

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

*July 1, 2023 – July 31, 2023*



**VSE**  
FEDERAL & DEFENSE SERVICES

# Kauai County E9-1-1 Status Report

July 1, 2023 - July 31, 2023

---

## TABLE OF CONTENTS

1.	PSAP Operations .....	4
	9-1-1 Call Volume – July 2023.....	4
	9-1-1 Call Volume – Calendar Year 2023 .....	4
	PSAP Operation Notes:.....	5
	For Your Information.....	5
	Text to 911 – Current Month – July 2023.....	6
	Note: .....	6
	Wireless PSAP Testing – July 2023 .....	6
	Notes: .....	6
2.	MSAG (Master Street Address Guide) .....	7
	MSAG Transactions Current Month/Year – July 2023.....	7
	MSAG Current Month Notes: .....	8
	Telephone Record (ALI) Transactions Current Month Notes:.....	8
	Open Telephone Record (ALI) Discrepancy Status:.....	8
	TNCR (Telephone Number Change Request) Current Status – July 2023 .....	9
	Note: .....	9
	Dispatchable Location – Status As Of – July 2023.....	10
	Narrative: .....	10
	Dispatchable Location – Status As Of – July 2023 - continued.....	11
	Dispatchable Location – Status As Of – July 2023 - continued.....	12
	Dispatchable Location – Status As Of – July 2023 - continued.....	13

# Kauai County E9-1-1 Status Report

**July 1, 2023 - July 31, 2023**

---

Spectrum (Charter) 9-1-1 VoIP Database Verification Project - July 2023.....	14
Bandwidth 9-1-1 VoIP Database Verification Project – July 2023 .....	15
3. Geographic Information System (GIS) – July 2023.....	16
Mapping Layers Updated (Part I) .....	16
Mapping Layers Updated (Part II) .....	17
Mapping Layers Updated (Part III).....	18
Mapping Layers Updated (Part IV).....	19
Note: .....	19
Geographic Information System (GIS) Narratives .....	20
GIS Key Activities/Updates.....	20
GIS for 911 .....	20
Medic 25 .....	21
Spillman Project.....	21
MapFlex System .....	21
MapFlex Issues .....	21
4. Service Requests Transactions .....	22
Open Service Requests – July 2023 .....	22
Note: .....	22
Service Request Year-to-Date (YTD) Summary – 2023.....	22
5. E9-1-1 Database Synchronization.....	23
Two-way (2-way) comparison– September 2023 - TBA.....	23
Three-way (3-way) comparison – September 2023 - TBA.....	23
Invalid MSAG Streets and Address Ranges – ESN 499 MSAG & ALI Records   Project Completed .....	23

# Kauai County E9-1-1 Status Report

July 1, 2023 - July 31, 2023

## 1. PSAP OPERATIONS

### 9-1-1 CALL VOLUME – JULY 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
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%

\*911 Calls with No Ali for July 2023 = 0.00% - Statewide average for 2022 = 0.05%

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

9-1-1 Call Volume																	
KAUAI PSAP		Wireline		Wireless				VOIP		Calls with No ALI		Admin Calls		Abandoned Calls		Other Calls	
2023	Total 9-1-1 Calls Processed	No. of Wireline Calls	% of Total Calls	No. of Wireless Calls	% of Total Calls	% of Wireless WPH1 Calls	% of Wireless WPH2 Calls	No. of VoIP Calls	% of Total Calls	No. of Calls with No ALI	% of Total Calls	No. of Admin Calls	% of Total Calls	No. of 9-1-1 Abandoned	% of Total Calls	Other	% of Total Calls
JAN	5,548	350	6.31%	4,430	79.85%	17.04%	82.96%	129	2.33%	3	0.05%	0	0.00%	636	11.46%	0	0.00%
FEB	5,356	381	7.11%	4,248	79.31%	18.71%	81.29%	127	2.37%	2	0.04%	0	0.00%	598	11.17%	0	0.00%
MAR	6,314	379	6.00%	5,006	79.28%	16.46%	83.54%	265	4.20%	0	0.00%	0	0.00%	664	10.52%	0	0.00%
APR	5,979	540	9.03%	4,612	77.14%	16.65%	83.35%	188	3.14%	0	0.00%	0	0.00%	639	10.69%	0	0.00%
MAY	5,858	269	4.59%	4,843	82.67%	16.62%	83.38%	172	2.94%	1	0.02%	0	0.00%	573	9.78%	0	0.00%
JUNE	6,420	336	5.23%	5,204	81.06%	15.83%	84.17%	187	2.91%	0	0.00%	0	0.00%	693	10.79%	0	0.00%
JULY	5,146	300	5.83%	4,132	80.30%	16.51%	83.49%	170	3.30%	0	0.00%	0	0.00%	544	10.57%	0	0.00%
AUG																	
SEPT																	
OCT																	
NOV																	
DEC																	
YTD	40,621	2,555		32,475				1238		6		0		4,347		0	
MON AVG	5,803	365	6.30%	4,639	79.94%	16.83%	83.17%	177	3.03%	1	0.02%	0	0.00%	621	10.71%	0	0.00%

