

Kauai County E9-1-1 Status Report

April 1, 2024 – April 30, 2024



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Kauai County E9-1-1 Status Report

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1. PSAP OPERATIONS

9-1-1 CALL VOLUME – APRIL 2024

(Source :) Intrado Viper system

9-1-1 Call Volume																	
KAUAI PSAP		Wireline		Wireless				VOIP		Calls With No ALI		Admin Calls		Abandoned Calls		Other Calls	
2024	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
APR	3,674	257	7.00%	2,862	77.90%	14.08%	85.92%	170	4.63%	1	0.03%	0	0.00%	384	10.45%	0	0.00%

*911 call volume statistics were not available on April 18, 2024, from 9:11 am to 10:20 am, and 15:00 pm to 16:40 pm due to the Intrado Viper system being down. PSAPs were switched to their respective back-up phones with no ALI information.

*911 Calls with No Ali for April 2024 = 0.03% - Statewide average for 2023 = 0.14%

9-1-1 CALL VOLUME – CALENDAR YEAR 2024

9-1-1 Call Volume																	
KAUAI PSAP		Wireline		Wireless				VOIP		Calls with No ALI		Admin Calls		Abandoned Calls		Other Calls	
2024	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	3,652	269	7.37%	2,799	76.64%	13.11%	86.89%	205	5.61%	3	0.08%	0	0.00%	376	10.30%	0	0.00%
FEB	3,500	225	6.43%	2,743	78.37%	15.68%	84.32%	153	4.37%	0	0.00%	0	0.00%	378	10.80%	1	0.00%
MAR	3,864	225	5.82%	3,099	80.20%	16.07%	83.93%	150	3.88%	0	0.00%	0	0.00%	390	10.09%	0	0.00%
APR	3,674	257	7.00%	2,862	77.90%	14.08%	85.92%	170	4.63%	1	0.03%	0	0.00%	384	10.45%	0	0.00%
MAY																	
JUNE																	
JULY																	
AUG																	
SEPT																	
OCT																	
NOV																	
DEC																	
YTD	14,690	976		11,503				678		4		0		1,528		1	
MON AVG	3,673	244	6.65%	2,876	78.28%	14.73%	85.27%	170	4.62%	1	0.03%	0	0.00%	382	10.41%	0	0.00%

*1 (911) call received with the class of service "TSP". HwnTel/Intrado informed for clarification. Received confirmation from Intrado that the class of service for "TSP" is a Telematics call.





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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.
- Abandoned Calls are included in the total Wireline and Wireless counts respectively.
- All VoIP (Voice over Internet Protocol) types of 911 calls are combined in the Call Volume statistic.
- **A New Class of Service (COS): FIXD** = Wireless 911 calls to the PSAP via fixed indoor antennas.
- x (911) call with the COS of FIXD were added to the Wireless Phase I (WPH 1) percentage total.
- **A New Class of Service (COS): WDL1/WDL2** = Wireless 911 calls to the PSAP via fixed indoor antennas with a general location i.e., pool area (WDL1) or a specific area i.e., room 101 (WDL2).
- 1 (911) call with the COS of WDL1, or WDL2 were added to the Wireless Phase I or Phase II percentage total.

FOR YOUR INFORMATION

FYI.....For Your Information												
PSAP Operations												
Statewide 911 Call Volumes												
PSAP	2023		2022		2021		2020		2019		2018	
Oahu Civilian	988,670	68.33%	971,113	69.45%	1,052,026	68.91%	991,016	71.11%	1,075,726	69.67%	1,034,190	70.62%
RDC Pearl Harbor	36,916	2.55%	31,827	2.28%	39,253	2.58%	37,014	2.66%	37,905	2.45%	37,068	2.53%
Hawaii County	207,715	14.35%	199,811	14.29%	214,220	14.00%	188,329	13.51%	211,611	13.70%	206,648	14.11%
Maui County	152,397	10.54%	140,524	10.05%	160,241	10.51%	125,626	9.01%	157,127	10.18%	133,869	9.14%
Kauai County	61,197	4.23%	54,923	3.93%	60,986	4.00%	51,653	3.71%	61,754	4.00%	52,623	3.60%
Total	1,446,895	100.00%	1,398,198	100.00%	1,526,726	100.00%	1,393,638	100.00%	1,544,123	100.00%	1,464,398	100.00%

