

# *Kauai County E9-1-1 Status Report*

*March 1, 2020 – March 31, 2020*



**AKIMEKA**  
YOUR MISSION IS OUR MISSION

# Kauai County E9-1-1 Status Report

March 1, 2020 - March 31, 2020

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### 1. PSAP OPERATIONS

#### 9-1-1 CALL VOLUME – MARCH 2020

(Source :) Intrado Viper system

9-1-1 Call Volume																	
KAUAI PSAP		Wireline		Wireless				VOIP		Calls With No ALI		Admin Calls		Abandoned Calls		Other Calls	
2020	Total 9-1-1 Calls Processed	No. of Wireline Calls	% of Total Calls	No. of Wireless Calls	% of Total Calls	% of Wireless WPH1 Calls	% of Wireless WPH2 Calls	No. of VoIP Calls	% of Total Calls	No. of Calls with No ALI	% of Total Calls	No. of Admin Calls	% of Total Calls	No. of 9-1-1 Abandoned	% of Total Calls	Other	% of Total Calls
MAR	4,935	472	9.56%	3,447	69.85%	44.04%	55.96%	150	3.04%	1	0.02%	0	0.00%	865	17.53%	0	0.00%

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

9-1-1 Call Volume																	
KAUAI PSAP		Wireline		Wireless				VOIP		Calls with No ALI		Admin Calls		Abandoned Calls		Other Calls	
2020	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	5,547	522	9.41%	3,906	70.42%	47.00%	53.00%	186	3.35%	0	0.00%	0	0.00%	933	16.82%	0	0.00%
FEB	4,829	419	8.68%	3,524	72.98%	44.49%	55.51%	150	3.11%	0	0.00%	0	0.00%	736	15.24%	0	0.00%
MAR	4,935	472	9.56%	3,447	69.85%	44.04%	55.96%	150	3.04%	1	0.02%	0	0.00%	865	17.53%	0	0.00%
APR																	
MAY																	
JUNE																	
JULY																	
AUG																	
SEPT																	
OCT																	
NOV																	
DEC																	
YTD	15,311	1,413		10,877				486		1		0		2,534		0	
MON AVG	5,104	471	9.22%	3,626	71.08%	45.18%	54.82%	162	3.17%	0	0.01%	0	0.00%	845	16.53%	0	0.00%

#### PSAP OPERATION NOTES:

- Abandoned Calls represent the number of incoming 9-1-1 calls for which the caller had hung up before a call-taker answered. Dropped Calls are hang ups after transfers.
- Abandoned Calls are included in the total Wireline and Wireless counts respectively.
- All VoIP (Voice over Internet Protocol) type of 911 calls is combined in the Call Volume statistic.
- 911 Calls with No Ali for March 2020 = 0.02% - Statewide average for 2019 = 0.04%

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## FOR YOUR INFORMATION

FYI.....For Your Information										
PSAP Operations										
Statewide 911 Call Volumes										
PSAP	2019		2018		2017		2016		2015	
Oahu Civilian	1,075,726	69.67%	1,034,190	70.62%	1,022,818	72.16%	1,009,059	71.93%	1,019,402	70.94%
RDC Pearl Harbor	37,905	2.45%	37,068	2.53%	27,916	1.97%	N/A	N/A	N/A	N/A
Hawaii County	211,611	13.70%	206,648	14.11%	193,166	13.62%	205,412	14.64%	217,768	15.15%
Maui County	157,127	10.18%	133,869	9.14%	123,685	8.73%	137,333	9.80%	142,952	9.95%
Kauai County	61,754	4.00%	52,623	3.60%	49,902	3.52%	50,955	3.63%	56,874	3.96%
Total	1,544,123	100.00%	1,464,398	100.00%	1,417,487	100.00%	1,402,759	100.00%	1,436,996	100.00%

\*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 TEXT TO 911	
Oahu Civilian	1,629
RDC Pearl Harbor	43
Hawaii County	275
Maui County	228
Kauai County	103
*Total	2,278

\*Totals may include PSAP training, testing, and 911 Texting errors

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TEXT TO 911 – CURRENT MONTH – MARCH 2020

TEXT TO 911 Kauai County 2020	
Month	Total received
January	2
February	11
March	3
April	
May	
June	
July	
August	
September	
October	
November	
December	
YTD	16
Monthly Avg.	5.3

### NOTE:

- Although there is a “Text to 911” plot on the MapFlex, the location of the plot is not reliable. Text to 911 Dispatchers should use their skills to ascertain the exact location of the emergency response.

