9) records in Puhi</td>
</tr>
<tr>
<td>1/16/2020 To 1/29/2020</td>
<td><strong>Delivered 1/30/2020</strong></td>
</tr>
<tr>
<td></td>
<td>Updated location name for one (1) record in Hanamaulu</td>
</tr>
<tr>
<td></td>
<td>Added POI for one (1) record in Koloa</td>
</tr>
<tr>
<td></td>
<td>Verified address for one (1) record in Nawiliwili</td>
</tr>
<tr>
<td></td>
<td>Spatially corrected three (3) records in Kapaa</td>
</tr>
<tr>
<td></td>
<td>Spatially corrected one (1) record in Nawiliwili</td>
</tr>
<tr>
<td></td>
<td>Added POI for nine (9) records in Waipouli</td>
</tr>
<tr>
<td></td>
<td>Added POI for two (2) records in Puhi</td>
</tr>
<tr>
<td></td>
<td>Verified address for one (1) record in Koloa</td>
</tr>
</tbody>
</table>
## 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.

<table>
<thead>
<tr>
<th>Type of Layer</th>
<th>Akimeka GIS Server Date Created/Edits Performed</th>
<th>GIS Delivery Dates/Remarks</th>
</tr>
</thead>
<tbody>
<tr>
<td>KAUAI COUNTY</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Street Centerlines</td>
<td>1/16/2020 To 1/29/2020</td>
<td>Delivered 1/30/2020</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Spatially corrected one (1) record in Kapaa</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Verified address for one (1) record in Kapaa</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Spatially corrected four (4) records in Kapaa</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Corrected police beat, spatial correction for one (1) record in Kapaa</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Partial spatial correction for six (6) records in Kapaa</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Spatially corrected forty-one (41) records in Kapaa</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Corrected range for one (1) record in Kapaa</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Spatially corrected one (1) record in Kalaheo</td>
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<tr>
<td></td>
<td></td>
<td>Partial spatial correction for one (1) record in Kalaheo</td>
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<tr>
<td>Subdivisions</td>
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<tr>
<td>Tow Jurisdictions</td>
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<tr>
<td>Tsunami Evacuation Zones</td>
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<tr>
<td>Tsunami Heights</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Waste Water Plants</td>
<td></td>
<td></td>
</tr>
<tr>
<td>WSP Cell Sectors</td>
<td>1/2/2020 To 1/15/2020</td>
<td>Delivered 1/16/2020</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Added three (3) sectors per AT&amp;T CRS</td>
</tr>
<tr>
<td>WSP Cell Towers</td>
<td>1/2/2020 To 1/15/2020</td>
<td>Delivered 1/16/2020</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Added one (1) tower per AT&amp;T CRS</td>
</tr>
</tbody>
</table>

### 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.

<table>
<thead>
<tr>
<th>Date</th>
<th>Key Activities/Updates</th>
</tr>
</thead>
<tbody>
<tr>
<td>1/1/2020 To 1/31/2020</td>
<td>Updated Spillman deliverable process to deliver both building and apartment number data, by populating the Spillman UnitNumber field with building number, followed by a dash (&quot;-&quot;), followed by the unit/apartment number.</td>
</tr>
<tr>
<td>1/30/2020</td>
<td>Delivered updated data for Spillman which included Address Points, Points of Interest, and Street Centerlines.</td>
</tr>
<tr>
<td>1/30/2020</td>
<td>Delivered updated data for MapFlex which included Address Points, Points of Interest, Street Centerlines, WSP Cell Sectors and WSP Cell Towers.</td>
</tr>
<tr>
<td>1/16/2020</td>
<td>Delivered updated data for Spillman which included Address Points, Points of Interest, and Street Centerlines.</td>
</tr>
<tr>
<td>1/16/2020</td>
<td>Delivered updated data for MapFlex which included Address Points, Points of Interest, Street Centerlines, WSP Cell Sectors and WSP Cell Towers.</td>
</tr>
<tr>
<td>1/2/2020</td>
<td>Delivered updated data for Spillman which included Address Points, Points of Interest, and Street Centerlines.</td>
</tr>
<tr>
<td>1/2/2020</td>
<td>Delivered updated data for MapFlex which included Address Points, Points of Interest, Street Centerlines, WSP Cell Sectors and WSP Cell Towers.</td>
</tr>
</tbody>
</table>

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 January 2020.

