

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

*February 1, 2023 – February 28, 2023*



**VSE**  
FEDERAL & DEFENSE SERVICES

# Kauai County E9-1-1 Status Report

February 1, 2023 - February 28, 2023

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### 1. PSAP OPERATIONS

#### 9-1-1 CALL VOLUME – FEBRUARY 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
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%

**\*911 Calls with No Ali for February 2023 = 0.04% - 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																	
APR																	
MAY																	
JUNE																	
JULY																	
AUG																	
SEPT																	
OCT																	
NOV																	
DEC																	
YTD	10,904	731		8,678				256		5		0		1,234		0	
MON AVG	5,452	366	6.71%	4,339	79.58%	17.88%	82.12%	128	2.35%	3	0.05%	0	0.00%	617	11.31%	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).
- 2 (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 – FEBRUARY 2023

TEXT TO 911 Kauai County 2023	
Month	Total received
January	24
February	11
March	
April	
May	
June	
July	
August	
September	
October	
November	
December	
YTD	35
Monthly Avg.	17.5

#### 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 – FEBRUARY 2023

KAUAI COUNTY - FEBRUARY 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 February 2023.

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## 2. MSAG (MASTER STREET ADDRESS GUIDE)

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

KAUAI COUNTY	9-1-1 TRANSACTIONS								Customer Addresses Affected
	Total	Dispatchable Location Transactions Submitted	MSAG	ALI Submitted		Open ALI Discrepancy Records			
		2023	DL (A)	MSAG (B)	TN CR (C)	ALI DR (D)	TNCR	ALI DR	
JANUARY	326	325	1	0	0	1,429	0	0	0
FEBRUARY	300	299	0	0	1	1,113	0	0	0
MARCH									
APRIL									
MAY									
JUNE									
JULY									
AUGUST									
SEPTEMBER									
OCTOBER									
NOVEMBER									
DECEMBER									
<b>TOTAL YTD</b>	<b>626</b>	<b>624</b>	<b>1</b>	<b>0</b>	<b>1</b>				<b>0</b>
AVG PER MONTH	313	312	1	0	1	1,271	0	0	0

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 **300** MSAG transactions were processed in 9-1-1 Net during the current month. Zero 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:

One (**1**) ALI DR was submitted as the result of 9-1-1 calls. One (**1**) call was made from a VoIP business phone in Waipouli.

VSE (formally Akimeka) processed **299** TN CRs related to the Dispatchable Location Project during the current month.

## OPEN TELEPHONE RECORD (ALI) DISCREPANCY STATUS:

- **There are currently 1,113 Open TN CRs.**

One thousand one hundred and thirteen (**1,113**) Open TN CR transactions are a result of the Dispatchable Location project. VSE (formally 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 February 28, 2023**
- **There are currently no Open VoIP DRs as of February 28, 2023**

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**TNCR (TELEPHONE NUMBER CHANGE REQUEST) CURRENT STATUS – FEBRUARY 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>1,113</b>	<b>0</b>	<b>395</b>	<b>718</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 – FEBRUARY 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 Kaunualii Hwy, Lihue**. The “Dispatchable Location” data is entered into the “Driving Directions” field in the 9-1-1 Net system and will display on the Viper Power 911 ALI Screen in the “Exact” field should a 911 call be received from that telephone number. 299 transactions were submitted, and 467 transactions were processed by Intrado in February 2023. (continued on next pages)

Dispatchable Location			
2023	Common Name Place MSAG Address	TNCR Transactions Submitted	Transactions Processed
Quarter 1			
2022 Carryover		13,499	11,641
<b>February</b>	Kauai Montessori, 4534 Uahi Rd, Lihue	1	0
	Aloha Church-Assembly Of God, 4540 Uahi Rd, Lihue	2	0
	Ohana Motors Inc, 2391 Ulu Maika St, Lihue	16	0
	Hale Opio Kauai Inc, 2959 Umi St, Lihue	28	0
	Kauai Island Finance, 2959 Umi St, Lihue	1	0
	Kauai Planning & Action, 2959 Umi St, Lihue	1	0
	Kauai Teachers Federal, 2969 Umi St, Lihue	3	2
	Ching Benefit Services, 2973 Umi St, Lihue	1	0
	Kauai Island Finance, 2973 Umi St, Lihue	8	0
	Aloha Furniture Gallery, 2981 Umi St, Lihue	1	0
	Photo Spectrum\Wedding In Paradise,2987 Umi St,Lihue	4	4
	Kiibo Restaurant, 2991 Umi St, Lihue	1	0
	Apria Healthcare, 2992 Umi St, Lihue	3	0
	Tads Plumbing, 2806 Upena St, Lihue	2	2
	Kauai Economic Opportunity Trans, 2808 Wehe Rd, Lihue	1	0
	M Kawamura Farm, 2824 Wehe Rd, Lihue	3	0
Sandia National Laboratories, 4901 Doe Trail Rd, Mana	5	0	
U S Govt Dept Of Commerce, 4422 Imiloa Rd, Mana	1	0	