911 Call Volume % increase from 2022 to 2023	
Oahu	1.80%
RDC	15.99%
Hawaii	3.95%
Maui	8.44%
Kauai	11.42%
State of Hawaii	8.32%

911 Calls with No ALI % average for 2023	
Oahu	0.47%
RDC	0.03%
Hawaii	0.04%
Maui	0.13%
Kauai	0.03%
State of Hawaii average	0.14%

State of Hawaii 2023	
TEXT TO 911	
Oahu Civilian	2,724
RDC Pearl Harbor	66
Hawaii County	689
Maui County	581
Kauai County	211
*Total	4,271

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





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TEXT TO 911 – CURRENT MONTH – APRIL 2024

TEXT TO 911 Kauai County 2024	
Month	Total received
January	31
February	27
March	20
April	13
May	
June	
July	
August	
September	
October	
November	
December	
YTD	91
Monthly Avg.	22.8

NOTE:

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

WIRELESS PSAP TESTING – APRIL 2024

KAUAI COUNTY - APRIL 2024						
Date	WSP	Sites Tested	Sectors Tested	Tested By:	Test Pass/Fail	Comments:

NOTES:

- There were no (0) scheduled Wireless 911 tests for the month of April 2024.





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2. MSAG (MASTER STREET ADDRESS GUIDE)

MSAG TRANSACTIONS CURRENT MONTH/YEAR – APRIL 2024

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	
2024									
JANUARY	61	59	2	0	0	488	0	0	12
FEBRUARY	220	218	1	1	0	571	0	0	0
MARCH	138	138	0	0	0	653	0	0	0
APRIL	0	0	0	0*	0	725	0	0	0
MAY									
JUNE									
JULY									
AUGUST									
SEPTEMBER									
OCTOBER									
NOVEMBER									
DECEMBER									
TOTAL YTD	419	415	3	1	0				12
AVG PER MONTH	105	104	1	0	0	609	0	0	3

* TNCR Note

V2X submitted **484** transactions that Intrado has not processed in the month of **April** due to personnel issues

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 **0** 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.

There were **no** customer ANI/ALI (telephone number/address) records updated as a direct result.

TELEPHONE RECORD (ALI) TRANSACTIONS CURRENT MONTH NOTES:

V2X (formerly Akimeka) processed **176** TN CRs related to the Dispatchable Location Project during the current month.

OPEN TELEPHONE RECORD (ALI) DISCREPANCY STATUS:

- **There are currently 725 Open TN CRs.**

Seven hundred and twenty-five (**725**) Open TN CR transactions are a result of the Dispatchable Location project. V2X (formerly 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 April 30, 2024**
- **There are currently no Open VoIP DRs as of April 30, 2024**





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TNCR (TELEPHONE NUMBER CHANGE REQUEST) CURRENT STATUS – APRIL 2024

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 V2X FORMERLY AKIMEKA	OPENED TNCRS PENDING FURTHER ACTION BY INTRADO	OPENED TNCRS REFERRED TO TELCO BY INTRADO	TOTAL UNOPENED TNCR RECORDS
KAUAI	725	0	241	484

STATUS
TOTAL TNCRs SUBMITTED - The total number of TNCR requests for modification that have been submitted in 9-1-1 NET.
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 V2X formerly 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 – APRIL 2024

NARRATIVE:

During the August 2015 State of Hawaii 911 Board meeting, V2X (formerly 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, V2X (formerly 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), V2X (formerly Akimeka) standardized an additional information data format to proceed with this project. During the month of August 2015, V2X (formerly 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. 0 transactions were submitted, and 176 transactions were processed by Intrado in April 2024. (see next pages)

