

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

*August 1, 2023 – August 31, 2023*



**VSE**  
FEDERAL & DEFENSE SERVICES

# Kauai County E9-1-1 Status Report

**August 1, 2023 - August 31, 2023**

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### 1. PSAP OPERATIONS

#### 9-1-1 CALL VOLUME – AUGUST 2023

(Source :) Intrado Viper system

9-1-1 Call Volume																	
KAUAI PSAP		Wireline		Wireless				VOIP		Calls With No ALI		Admin Calls		Abandoned Calls		Other Calls	
2023	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
AUG	4,695	345	7.35%	3,633	77.38%	14.64%	85.36%	218	4.64%	1	0.02%	0	0.00%	498	10.61%	0	0.00%

**\*911 Calls with No Ali for August 2023 = 0.02% - Statewide average for 2022 = 0.05%**

#### 9-1-1 CALL VOLUME – CALENDAR YEAR 2023

9-1-1 Call Volume																	
KAUAI PSAP		Wireline		Wireless				VOIP		Calls with No ALI		Admin Calls		Abandoned Calls		Other Calls	
2023	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	5,548	350	6.31%	4,430	79.85%	17.04%	82.96%	129	2.33%	3	0.05%	0	0.00%	636	11.46%	0	0.00%
FEB	5,356	381	7.11%	4,248	79.31%	18.71%	81.29%	127	2.37%	2	0.04%	0	0.00%	598	11.17%	0	0.00%
MAR	6,314	379	6.00%	5,006	79.28%	16.46%	83.54%	265	4.20%	0	0.00%	0	0.00%	664	10.52%	0	0.00%
APR	5,979	540	9.03%	4,612	77.14%	16.65%	83.35%	188	3.14%	0	0.00%	0	0.00%	639	10.69%	0	0.00%
MAY	5,858	269	4.59%	4,843	82.67%	16.62%	83.38%	172	2.94%	1	0.02%	0	0.00%	573	9.78%	0	0.00%
JUNE	6,420	336	5.23%	5,204	81.06%	15.83%	84.17%	187	2.91%	0	0.00%	0	0.00%	693	10.79%	0	0.00%
JULY	5,146	300	5.83%	4,132	80.30%	16.51%	83.49%	170	3.30%	0	0.00%	0	0.00%	544	10.57%	0	0.00%
AUG	4,695	345	7.35%	3,633	77.38%	14.64%	85.36%	218	4.64%	1	0.02%	0	0.00%	498	10.61%	0	0.00%
SEPT																	
OCT																	
NOV																	
DEC																	
YTD	45,316	2,900		36,108				1456		7		0		4,845		0	
MON AVG	5,665	363	6.43%	4,514	79.62%	16.56%	83.44%	182	3.23%	1	0.02%	0	0.00%	606	10.70%	0	0.00%

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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).
- 4 (911) calls 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	2022		2021		2020		2019		2018		2017	
Oahu Civilian	971,113	69.45%	1,052,026	68.91%	991,016	71.11%	1,075,726	69.67%	1,034,190	70.62%	1,022,818	72.16%
RDC Pearl Harbor	31,827	2.28%	39,253	2.58%	37,014	2.66%	37,905	2.45%	37,068	2.53%	27,916	1.97%
Hawaii County	199,811	14.29%	214,220	14.00%	188,329	13.51%	211,611	13.70%	206,648	14.11%	193,166	13.62%
Maui County	140,524	10.05%	160,241	10.51%	125,626	9.01%	157,127	10.18%	133,869	9.14%	123,685	8.73%
Kauai County	54,923	3.93%	60,986	4.00%	51,653	3.71%	61,754	4.00%	52,623	3.60%	49,902	3.52%
<b>Total</b>	<b>1,398,198</b>	<b>100.00%</b>	<b>1,526,726</b>	<b>100.00%</b>	<b>1,393,638</b>	<b>100.00%</b>	<b>1,544,123</b>	<b>100.00%</b>	<b>1,464,398</b>	<b>100.00%</b>	<b>1,417,487</b>	<b>100.00%</b>

