Kauai County E9-1-1 Status Report

December 1, 2023 – December 31, 2023

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1. PSAP OPERATIONS

9-1-1 CALL VOLUME – DECEMBER 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
Dec	3,973	305	7.68%	3,041	76.54%	14.17%	85.83%	236	5.94%	1	0.03%	0	0.00%	390	9.82%	0	0.00%

***911 Calls with No Ali for December 2023 = 0.03% - Statewide average for 2023 = 0.10%**

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	4,226	301	7.12%	3,309	78.30%	14.78%	85.22%	175	4.14%	0	0.00%	0	0.00%	441	10.44%	0	0.00%
OCT	4,293	262	6.10%	3,406	79.34%	14.74%	85.26%	161	3.75%	4	0.09%	0	0.00%	460	10.72%	0	0.00%
NOV	3,389	270	7.97%	2,595	76.57%	14.10%	85.90%	159	4.69%	2	0.06%	0	0.00%	363	10.71%	0	0.00%
DEC	3,973	305	7.68%	3,041	76.54%	14.17%	85.83%	236	5.94%	1	0.03%	0	0.00%	390	9.82%	0	0.00%
YTD	61,197	4,038		48,459				2187		14		0		6,499		0	
MON AVG	5,100	337	6.69%	4,038	78.98%	15.86%	84.14%	182	3.70%	1	0.03%	0	0.00%	542	10.61%	0	0.00%

6348 Walker Lane

Alexandria, VA 22310

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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	826,158	64.32	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	2.87	31,827	2.28%	39,253	2.58%	37,014	2.66%	37,905	2.45%	37,068	2.53%
Hawaii County	207,715	16.17	199,811	14.29%	214,220	14.00%	188,329	13.51%	211,611	13.70%	206,648	14.11%
Maui County	152,397	11.87	140,524	10.05%	160,241	10.51%	125,626	9.01%	157,127	10.18%	133,869	9.14%
Kauai County	61,197	4.77	54,923	3.93%	60,986	4.00%	51,653	3.71%	61,754	4.00%	52,623	3.60%
Total	1,284,383	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%
*** 10 month total												

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

911 Calls with No ALI % average for 2023	
Oahu	0.27%
RDC	0.03%
Hawaii	0.04%
Maui	0.13%
Kauai	0.03%
State of Hawaii average	0.10%

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 – DECEMBER 2023

TEXT TO 911 Kauai County 2023	
Month	Total received
January	24
February	11
March	16
April	18
May	20
June	38
July	20
August	6
September	18
October	9
November	11
December	20
YTD	211
Monthly Avg.	17.6

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 – DECEMBER 2023

KAUAI COUNTY - DECEMBER 2023						
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 December 2023.

Kauai County E9-1-1 Status Report

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2. MSAG (MASTER STREET ADDRESS GUIDE)

MSAG TRANSACTIONS CURRENT MONTH/YEAR – DECEMBER 2023

KAUAI COUNTY	9-1-1 TRANSACTIONS								
	Total	Dispatchable Location Transactions Submitted	MSAG	ALI Submitted		Open ALI Discrepancy Records			Customer Addresses Affected
2023		DL (A)	MSAG (B)	TN CR (C)	ALI DR (D)	TNCR	ALI DR	VoIP DR	
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	115	115	0	0	0	556	0	0	0
OCTOBER	220	215	2	3	0	539	0	0	0
NOVEMBER	100	100	0	0	0	534	0	0	0
DECEMBER	121	121	0	0	0	549	0	0	0
TOTAL YTD	2,343	2,328	11	3	1				16
AVG PER MONTH	195	194	1	0	0	780	0	0	1

Definitions

(A) **D**ispatchable **L**ocation - 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) **M**aster **S**treet **A**ddress **G**uide - Represents corrections made to street records including, street names, address ranges, MSAG Communities and ESNs.
(C) **T**elephone **N**umber **C**hange **R**equest - 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) **A**utomatic **L**ocation **I**nformation **D**iscrepancy **R**ecord - 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 **121** 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 one hundred and twenty-one **(121)** TN CRs related to the Dispatchable Location Project during the current month.

OPEN TELEPHONE RECORD (ALI) DISCREPANCY STATUS:

- **There are currently 549 Open TN CRs.**

Five hundred and forty-nine **(549)** 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 December 31, 2023**
- **There are currently no Open VoIP DRs as of December 31, 2023**

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TNCR (TELEPHONE NUMBER CHANGE REQUEST) CURRENT STATUS – DECEMBER 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.

PSAP 9-1-1 Telephone Number Location Change Request (Telephone Number Change Request (TNCR) Status)				
PSAP	**TOTAL TNCR RECORDS SUBMITTED BY VSE (formerly Akimeka)**	**OPENED TNCRS PENDING FURTHER ACTION BY INTRADO**	**OPENED TNCRS REFERRED TO TELCO BY INTRADO**	**TOTAL UNOPENED TNCR RECORDS**
KAUAI	**549**	**0**	**362**	**187**

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 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 – DECEMBER 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. 121 transactions were submitted, and 105 transactions were processed by Intrado in December 2023. (continued on next pages)

