

Kauai County E9-1-1 Status Report

January 1, 2023 – January 31, 2023



AKIMEKA

YOUR MISSION IS OUR MISSION

Kauai County E9-1-1 Status Report

January 1, 2023 - January 31, 2023

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1. PSAP OPERATIONS

9-1-1 CALL VOLUME – JANUARY 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
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%

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																	
MAR																	
APR																	
MAY																	
JUNE																	
JULY																	
AUG																	
SEPT																	
OCT																	
NOV																	
DEC																	
YTD	5,548	350		4,430				129		3		0		636		0	
MON AVG	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%

PSAP OPERATION NOTES:

- **911 Calls with No Ali for January 2023 = 0.05% - Statewide average for 2022 = 0.05%**
- **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.**

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PSAP OPERATION NOTES: CONTINUED

- **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%
Total	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%	1,417,487	100.00%

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
*Total	4,353
*Totals may include PSAP training, testing, and 911 Texting errors	

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TEXT TO 911 – CURRENT MONTH – JANUARY 2023

TEXT TO 911 Kauai County 2023	
Month	Total received
January	24
February	
March	
April	
May	
June	
July	
August	
September	
October	
November	
December	
YTD	24
Monthly Avg.	24.0

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 – JANUARY 2023

KAUAI COUNTY - JANUARY 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 January 2023.

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2. MSAG (MASTER STREET ADDRESS GUIDE)

MSAG TRANSACTIONS CURRENT MONTH/YEAR – JANUARY 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									
MARCH									
APRIL									
MAY									
JUNE									
JULY									
AUGUST									
SEPTEMBER									
OCTOBER									
NOVEMBER									
DECEMBER									
TOTAL YTD	326	325	1	0	0				0
AVG PER MONTH	326	325	1	0	0	1,429	0	0	0

Definitions

- (A) **Dispatchable Location** - is defined in the FCC 15-9 Docket as the verified or corroborated street address of the calling party plus additional information such as floor, suite, apartment or similar information that may be needed to adequately identify the location of the calling party. Please see Dispatchable Location Section for more information.
- (B) **Master Street Address Guide** - Represents corrections made to street records including, street names, address ranges, MSAG Communities and ESNs.
- (C) **Telephone Number Change Request** - Represents address corrections on a specific TN or group of TNs. These "invalid" TNs usually have an associated ESN 499 attached to them which indicates the need for validation.
- (D) **Automatic Location Information Discrepancy Record** - Represents an address discrepancy discovered during a live 9-1-1 call, from a landline OR a VoIP phone. These record corrections are treated with a higher priority and should be processed within 48 hours if wireline, and 72 hours if a VoIP phone, as a general guideline.

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MSAG CURRENT MONTH NOTES:

A total of **326** MSAG transactions were processed in 9-1-1 Net during the current month. One (**1**) request was 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:

Akimeka submitted **325** TN CRs related to the Dispatchable Location Project during the current month.

OPEN TELEPHONE RECORD (ALI) DISCREPANCY STATUS:

- **There are currently 1,429 Open TN CRs.**

One thousand four hundred and twenty-nine (**1,429**) Open TN CR transactions are a result of the Dispatchable Location project. Akimeka continues to monitor and track the progress of the Referred records. Once a telephone number is submitted to Intrado for correction, it must be verified against HT records and/or approved by the customer. Intrado's internal process requires calling each telephone customer individually for approval to update an address in the 9-1-1 database.

- **There are currently no Open ALI-DRs as of January 31, 2023**
- **There are currently no Open VoIP DRs as of January 31, 2023**

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TNCR (TELEPHONE NUMBER CHANGE REQUEST) CURRENT STATUS – JANUARY 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 AKIMEKA	OPENED TNCRS PENDING FURTHER ACTION BY INTRADO	OPENED TNCRS REFERRED TO TELCO BY INTRADO	TOTAL UNOPENED TNCR RECORDS
KAUAI	1,429	0	349	1,080

STATUS
<u>TOTAL TNCRs SUBMITTED</u> - The total number of TNCR requests for modification that have been submitted in 9-1-1
<u>PENDING STATUS</u> - 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.
<u>REFERRED STATUS</u> - 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.
<u>TOTAL UNOPENED TNCR RECORDS STATUS</u> - The request is submitted by Akimeka on behalf the PSAP; however, processing by the 9-1-1 Database Service Provider Data Analyst has not begun.