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### WIRELESS PSAP TESTING – MARCH 2020

KAUAI COUNTY - MARCH 2020						
Date	WSP	Sites Tested	Sectors Tested	Tested By:	Test Pass/Fail	Comments:
3/18/2020	Sprint	1	4			Test Cancelled/weather

### NOTES:

- There was one (1) scheduled Wireless 911 tests for the month of March 2020 which was cancelled due to bad weather. Will re-schedule at a later date.
- Verizon Wireless has completed migrating their Wireless network database from Intrado to ComTech.
- During the 4<sup>th</sup> 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 15<sup>th</sup>, 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 – MARCH 2020

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	
<b>2020</b>									
JANUARY	123	123	0	0	0	158	0	0	0
FEBRUARY	143	138	3	1	1	140	0	0	2
MARCH	115	113	2	0	0	77	0	0	3
APRIL									
MAY									
JUNE									
JULY									
AUGUST									
SEPTEMBER									
OCTOBER									
NOVEMBER									
DECEMBER									
<b>TOTAL YTD</b>	<b>381</b>	<b>374</b>	<b>5</b>	<b>1</b>	<b>1</b>				<b>5</b>
AVG PER MONTH	127	125	2	0	0	125	0	0	2

### 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 **115** MSAG transactions were processed in 9-1-1 Net during the current month. Two (**2**) were 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.

There were **3** customer ANI/ALI (telephone number/address) records updated as a direct result.

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

Akimeka submitted one-hundred and thirteen (**113**) TN CRs related to the Dispatchable Location Project during the current month.

### OPEN TELEPHONE RECORD (ALI) DISCREPANCY STATUS:

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

Seventy-seven (**77**) Open TN CR transactions are a result of the Dispatchable Location project.

Akimeka continues to monitor and track the progress of the Referred records. Once a telephone number is submitted to Intrado for correction, it must be verified against HT records and/or approved by the customer.

Intrado'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 March 31, 2020**
- **There are currently no Open VoIP DRs as of March 31, 2020**

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

<b>PSAP 9-1-1 Telephone Number Location Change Request (Telephone Number Change Request (TNCR) Status)</b>				
<b>PSAP</b>	<b>TOTAL TNCR RECORDS SUBMITTED BY AKIMEKA</b>	<b>OPENED TNCRS PENDING FURTHER ACTION BY INTRADO</b>	<b>OPENED TNCRS REFERRED TO TELCO BY INTRADO</b>	<b>TOTAL UNOPENED TNCR RECORDS</b>
<b>KAUAI</b>	<b>77</b>	<b>0</b>	<b>77</b>	<b>0</b>

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

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### DISPATCHABLE LOCATION – STATUS AS OF – MARCH 2020

#### 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. **113** transactions were submitted and **161** transaction were processed by Intrado in March 2020.