Dispatchable Location			
2023 Quarter 4	Common Name Place MSAG Address	TNCR Transactions Submitted	Transactions Processed
Quarter 3 Carryover		15,261	14,083
December	Kulture Tattoo, 4556 Awawa Rd, Hanapepe	1	1
	Girard's Quality Cleaners, 3716 Hanapepe Rd, Hanapepe	1	1
	Wheatley Electric Inc, 3720 Hanapepe Rd, Hanapepe	1	1
	G&K Auto Repair Shop, 3746 Hanapepe Rd, Hanapepe	1	1
	Multi Bus, 3751 Hanapepe Rd, Hanapepe	2	2
	Storybook Theatre of Haw,3814 Hanapepe Rd,Hanapepe	1	1
	Kauai Roastery, 3840 Hanapepe Rd, Hanapepe	1	0
	Precision Hair By Joyce, 3842 Hanapepe Rd, Hanapepe	1	0
	Multi Bus, 3848 Hanapepe Rd, Hanapepe	2	0
	Aloha Spice Company, 3857 Hanapepe Rd, Hanapepe	1	1
	Aloha Spirits, 3864 Hanapepe Rd, Hanapepe	1	0
	Banana Patch Studio, 3865 Hanapepe Rd, Hanapepe	4	4
	Blu-Umi, 3871 Hanapepe Rd, Hanapepe	1	0
	Angela Headley Island Art,3878 Hanapepe Rd,Hanapepe	2	2
	Timmy T Hirano DDS, 3893 Hanapepe Rd, Hanapepe	2	0

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DISPATCHABLE LOCATION – STATUS AS OF – DECEMBER 2023 - CONTINUED

Dispatchable Location			
2023 Quarter 4	Common Name Place MSAG Address	TNCR Transactions Submitted	Transactions Processed
Quarter 3 Carryover		15,261	14,083
December	Kauai Endangered Seabird,3900 Hanapepe Rd,Hanapepe	1	1
	Christian Science Society, 3905 Hanapepe Rd, Hanapepe	1	0
	Haw Telcom/Multi Bus, 3919 Hanapepe Rd, Hanapepe	37	36
	Kauai Habitat For Hum,103410 Kaumualii Hwy,Hanapepe	1	0
	Kauai Soto Zen, 103500 Kaumualii Hwy, Hanapepe	1	1
	Tutu & Me Trvl Prescl, 103547 Kaumualii Hwy, Hanapepe	2	0
	Lappert's Hawaii, 103555 Kaumualii Hwy, Hanapepe	4	0
	Western Motor Svc, 103680 Kaumualii Hwy, Hanapepe	2	2
	Pupu's Etc, 103749 Kaumualii Hwy, Hanapepe	1	1
	HSG/Disability Health, 103756 Kaumualii Hwy,Hanapepe	9	0
	County of Kauai, 103787 Kaumualii Hwy, Hanapepe	2	0
	Multi Bus, 103845 Kaumualii Hwy, Hanapepe	4	1
	Hongwanji Mission, 103860 Kaumualii Hwy, Hanapepe	1	1
	Kauai Kookie, 103959 Kaumualii Hwy, Hanapepe	4	0
	Hanapepe United Ch of Christ, 4491 Kona Rd, Hanapepe	1	1
	Puahina At Hanapepe, 4545 Kona Rd, Hanapepe	1	1
	American Savings Bank, 4548 Kona Rd, Hanapepe	3	1
	Maverick Helicopters, 3441 Kuiloko Rd, Hanapepe	4	0
	Kauai Veteran's Cemetery, 4331 Lele Rd, Hanapepe	1	0
	COK/GSA-Dept of Transp, 4380 Lele Rd, Hanapepe	10	0
	Roy's Home Planning Svc, 4680 Moi Rd, Hanapepe	1	1
	Aloha Rainbow Screening, 4857 Moi Rd, Hanapepe	1	1
	Church of the Nazarene, 4476 Pepe Rd, Hanapepe	1	1
	Kauai Custom Marine, 4487 Pepe Rd, Hanapepe	1	0
	COK Pub Works Dept, 4431 Puolo Rd, Hanapepe	2	0

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DISPATCHABLE LOCATION – STATUS AS OF – DECEMBER 2023 - CONTINUED

Dispatchable Location			
2023 Quarter 4	Common Name Place MSAG Address	TNCR Transactions Submitted	Transactions Processed
Quarter 3 Carryover		**15,261**	**14,083**
December	Salvation Army, 4465 Puolo Rd, Hanapepe	2	0
	Pacos Tacos, 4505 Puolo Rd, Hanapepe	1	0
	J Medical Management, 364 Kaholalele Rd, Wailua	0	1
	Alii Landscaping, 361 Kaima Pl, Wailua	0	1
	Kauai Hydroseed & Landscape, 1655 Haleukana St, Puhi	0	1
	Halelani Village At Puhi, 1970 Hanalima St, Puhi	0	1
	Multi Bus, 2440 Hoonani Rd, Poipu	0	1
	Hawaiian Telcom, 3261 Anini Rd, Princeville	0	1
	Pahio At Shearwater, 3730 Kamehameha Rd, Princeville	0	2
	Lanphier Capital Mangmnt, 4174 Kamalani Ln,Princeville	0	2
	The Makai Club, 4180 Lei O Papa Rd, Princeville	0	1
	Garden Island Security Inc, 4245 Kole Pl, Puhi	0	1
	Princeville Utilities Co, 4261 Kekuanaoa Ln, Princeville	0	2
	Kauai Freight Service Inc, 4301 Puhi Rd, Puhi	0	2
	Multi Bus, 4341 Waialo Rd, Port Allen	0	1
	Multi Bus, 4353 Waialo Rd, Port Allen	0	2
	Haloalaunuiakea Early Learng, 4402 Waialo Rd,Port Allen	0	1
	HSG/EDN/Kauai District/Admin, 4431 Nuhou St, Puhi	0	2
	Ace Hardware Kauai, 4469 Waialo Rd, Port Allen	0	1
	Saenz Ohana, 4488 Hanalei Plantation Rd, Princeville	0	1
	Plantation at Princeville, 4771 Pepelani Loop,Princeville	0	1
	United Health Group, 4831 Ou Pl, Princeville	0	1
	Multi Bus, 5300 Ka Haku Rd, Princeville	0	2
	Kamokila Hawaiian Adventures,5443 Kuamoo Rd,Wailua	0	1
	Princeville Resorts, 5520 Ka Haku Rd, Princeville	0	2