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DISPATCHABLE LOCATION – STATUS AS OF – JANUARY 2023

NARRATIVE:

During the August 2015 State of Hawaii 911 Board meeting, Akimeka provided a “State of Hawaii PSAPs Proposed ALI Compliancy with FCC 15-9” presentation. Based on the 9-1-1 Board’s confirmation to add the “Dispatchable Location” information into the ALI database, Akimeka researched the format standards of each pertinent field, and tested the delivery of the data to the PSAP. After a few configuration adjustments (eliminating the TelCo comments field from appearing on the ALI Screen), Akimeka standardized an additional information data format to proceed with this project. During the month of August 2015, Akimeka started a pilot project, entering additional location information to a verified MSAG address with multiple telephone numbers. Specifically, the **Kukui Grove Center at 302600 Kaunualii Hwy, Lihue**. The “Dispatchable Location” data is entered into the “Driving Directions” field in the 9-1-1 Net system and will display on the Viper Power 911 ALI Screen in the “Exact” field should a 911 call be received from that telephone number. 325 transactions were submitted, and 288 transactions were processed by Intrado in January 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
January	Goodwill Industries of Hawaii, 4334 Rice St, Lihue	1	0
	Multi Bus, 4337 Rice St, Lihue	6	2
	Multi Bus, 4347 Rice St, Lihue	4	1
	The Pool Hall, 4353 Rice St, Lihue	1	1
	T Designs By Cindra, 4361 Rice St, Lihue	1	0
	Shear Image, 4363 Rice St, Lihue	1	0
	Central Pacific Bank, 4364 Rice St, Lihue	5	0
	Hair Razors Salon, 4365 Rice St, Lihue	1	1
	Catholic Charities Hawaii, 4371 Rice St, Lihue	104	0
	Curtis Law Construction, 4371 Rice St, Lihue	4	3
	Central Pacific Bank, 4373 Rice St, Lihue	5	0
	Prosser Realty Inc, 4379 Rice St, Lihue	1	1
	Lihue Missionary Church, 4383 Rice St, Lihue	1	0
	Kauai Museum, 4428 Rice St, Lihue	2	0
	Multi Bus, 4444 Rice St, Lihue	188	6
	Aloha Rain Gutters, 2950 Aheaha St, Lihue	0	1
	Multi Bus, 3759 Ahukini Rd, Lihue	0	4
Ortho Speclst/Easter Seal Society, 3115 Akahi St, Lihue	0	20	
Ortho Speclst/Easter Seal Society, 3125 Akahi St, Lihue	0	1	

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DISPATCHABLE LOCATION – STATUS AS OF – JANUARY 2023 - CONTINUED

Dispatchable Location			
2023	Common Name Place MSAG Address	TNCR Transactions Submitted	Transactions Processed
Quarter 1			
2022 Carryover		13,499	11,641
January	Multi Bus, 3135 Akahi St, Lihue	0	1
	Multi Bus, 3173 Akahi St, Lihue	0	1
	Multi Bus, 3201 Akahi St, Lihue	0	1
	Multi Bus, 4855 Akemama Rd, Lawai	0	2
	Archie Watanabe Inc, 3168 Alohi St, Lihue	0	1
	Multi Bus, 2955 Aukele St, Lihue	0	1
	Multi Bus, 2956 Aukele St, Lihue	0	1
	Multi Bus, 2960 Aukele St, Lihue	0	1
	Multi Bus, 2976 Aukele St, Lihue	0	1
	Island Cars, 2983 Aukele St, Lihue	0	2
	Multi Bus, 2995 Aukele St, Lihue	0	2
	Senter Petroleum, 3011 Aukele St, Lihue	0	1
	Medford Enterprises, 2877 Aukoi St, Lihue	0	1
	Hawaii State Government, 3060 Eiwa St, Lihue	0	7
	St Theresa's Parish, 8320 Elepaio Rd, Kekaha	0	1
	Liberty Dialys/Fresenius Medical Care 3224 Elua St, Lihue	0	1
	Multi Bus, 3156 Elua St, Lihue	0	1
	Multi Bus, 4271 Halenani St, Lihue	0	2
	Multi Bus, 4265 Halenani St, Lihue	0	1
	Multi Bus, 4442 Hardy St, Lihue	0	1
	Multi Bus, 4446 Hardy St, Lihue	0	1
	Kauai Federal Community, 4434 Hardy St, Lihue	0	7
	Multi Bus, 4139 Hardy St, Lihue	0	2
Kapaa Jodo Mission, 4524 Hauaala Rd, Kapaa	0	1	
Jesus Saves Mission, 4628 Hauaala Rd, Kapaa	0	1	