911 Call Volume % decrease from 2021 to 2022	
Oahu	-7.69%
RDC	-18.92%
Hawaii	-6.73%
Maui	-12.30%
Kauai	-9.94%
State of Hawaii	-8.42%

911 Calls with No ALI % average for 2022	
Oahu	0.11%
RDC	0.00%
Hawaii	0.05%
Maui	0.06%
Kauai	0.04%
State of Hawaii average	0.05%

State of Hawaii 2022	
TEXT TO 911	
Oahu Civilian	3,415
RDC Pearl Harbor	36
Hawaii County	526
Maui County	223
Kauai County	153
<b>*Total</b>	<b>4,353</b>
*Totals may include PSAP training, testing, and 911 Texting errors	

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**TEXT TO 911 – CURRENT MONTH – AUGUST 2023**

<b>TEXT TO 911 Kauai County 2023</b>	
Month	Total received
January	24
February	11
March	16
April	18
May	20
June	38
July	20
August	6
September	
October	
November	
December	
<b>YTD</b>	<b>153</b>
<b>Monthly Avg.</b>	<b>19.1</b>

**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 – AUGUST 2023**

<b>KAUAI COUNTY - AUGUST 2023</b>						
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 August 2023.

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## 2. MSAG (MASTER STREET ADDRESS GUIDE)

### MSAG TRANSACTIONS CURRENT MONTH/YEAR – AUGUST 2023

KAUAI COUNTY	9-1-1 TRANSACTIONS								
	Total	Dispatchable Location Transactions Submitted	MSAG	ALI Submitted		Open ALI Discrepancy Records			Customer Addresses Affected
		DL (A)	MSAG (B)	TN CR (C)	ALI DR (D)	TNCR	ALI DR	VoIP DR	
2023									
JANUARY	326	325	1	0	0	1,429	0	0	0
FEBRUARY	300	299	0	0	1	1,113	0	0	0
MARCH	308	303	5	0	0	975	0	0	14
APRIL	280	279	1	0	0	852	0	0	0
MAY	193	192	1	0	0	778	0	0	2
JUNE	137	136	1	0	0	715	0	0	0
JULY	146	146	0	0	0	679	0	0	0
AUGUST	97	97	0	0	0	639	0	0	0
SEPTEMBER									
OCTOBER									
NOVEMBER									
DECEMBER									
<b>TOTAL YTD</b>	<b>1,787</b>	<b>1,777</b>	<b>9</b>	<b>0</b>	<b>1</b>				<b>16</b>
AVG PER MONTH	223	222	1	0	0	898	0	0	2

Definitions
<p>(A) <b>Dispatchable Location</b> - 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.</p> <p>(B) <b>Master Street Address Guide</b> - Represents corrections made to street records including, street names, address ranges, MSAG Communities and ESNs.</p> <p>(C) <b>Telephone Number Change Request</b> - 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.</p> <p>(D) <b>Automatic Location Information Discrepancy Record</b> - 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.</p>

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## MSAG CURRENT MONTH NOTES:

A total of **97** MSAG transactions were processed in 9-1-1 Net during the current month. There were **no** requests 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** customers ANI/ALI (telephone number/address) records updated as a direct result.

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

VSE (formerly Akimeka) submitted ninety-seven (**97**) TN CRs related to the Dispatchable Location Project during the current month.

## OPEN TELEPHONE RECORD (ALI) DISCREPANCY STATUS:

- **There are currently 639 Open TN CRs.**

Six hundred and thirty-nine (**639**) Open TN CR transactions are a result of the Dispatchable Location project. VSE (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 August 31, 2023**
- **There are currently no Open VoIP DRs as of August 31, 2023**



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**TNCR (TELEPHONE NUMBER CHANGE REQUEST) CURRENT STATUS – AUGUST 2023**

**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 VSE (formerly 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>639</b>	<b>0</b>	<b>357</b>	<b>282</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 NET.
<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 VSE (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 – AUGUST 2023**

**NARRATIVE:**

During the August 2015 State of Hawaii 911 Board meeting, VSE (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, VSE (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), VSE (formerly Akimeka) standardized an additional information data format to proceed with this project. During the month of August 2015, VSE (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. **97** transactions were submitted, and **185** transactions were processed by Intrado in August 2023. (continued on next pages)