DISPATCHABLE LOCATION – STATUS AS OF – DECEMBER 2023 - CONTINUED

Dispatchable Location			
2023 Quarter 4	Common Name Place MSAG Address	TNCR Transactions Submitted	Transactions Processed
Quarter 3 Carryover		15,261	14,083
December	Greg's Roofing, 5980 Kololia Pl, Wailua	0	1
	Kauai Island Shopping Service, 6136 Kala Kea Pl, Wailua	0	1
	Kauai Sweepers, 6182 Kala Kea Pl, Wailua	0	1
	Diamond Fire Protection, 6734 Kipapa Rd, Wailua	0	1
	Multi Bus, 302087 Kaumualii Hwy, Puhi	0	2
	County of Kauai, 504290 Kuhio Hwy, Princeville	0	2
	County of Kauai, 504390 Kuhio Hwy, Princeville	0	3
Q4		436	434
Total		15,697	14,517

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SPECTRUM (CHARTER) 9-1-1 VOIP DATABASE VERIFICATION PROJECT - DECEMBER 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.

*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 VSE (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 Cilivian	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**

**** 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)	Verifcation Process Completed.

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BANDWIDTH 9-1-1 VOIP DATABASE VERIFICATION PROJECT – DECEMBER 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.

***Bandwidth**
9-1-1 VoIP Database Verification Project *(Updated)**

PSAP	TOTAL RECORDS SUBMITTED BY BANDWIDTH (A)	TOTAL NO MATCHING RECORDS IDENTIFIED BY VSE (formerly AKIMEKA)	BANDWIDTH FALLOUT RECORDS (B)	NON MATCHING RECORDS CORRECTED BY VSE (formerly AKIMEKA) (C)	PERCENT COMPLETED
HAWAII County	2,126	97	16	106	93.81%
KAUAI County	555	75	3	73	93.59%
MAUI County	1,794	60	14	69	93.24%
OAHU Cilivian	12,898	1,556	44	1,590	99.38%
OAHU 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 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)	Verifcation Process Completed.

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3. GEOGRAPHIC INFORMATION SYSTEM (GIS) – DECEMBER 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**
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)		
Address Points	**12/28/2023 To 12/31/2023**	**Next Delivery 1/11/2024**
		Updated location name per KPD for one (1) record in Princeville
		Added address for nine (9) records in Waimea
		Added address for two (2) records in Koloa
		Spatially corrected three (3) records in Waimea
	12/14/2023 To 12/27/2023	**Delivered 12/28/2023**
		Updated location name per KPD for one (1) record in Koloa
		Spatially corrected three (3) records in Koloa
		Added address for seven (7) records in Koloa
		Added address for one (1) record in Wailua
	12/1/2023 To 12/13/2023	**Delivered 12/14/2023**
		Spatially corrected one (1) record in Lihue
		Spatially corrected one (1) record in Wailua
		Updated address for one (1) record in Wailua
		Added address for two (2) records in Wailua
		Updated ESN for one (1) record in Moloaa
		Updated location name for one (1) record in Lihue
Airports		
Bridges		
Building Footprints	**12/28/2023 To 12/31/2023**	**Next Delivery 1/11/2024**
		Spatially corrected five (5) records in Waimea
	12/14/2023 To 12/27/2023	**Delivered 12/28/2023**
		Added building footprint for eight (8) records in Wailua
		Spatially corrected twenty-four (24) records in Koloa
		Added building footprint for thirteen (13) records in Koloa
		Spatially corrected seven (7) records in Wailua

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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 Date Created/ Edits Performed**	**Other/Remarks**
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)		
Building Footprints	**12/1/2023 To 12/13/2023**	**Delivered 12/14/2023**
		Spatially corrected thirteen (13) records in Lihue
		Added building footprint for two (2) records in Moloaa
		Added building footprint for five (5) records in Kilauea
		Spatially corrected twenty-five (25) records in Moloaa
		Spatially corrected five (5) records in Kilauea
Bus Stops		
Churches		
Coastal Names		
Coastline		
Common Places		
Correctional Facilities		
Emergency Callboxes		
Emergency Operation Centers		
Emergency Shelters		
ESZ/ESN	**12/14/2023 To 12/27/2023**	**Delivered 12/28/2023**
		Modified boundary for two (2) records
Fire Beats	**12/14/2023 To 12/27/2023**	**Delivered 12/28/2023**
		Modified boundary for two (2) records
Fire Districts		
Fire Response Areas	**12/14/2023 To 12/27/2023**	**Delivered 12/28/2023**
		Modified boundary for two (2) records
Fire Stations		