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Dispatchable Location			
2023	Common Name Place MSAG Address	TNCR Transactions Submitted	Transactions Processed
Quarter 1			
2022 Carryover		13,499	11,641
January	Aloha Airlines, 4144 Hili St, Lihue	0	1
	Kamehameha Schools, 3170 Jerves St, Lihue	0	2
	Kim Sain Brady, 4254 Kahili Makai St, Kilauea	0	1
	The Office Method, 4470 Kahili Makai St, Kilauea	0	1
	Greenwood Homes, 2291 Kahili Quarry Rd, Kilauea	0	1
	Multi Bus, 4530 Kali Rd, Lihue	0	2
	Xerox Corporation, 5165 Kalika St, Kapaa	0	1
	Multi Bus, 3343 Kanakolu St, Lihue	0	3
	Kauai Taxi Company, 2509 Kanio St, Lihue	0	1
	KNK Glass, 3998 Kapena St, Lihue	0	1
	CJ's Upholstery & Drapery, 3980 Kapena St, Lihue	0	1
	County of Kauai, 3190 Kapule Hwy, Lihue	0	7
	Ferris Faia, Robert D, 4680 Kapuna Rd, Kilauea	0	1
	Her Sanctum, 2590 Kauapea Rd, Kilauea	0	1
	Multi Bus, 302600 Kaumualii Hwy, Lihue	0	23
	US Govt-Post Office, 203675 Kaumualii Hwy, Lawai	0	1
	Multi Bus, 204035 Kaumualii Hwy, Lawai	0	1
	US Govt-Post Office, 203675 Kaumualii Hwy, Lawai	0	1
	Becks Superior Hybrids Inc, 7189 Kaumualii Hwy, Kekaha	0	1
	Coffee Times, 6200 Kawaihau Rd, Kapaa	0	1
	Kukui Ula Club/Dev, 2700 Ke Alaula St, Kukuiula	0	23
	Island Septic Solutions, 8574 Kekaha Rd, Kekaha	0	1
	Multi Bus, 8315 Kekaha Rd, Kekaha	0	1
Hawaiian Telcom, 8266 Kekaha Rd, Kekaha	0	1	
Kauai Machining & Marine, 8221 Kekaha Rd, Kekaha	0	1	