- **Hawaii County** – January 14th, 2020 and January 28th, 2020
- **Maui County** – December 31st, 2019, January 15th, 2020 and January 29th, 2020
- **Kauai County** – January 2nd, 2020, January 16th, 2020, and January 30th, 2020
- **Honolulu** – January 3rd, 2020, January 17th, 2020, and January 31st
MAPFLEX ISSUES

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

<table>
<thead>
<tr>
<th>DATE</th>
<th>ISSUE</th>
<th>DESCRIPTION</th>
<th>STATUS</th>
</tr>
</thead>
<tbody>
<tr>
<td>8/2016</td>
<td>Wireless Addresses</td>
<td>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.</td>
<td>Partially Resolved (Nov 2016) The overriding ALI with updated Lat/Longs from the GIS is still occurring</td>
</tr>
<tr>
<td>11/2016</td>
<td>Phase I Display</td>
<td>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.</td>
<td>Partially Resolved (Dec 2016) According to PSAPs, it’s not fully resolved. The icon of the tower still doesn’t plot for Phase I.</td>
</tr>
<tr>
<td>11/2016</td>
<td>Wireless Confidence</td>
<td>Sprint calls coming across with unusually high confidence. Coordination is taking place with Sprint and Intrado. Intrado provides the PDE services for Sprint.</td>
<td>Pending</td>
</tr>
<tr>
<td>3/22/2017</td>
<td>ArcGIS Address Locator</td>
<td>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.</td>
<td>Pending A new SP 5.4 update by Intrado is aimed to correct this issue.</td>
</tr>
<tr>
<td>5/17/2017</td>
<td>VoIP Calls Plotting Incorrectly</td>
<td>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.</td>
<td>Partially Resolved – the Lat/Longs are no longer being plotted in MapFlex due to a software release.</td>
</tr>
<tr>
<td>5/17/2017</td>
<td>Landline Calls Producing X/Y on calls</td>
<td>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.</td>
<td>Intrado is looking into this (May - June 2017)</td>
</tr>
<tr>
<td>5/23/2018</td>
<td>Phase I &amp; Phase II coverage area</td>
<td>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.</td>
<td>Pending</td>
</tr>
<tr>
<td>5/24/2018</td>
<td>Incorrect Addresses</td>
<td>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.</td>
<td>Pending</td>
</tr>
<tr>
<td>Date</td>
<td>Category</td>
<td>Description</td>
<td>Status</td>
</tr>
<tr>
<td>------------</td>
<td>---------------</td>
<td>-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
<td>----------</td>
</tr>
<tr>
<td>6/27/2018</td>
<td>Moving Labels</td>
<td>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.</td>
<td>Pending</td>
</tr>
</tbody>
</table>
## OPEN SERVICE REQUESTS – JANUARY 2020

<table>
<thead>
<tr>
<th>#</th>
<th>Date</th>
<th>Ticket #</th>
<th>Description</th>
<th>Category</th>
<th>Urgency</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>None</td>
<td></td>
<td></td>
<td></td>
<td>None</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**NOTE:**

There are no (0) open service request for January 2020.

## SERVICE REQUEST YEAR-TO-DATE (YTD) SUMMARY – 2020

### KAUAI COUNTY

<table>
<thead>
<tr>
<th>Category</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Wireline</td>
<td>Telephone Number (ALI) Discrepancies from land line phones that have been submitted to Intrado via 9-1-1 Net for correction.</td>
</tr>
<tr>
<td>Wireless</td>
<td>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.</td>
</tr>
<tr>
<td>VoIP</td>
<td>Telephone Number (ALI) Discrepancies from VoIP phones that have been submitted to Time Warner Cable (TWCBL) or other VoIP providers for correction</td>
</tr>
</tbody>
</table>

* The 2019 Carryover row indicates the number of Service Requests that were opened in 2019; however, were brought forward into 2020 in an effort to track the service request until completion.
5. E9-1-1 DATABASE SYNCHRONIZATION


As part of Akimeka's value added services, Akimeka conducted a database synchronization audit for Kauai County in January 2020.

The database synchronization effort included comparing Kauai County's 9-1-1 MSAG received from the 911 Database provider, West on January 1, 2020, against its 9-1-1 GIS Street Centerline data. A total number of 1,393 9-1-1 MSAG records were reviewed in the audit and analyzed. Results of the database synchronization audit completed on January 1, 2020 for Kauai County are reported below.

Database synchronization should be part of an ongoing and continuous process to ensure that the databases remain current and synchronized. Since neither database is static in nature, the synchronization process will never remain at a 100 percent match rate. It can be expected that the percentage will fluctuate by a small degree. As such, NENA's recommended minimum match rate is 98%.
AUDIT SUMMARY RESULTS – 2019-2020