6348 Walker Lane

Alexandria, VA 22310

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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 Date Created/ Edits Performed**	**Other/Remarks**
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)		
Food & Beverage		
Gas Stations		
Gate Codes		
Government Buildings		
Harbors		
Helipads		
Hiking Trails		
Hospitals		
Hydrants		
Hyrdology Layers		
Incident Response Areas		
Lodging	12/28/2023 To 12/31/2023	**Next Delivery 1/11/2024** Updated name for one (1) record in Princeville
Major Roads		
Medic Beats	12/14/2023 To 12/27/2023	**Delivered 12/28/2023** Modified boundary for two (2) records
Medic Districts		
Medic Response Areas		
Medic Stations		
Medical Facilities		
Milepost Markers		
MSAG Communities		
Net Junctions		
Ocean Rescue Boundaries		

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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 Date Created/ Edits Performed**	**Other/Remarks**
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)		
Ocean Safety		
Parcels		
Parks		
Parks Polygon		
Points of Interest	12/28/2023 To 12/31/2023	**Next Delivery 1/11/2024**
		Added POI for one (1) record in Koloa
		Spatially corrected one (1) record in Koloa
		Added POI for two (2) records in Waimea
		Updated POI name for five (5) records in Princeville
	12/14/2023 To 12/27/2023	**Delivered 12/28/2023**
		Updated POI for one (1) record in Koloa
	12/1/2023 To 12/13/2023	**Delivered 12/14/2023**
		Updated POI name for one (1) record in Lihue
Police Beats	12/14/2023 To 12/27/2023	**Delivered 12/28/2023**
		Modified boundary for two (2) records
Police Beats_C3	12/14/2023 To 12/27/2023	**Delivered 12/28/2023**
		Modified boundary for two (2) records
Police Districts		
Police Response Areas	12/14/2023 To 12/27/2023	**Delivered 12/28/2023**
		Modified boundary for two (2) records
Police Stations		
Post Offices		
Schools		

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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 Date Created/ Edits Performed**	**Other/Remarks**
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)		
Street Centerlines	12/28/2023 To 12/31/2023	**Next Delivery 1/11/2024**
		Added street centerline for one (1) record in Waimea
		Spatially corrected one (1) record in Waimea
	12/14/2023 To 12/27/2023	**Delivered 12/28/2023**
		Partial spatial correction for three (3) records in Koloa
		Spatially corrected three (3) records in Koloa
Subdivisions	12/28/2023 To 12/31/2023	**Next Delivery 1/11/2024**
		Added two (2) records in Waimea
		Added one (1) record in Poipu
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. 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.**

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
12/28/2023	Building Footprints, Lodging, Points Of Interest, Street Centerlines, and Subdivisions.
12/28/2023	Footprints, Lodging, Points Of Interest, Street Centerlines, Subdivisions, WSP Cell Sectors, and WSP Cell Towers.
12/14/2023	Building Footprints, Fire Beats, Medic Beats, Points Of Interest, Police Beats, Police Beats C3, and Street Centerlines.
12/14/2023	Delivered updated data for MapFlex which included Address Points, Building Footprints, ESN, Fire Response Areas, Medic Response Areas, Points Of Interest, Police Response Areas, 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.

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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 December 2023

Hawaii County – December 12, 2023, and December 26, 2023
Maui County – December 13, 2023, and December 27, 2023
Kauai County – December 14, 2023, and December 28, 2023
Honolulu – December 1, 2023, December 15, 2023, and December 29, 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

December 1, 2023 - December 31, 2023

4. SERVICE REQUESTS TRANSACTIONS

OPEN SERVICE REQUESTS – DECEMBER 2023

#	Date	Ticket #	Description	Category	Urgency	Comments
			None			

NOTE:

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

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

KAUAI COUNTY				MSAG SERVICE REQUEST CATEGORIES					
2023	TOTAL		Open	WIRELINE		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	0	0	0	0	0	0	0	0	0
October	0	0	0	0	0	0	0	0	0
November	0	0	0	0	0	0	0	0	0
December	0	0	0	0	0	0	0	0	0
TOTAL	**1**	**1**	**0**	**0**	**0**	**0**	**0**	**1**	**1**

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

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)

The database synchronization process is an essential ongoing and continuous process to ensure the E9-1-1 databases used in the Selective Router (SR), and the Kauai Police Department (KPD) 9-1-1 GIS layers used for location determination are exactly matched. This process ensures that the 9-1-1 databases and the GIS data remain current, exactly matched, and are synchronized and useful for 9-1-1. This process also prepares the GIS data for use in Next Generation 9-1-1 (NG911) systems, operations, and applications.

In 9-1-1, Public Safety Agencies (PSAs) are allocated Emergency Service Zones (ESZs) by the Telephone Company for their SR programming use. The entire County Jurisdiction Zone is referred to as an Administrative ESZ. Each PSA is required by Tariff to assign their Response Areas (RAs) based on their operational requirements and assignments within the ESZ. Smaller and more accurate ESZs are created for the geographic areas that have the same PSAs and assigned an Emergency Service Number (ESNs) which are known as a Routing ESNs, or ESNs.

The street names and associated addresses within the ESNs must be translated into a data format that is useful to the SR, the public safety agencies, and their 9-1-1 systems. Translated addresses for 9-1-1 must include the house numbers, street names, street name suffixes, MSAG Communities and are assigned to each of the PSA response areas. These translated addresses are referred to as "valid MSAG addresses" and are applied to both the MSAG and GIS databases. The data must be formatted to traverse throughout 9-1-1 networks & systems. This must also be done for the Public Safety Agencies to ensure there is no loss of data characters or data truncation for their internal and external 9-1-1 systems.

These MSAG street names and MSAG Communities might not be recognized in the County's authoritative addressing Agency and are intended for Public Safety Agency use only. Since neither database is static in nature, the synchronization process will never remain at a 100 percent match rate. It can be expected that the match rate percentage will fluctuate by a small degree each month. As such, NENA's recommended match rate between these critical databases is minimum 98%.