<b>Dispatchable Location</b>			
2020	Common Name Place MSAG Address	TNCR Transactions Submitted	Transactions Processed
Quarter 1			
<b>2019 Carryover</b>		<b>4,485</b>	<b>4,078</b>
<b>January</b>	Waipouli Town Center, 40771 Kuhio Hwy, Waipouli	0	38
	Waipouli Plaza, 40901 Kuhio Hwy, Waipouli	0	20
	The Iso Island Sky Ocean, 40796 Kuhio Hwy, Waipouli	0	10
	Kapaa Branch Library, 401464 Kuhio Hwy, Kapaa	3	3
	Kapaa Post Office, 401101 Kunio Hwy, Kapaa	5	5
	Kapaa Shopping Center, 401105 Kuhio Hwy, Kapaa	32	32
	Lihue Plaza, 3016 Umi St, Lihue	83	0
<b>February</b>	Lihue Plaza, 3016 Umi St, Lihue	0	69
	The Garden Island Bldg, 303137 Kuhio Hwy, Lihue	72	72
	Home Depot Lihue, 4320 Nuhou St, Lihue	14	14
	Costco Lihue, 4300 Nuhou St, Lihue	10	0
	Red Dirt Factory Outlet Stores, 4350 Waialo Rd, Port Allen	15	0
	Lihue (multi business), 303122 Kuhio Hwy, Lihue	27	0
	Ching Young Village, 505190 Kuhio Hwy, Hanalei	0	2
<b>March</b>	Lihue Plaza, 3016 Umi St, Lihue	0	1
	Rainbow Plaza, 202514 Kaunualii Hwy, Kalaheo	0	1
	Ching Young Village, 505190 Kuhio Hwy, Hanalei	0	1
	Regency at Puakea, 2130 Kaneka St, Puhi	0	1
	Costco Lihue, 4300 Nuhou St, Lihue	0	10
	Red Dirt Factory Outlet Stores, 4350 Waialo Rd, Port Allen	0	13
	Lihue (multi business), 303122 Kuhio Hwy, Lihue	0	26
	Kalaheo Elementary School, 4400 Maka Rd, Kalaheo	12	12
	Kauai Community Corr Cntr, 305351 Kuhio Hwy, Wailua	18	18
	Wailua Golf Course, 305350 Kuhio Hwy, Wailua	17	17
	Wailua Shopping Plaza, 49361 Kuhio Hwy, Wailua	10	10
	W. Kauai Tech and Visitor Cntr, 9565 Kaunualii, Waimea	20	17
Waimea Plantation Cottages, 9600 Kaunualii, Waimea	36	34	
<b>Q1</b>		<b>374</b>	<b>426</b>
<b>Total</b>		<b>4,859</b>	<b>4,504</b>

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### SPECTRUM (CHARTER) 9-1-1 VOIP DATABASE VERIFICATION PROJECT - MARCH 2020

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

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

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

\* Spectrum VoIP Database received on June 21st, 2017

\*\* Akimeka provided VoIP Records with Latitude/Longitude coordinates

(A)	VoIP Database records submitted by Spectrum to Akimeka for research and MSAG address validation.
(B)	Akimeka has researched and verified the VoIP record against an MSAG valid address and GIS data. Akimeka is tracking corrections needed to be performed by Spectrum. Addressing data will be updated or added in the GIS if the VoIP record is determined to be valid.
(C)	Verification Process Completed.

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### BANDWIDTH 9-1-1 VOIP DATABASE VERIFICATION PROJECT – MARCH 2020

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

The analysis of the database records indicates that there were invalid MSAG addresses utilized by the VoIP Provider. These records were identified, and sent back to Bandwidth for corrective action.

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

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

**\*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) – MARCH 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.*

KAUAI COUNTY		
Type of Layer	Akimeka GIS Server	GIS Delivery Dates/Remarks
	Date Created/ Edits Performed	
<b>CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH &amp; RESPONSE (Listed Alphabetically)</b>		
Address Points	3/26/2020 To 3/31/2020	<b>Next Delivery 4/9/2020</b>
		Updated location name per kpd for two (2) records in Lihue
		Added POI address for one (1) record in Port Allen
		Added neighborhood info for forty-one (41) records in Princeville
		Added location name for one (1) record in Poipu
		Added duplicate address for one (1) record in Lihue
		Spatially corrected, added location name & neighborhood for one (1) record in Princeville
		Added address for one (1) record in Lihue
		Updated location name per kpd for one (1) record in Wailua
		Spatially corrected, added location name for one (1) record in Lihue
		Updated location name for one (1) record in Lihue
	3/12/2020 To 3/25/2020	<b>Delivered 3/26/2020</b>
		Added POI address for one (1) record in Eleele
		Corrected address for twelve (12) records in Mana
		Spatially corrected, added location name for one (1) record in Kapaa
		Spatially corrected one (1) record in Kukuiula
		Added routingID for four (4) records in Kapaa
		Updated location name for one (1) record in Poipu
		Added POI address for two (2) records in Port Allen
		Verified address for one (1) record in Hanapepe
		Added duplicate address for one (1) record in Hanamaulu
		Corrected address for one (1) record in Lihue
		Corrected address for three (3) records in Nawiliwili
		Added POI address for four (4) records in Kekaha
		Added POI address for one (1) record in Hanapepe
		Verified address for thirteen (13) records in Waipouli
		Corrected address for one (1) record in Kilauea
		Updated location name per kpd for one (1) record in Kapaa
		Verified address for one (1) record in Wailua
		Added duplicate address for one (1) record in Kapaa
		Added POI address for four (4) records in Wailua
		Added location name for one (1) record in Koloa
		Added address for one (1) record in Waipouli
Added location subtype for one (1) record in Poipu		
Added duplicate address for one (1) record in Anahola		