<b>Dispatchable Location</b>			
2023	Common Name Place MSAG Address	TNCR Transactions Submitted	Transactions Processed
Quarter 3			
Quarter 2 Carryover		<b>14,903</b>	<b>13,570</b>
<b>August</b>	Kauai Aloha Weddings, 356 Likeke Pl, Wailua	1	0
	Hawaiian Telcom\Verizon, 355 Miulana Pl, Wailua	3	0
	Lee's Towing Service, 5007 Nonou Rd, Wailua	2	2
	Vacasa Vacation Rentals of Haw, 320 Papalooa Rd, Wailua	1	0
	AOAO Lae Nani Inc, 410 Papalooa Rd, Wailua	1	0
	Pleasant Holidays, 420 Papalooa Rd, Wailua	1	0
	Cottrell, R & D, 412 Pua Rd, Wailua	1	1
	Makana's Charters & Tours, 4516 Alawai Rd, Waimea	1	1
	Ultimate Nails, 4530 Alawai Rd, Waimea	1	0
	County of Kauai, 4582 Alawai Rd, Waimea	1	0
	Hawaii State Government, 4599 Alawai Rd, Waimea	1	0
	Captain Napali Adventures, 9404 Haina Rd, Waimea	1	0
	Inn Waimea, 4469 Halepule Rd, Waimea	1	0
	Waimea Canyon School, 9555 Huakai Rd, Waimea	2	0
Kikiaola Construction Co, 9250 Kaumualii Hwy, Waimea	3	3	

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DISPATCHABLE LOCATION – STATUS AS OF – AUGUST 2023 - CONTINUED

<b>Dispatchable Location</b>			
<b>2023</b>	<b>Common Name Place MSAG Address</b>	<b>TNCR Transactions Submitted</b>	<b>Transactions Processed</b>
<b>Quarter 3</b>			
<b>Quarter 2 Carryover</b>		<b>14,903</b>	<b>13,570</b>
<b>August</b>	County of Kauai, 9281 Kaumualii Hwy, Waimea	2	0
	Multi Bus, 9400 Kaumualii Hwy, Waimea	2	0
	Coconut Corner, 9460 Kaumualii Hwy, Waimea	1	0
	Waimea Higashi Hongwngi, 9554 Kaumualii Hwy, Waimea	1	0
	Multi Bus, 9555 Kaumualii Hwy, Waimea	18	18
	Waimea Baptist Church, 9615 Kaumualii Hwy, Waimea	1	0
	Island Tacos, 9643 Kaumualii Hwy, Waimea	1	0
	The Shrimp Station, 9652 Kaumualii Hwy, Waimea	2	0
	Sunrise Capital Inc, 9659 Kaumualii Hwy, Waimea	12	12
	Multi Bus, 9665 Kaumualii Hwy, Waimea	3	3
	The West Inn, 9690 Kaumualii Hwy, Waimea	1	0
	Multi Bus, 9691 Kaumualii Hwy, Waimea	5	4
	Paradise Shells & Souvnrs, 9714 Kaumualii Hwy, Waimea	2	0
	Multi Bus, 9814 Kaumualii Hwy, Waimea	8	7
	County of Kauai, 9835 Kaumualii Hwy, Waimea	3	0
	Wrangler's Steakhouse, 9852 Kaumualii Hwy, Waimea	2	0
	Waimea Shell, 9862 Kaumualii Hwy, Waimea	5	0
	Ishihara Mrkt (Foodland), 9894 Kaumualii Hwy, Waimea	1	1
	Service Mstr by Kleidosty, 9935 Kaumualii Hwy, Waimea	1	0
	Multi Bus, 9936 Kaumualii Hwy, Waimea	4	0
	Liko Kauai Cruises, 9433 Keolewa St, Waimea	1	1
	Loomis Armored, 1544 Haleukana St, Puhi	0	2
	Multi Bus, 2373 Hoohu Rd, Poipu	0	6
	Servco Pacific/Toyota, 2477 Ulu Maika St, Lihue	0	2
	Eileen's Custom Alterations, 2840 Hoolako St, Lihue	0	1
Unitedhealth Group, 2897 Hoolako St, Lihue	0	1	
Dataspace Industries, 2950 Kress St, Lihue	0	1	