As part of VSE (Formerly Akimeka)'s value added services, VSE (Formerly Akimeka) conducts four quarterly, in-depth 9-1-1 Database Synchronization audits per year for the Kauai Police Department. They are conducted in March, June, September, and December of each Calendar Year while under contract with VSE (Formerly Akimeka).

The results of the **December 11, 2023,** database synchronization audits are presented below.

TWO-WAY (2-WAY) COMPARISION– DECEMBER 2023

Akimeka's two-way database comparison service provides for comparing the Local Exchange Carriers (LECs) MSAG Database to the Kauai Police Department's 9-1-1 GIS Street Centerline layer. This ensures the Telephone or VoIP Telephone Company device information is accurate and correct. This information is utilized to route the 9-1-1 call to the PSAP, and the associated location information delivered ALI Datastream is used to dispatch appropriate emergency responders. This also ensures the necessary data elements for 9-1-1 caller location based on street name, MSAG Community, and Emergency Service Numbers (ESNs) are delivered to the PSAP, in the exact format that matches the KPD 9-1-1 GIS layers.

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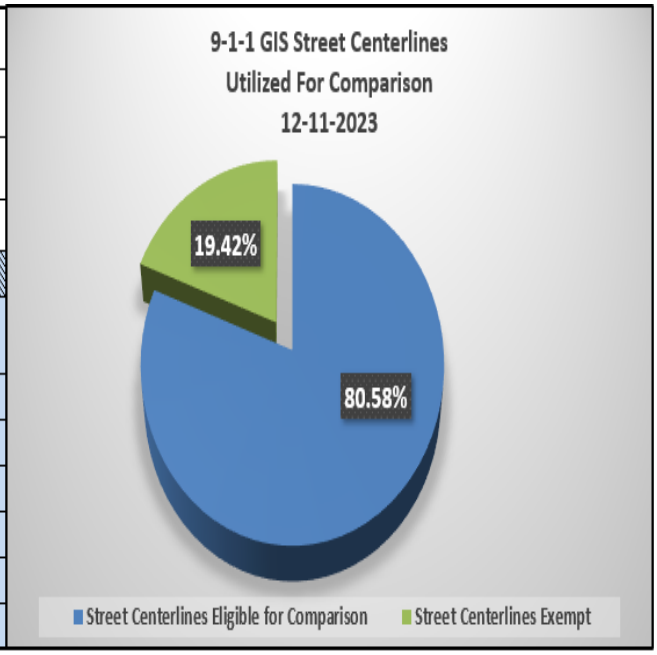
9-1-1 GIS Street Centerlines Utilized For Comparison

A total number of **1,699** GIS Street Centerline Records are maintained for the Kauai Police Department's 9-1-1 GIS database by Akimeka. For this comparison, **330** GIS street records were excluded as database exemptions. Akimeka excludes GIS Street Centerlines records from the comparison that do not have the possibility of generating a telephone company 9-1-1 wireline call. Those would include roadways that do not have an MSAG address such as, Freeways, Ramps, and alleys. The remaining **1,369** GIS street records called "Valid 9-1-1 GIS Street Centerline records" and are compared against the Valid MSAG Records. The results of the GIS to MSAG Records comparison analysis are provided below:

9-1-1 MSAG TO GIS STREET CENTERLINE AUDIT COMPARISON RESULTS	As of December 11, 2023 GIS Update 11-30-2023 9-1-1 MSAG Dated 12-01-23	
	# of Records	Match %
Total 9-1-1 GIS Records Reviewed	1,699	
9-1-1 GIS Records Exempt for Comparison (Subtract 9-1-1 MSAG Exempt and GIS number 1 Exempt)	330	19.42%
Subtotal 9-1-1 GIS Records Eligible for Comparison	1,369	80.58%
Subtotal 9-1-1 GIS Records Utilized for Comparison	1,369	100%
Total 9-1-1 GIS Records That Do Not Match MSAG Records	0	0%
9-1-1 GIS Records with No Matching MSAG Record	0	0%
Total 9-1-1 GIS Records Requiring Minor Correction	0	0%
Total 9-1-1 GIS Street Centerline Match Rate Percentage	1,369	100.00%



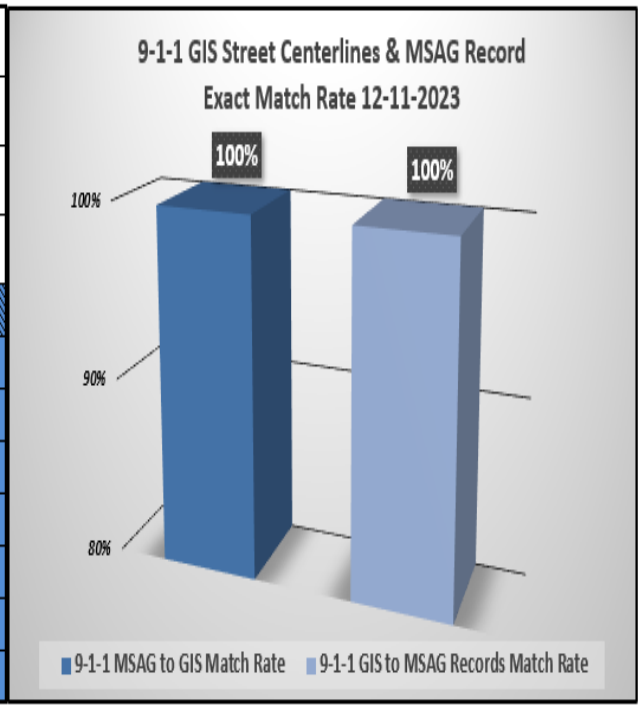
9-1-1 GIS Street Centerline to MSAG Record Comparison