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DISPATCHABLE LOCATION – STATUS AS OF – FEBRUARY 2023 - CONTINUED

Dispatchable Location			
2023	Common Name Place MSAG Address	TNCR Transactions Submitted	Transactions Processed
Quarter 1			
2022 Carryover		<b>13,499</b>	<b>11,641</b>
February	Defense Information Technology, 5013 Imiloa Rd, Mana	1	0
	Subway Barking Sands, 12040 Lii Rd, Mana	1	0
	Hawaii District Navy Exchange, 5041 Tartar Dr, Mana	1	0
	Multi Bus, 6020 Koolau Rd, Moloaa	3	0
	Ward Thompson Construction, 6211 Koolau Rd, Moloaa	1	0
	Hawaiian Health Ohana Llc, 7218 Koolau Rd, Moloaa	1	0
	Kahu'Aina Holdings Llc, 7480 Koolau Rd, Moloaa	9	0
	Island Weddings, 7581 Koolau Rd, Moloaa	1	0
	R Hurst Excavation, 7791 Koolau Rd, Moloaa	2	0
	Hawaii State Government, 406151 Kuhio Hwy, Moloaa	1	0
	Hokuala Comm Assoc, 3351 Hoolaulea Way, Nawiliwili	2	0
	Menehune Bluffs, 2311 Hulemalu Rd, Niumalu	1	0
	HSG/HTH/State Labs, 2342 Hulemalu Rd, Niumalu	1	0
	Anheuser-Busch Sales, 2955 Waapa Rd, Niumalu	5	0
	Multi Bus, 3190 Waapa Rd, Niumalu	17	7
	GSA-Department Of Transp, 123 Halewili Rd, Numila	2	0
	Multi Bus, 870 Halewili Rd, Numila	12	0
	Mcbryde Resources, 101 McBride New Mill Rd, Numila	1	0
	Drywall Inc, 3735 Omao Rd, Omao	1	0
	Multi Bus, 3738 Omao Rd, Omao	2	0
	Pacific Masonry, 3867 Omao Rd, Omao	1	0
	Ace Of Clubs, 3875 Omao Rd, Omao	1	0
Kauai Bible Church, 204131 Kaumualii Hwy, Omao	2	2	
DMK Welding Services, 204475 Kaumualii Hwy, Omao	2	2	
Kaneshiro M & H Farm, 4187 Noho Rd, Omao	1	0	

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Dispatchable Location			
2023	Common Name Place MSAG Address	TNCR Transactions Submitted	Transactions Processed
Quarter 1			
2022 Carryover		<b>13,499</b>	<b>11,641</b>
<b>February</b>	Multi Bus, 4297 Omao Rd, Omao	55	0
	The Apostolic Faith Church, 4461 Omao Rd, Omao	1	0
	Wayne's Drain Cleaning, 4351 Puneer Rd, Omao	1	0
	Blue Orchid, 4365 Puneer Rd, Omao	2	0
	Ken Do Construction Inc, 4366 Puneer Rd, Omao	2	0
	Expert Exterminators Inc, 4252 Puu Pinao Pl, Omao	1	0
	Multi Bus, 1 Kaawanui Village Rd, Pakala	3	0
	Niihau Ranch, 3 Kaawanui Village Rd, Pakala	1	0
	Pioneer Hi-Bred, 100385 Kaumualii Hwy, Pakala	4	0
	U S Govt-Post Office, 101110 Kaumualii Hwy, Pakala	3	0
	Kauai Automated Fuels, 20 Pakala Village E Rd, Pakala	1	0
	Multi Bus, 2250 Ainako St, Poipu	17	0
	Dr Kerry L Dillberg, 2711 Ala Kinoiki Rd, Poipu	1	0
	Kauai Christian Fellowship, 2731 Ala Kinoiki Rd, Poipu	1	0
	Poipu Crater, 2330 Hoohu Rd, Poipu	1	0
	Multi Bus, 2373 Hoohu Rd, Poipu	7	0
	Multi Bus, 2440 Hoonani Rd, Poipu	44	0
	Garden Island sheet metal, 2140 Kolo Rd, Kilauea	0	1
	Whalers Cove OceanfrntLuxur, 2640 Puuholo Rd, Kukuiula	0	1
	Coastline Cottages, 2659 Puuholo Rd, Kukuiula	0	1
	Kukui Ula Club/Dev, 2700 Ke Alaula St, Kukuiula	0	1
	Edible Hawaiian Island, 2752 Kauapea Rd, Kilauea	0	1
	Multi Bus, 2827 Poipu Rd, Koloa	0	1
Multi Bus, 2829 Ala Kalanikaumaka, Kukuiula	0	2	
Southshore Cab, 2837 Poipu Rd, Koloa	0	1	