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DISPATCHABLE LOCATION – STATUS AS OF – AUGUST 2023 - CONTINUED

Dispatchable Location			
2023	Common Name Place MSAG Address	TNCR Transactions Submitted	Transactions Processed
Quarter 3			
Quarter 2 Carryover		14,903	13,570
<b>August</b>	Multi Bus, 2976 Aukele St, Lihue	0	2
	Flowers Forever, 2979 Kalena St, Lihue	0	1
	Shimazu's Hair Design, 2981 Kalena St, Lihue	0	1
	Apria Healthcare, 2992 Umi St, Lihue	0	3
	Multi Bus, 3016 Umi St, Lihue	0	1
	Hawaiian Telcom, 3060 Umi St, Lihue	0	1
	Lihue Gardens Elderly, 3120 Jerves St, Lihue	0	1
	Multi Bus, 3144 Elua St, Lihue	0	1
	Bobiles Maintenance, 3149 Jerves St, Lihue	0	1
	Multi Bus, 3156 Elua St, Lihue	0	1
	Church of Christ, 3164 Elua St, Lihue	0	1
	GSA-Department Of Transp, 3200 Kapule Hwy, Lihue	0	1
	Kauai Veterans Center, 3125 Kapule Hwy, Lihue	0	1
	Liberty Dialys/Fresenius Medical Care 3224 Elua St,Lihue	0	1
	Hertz Rent A Car, 3250 Hoolimalima Pl, Lihue	0	2
	Air Kauai/Safari Helicopter Tours, 3651 Ahukini Rd, Lihue	0	2
	Allied Universal, 3901 Mokulele Loop, Lihue	0	1
	American Airlines 3901 Mokulele Loop, Lihue	0	1
	To Belles Graham, 4181 Awela Pl, Lihue	0	1
	Marc Ventura AIA, 4202 Rice St, Lihue	0	3
	Garden Island BBQ/Wisteria Lane, 4252 Rice St, Lihue	0	1
	Multi Bus, 4253 Rice St, Lihue	0	3
	Kauai Electronics, 4259 Halenani St, Lihue	0	1
	Island Glass & Mirror, 4264 Halenani St, Lihue	0	1
	Multi Bus, 4268 Rice St, Lihue	0	1
Multi Bus, 4271 Halenani St, Lihue	0	3	
Multi Bus, 4273 Rice St, Lihue	0	10	

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DISPATCHABLE LOCATION – STATUS AS OF – AUGUST 2023 - CONTINUED

Dispatchable Location			
2023	Common Name Place MSAG Address	TNCR Transactions Submitted	Transactions Processed
Quarter 3			
Quarter 2 Carryover		<b>14,903</b>	<b>13,570</b>
<b>August</b>	USG/TSR/GSA-Transportion Security, 4280 Rice St, Lihue	0	4
	Multi Bus, 4303 Rice St, Lihue	0	1
	Multi Bus, 4364 Hardy St, Lihue	0	1
	Central Pacific Bank, 4364 Rice St, Lihue	0	10
	Multi Bus, 4370 Kukui Grove St, Lihue	0	1
	Pua Loke Housing, 4395/4377/4409 Pua Loke St, Lihue	0	4
	Beltone Hearing Aid Center, 4405 Kukui Grove St, Lihue	0	2
	Kauai Federal Community, 4434 Hardy St, Lihue	0	1
	Multi Bus, 4446 Hardy St, Lihue	0	1
	Multi Bus, 4473 Pahee St, Lihue	0	7
	Multi Bus, 4530 Kali Rd, Lihue	0	1
	Sandia National Laboratories, 4901 Doe Trail Rd, Mana	0	5
	Kahu'Aina Holdings Llc, 7480 Koolau Rd, Moloaa	0	9
	HSG/TRN/HWYS/Planning, 302297 Kaumualii Hwy, Lihue	0	1
	The Red Hibiscus & Gifts, 303093 Kuhio Hwy, Lihue	0	1
	No 1 Chinese BBQ Restaurant, 303160 Kuhio Hwy, Lihue	0	1
	Multi Bus, 303257 Kuhio Hwy, Lihue	0	1
	Multi Bus, 504378 Kuhio Hwy, Princeville	0	21
<b>September</b>			
<b>Q3</b>		<b>243</b>	<b>315</b>
<b>Total</b>		<b>15,146</b>	<b>13,885</b>