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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	
<b>CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH &amp; RESPONSE (Listed Alphabetically)</b>		
Address Points	<b>3/1/2020 To 3/11/2020</b>	<b>Delivered 3/12/2020</b>
		Added location subtype for one (1) record in Princeville
		Spatially corrected sixteen (16) records in Kilauea
		Added Alias1 for twenty-four (24) records in Puhi
		Added Alias1 for thirty-eight (38) records in Hanapepe
		Added Alias1 for twenty-five (25) records in Omao
		Added Alias1 for fifty-three (53) records in Lihue
		Added Alias1 for four (4) records in Mana
		Added Alias1 for five (5) records in Kaumakani
		Added Alias1 for two (2) records in Olokele
		Added Alias1 for seventy-one (71) records in Waimea
		Spatially corrected one (1) record in Lihue
		Added Alias1 for eleven (11) records in Pakala
		Added Alias1 for eight (8) records in Eleele
		Added address for three (3) records in Kalaheo
		Verified address for one (1) record in Kilauea
		Updated address per dpw for one (1) record in Kapaa
		Added routingID, updated location name & address for one (1) record in Lihue
		Added address for three (3) records in Princeville
		Added Alias1 for sixty-eight (68) records in Kekaha
Added Alias1 for one hundred and two (102) records in Kalaheo		
Added routingID for one (1) record in Lihue		
Added Alias1 for four (4) records in Koloa		
Added address for two (2) records in Kapaa		
Added Alias1 for thirty (30) records in Lawai		
Airports		
Bridges		
Building Footprints		
Bus Stops		
Churches		
Coastal Names		
Coastline		
Common Places		
Correctional Facilities		

# Kauai County E9-1-1 Status Report

March 1, 2020 - March 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.*

KAUAI COUNTY		
Type of Layer	Akimeka GIS Server	GIS Delivery Dates/Remarks
	Date Created/ Edits Performed	
<b>CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH &amp; RESPONSE (Listed Alphabetically)</b>		
Emergency Callboxes		
Emergency Operation Centers		
Emergency Shelters		
ESZ/ESN	3/1/2020 To 3/11/2020	Delivered 3/12/2020 Modified boundary to match spatially corrected street centerlines for two (2) records
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	3/26/2020 To 3/31/2020	Next Delivery 4/9/2020 Updated POI name for one (1) record in Wailua
	3/12/2020 To 3/25/2020	Delivered 3/26/2020 Updated name for one (1) record in Kapaa
Major Roads		
Medic Beats		
Medic Districts		
Medic Response Areas		
Medic Stations		
Medical Facilities		
Milepost Markers		
MSAG Communities		
Net Junctions		

# Kauai County E9-1-1 Status Report

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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		
<b>CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH &amp; RESPONSE (Listed Alphabetically)</b>			
Ocean Rescue Boundaries			
Ocean Safety			
Parcels			
Parks			
Parks Polygon			
Points of Interest	3/26/2020 To 3/31/2020	<b>Next Delivery 4/9/2020</b>	
		Updated POI name for one (1) record in Wailua	
		Updated POI name for three (3) records in Lihue	
		Added POI for two (2) records in Lihue	
		Added POI for one (1) record in Princeville	
			Updated POI name for one (1) record in Poipu
	3/12/2020 To 3/25/2020	<b>Delivered 3/26/2020</b>	
		Added POI for one (1) record in Hanapepe	
		Added POI for one (1) record in Koloa	
		Added POI for one (1) record in Hanamaulu	
		Added POI for two (2) records in Poipu	
		Updated POI name for one (1) record in Kapaa	
		Added POI for three (3) records in Port Allen	
		Added POI for two (2) records in Kapaa	
		Added POI for one (1) record in Waipouli	
		Updated POI name for one (1) record in Poipu	
			Added POI for four (4) records in Kekaha
			Added POI for four (4) records in Wailua
	3/1/2020 To 3/11/2020	<b>Delivered 3/12/2020</b>	
		Verified address for one (1) record in Princeville	
		Added POI for twenty-eight (28) records in Koloa	
		Added POI for five (5) records in Hanamaulu	
		Added POI for one (1) record in Eleele	
		Added POI for thirty-one (31) records in Kilauea	
		Updated POI name & address for one (1) record in Lihue	
		Added POI for one hundred and twenty-eight (128) records in Waimea	
		Added POI for one hundred and forty-three (143) records in Kapaa	
Added POI for eighteen (18) records in Hanalei			
Added POI for three (3) records in Princeville			
Added POI for one (1) record in Lihue			
		Spatially corrected one (1) record in Princeville	