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DISPATCHABLE LOCATION – STATUS AS OF – FEBRUARY 2023 - CONTINUED

Dispatchable Location			
2023	Common Name Place MSAG Address	TNCR Transactions Submitted	Transactions Processed
Quarter 1			
2022 Carryover		<b>13,499</b>	<b>11,641</b>
<b>February</b>	Kauai Locksmith, 2856 Awapuhi St, Lihue	0	1
	Kukui'Ula Development Co, 3011 Poipu Rd, Koloa	0	1
	Nail Emporium/Makena Miyake, 3088 Akahi St, Lihue	0	4
	Steven G Dubey Nd Lac, 3093 Akahi St, Lihue	0	2
	DVSH, 3105 Akahi St, Lihue	0	2
	Ortho Speclst/Easter Seal Society, 3115 Akahi St, Lihue	0	1
	Multi Bus, 3135 Akahi St, Lihue	0	1
	Aloha Hair Design, 3145 Akahi St, Lihue	0	1
	Multi Bus, 3173 Akahi St, Lihue	0	3
	Multi Bus, 3176 Poipu Rd, Koloa	0	2
	Kauai Screen & Jalousie, 3196 Akahi St, Lihue	0	2
	Multi Bus, 3201 Akahi St, Lihue	0	2
	Mental Health Kokua, 3205 Akahi St, Lihue	0	10
	Multi Bus, 3206 Akahi St, Lihue	0	6
	Innovative Network/Hawaii Govt, 3213 Akahi St, Lihue	0	3
	Safari Helicopter Tours, 3225 Akahi St, Lihue	0	3
	Multi Bus, 3256 Waikomo Rd, Koloa	0	1
	Multi Bus, 3417 Poipu Rd, Koloa	0	1
	John Patt, 3422 Poipu Rd, Koloa	0	1
	Lee Sands, 3427 Koloa Rd, Lawai	0	1
Kauai Lumber/HPM Bldg Supply, 3449 Iwipoo Rd, Lawai	0	1	
Koloa Self Storage, 3457 Waikomo Rd, Koloa	0	1	
County Of Kauai, 3461 Weliweli Rd, Koloa	0	3	
Hawaiian Telcom, 3475 Poipu Rd, Koloa	0	2	

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DISPATCHABLE LOCATION – STATUS AS OF – FEBRUARY 2023 - CONTINUED

Dispatchable Location			
2023	Common Name Place MSAG Address	TNCR Transactions Submitted	Transactions Processed
Quarter 1			
2022 Carryover		<b>13,499</b>	<b>11,641</b>
<b>February</b>	Kauai ATV's 3477 Weliweli Rd, Koloa	0	22
	Gather FCU/Under the Sea, 3483 Weliweli Rd, Koloa	0	2
	Multi Bus, 3560 Koloa Rd, Lawai	0	1
	Multi Bus, 3580 Koloa Rd, Lawai	0	1
	Lawai General Store & Market, 3586 Koloa Rd, Lawai	0	1
	Kauai Hedge & Ground Covers, 3611 Lilikoi Pl, Lawai	0	1
	W H Smith Hotel Services, 3635 Ilima Pl, Lawai	0	2
	Waalani Enterprises, 3984 Kiani St, Lawai	0	1
	Na Aina Kai Botanical Garden, 4101 Wailapa Rd, Kilauea	0	3
	Multi Bus, 4231 Ahukini Rd, Lihue	0	35
	Goodwill Industries of Hawaii, 4334 Rice St, Lihue	0	1
	Catholic Charities Hawaii, 4371 Rice St, Lihue	0	105
	Aloha Acres, 4421 Kahili Makai St, Kilauea	0	1
	Multi Bus, 4425 Lawai Rd, Kukuiula	0	11
	Multi Bus, 4444 Rice St, Lihue	0	139
	Lee Sands, 4587 Kuilei St, Lawai	0	1
	County of Kauai, 4599 Akemama Rd, Lawai	0	1
	Kukui'Ula Realty, 4637 Amio Rd, Kukuiula	0	1
	Kaiwa Construction, 4689 Wailapa Rd, Kilauea	0	2
	Kauai Janitorial, 4870 Kua Rd, Lawai	0	1
	Hale Kua, 4896 Kua Rd, Lawai	0	1
	Multi Bus, 5017 Lawai Rd, Kukuiula	0	22
Multi Bus, 5022 Lawai Rd, Kukuiula	0	10	
Multi Bus, 5482 Koloa Rd, Koloa	0	1	
Multi Bus, 203687 Kaumualii Hwy, Lawai	0	2	