Dispatchable Location			
2024	Common Name Place MSAG Address	TNCR Transactions Submitted	Transactions Processed
Quarter 2			
Quarter 1 Carryover		16,112	14,827
April	Wailua Kayak Adventures, 318 Eggerking Rd, Wailua	0	1
	Vacasa Vacation Rentals of Haw, 320 Papaloa Rd, Wailua	0	1
	Insurance Factors, 341 Eggerking Rd, Wailua	0	1
	Kauai Aloha Weddings, 356 Likeke Pl, Wailua	0	1
	AOAO Lae Nani Inc, 410 Papaloa Rd, Wailua	0	1
	Garden Island Tree Care, 1291 Puuopae Rd, Wailua	0	1
	Koloa Church, 3269 Poipu Rd, Koloa	0	1
	Fathom Five Divrs/So Shore Bikinis, 3450 Poipu Rd, Koloa	0	3
	Hawaiian Telcom, 3475 Poipu Rd, Koloa	0	1
	Kauai Roastery, 3840 Hanapepe Rd, Hanapepe	0	1
	Multi Bus, 3848 Hanapepe Rd, Hanapepe	0	2
	Aloha Spirits, 3864 Hanapepe Rd, Hanapepe	0	1
	Blu-Umi, 3871 Hanapepe Rd, Hanapepe	0	1
	Timmy T Hirano DDS, 3893 Hanapepe Rd, Hanapepe	0	2
	Christian Science Society, 3905 Hanapepe Rd, Hanapepe	0	1
	Multi Residence, 4370 Kalaheo Dr, Kalaheo	0	3
Multi Bus, 4516 Lae Rd, Kalaheo	0	30	



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DISPATCHABLE LOCATION – STATUS AS OF – APRIL 2024 – CONTIUNED

Dispatchable Location			
2024	Common Name Place MSAG Address	TNCR Transactions Submitted	Transactions Processed
Quarter 2			
Quarter 1 Carryover		16,112	14,827
April	Ultimate Nails, 4530 Alawai Rd, Waimea	0	1
	Kayak Wailua, 4565 Haleilio Rd, Wailua	0	1
	Multi Bus, 5017 Lawai Rd, Kukuiula	0	1
	Multi Bus, 5017 Lawai Rd, Kukuiula	0	1
	Kuhio Shores Condos, 5050 Lawai Rd, Kukuiula	0	1
	Multi Bus, 5460 Koloa Rd, Koloa	0	19
	US Govt-Post Office, 5485 Koloa Rd, Koloa	0	22
	Gardner C Quarton Md, 5521 Kuamoo Rd, Wailua	0	1
	Anama Construction, 5843 Ohe St, Wailua	0	1
	Sun King Inc, 5904 Olohena Rd, Wailua	0	1
	DK Towing, 6285 Olohena Rd, Wailua	0	1
	Tihati Productions Ltd, 6330 Makana Rd, Wailua	0	1
	Aloha Trials Shop, 6434 Pulana St, Wailua	0	1
	Tim Bradley Architect, 6492 Puupilo Rd, Wailua	0	1
	WPI 6543 Kuamoo Rd, Wailua	0	1
	Insurance Factors, 6865 Leimomi St, Wailua	0	1
	Pohaku Plumbing Inc, 6971 Pomaikai St, Wailua	0	1
	Garden Isle Roofing Inc, 7241 Kuamoo Rd, Wailua	0	1
	County of Kauai, 9281 Kaumualii Hwy, Waimea	0	2
	Kauai Village Shopping Ctr, 40831 Kuhio Hwy, Waipouli	0	21
Multi Bus, 202488 Kaumualii Hwy, Kalaheo	0	1	
Multi Bus, 202495 Kaumualii Hwy, Kalaheo	0	10	
Multi Bus, 202514 Kaumualii Hwy, Kalaheo	0	13	

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DISPATCHABLE LOCATION – STATUS AS OF – APRIL 2024 – CONTIUNED

Dispatchable Location			
2024	Common Name Place MSAG Address	TNCR Transactions Submitted	Transactions Processed
Quarter 2			
Quarter 1 Carryover		16,112	14,827
April	Brick Oven Pizza, 202555 Kaumualii Hwy, Kalaheo	0	8
	Multi Bus, 202560 Kaumualii Hwy, Kalaheo	0	7
	Multi Bus, 204035 Kaumualii Hwy, Lawai	0	3
	Multi Bus, 305920 Kuhio Hwy, Wailua	0	2
May			
June			
Q2		0	176
Total		16,112	15,003



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SPECTRUM (CHARTER) 9-1-1 VOIP DATABASE VERIFICATION PROJECT - APRIL 2024

V2X (formerly 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 V2X (formerly Akimeka) has access to these ALI Records, V2X (formerly 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 V2X FORMERLY 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

** V2X (formerly Akimeka) provided VoIP Records with Latitude/Longitude coordinates.

(A)	VoIP Database records submitted by Spectrum to V2X (formerly Akimeka) for research and MSAG address validation.
(B)	V2X formerly Akimeka has researched and verified the VoIP record against an MSAG valid address and GIS data. V2X formerly 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 – APRIL 2024

V2X (formerly 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 V2X (formerly Akimeka) has access to these ALI Records, V2X (formerly 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.