A total of **1,434 9-1-1 MSAG records** are maintained for the Kauai Police Department's 9-1-1 GIS database by Akimeka. Akimeka removed **65 MSAG records** from the comparison as exemptions. These exemptions are the MSAG Records utilized for wireless 9-1-1 Call routing, 9-1-1 VoIP Call Routing, and 9-1-1 GIS Street Centerline record that are known and approved exemptions such as Freeways or Roadways with no chance of generating a 9-1-1 call. These MSAG Records are known as "Valid MSAG records". The remaining valid MSAG Records are Street Names that have undergone a 9-1-1 Street translation process to ensure they can be utilized in the 9-1-1 system. These translated street names, MSAG Communities, and their assigned Emergency Service Numbers (ESNs) are provided to the telephone company and other 9-1-1 Service Provider for Public Safety Agencies 9-1-1 addressing use. The total number of MSAG records utilized for this comparison audit was **1,369 MSAG records**.

The street name and MSAG Community translation process ensures that the full data characters within the delivered ALI datastream can transverse between the different systems in the 9-1-1 network without loss of data characters. The results of the MSAG comparison analysis are provided below:

9-1-1 MSAG TO GIS STREET CENTERLINE AUDIT COMPARISON RESULTS	As of December 11, 2023 GIS Update 11-30-2023 9-1-1 MSAG Dated 12-01-22	
	# of Records	Match %
Total 9-1-1 MSAG Records Reviewed	1,434	
Less: 9-1-1 MSAG Exemption Records	65	4.53%
Net 9-1-1 MSAG Records Eligible for Comparison	1,369	95.47%
Net 9-1-1 MSAG Records Utilized for Comparison	1,369	100%
Total 9-1-1 MSAG Records That Have Descrepancies	0	0%
Total 9-1-1 MSAG Records with No Matching GIS Record	0	0%
Total 9-1-1 MSAG Records Requiring Minor Correction	0	0%
Total 9-1-1 MSAG Records Match Rate Percentage	1,369	100%

NENA Recommended Match Rate = 98%



THREE-WAY (3-WAY) COMPARISION – DECEMBER 2023

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

The three-way database comparison services compare the Local Exchange Carriers (LECs) Automatic Location Identification (ALI) Database to the KPD's 9-1-1 GIS Site Structure Points layer and the 9-1-1 Road Network (or 9-1-1 Street Centerline) layers.

This process ensures PSAP's internal 9-1-1 equipment (i.e... the Computer Aided Dispatch systems (CADs), Records Management Systems (RMS), Automatic Vehicle Location (AVL) systems, and the Voice Recording Systems) will be able to display an accurate location on their GIS enabled systems. The internal PSAP 9-1-1 equipment will also log-in the delivered location data information as either a civic address or in a Geodetic (Lat/Long) format for 9-1-1 Dispatch and Response. It can be expected that the match rate percentage will fluctuate by a small degree. As such, NENA's recommended minimum exact match rate is 98%.

9-1-1 GIS Street Centerline To ALI Record Attribute Match Rate

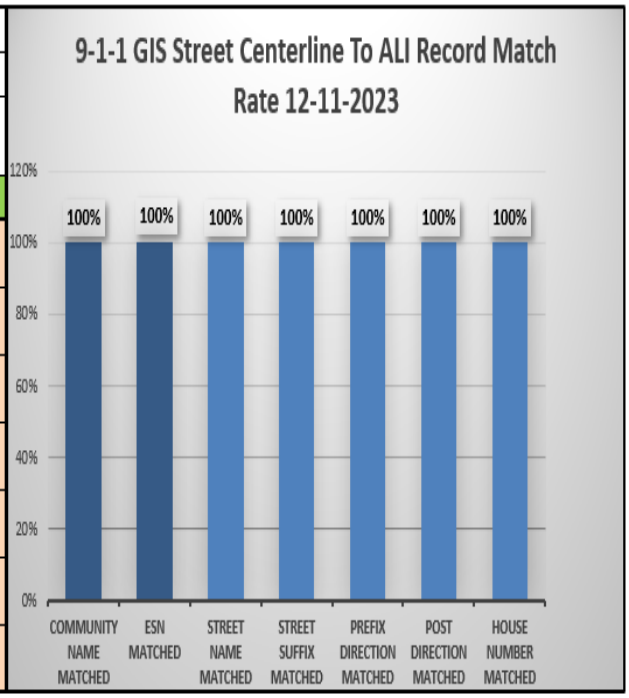
The 9-1-1 GIS Street Centerline to ALI records attribute comparison is used to identify the "course location", or main MSAG valid address that will geocode to the street centerline data. Geocoding is the process of assigning a geographic coordinate for a location and converting it to a valid address utilizing the tabular address information to geographic reference information. This is a proactive way to identify any inconsistencies and enhance the accuracy of all associated 9-1-1 databases, and to ensure the proper operation of the PSAP 9-1-1 systems such as Automatic Vehicle Location (AVL). There are seven (7) GIS and ALI Record attributes that are compared for an exact match.