## Kauai County E9-1-1 Status Report

February 1, 2023 - February 28, 2023

DISPATCHABLE LOCATION – STATUS AS OF – FEBRUARY 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>
Quarter 1			
2022 Carryover		<b>13,499</b>	<b>11,641</b>
<b>February</b>	Multi Bus, 204035 Kaumualii Hwy, Lawai	0	1
	Jas Glover/Keawe Const, 300301 Kaumualii Hwy, Koloa	0	1
	Multi Bus, 302600 Kaumualii Hwy, Lihue	0	1
	Kauai Vacation Rentals & RE, 303311 Kuhio Hwy, Lihue	0	13
<b>March</b>			
Q1		<b>624</b>	<b>755</b>
Total		<b>14,123</b>	<b>12,396</b>



# Kauai County E9-1-1 Status Report

**February 1, 2023 - February 28, 2023**

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

**February 1, 2023 - February 28, 2023**

### BANDWIDTH 9-1-1 VOIP DATABASE VERIFICATION PROJECT – FEBRUARY 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>AUI County</b>	<b>1,794</b>	<b>60</b>	<b>14</b>	<b>69</b>	<b>93.24%</b>
<b>AHU Civilian</b>	<b>12,898</b>	<b>1,556</b>	<b>44</b>	<b>1,590</b>	<b>99.38%</b>
<b>AHU 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

February 1, 2023 - February 28, 2023

## 3. GEOGRAPHIC INFORMATION SYSTEM (GIS) – FEBRUARY 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	Other/Remarks
	Date Created/ Edits Performed	
<b>CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH &amp; RESPONSE (Listed Alphabetically)</b>		
Address Points	2/23/2023 To 2/28/2023	<b>Next Delivery 3/9/2023</b>
		Added address for three (3) records in Kapaa
		Spatially corrected ten (10) records in Kapaa
Airports		
Bridges		
Building Footprints	2/9/2023 To 2/22/2023	<b>Delivered 2/23/2023</b>
		Spatially corrected two (2) records in Kapaa
	2/1/2023 To 2/8/2023	<b>Delivered 2/9/2023</b>
		Spatially corrected eleven (11) records in Waipouli
		Spatially corrected one hundred and ten (110) records in Kapaa
		Added building footprint for two (2) records in Kapaa
Added building footprint for twenty-three (23) records in Kapaa		
Added building footprint for two (2) records in Waipouli		
Bus Stops		
Churches		
Coastal Names		
Coastline		
Common Places		
Correctional Facilities		
Emergency Callboxes		
Emergency Operation Centers		
Emergency Shelters		
ESZ/ESN	2/23/2023 To 2/28/2023	<b>Next Delivery 3/9/2023</b>
		Modified boundary for six (6) records

# Kauai County E9-1-1 Status Report

February 1, 2023 - February 28, 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>		
Fire Beats	2/23/2023 To 2/28/2023	<div style="text-align: right; margin-bottom: 5px;"><b>Next Delivery 3/9/2023</b></div> Modified boundary for three (3) records
Fire Districts		
Fire Response Areas	2/23/2023 To 2/28/2023	<div style="text-align: right; margin-bottom: 5px;"><b>Next Delivery 3/9/2023</b></div> Modified boundary for four (4) records
Fire Stations		
Food & Beverage		
Gas Stations		
Gate Codes		
Government Buildings		
Harbors		
Helipads		
Hiking Trails		
Hospitals		
Hydrants		
Hyrdology Layers		
Incident Response Areas		
Lodging		
Major Roads		
Medic Beats	2/23/2023 To 2/28/2023	<div style="text-align: right; margin-bottom: 5px;"><b>Next Delivery 3/9/2023</b></div> Modified boundary for six (6) records
Medic Districts		
Medic Response Areas	2/23/2023 To 2/28/2023	<div style="text-align: right; margin-bottom: 5px;"><b>Next Delivery 3/9/2023</b></div> Modified boundary for twelve (12) records