V2X (formerly 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 NO MATCHING RECORDS IDENTIFIED BY V2X (FORMERLY AKIMEKA)	BANDWIDTH FALLOUT RECORDS (B)	NON MATCHING RECORDS CORRECTED BY V2X (FORMERLY AKIMEKA) (C)	PERCENT COMPLETED
WAI County	2,126	97	16	106	93.81%
KAUAI County	555	75	3	73	93.59%
AUI County	1,794	60	14	69	93.24%
AHU Civilian	12,898	1,556	44	1,590	99.38%
AHU Military	173	156	11	163	97.60%
TOTAL	17,546	1,944	88	2,001	95.52%

*Bandwidth VoIP Database received on April 5th, 2018

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

*** Updated Bandwidth VoIP Database received on October 1st, 2021

(A)	VoIP Database records submitted by Bandwidth to V2X formerly Akimeka for research and MSAG address validation.
(B)	VoIP records identified by Bandwidth as fallout records. These records contain invalid MSAG addressing information which can include house number, street name/suffix, or MSAG community.
(C)	Verification Process Completed.





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3. GEOGRAPHIC INFORMATION SYSTEM (GIS) – APRIL 2024

MAPPING LAYERS UPDATED (PART I)

The 9-1-1 GIS layers provided by V2X (formerly Akimeka) to the PSAP are designed for use on E9-1-1 and NG9-1-1 systems.

KAUAI COUNTY		
Type of Layer	V2X formerly Akimeka GIS Server	Other/Remarks
	Date Created/Edits Performed	
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)		
Address Points	4/18/2024 To 4/28/2024	Delivered 4/29/2024 Updated location name for one (1) record in Lihue
	4/4/2024 To 4/17/2024	Delivered 4/18/2024 Added address for one (1) record in Kapaa
		Spatially corrected fifty-two (52) records in Kapaa
	4/1/2024 To 4/3/2024	Delivered 4/4/2024 Added address for one (1) record in Kapaa
		Spatially corrected twenty-two (22) records in Kapaa
	Airports	
Bridges		
Building Footprints	4/18/2024 To 4/28/2024	Delivered 4/29/2024 Spatially corrected five (5) records in Lihue
	4/4/2024 To 4/17/2024	Delivered 4/18/2024 Added building footprint for one (1) record in Kapaa
		Spatially corrected five (5) records in Waipouli
		Spatially corrected thirty-one (31) records in Kapaa
	4/1/2024 To 4/3/2024	Delivered 4/4/2024 Added building footprint for one (1) record in Kapaa
		Spatially corrected two (2) records in Waipouli
Spatially corrected thirty-three (33) records in Kapaa		
Bus Stops		
Churches		
Coastal Names		
Coastline		
Common Places		





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MAPPING LAYERS UPDATED (PART II)

The 9-1-1 GIS layers provided by V2X (formerly Akimeka) to the PSAP are designed for use on E9-1-1 and NG9-1-1 systems.

KAUAI COUNTY		
Type of Layer	V2X formerly Akimeka GIS Server	Other/Remarks
	Date Created/Edits Performed	
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)		
Correctional Facilities		
Emergency Callboxes		
Emergency Operation Centers		
Emergency Shelters		
ESZ/ESN	4/18/2024 To 4/28/2024	Delivered 4/29/2024 Modified boundary for six (6) records
Fire Beats	4/18/2024 To 4/28/2024	Delivered 4/29/2024 Modified boundary for two (2) records
Fire Districts		
Fire Response Areas	4/18/2024 To 4/28/2024	Delivered 4/29/2024 Modified boundary for two (2) records
Fire Stations		
Food & Beverage	4/18/2024 To 4/28/2024	Delivered 4/29/2024 Updated restaurant for one (1) record in Lihue
Gas Stations		
Gate Codes		
Government Buildings		
Harbors		
Helipads		
Hiking Trails		
Hospitals		
Hydrants		
Hyrdology Layers		
Incident Response Areas		





Kauai County E9-1-1 Status Report

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MAPPING LAYERS UPDATED (PART III)

The 9-1-1 GIS layers provided by V2X (formerly Akimeka) to the PSAP are designed for use on E9-1-1 and NG9-1-1 systems.