# Kauai County E9-1-1 Status Report

**August 1, 2023 - August 31, 2023**

**SPECTRUM (CHARTER) 9-1-1 VOIP DATABASE VERIFICATION PROJECT - AUGUST 2023**

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

<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 VSE (formerly 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

\*\* VSE (formerly Akimeka) provided VoIP Records with Latitude/Longitude coordinates

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

# Kauai County E9-1-1 Status Report

**August 1, 2023 - August 31, 2023**

## BANDWIDTH 9-1-1 VOIP DATABASE VERIFICATION PROJECT – AUGUST 2023

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

VSE (formerly Akimeka) will update the chart below as we receive updated ALI records from Bandwidth.

<b>*Bandwidth</b>					
<b>9-1-1 VoIP Database Verification Project *** (Updated)</b>					
<b>PSAP</b>	<b>TOTAL RECORDS SUBMITTED BY BANDWIDTH (A)</b>	<b>TOTAL NO MATCHING RECORDS IDENTIFIED BY VSE (formerly AKIMEKA)</b>	<b>BANDWIDTH FALLOUT RECORDS (B)</b>	<b>NON MATCHING RECORDS CORRECTED BY VSE (formerly AKIMEKA) (C)</b>	<b>PERCENT COMPLETED</b>
<b>WAI County</b>	<b>2,126</b>	<b>97</b>	<b>16</b>	<b>106</b>	<b>93.81%</b>
<b>KAUAI County</b>	<b>555</b>	<b>75</b>	<b>3</b>	<b>73</b>	<b>93.59%</b>
<b>HAWAII County</b>	<b>1,794</b>	<b>60</b>	<b>14</b>	<b>69</b>	<b>93.24%</b>
<b>KAUAI Civilian</b>	<b>12,898</b>	<b>1,556</b>	<b>44</b>	<b>1,590</b>	<b>99.38%</b>
<b>KAUAI Military</b>	<b>173</b>	<b>156</b>	<b>11</b>	<b>163</b>	<b>97.60%</b>
<b>TOTAL</b>	<b>17,546</b>	<b>1,944</b>	<b>88</b>	<b>2,001</b>	<b>95.52%</b>

**\*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 VSE (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.

# Kauai County E9-1-1 Status Report

August 1, 2023 - August 31, 2023

## 3. GEOGRAPHIC INFORMATION SYSTEM (GIS) – AUGUST 2023

### MAPPING LAYERS UPDATED (PART I)

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

KAUAI COUNTY		
Type of Layer	VSE (formerly Akimeka) GIS Server Date Created/ Edits Performed	Other/Remarks
<b>CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH &amp; RESPONSE (Listed Alphabetically)</b>		
<b>Address Points</b>	<b>8/24/2023 To 8/31/2023</b>	<b>Next Delivery 9/7/2023</b>
		Spatially corrected fifteen (15) records in Omao
		Added address for eleven (11) records in Kalaheo
		Added address for one (1) record in Koloa
		Spatially corrected four (4) records in Koloa
		Added address for four (4) records in Hanamaulu
		Added address for two (2) records in Nawiliwili
		Spatially corrected seventy (70) records in Lihue
		Spatially corrected six (6) records in Nawiliwili
		Added address for twenty-one (21) records in Lihue
		Updated address for one (1) record in Hanamaulu
		Updated label for one (1) record in Koloa
		Spatially corrected two (2) records in Lawai
		Spatially corrected forty-one (41) records in Kalaheo
	Spatially corrected fifteen (15) records in Hanamaulu	
	<b>8/1/2023 To 8/9/2023</b>	<b>Delivered 8/10/2023</b>
Spatially corrected two (2) records in Kalaheo		
Added address for one (1) record in Kalaheo		
<b>Airports</b>		
<b>Bridges</b>		
<b>Building Footprints</b>		
<b>Bus Stops</b>		
<b>Churches</b>		
<b>Coastal Names</b>		