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DISPATCHABLE LOCATION – STATUS AS OF – JANUARY 2023 - CONTINUED

Dispatchable Location			
2023	Common Name Place MSAG Address	TNCR Transactions Submitted	Transactions Processed
Quarter 1			
2022 Carryover		13,499	11,641
January	Lihue Credit Union/Pharmerica Kauai, 2973 Kele St, Lihue	0	1
	Multi Bus, 2970 Kele St, Lihue	0	2
	Lawai General Store & Market, 3586 Koloa Rd, Lawai	0	1
	Multi Bus, 5488 Koloa Rd, Koloa	0	1
	Hula Moon Gifts, 5426 Koloa Rd, Koloa	0	1
	Gloria's Vacation Rentals, 5406 Koloa Rd, Koloa	0	1
	Emperor'S Emporium, 5330 Koloa Rd, Koloa	0	1
	Edward De Deo Dc, 5470 Koloa Rd, Koloa	0	1
	US Govt-Post Office, 3817 Koula Rd, Hanapepe	0	23
	Tommy's Mobile Auto Repair, 4890 Kua Rd, Lawai	0	1
	Spectrum, 303580 Kuhio Hwy, Kapaia	0	1
	Hawaii State Government, 305351 Kuhio Hwy, Wailua	0	2
	Multi Bus, 4370 Kukui Grove St, Lihue	0	20
	Multi Bus, 4425 Lawai Rd, Kukuiula	0	2
	Kapaa High School, 4695 Mailihuna Rd, Kapaa	0	1
	Hawaiian Creative Video, 7150 Moalepe Rd, Kapaa	0	1
	Makaleha Nursery Llc, 7131 Moalepe Rd, Kapaa	0	1
	Target/Longs Drug Stores, 4303 Nawiliwili Rd, Lihue	0	21
	Kauai Christian Academy, 4000 Kilauea Rd, Kilauea	0	1
	Rudy's Equipment Service, 2912 Ohiohi St, Lihue	0	1
	JB's Repair/Rent-A-Wreck Kauai, 3148 Oihana St, Lihue	0	7
	A/V Kauai, 5372 Olopua St, Kapaa	0	1
	Appleby Construction, 4387 Panui St, Kalaheo	0	1
Multi Bus, 4489 Papalina Rd, Kalaheo	0	2	
Healani'S Nails, 4475 Papalina Rd, Kalaheo	0	1	

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Dispatchable Location			
2023	Common Name Place MSAG Address	TNCR Transactions Submitted	Transactions Processed
Quarter 1			
2022 Carryover		13,499	11,641
January	Kauai Fine Arts, 4432 Panui St, Kalaheo	0	1
	Electricians Inc, 3042 Peleke St, Lihue	0	11
	Lewis & Mann Plastering & Drywall, 4266 Pilimai St, Lihue	0	1
	Multi Bus, 3176 Poipu Rd, Koloa	0	1
	Koloa Union Church, 3289 Poipu Rd, Koloa	0	1
	Rita's Equipment Rental, 2524 Poohiwi Rd, Kalaheo	0	1
	R Hoeme Construction, 5464 Puulima Rd, Kalaheo	0	1
	Multi Bus, 3016 Umi St, Lihue	0	8
	Lawai Foliage & Contracting, 3338 Uwila Pl, Lawai	0	1
	Hardware Hawaii, 3465 Waikomo Rd, Koloa	0	2
	Cobb Realty, 3262 Waikomo Rd, Koloa	0	1
	Gather FCU/Under the Sea, 3483 Weliweli Rd, Koloa	0	1
February			
March			
Q1		325	288
Total		13,824	11,929

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

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

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

*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 AKIMEKA (C)	PERCENT COMPLETED
HAWAII County	22,044	21,638 (98%)	406	406	100.00%
KAUAI County	8,936	8,695 (97%)	241	241	100.00%
MAUI County	18,256	17,517 (96%)	739	739	100.00%
OAHU Civilian	87,414	85,329 (98%)	2,085	2,085	100.00%
OAHU Military	3,663	710 (19%)	2,953	2,953	100.00%
TOTAL	140,313	**133,889	6,424	6,424	100.00%

* Spectrum VoIP Database received on June 21st, 2017

** Akimeka provided VoIP Records with Latitude/Longitude coordinates

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

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BANDWIDTH 9-1-1 VOIP DATABASE VERIFICATION PROJECT – JANUARY 2023

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

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

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

*Bandwidth					
9-1-1 VoIP Database Verification Project *** (Updated)					
PSAP	TOTAL RECORDS SUBMITTED BY BANDWIDTH (A)	TOTAL NO MATCHING RECORDS IDENTIFIED BY AKIMEKA	BANDWIDTH FALLOUT RECORDS (B)	NON MATCHING RECORDS CORRECTED BY 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 Civilian	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 Akimeka for research and MSAG address validation.
(B)	VoIP records identified by Bandwidth as fallout records. These records contain invalid MSAG addressing information which can include house number, street name/suffix, or MSAG community.
(C)	Verification Process Completed.