KAUAI COUNTY		
Type of Layer	V2X formerly Akimeka GIS Server	Other/Remarks
	Date Created/Edits Performed	
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)		
Lodging		
Major Roads		
Medic Beats		
Medic Districts		
Medic Response Areas		
Medic Stations		
Medical Facilities		
Milepost Markers		
MSAG Communities	4/18/2024 To 4/28/2024	Delivered 4/29/2024
		Modified boundary for one (1) record in Wailua
		Modified boundary for one (1) record in Kapaa
MSAG Communities	4/18/2024 To 4/28/2024	Modified boundary for one (1) record in Waipouli
Net Junctions		
Ocean Rescue Boundaries		
Ocean Safety		
Parcels		
Parks		
Parks Polygon		
Points of Interest	4/18/2024 To 4/28/2024	Delivered 4/29/2024
		Updated POI for one (1) record in Lihue
Police Beats	4/18/2024 To 4/28/2024	Delivered 4/29/2024
		Modified boundary for three (3) records
Police Districts		
Police Response Areas	4/18/2024 To 4/28/2024	Delivered 4/29/2024
		Modified boundary for two (2) records





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MAPPING LAYERS UPDATED (PART IV)

The 9-1-1 GIS layers provided by V2X (formerly Akimeka) to the PSAP are designed for use on E9-1-1 and NG9-1-1 systems.

KAUAI COUNTY		
Type of Layer	V2X formerly Akimeka GIS Server	Other/Remarks
	Date Created/Edits Performed	
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)		
Police Stations		
Post Offices		
Schools		
Street Centerlines	4/18/2024 To 4/28/2024	Delivered 4/29/2024 Spatially corrected eight (8) records in Kapaa Partial spatial correction for two (2) records in Kapaa
	4/4/2024 To 4/17/2024	Delivered 4/18/2024 Partial spatial correction for twenty-seven (27) records in Kapaa Spatially corrected eighteen (18) records in Kapaa
Subdivisions		
Tow Jurisdictions		
Tsunami Evacuation Zones		
Tsunami Heights		
Waste Water Plants		
WSP Cell Sectors	4/18/2024 To 4/28/2024	Delivered 4/29/2024 Added thirteen (13) sectors per AT&T CRS
	4/1/2024 To 4/3/2024	Delivered 4/4/2024 Updated twenty-eight (28) sectors per AT&T CRS Added three (3) sectors per AT&T CRS
WSP Cell Towers	4/18/2024 To 4/28/2024	Delivered 4/29/2024 Added one (1) tower per AT&T CRS Updated two (2) towers per AT&T CRS
	4/1/2024 To 4/3/2024	Delivered 4/4/2024 Added one (1) tower per AT&T CRS Updated three (3) towers per AT&T CRS



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NOTE:

- **The Parcels layer is provided by Kauai County. V2X (formerly Akimeka) performs edits on the spatial information of the layer for 9-1-1 purposes. Changes to the attribute table are made when needed. The Parcels layer uploaded to the PSAP GIS server is intended for 9-1-1 purposes only and should not be disseminated to other county agencies.**