# Kauai County E9-1-1 Status Report

February 1, 2023 - February 28, 2023

**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>		
Medic Stations		
Medical Facilities		
Milepost Markers		
MSAG Communities	<b>2/23/2023 To 2/28/2023</b>	<b>Next Delivery 3/9/2023</b>
		Modified boundary for one (1) record in Puhii
		Modified boundary for one (1) record in Lihue
		Modified boundary for one (1) record in Kapaa
Modified boundary for one (1) record in Waipouli		
Net Junctions		
Ocean Rescue Boundaries		
Ocean Safety		
Parcels		
Parks		
Parks Polygon		
Points of Interest		
Police Beats	<b>2/23/2023 To 2/28/2023</b>	<b>Next Delivery 3/9/2023</b>
		Modified boundary for five (5) records
Police Districts	<b>2/23/2023 To 2/28/2023</b>	<b>Next Delivery 3/9/2023</b>
		Modified boundary for two (2) records
Police Response Areas	<b>2/23/2023 To 2/28/2023</b>	<b>Next Delivery 3/9/2023</b>
		Modified boundary for five (5) records
Police Stations		

# Kauai County E9-1-1 Status Report

February 1, 2023 - February 28, 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>		
Post Offices		
Schools		
Street Centerlines	<b>2/23/2023 To 2/28/2023</b>	<b>Next Delivery 3/9/2023</b>
		Updated police beat name for one (1) record in Kapaa
		Spatially corrected three (3) records in Kapaa
		Partial spatial correction for one (1) record in Kalaheo
		Updated MSAG community for one (1) record in Lihue
Partial spatial correction for two (2) records in Kapaa		
Subdivisions		
Tow Jurisdictions		
Tsunami Evacuation Zones		
Tsunami Heights		
Waste Water Plants		
WSP Cell Sectors	<b>2/9/2023 To 2/22/2023</b>	<b>Delivered 2/23/2023</b>
		Added three (3) sectors per AT&T CRS
WSP Cell Towers	<b>2/9/2023 To 2/22/2023</b>	<b>Delivered 2/23/2023</b>
		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

February 1, 2023 - February 28, 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
2/23/2023	Delivered updated data for MapFlex which included Address Points, Building Footprints, Points Of Interest, Street Centerlines, WSP Cell Sectors, and WSP Cell Towers.
2/23/2023	Delivered updated data for Spillman which included Address Points, Building Footprints, Points Of Interest, and Street Centerlines.
2/9/2023	Delivered updated data for MapFlex which included Address Points, Building Footprints, Points Of Interest, Street Centerlines, WSP Cell Sectors, and WSP Cell Towers.
2/9/2023	Delivered updated data for Spillman which included Address Points, Building Footprints, Points Of Interest, and Street Centerlines.

### 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.

### 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.

# Kauai County E9-1-1 Status Report

## February 1, 2023 - February 28, 2023

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### 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 February 2023.

**Hawaii County** – February 7, 2023, and February 21, 2023

**Maui County** – February 8, 2023, and February 22, 2023

**Kauai County** – February 9, 2023, and February 23, 2023

**Honolulu** – February 10, 2023, and February 24, 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

February 1, 2023 - February 28, 2023

### 4. SERVICE REQUESTS TRANSACTIONS

#### OPEN SERVICE REQUESTS – FEBRUARY 2023

#	Date	Ticket #	Description	Category	Urgency	Comments
			None			

**NOTE:**

**There are no (0) open service requests for February 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									
April									
May									
June									
July									
August									
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
	<b>Wireline</b>	Telephone Number (ALI) Discrepancies from land line phones that have been submitted to Intrado via 9-1-1 Net for correction.
	<b>Wireless</b>	Telephone Number (ALI) Discrepancies from phones that were land lines at one time, and were ported out to a wireless carrier. However, the phone number was never removed from the MSAG database.
	<b>VoIP</b>	Telephone Number (ALI) Discrepancies from VoIP phones that have been submitted to Time Warner Cable (TWCBL) or other VoIP providers for correction

# Kauai County E9-1-1 Status Report

February 1, 2023 - February 28, 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 – March 2023

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

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

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