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3. GEOGRAPHIC INFORMATION SYSTEM (GIS) – JANUARY 2023

MAPPING LAYERS UPDATED (PART I)

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

KAUAI COUNTY		
Type of Layer	Akimeka GIS Server	Other/Remarks
	Date Created/ Edits Performed	
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)		
Address Points	1/26/2023 To 1/31/2023	Next Delivery 2/9/2023
		Spatially corrected five (5) records in Haena
		Added address for one (1) record in Haena
	1/12/2023 To 1/25/2023	Delivered 1/26/2023
		Added address for one (1) record in Kalaheo
		Updated routing ID for ten (10) records in Poipu
Added address for one (1) record in Kapaa		
	Spatially corrected, added routing ID for one (1) record in Kapaa	
	Added routing ID for one (1) record in Kapaa	
Airports		
Bridges		
Building Footprints	1/26/2023 To 1/31/2023	Next Delivery 2/9/2023
		Added address for one (1) record in Haena
		Spatially corrected one (1) record in Kapaa
		Added building footprint for four (4) records in Kapaa
		Spatially corrected twenty-nine (29) records in Haena
		Spatially corrected seven (7) records in Kealia
		Added building footprint for sixteen (16) records in Haena
		Added building footprint for thirteen (13) records in Kealia
	1/12/2023 To 1/25/2023	Delivered 1/26/2023
		Added building footprint for one (1) record in Anahola
Spatially corrected two (2) records in Anahola		
	Spatially corrected one (1) record in Kealia	
Bus Stops		
Churches		
Coastal Names		
Coastline		
Common Places		

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MAPPING LAYERS UPDATED (PART II)

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

KAUAI COUNTY		
Type of Layer	Akimeka GIS Server	Other/Remarks
	Date Created/ Edits Performed	
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)		
Correctional Facilities		
Emergency Callboxes		
Emergency Operation Centers		
Emergency Shelters		
ESZ/ESN		
Fire Beats		
Fire Districts		
Fire Response Areas		
Fire Stations		
Food & Beverage		
Gas Stations		
Gate Codes		
Government Buildings		
Harbors		
Helipads		
Hiking Trails		
Hospitals		
Hydrants		
Hyrdology Layers		
Incident Response Areas		
Lodging		
Major Roads	1/12/203 To 1/25/2023	Delivered 1/26/2023
		Spatially corrected one (1) record in Puhi
		Spatially corrected one (1) record in Hanalei
		Spatially corrected two (2) records in Kilauea
		Spatially corrected two (2) records in Eleele
		Spatially corrected ten (10) records in Kapaa

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MAPPING LAYERS UPDATED (PART III)

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

KAUAI COUNTY		
Type of Layer	Akimeka GIS Server	Other/Remarks
	Date Created/ Edits Performed	
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)		
Major Roads	1/12/203 To 1/25/2023	Spatially corrected nine (9) records in Lihue
		Spatially corrected three (3) records in Wailua
		Spatially corrected three (3) records in Kealia
		Spatially corrected thirteen (13) records in Haena
		Spatially corrected one (1) record in Kalihiwai
		Spatially corrected two (2) records in Kokee
		Spatially corrected one (1) record in Kapaia
		Spatially corrected six (6) records in Hanamaulu
		Spatially corrected two (2) records in Pakala
		Spatially corrected three (3) records in Anahola
		Spatially corrected three (3) records in Princeville
	1/1/2023 To 1/11/2023	Delivered 1/12/2023
		Spatially corrected eight (8) records in Omao
		Spatially corrected seven (7) records in Puhī
Spatially corrected eight (8) records in Lihue		
Spatially corrected four (4) records in Koloa		
Spatially corrected two (2) records in Lawai		
Spatially corrected three (3) records in Hanamaulu		
Medic Beats		
Medic Districts		
Medic Response Areas		
Medic Stations		
Medical Facilities		
Milepost Markers		
MSAG Communities		
Net Junctions		
Ocean Rescue Boundaries		
Ocean Safety		