# Kauai County E9-1-1 Status Report

**August 1, 2023 - August 31, 2023**

**MAPPING LAYERS UPDATED (PART II)**

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

KAUAI COUNTY		
Type of Layer	VSE (formerly Akimeka) GIS Server	Other/Remarks
	Date Created/ Edits Performed	
<b>CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH &amp; RESPONSE (Listed Alphabetically)</b>		
Coastline		
Common Places		
Correctional Facilities		
Emergency Callboxes		
Emergency Operation Centers		
Emergency Shelters		
ESZ/ESN	8/24/2023 To 8/31/2023	<div style="text-align: right; margin-bottom: 5px;"><b>Next Delivery 9/7/2023</b></div> Modified boundary 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		

# Kauai County E9-1-1 Status Report

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**MAPPING LAYERS UPDATED (PART III)**

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

KAUAI COUNTY		
Type of Layer	VSE (formerly Akimeka) GIS Server	Other/Remarks
	Date Created/ Edits Performed	
<b>CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH &amp; RESPONSE (Listed Alphabetically)</b>		
Lodging		
Major Roads		
Medic Beats	8/1/2023 To 8/9/2023	<p style="text-align: center;"><b>Delivered 8/10/2023</b></p> Modified boundary for two (2) records
Medic Districts		
Medic Response Areas	8/1/2023 To 8/9/2023	<p style="text-align: center;"><b>Delivered 8/10/2023</b></p> Modified boundary for two (2) records
Medic Stations		
Medical Facilities		
Milepost Markers		
MSAG Communities	8/24/2023 To 8/31/2023	<p style="text-align: center;"><b>Next Delivery 9/7/2023</b></p> Modified boundary for one (1) record in Wailua Modified boundary for one (1) record in Hanamaulu
Net Junctions		
Ocean Rescue Boundaries		
Ocean Safety		
Parcels		
Parks		
Parks Polygon		
Points of Interest		
Police Beats		
Police Districts		
Police Response Areas		

# Kauai County E9-1-1 Status Report

**August 1, 2023 - August 31, 2023**

**MAPPING LAYERS UPDATED (PART IV)**

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

KAUAI COUNTY		
Type of Layer	VSE (formerly Akimeka) GIS Server	Other/Remarks
	Date Created/ Edits Performed	
<b>CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH &amp; RESPONSE (Listed Alphabetically)</b>		
Police Stations		
Post Offices		
Schools		
<b>Street Centerlines</b>	<b>8/24/2023 To 8/31/2023</b>	<b>Next Delivery 9/7/2023</b>
		Added street centerline for two (2) records in Kukuiula
		Updated street name for two (2) records in Kukuiula
		Spatially corrected eight (8) records in Lihue
		Added neighborhood for seven (7) records in Koloa
		Partial spatial correction for one (1) record in Kukuiula
		Partial spatial correction for one (1) record in Lihue
		Partial spatial correction for one (1) record in Hanamaulu
		Updated police beat name for one (1) record in Wailua
		Partial spatial correction for one (1) record in Wailua
		Spatially corrected three (3) records in Kalaheo
		Spatially corrected twenty (20) records in Hanamaulu
		Updated street owner for one (1) record in Kukuiula
		Partial spatial correction for one (1) record in Kalaheo
	<b>8/1/2023 To 8/9/2023</b>	<b>Delivered 8/10/2023</b>
		Partial spatial correction for three (3) records in Koloa
		Spatially corrected two (2) records in Eleele
		Partial spatial correction for one (1) record in Kapaa
		Spatially corrected one (1) record in Kapaa
		Partial spatial correction for one (1) record in Eleele
Spatially corrected three (3) records in Koloa		