<table>
<thead>
<tr>
<th>9-1-1 MSAG TO GIS STREET CENTERLINE AUDIT COMPARISON RESULTS</th>
<th>Notes</th>
<th>As of April 1, 2019</th>
<th>As of July 1, 2019</th>
<th>As of October 1, 2019</th>
<th>As of January 1, 2020</th>
</tr>
</thead>
<tbody>
<tr>
<td>9-1-1 MSAG Dated 4-01-19</td>
<td># of Records</td>
<td>%</td>
<td># of Records</td>
<td>%</td>
<td># of Records</td>
</tr>
<tr>
<td>Total 9-1-1 MSAG Records Reviewed</td>
<td>1,353</td>
<td>1,383</td>
<td>1,384</td>
<td>1,393</td>
<td></td>
</tr>
<tr>
<td>Less: 9-1-1 MSAG Exception Records</td>
<td>(1)</td>
<td>57</td>
<td>4.2%</td>
<td>58</td>
<td>4.3%</td>
</tr>
<tr>
<td>Net 9-1-1 MSAG Records Eligible for Comparison</td>
<td>1,296</td>
<td>1,305</td>
<td>1,297</td>
<td>1,329</td>
<td></td>
</tr>
<tr>
<td>Total 9-1-1 MSAG Records Match (9-1-1 MSAG -- GIS Match -- No Corrections Required)</td>
<td>1,291</td>
<td>99.6%</td>
<td>1,296</td>
<td>99.3%</td>
<td>1,297</td>
</tr>
<tr>
<td>9-1-1 MSAG -- GIS No Match - Minor Correction Required</td>
<td>(2)</td>
<td>1</td>
<td>0.1%</td>
<td>1</td>
<td>0.1%</td>
</tr>
<tr>
<td>9-1-1 MSAG Record With No GIS Record</td>
<td>(3)</td>
<td>4</td>
<td>0.3%</td>
<td>8</td>
<td>0.6%</td>
</tr>
<tr>
<td>Total 9-1-1 MSAG Records No Match</td>
<td>5</td>
<td>0.4%</td>
<td>9</td>
<td>0.7%</td>
<td>0</td>
</tr>
</tbody>
</table>

Objective: NENA Recommended Match Rate = 98%

The two-way (MSAG – GIS) database synchronization audit for the Kauai County was completed as scheduled. The match rate remained consistent from January 2020 with a 100% Match Rate to a 100% Match Rate as of October 2019.

NOTES:

- An MSAG Record that will not have a corresponding GIS Street Centerline Record but is required for the routing of E9-1-1 calls (i.e., Emergency Call Box, Foreign Exchange Records, Wireless Shell Records, etc.). No further action is required.

- An MSAG Record that requires minor MSAG attention in 9-1-1Net to correct MSAG Records (i.e., Reassignment of an MSAG Community, modification of the Site Address Range, assignment of an ESN, performing a combine or insert of an existing MSAG Record, etc.).

- An MSAG Record that does not have a corresponding GIS Record and will require additional research and validation. The GIS Section will assist with this effort.
Kauai County E9-1-1 Status Report
January 1, 2020 - January 31, 2020

AUDIT SUMMARY RESULTS – JANUARY 1, 2020 MSAG VS. OCTOBER 1, 2019 MSAG

9-1-1 MSAG Dated 1-1-20
100%

9-1-1 MSAG Dated 10-1-19
100%

Kauai County level of accuracy for 9-1-1 Match percentage remained consistent with a
100% match as of January 1, 2020 and a 100% on October 1, 2019

- Akimeka continues to work with Kauai County GIS and Planning departments to validate streets and communities.
- In achieving and exceeding the NENA minimum match rate of 98% for data accuracy, Kauai County is ready for Next Generation 9-1-1 (NG9-1-1) from a database perspective.
- A constant effort to keep the databases synchronized and maintained are required to ensure the level of accuracy of the E9-1-1 databases each time an MSAG or GIS record is “last modified”.
- “MSAG record that doesn’t match the GIS” increased (0 to 1) from October 2019 to January 2020. A non-match condition is also a result in which MSAG transactions were not completed prior to the running of the end of month report.
- “MSAG record with no GIS record” remained consistent (0 to 0) from October 2019 to January 2020. MSAG records with no matching record were due primarily to the verification of the MSAG records against multiple GIS databases to determine if the roads are existing within Kauai County.
- “MSAG Records Corrections Required” remained consistent (0 to 0) from October 2019 to January 2020. MSAG records have been combined, split, and high/low ranges have been changed, to match the Street Centerlines.
- Accurate location and GIS information will ensure proper dispatching and response in a timely manner for all Public Safety agencies.
- All the hard work to maintain and synchronize the E9-1-1 databases is validated when a life and/or property is saved.
- Coordinating the clean-up of the ALI discrepancy records associated with an assigned ESN of 499 with the respective Service Providers is needed to ensure all records are MSAG valid.
At the request of the Kauai County Chief of Police, Hawaiian Telcom, Inc. (HTI) provided Kauai County and Akimeka, as the PSAP’s agent, with access and visibility to the ESN x99 MSAG records which are “known” invalid streets and address ranges. Akimeka will be investigating and reporting on these ESN x99 MSAG records as a separate project and add-on to the Database Synchronization quarterly report.

Results of the data provided are as follows:

These invalid MSAG records represent 0% of the Total MSAG records for Kauai County as of January 1, 2020.

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

As part of Akimeka’s ongoing database synchronization efforts, Akimeka reviewed and summarized the ALI discrepancies by community in 9-1-1Net for Kauai County. As of January 27, 2020, there are zero (0) ESN 499 ALI records. The number of ESN 499 ALI records remained at 100% (0 to 0) from January 27, 2019 to October 26, 2018.

Kauai County ALI Records
as of 1-27-20

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

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

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