GEOGRAPHIC INFORMATION SYSTEM (GIS) NARRATIVES

GIS KEY ACTIVITIES/UPDATES

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

Date	Key Activities/Updates
04/29/24	Delivered updated data for MapFlex which included Address Points, Building Footprint, Food & Beverage, Points Of Interest, Street Centerlines, WSP Cell Sectors, and WSP Cell Towers.
04/29/24	Delivered updated data for Spillman which included Address Points, Building Footprint, Food & Beverage, Points Of Interest, and Street Centerlines.
04/26/24	Delivered PSAP boundaries (including water) to ComTech on behalf of Verizon for location-based routing (LBR) for the State of Hawaii.
04/18/24	Delivered updated data for MapFlex which included Address Points, Building Footprints, ESN, Fire Response Areas, Medic Response Areas, MSAG Communities, Points Of Interest, Police Response Areas, Street Centerlines, WSP Cell Sectors, and WSP Cell Towers.
04/18/24	Delivered updated data for Spillman which included Address Points, Building Footprint, MSAG Communities, Points Of Interest, Police Beats, and Street Centerlines.
4/4/2024	Delivered updated data for MapFlex which included Address Points, Building Footprints, Churches, Points Of Interest, Street Centerlines, WSP Cell Sectors, and WSP Cell Towers.
4/4/2024	Delivered updated data for MapFlex which included Address Points, Food and Beverage, Points Of Interest, Street Centerlines, WSP Cell Sectors, and WSP Cell Towers.



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GIS FOR 911

As part of ensuring GIS data compatibility with 911 CAD systems, V2X (formerly Akimeka) removed certain spatial characteristics of street centerlines known as “true curves”. True, or geometric, curves are sometimes used in the street centerline layer to depict a road that curves in a circular (or semi-circular) fashion, like a round-about or a cul-de-sac. These features can cause processing issues in CAD and GIS software, and therefore were replaced with a series of points that depict the same geometry without the use of a geometric, or true curve.

MEDIC 25

The Kauai PSAP activated a new Medic Station in Lihue. The new medic beat was created in the GIS Medic Beat Boundaries layer and all associated layers that includes the new ESNs (Emergency Service Numbers) were updated accordingly. The new medic beat was also programmed into the CAD (Spillman) system to update the unit recommendation function. The 2 new ESNs 454 and 455 were also updated in 911Net for MSAG updates. ESN 454 required 89 MSAG transactions which affected 4,015 customers and, ESN 455 required 12 transactions which affected 209 customers.

SPILLMAN PROJECT

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

MAPFLEX SYSTEM

April 2024

V2X (formerly Akimeka) delivered GIS data to the MapFlex system on the following dates in April 2024

Hawaii County – April 2, 2024, April 16, 2024, and *April 29, 2024

Maui County – April 3, 2024, and April 17, 2024, and *April 29, 2024

Kauai County – April 4, 2024, and April 18, 2024, and *April 29, 2024

Honolulu – April 5, 2024, and April 19, 2024, and *April 29, 2024

*Due to V2X FTP site migration and construction, 1st May deliveries were sent on April 29, 2024

MAPFLEX ISSUES

The MapFlex issues are archived in the 2021 Monthly Status Report. Should the existing issues be addressed, this report will be reopened and tracked.





Kauai County E9-1-1 Status Report

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4. SERVICE REQUESTS TRANSACTIONS

OPEN SERVICE REQUESTS – APRIL 2024

#	Date	Ticket #	Description	Category	Urgency	Comments
			None			

NOTE:

There are no (0) open service requests for April 2024.

SERVICE REQUEST YEAR-TO-DATE (YTD) SUMMARY – 2024

KAUAI COUNTY				MSAG SERVICE REQUEST CATEGORIES					
2024	TOTAL		Open	WIRELINE		WIRELESS		VoIP	
	Created	Closed		Created	Closed	Created	Closed	Created	Closed
2023 Carryover*			0						
January	0	0	0	0	0	0	0	0	0
February	0	0	0	0	0	0	0	0	0
March	0	0	0	0	0	0	0	0	0
April	0	0	0	0	0	0	0	0	0
May									
June									
July									
August									
September									
October									
November									
December									
TOTAL	0	0	0	0	0	0	0	0	0

<u>Note:</u>	* The 2023 Carryover row indicates the number of Service Requests that were opened in 2023; however, were brought forward into 2024 in an effort to track the service request until completion.
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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 (TWCBL) or other VoIP providers for correction





Kauai County E9-1-1 Status Report

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5. E9-1-1 DATABASE SYNCHRONIZATION

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

Next Scheduled Database Synchronization Report – June 2024

TWO-WAY (2-WAY) COMPARISON– JUNE 2024 - TBA

THREE-WAY (3-WAY) COMPARISON – JUNE 2024 - TBA

INVALID MSAG STREETS AND ADDRESS RANGES – ESN 499 MSAG & ALI RECORDS
PROJECT COMPLETED