# Kauai County E9-1-1 Status Report

**August 1, 2023 - August 31, 2023**

**MAPPING LAYERS UPDATED (PART V)**

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

KAUAI COUNTY		
Type of Layer	VSE (formerly Akimeka) GIS Server	Other/Remarks
	Date Created/ Edits Performed	
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)		
Street Centerlines	8/1/2023 To 8/9/2023	Partial spatial correction for two (2) records in Poipu Spatially corrected twenty-two (22) records in Kalaheo Spatially corrected five (5) records in Poipu Partial spatial correction for four (4) records in Kalaheo
Subdivisions		
Tow Jurisdictions		
Tsunami Evacuation Zones		
Tsunami Heights		
Waste Water Plants		
WSP Cell Sectors	8/24/2023 To 8/31/2023	<p style="text-align: center;"><b>Next Delivery 9/7/2023</b></p> Added nine (9) sectors per AT&T CRS
WSP Cell Towers	8/24/2023 To 8/31/2023	<p style="text-align: center;"><b>Next Delivery 9/7/2023</b></p> Updated one (1) tower per AT&T CRS

**NOTE:**

- The Parcels layer is provided by Kauai County. VSE (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.

# Kauai County E9-1-1 Status Report

August 1, 2023 - August 31, 2023

## 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
8/24/2023	Delivered updated data for Spillman which included Address Points, Points Of Interest, and Street Centerlines.
8/24/2023	Delivered updated data for MapFlex which included Address Points, Points Of Interest, Street Centerlines, WSP Cell Sectors, and WSP Cell Towers.
8/10/2023	Delivered updated data for Spillman which included Address Points, Medic Beats, Points Of Interest, and Street Centerlines.
8/10/2023	Response Area, Points Of Interest, Street Centerlines, WSP Cell Sectors, and WSP Cell Towers.

### GIS FOR 911

As part of ensuring GIS data compatibility with 911 CAD systems, VSE (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.

# Kauai County E9-1-1 Status Report

August 1, 2023 - August 31, 2023

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## 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 programed 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

VSE (formerly Akimeka) delivered GIS data to the MapFlex system on the following dates in August 2023

**Hawaii County** – August 8, 2023, and August 22, 2023

**Maui County** – August 9, 2023, and August 23, 2023

**Kauai County** – August 10, 2023, and August 24, 2023

**Honolulu** – August 11, 2023, and August 25, 2023

## 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

**August 1, 2023 - August 31, 2023**

### 4. SERVICE REQUESTS TRANSACTIONS

#### OPEN SERVICE REQUESTS – AUGUST 2023

#	Date	Ticket #	Description	Category	Urgency	Comments
			None			

NOTE:

**There are no (0) open service requests for August 2023.**

#### SERVICE REQUEST YEAR-TO-DATE (YTD) SUMMARY – 2023

KAUAI COUNTY				MSAG SERVICE REQUEST CATEGORIES					
2023	TOTAL		Open	WIRESLINE		WIRELESS		VoIP	
	Created	Closed		Created	Closed	Created	Closed	Created	Closed
2022 Carryover*			0						
January	0	0	0	0	0	0	0	0	0
February	1	1	0	0	0	0	0	1	1
March	0	0	0	0	0	0	0	0	0
April	0	0	0	0	0	0	0	0	0
May	0	0	0	0	0	0	0	0	0
June	0	0	0	0	0	0	0	0	0
July	0	0	0	0	0	0	0	0	0
August	0	0	0	0	0	0	0	0	0
September									
October									
November									
December									
<b>TOTAL</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>1</b>

Note:

\* The 2022 Carryover row indicates the number of Service Requests that were opened in 2022; however, were brought forward into 2023 in an effort to track the service request until completion.

Definitions:	Category	Description
	Wireline	Telephone Number (ALI) Discrepancies from land line phones that have been submitted to 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

August 1, 2023 - August 31, 2023

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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 – September 2023

TWO-WAY (2-WAY) COMPARISON– SEPTEMBER 2023 - TBA

THREE-WAY (3-WAY) COMPARISON – SEPTEMBER 2023 - TBA

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