Items from the Databases that will be compared and audited will include these attributes:

- MSAG Community Name
- ESNs
- Street Names
- Street Name Suffix
- Prefix Direction
- Post Direction
- House Number

See chart below:

9-1-1 Street Centerline to ALI Records AUDIT COMPARISON RESULTS	As of December 11, 2023 9-1-1 ALI Records pulled Dated 12-01-2023	
	# of Records	Match Rate %
GIS Street Centerlines to ALI Records Comparison		
Community Name Matched	0	100%
ESN Matched	0	100%
Street Name Matched	0	100%
Street Suffix Matched	0	100%
Prefix Direction Matched	0	100%
Post Direction Matched	0	100%
House Number Matched	0	100%



NENA Recommended Match Rate = 98%

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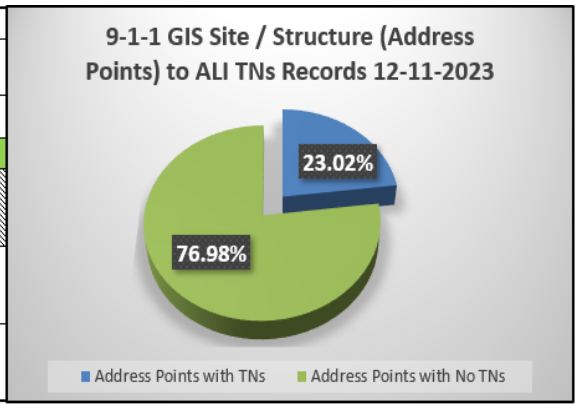
Total GIS Site/Structure (Address) Points and those with Matching ALI Records

The **9-1-1 Site/Structure Points (Address Points) GIS records with Matching ALI Records** comparison identifies the total number of Site/Structure Points (Address Points) that reside within the jurisdiction against the Wireline or VoIP Telephone Company's ALI records. The Kauai County Jurisdiction has approximately **32,582 total Site Structure Points** with approximately **7,499 Site Structure Points** that have exact matching ALI telephone records. See chart below:

9-1-1 ALI RECORDS TO GIS RECORDS AUDIT COMPARISON RESULTS	As of December 11, 2023 9-1-1 GIS Structure Point Records pulled 12-01-2023	
	# of Records	Match Rate %
GIS Structure Points to ALI Records Comparison		
9-1-1 GIS Address Points Reviewed	32,582	
9-1-1 GIS Address Points With a Matching ALI Record	7,499	23.02%
9-1-1 GIS Address Points Without a Matching ALI Record	25,083	76.98%



9-1-1 Site/Structure (Address) Points with Exact Matching ALI Records

The **9-1-1 Site/Structure (Address Points) GIS records with ALI Records** comparison represents the total number of Site/Structure (Address Points) GIS records that have exact matching ALI records at that location. The matching 9-1-1 GIS Site Structure (Address) Points with Exact Matching ALI Database comparison is used to identify the "Dispatchable Location" that can be utilized to send 9-1-1 responders to locate a 9-1-1 caller's exact location, or at least to the front of the property until a Dispatchable Location can be determined. The objective is to ensure that attributes between the ALI Records and the 9-1-1 Site /Structure Points ae exactly matched and accurate.

There are **18,975 total Automatic Location Identification (ALI) Records** with the Wireline Provider. There are **18,970 Valid ALI records** that have an exact match with a GIS Site Structure Point. There are a total of **5 Valid ALI Records** that require reviewed and/or correction to achieve an exact match. This does not mean the Valid ALI Records and Site Structure Point do not possess sufficient information that will impact a 9-1-1 call. It indicates that these records require additional research and update to exactly match the two different database records. The are **0 ESN 499 Invalid ALI Records** remaining that are in the process of determining a verified valid address. ESN 499 ALI records are records that the 9-1-1 Database Maintenance Service Provider (DBMSP) could not determine an actual address for the Telephone Company.

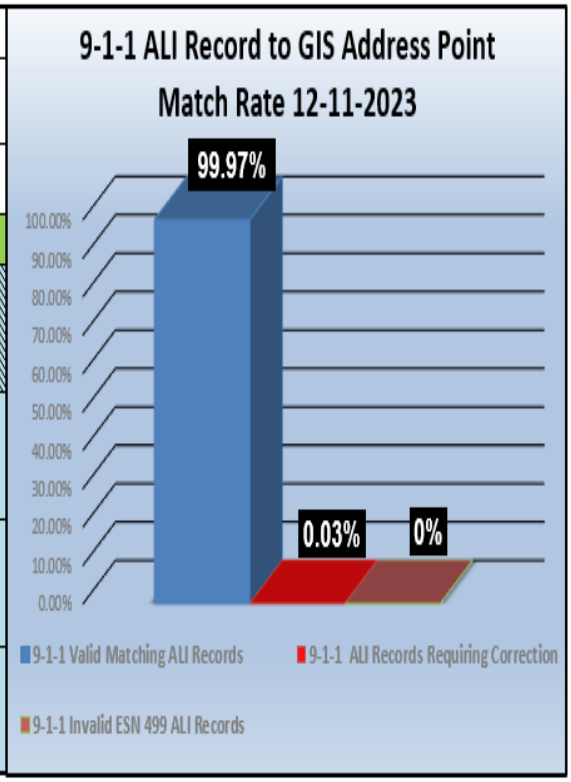
Attributes from the two Databases that were compared during this audit include:

- House Number
- House Number Suffix
- Prefix Direction
- Street Name
- Street Name Suffix
- Post Direction
- MSAG Community Name
- Postal Community Name
- ESNs
- Zip Codes

See chart below:

9-1-1 ALI RECORDS TO GIS RECORDS AUDIT COMPARISON RESULTS	As of December 11, 2023	
	9-1-1 ALI Records pulled Dated 12-01-2023	
	# of Records	Exact Match Rate %
ALI Records Comparison		
9-1-1 Total ALI Records Reviewed	18,975	
9-1-1 Valid Matching ALI Records	18,970	99.97%
9-1-1 Valid ALI Records Requiring Correction	5	0.03%
9-1-1 Invalid ESN 499 ALI Records	0	0.00%

NENA Recommended Match Rate = 98%



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

At the request of the Kauai County Chief of Police, Hawaiian Telcom, Inc. (HTI) provided Akimeka LLC, with access to the Kauai County ESN 499 MSAG and ALI records. The ESN 499 MSAG Street Records represented and identified all the "known" invalid streets in the MSAG Database.