# Kauai County E9-1-1 Status Report

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## MAPPING LAYERS UPDATED (PART V)

*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	
<b>CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH &amp; RESPONSE (Listed Alphabetically)</b>		
Police Beats		
Police Districts		
Police Response Areas		
Police Stations		
Post Offices		
Schools		
Street Centerlines	3/12/2020 To 3/25/2020	<b>Delivered 3/26/2020</b>
		Modified range for one (1) record in Wailua
		Modified range for one (1) record in Nawiliwili
	Modified range for one (1) record in Kapaa	
Subdivisions	3/1/2020 To 3/11/2020	<b>Delivered 3/12/2020</b>
		Split centerline two (2) records in Kapaa
Tow Jurisdictions		
Tsunami Evacuation Zones		
Tsunami Heights		
Waste Water Plants		
WSP Cell Sectors		
WSP Cell Towers		

### NOTE:

- The Parcels layer is provided by Kauai County. Akimeka performs edits on the spatial information of the layer for 9-1-1 purposes. Changes to the attribute table are made when needed. The Parcels layer uploaded to the PSAP GIS server is intended for 9-1-1 purposes only and should not be disseminated to other county agencies.

## Kauai County E9-1-1 Status Report

March 1, 2020 - March 31, 2020

### GEOGRAPHIC INFORMATION SYSTEM (GIS) NARRATIVES

#### GIS KEY ACTIVITIES/UPDATES

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

Date	Key Activities/Updates
3/26/2020	Delivered updated data for MapFlex which included Address Points, Lodging, Points of Interest, Street Centerlines, WSP Cell Sectors and WSP Cell Towers.
3/26/2020	Delivered updated data for Spillman which included Address Points, Lodging, Points of Interest, and Street Centerlines.
3/12/2020	Delivered updated data for MapFlex which included Address Points, ESN, Points of Interest, Street Centerlines, WSP Cell Sectors and WSP Cell Towers.
3/12/2020	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 March 2020.

**Hawaii County** – March 10<sup>th</sup>, 2020 and March 24<sup>th</sup>, 2020

**Maui County** – March 11<sup>th</sup>, 2020 and March 25<sup>th</sup>, 2020

**Kauai County** – March 12<sup>th</sup>, 2020, and March 26<sup>th</sup>, 2020

**Honolulu** – March 13<sup>th</sup>, 2020, and March 27<sup>th</sup>, 2020

## Kauai County E9-1-1 Status Report

**March 1, 2020 - March 31, 2020**

### 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

## Kauai County E9-1-1 Status Report

March 1, 2020 - March 31, 2020

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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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## Kauai County E9-1-1 Status Report

March 1, 2020 - March 31, 2020

### OPEN SERVICE REQUESTS – MARCH 2020

#	Date	Ticket #	Description	Category	Urgency	Comments
			None			

#### NOTE:

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

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

KAUAI COUNTY				MSAG SERVICE REQUEST CATEGORIES					
2020	TOTAL		Open	WIRESLINE		WIRELESS		VoIP	
	Created	Closed		Created	Closed	Created	Closed	Created	Closed
2019 Carryover*			0						
January	0	0	0	0	0	0	0	0	0
February	1	1	0	1	1	0	0	0	0
March	0	0	0	0	0	0	0	0	0
April									
May									
June									
July									
August									
September									
October									
November									
December									
<b>TOTAL</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

Note:

\* 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.

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

# Kauai County E9-1-1 Status Report

March 1, 2020 - March 31, 2020

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## 5. E9-1-1 DATABASE SYNCHRONIZATION

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

### **Next Scheduled Data Synchronization Report – April 2020**

AUDIT SUMMARY RESULTS – 2020 -- TBA

AUDIT SUMMARY RESULTS – APRIL 1, 2020 MSAG VS. JANUARY 1, 2020 MSAG -- TBA

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

AUTOMATIC LOCATION IDENTIFICATION (ALI) DATABASE DISCREPANCIES -- TBA