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MAPPING LAYERS UPDATED (PART IV)

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

KAUAI COUNTY		
Type of Layer	Akimeka GIS Server	Other/Remarks
	Date Created/ Edits Performed	
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)		
Parcels		
Parks		
Parks Polygon		
Points of Interest		
Police Beats		
Police Districts		
Police Response Areas		
Police Stations		
Post Offices		
Schools		
Street Centerlines	1/12/203 To 1/25/2023	Delivered 1/26/2023
		Partial spatial correction for two (2) records in Puhii
		Partial spatial correction for two (2) records in Kapaa
		Spatially corrected two (2) records in Lihue
		Spatially corrected one (1) record in Kapaa
		Partial spatial correction for three (3) records in Kukuiula
		Partial spatial correction for six (6) records in Poipu
	Partial spatial correction for two (2) records in Lihue	
	1/1/2023 To 1/11/2023	Delivered 1/12/2023
Partial spatial correction for one (1) record in Koloa		
Subdivisions		
Tow Jurisdictions		
Tsunami Evacuation Zones		
Tsunami Heights		
Waste Water Plants		

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MAPPING LAYERS UPDATED (PART V)

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

KAUAI COUNTY		
Type of Layer	Akimeka GIS Server	Other/Remarks
	Date Created/ Edits Performed	
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)		
WSP Cell Sectors	1/12/2023 To 1/25/2023	Delivered 1/26/2023
		Added three (3) sectors per Verizon Wireless CRS
		Updated three (3) sectors per Verizon Wireless CRS
	1/1/2023 To 1/11/2023	Delivered 1/12/2023
		Added five (5) sectors per Verizon Wireless CRS
		Updated seven (7) sectors per Verizon Wireless CRS
WSP Cell Towers	1/12/2023 To 1/25/2023	Delivered 1/26/2023
		Updated one (1) tower per Verizon Wireless CRS
	1/1/2023 To 1/11/2023	Delivered 1/12/2023
		Updated one (1) tower per Verizon Wireless CRS

NOTE:

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

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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
1/26/2023	Delivered updated data for MapFlex which included Address Points, Building Footprints, Major Roads, Points Of Interest, Street Centerlines, WSP Cell Sectors, and WSP Cell Towers.
1/26/2023	Delivered updated data for Spillman which included Address Points, Building Footprints, Major Roads, Points Of Interest, and Street Centerlines.
1/12/2023	Delivered updated data for MapFlex which included Address Points, Major Roads, Points Of Interest, Street Centerlines, WSP Cell Sectors, and WSP Cell Towers.
1/12/2023	Delivered updated data for Spillman which included Address Points, Major Roads, Points Of Interest, and Street Centerlines.
1/9/2023	Delivered updated address points and points of interest, along with the corrected alternative names tables, to Spillman.

GIS FOR 911

As part of ensuring GIS data compatibility with 911 CAD systems, 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 programmed into the CAD (Spillman) system to update the unit recommendation function. The 2 new ESNs 454 and 455 were also updated in 911Net for MSAG updates. ESN 454 required 89 MSAG transactions which affected 4,015 customers and, ESN 455 required 12 transactions which affected 209 customers.

SPILLMAN PROJECT

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

MAPFLEX SYSTEM

Akimeka delivered GIS data to the MapFlex system on the following dates in January 2023.

Hawaii County – January 10, 2023, and January 24, 2023

Maui County – January 11, 2023, January 25, 2023

Kauai County – January 12, 2023, January 26, 2023

Honolulu – January 13, 2023, January 27, 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.

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4. SERVICE REQUESTS TRANSACTIONS

OPEN SERVICE REQUESTS – JANUARY 2023

#	Date	Ticket #	Description	Category	Urgency	Comments
			None			

NOTE:

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

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

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

<u>Note:</u>	* 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.
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	Category	Description
Definitions:	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

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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