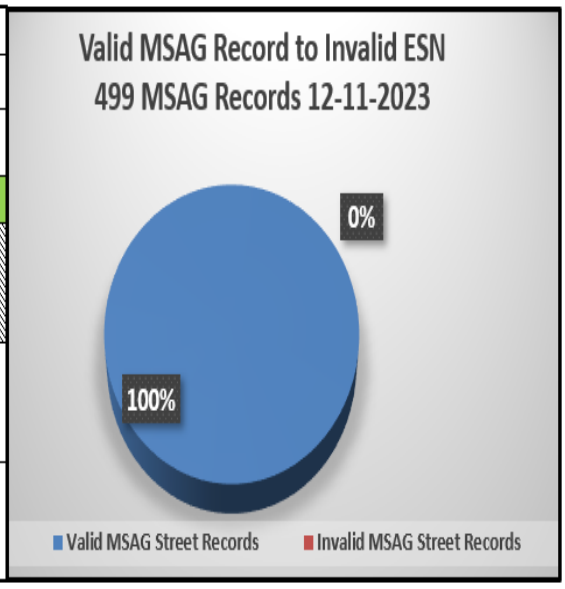
The ESN 499 ALI Records represent all "known" invalid streets telephone device/home or office addresses in the ALI Database that were associated with the known invalid MSAG Street Records. These ALI records were required to be corrected to avoid dispatching 9-1-1 resources to erroneous address/locations.

Akimeka LLC has completed the necessary investigation and required correction of the 147 MSAG Street Records identified at the start of the project. This service was provided without interruption of 9-1-1 service to the owners of the telephone devices while simultaneously producing temporary locations until the records were investigated and corrected accurately.

Valid MSAG Records to Invalid ESN 499 MSAG Records

The ESN 499 MSAG Street Records represented the number of invalid MSAG Streets Records in Kauai County that were on file with Hawaiian Telcom and their Database Maintenance Service Provider. The ESN 499 MSAG Records represented invalid MSAG Street Records that still had a valid telephone number that needs to be reassigned to a valid address. Akimeka conducted the research and corrected the MSAG Street Records to a valid location. This may have included moving any or all associated Automatic Location Identification (ALI) Records to an MSAG valid location. There are 0 ESN 499 MSAG Street Records that require attention in Kauai County. Please see the chart below:

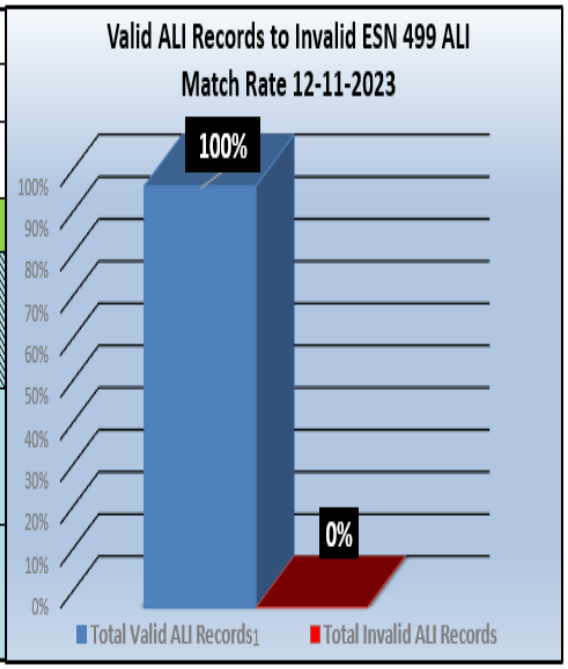
9-1-1 MSAG RECORDS TO GIS RECORDS AUDIT COMPARISON RESULTS	As of December 11, 2023	
	9-1-1 MSAG Records as of 12-01-2023	
	# of Records	%
MSAG Street Records Comparison		
9-1-1 Total MSAG Records Reviewed	1,434	
9-1-1 Total Valid MSAG Records Reviewed	1,434	100%
9-1-1 Total Invalid MSAG Records (ESN 499) Reviewed	0	0%



Valid ALI Records to Invalid ESN 499 ALI Records

The ESN 499 Automatic Location Identification (ALI) Records represent the number of invalid TNs associated with the invalid ESN 499 MSAG Records. There are Zero (0) ESN 499 ALI Records which represent 0.00**%** of the Total ALI records in Kauai County. Akimeka has completed this project.

9-1-1 ALI RECORDS TO GIS RECORDS AUDIT COMPARISON RESULTS	As of December 11, 2023	
	9-1-1 ALI Records as of 12-01-2023	
	# of Records	%
ALI Records Comparison		
9-1-1 Total ALI Records Reviewed	18,975	
9-1-1 Total Valid ALI Records	18,975	100%
9-1-1 Total Invalid MSAG Records (ESN 499)	0	0%



NENA Recommended Match Rate = 98%