# Kauai County E9-1-1 Status Report

July 1, 2023 - July 31, 2023

### PSAP OPERATION NOTES:

- **Abandoned Calls** represent the number of incoming 9-1-1 calls for which the caller had hung up before a call-taker answered.
- **Abandoned Calls** are included in the total Wireline and Wireless counts respectively.
- **All VoIP (Voice over Internet Protocol)** types of 911 calls are combined in the Call Volume statistic.
- **A New Class of Service (COS): FIXD** = Wireless 911 calls to the PSAP via fixed **indoor** antennas.
- x (911) call with the COS of FIXD were added to the Wireless Phase I (WPH 1) percentage total.
- **A New Class of Service (COS): WDL1/WDL2** = Wireless 911 calls to the PSAP via fixed **indoor** antennas with a general location i.e., pool area (WDL1) or a specific area i.e., room 101 (WDL2).
- 4 (911) calls with the COS of WDL1, or WDL2 were added to the Wireless Phase I or Phase II percentage total.

### FOR YOUR INFORMATION

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

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

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

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

# Kauai County E9-1-1 Status Report

**July 1, 2023 - July 31, 2023**

**TEXT TO 911 – CURRENT MONTH – JULY 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	
September	
October	
November	
December	
YTD	147
Monthly Avg.	21.0

**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 – JULY 2023**

KAUAI COUNTY - JULY 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 July 2023.

# Kauai County E9-1-1 Status Report

July 1, 2023 - July 31, 2023

## 2. MSAG (MASTER STREET ADDRESS GUIDE)

### MSAG TRANSACTIONS CURRENT MONTH/YEAR – JULY 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	
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									
SEPTEMBER									
OCTOBER									
NOVEMBER									
DECEMBER									
<b>TOTAL YTD</b>	<b>1,690</b>	<b>1,680</b>	<b>9</b>	<b>0</b>	<b>1</b>				<b>16</b>
AVG PER MONTH	241	240	1	0	0	934	0	0	2

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

# Kauai County E9-1-1 Status Report

July 1, 2023 - July 31, 2023

---

## MSAG CURRENT MONTH NOTES:

A total of **146** 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 forty-six (**146**) TN CRs related to the Dispatchable Location Project during the current month.

## OPEN TELEPHONE RECORD (ALI) DISCREPANCY STATUS:

- **There are currently 679 Open TN CRs.**

Six hundred and seventy-nine (**679**) 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 July 31, 2023**
- **There are currently no Open VoIP DRs as of July 31, 2023**



# Kauai County E9-1-1 Status Report

July 1, 2023 - July 31, 2023

## TNCR (TELEPHONE NUMBER CHANGE REQUEST) CURRENT STATUS – JULY 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>679</b>	<b>0</b>	<b>358</b>	<b>321</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.

# Kauai County E9-1-1 Status Report

**July 1, 2023 - July 31, 2023**

## DISPATCHABLE LOCATION – STATUS AS OF – JULY 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. **146** transactions were submitted, and **130** transactions were processed by Intrado in July 2023. (continued on next pages)

Dispatchable Location			
2023	Common Name Place MSAG Address	TNCR Transactions Submitted	Transactions Processed
Quarter 3			
Quarter 2 Carryover		<b>14,903</b>	<b>13,570</b>
<b>July</b>	Learn To Surf, 4834 Victoria Loop, Princeville	1	1
	Multi Bus, 3920 Wyllie Rd, Princeville	6	0
	Hawthorne Pacific, 1520 Haleukana St, Puhi	5	5
	Loomis Armored, 1544 Haleukana St, Puhi	2	0
	Kauai Hydroseed & Landscape, 1655 Haleukana St, Puhi	1	0
	Paradise Beverages, 1741 Haleukana St, Puhi	1	1
	Fedex Ground, 1781 Haleukana St, Puhi	7	3
	Bacon Universal Co, 1856 Haleukana St, Puhi	8	8
	American Electric, 1865 Haleukana St, Puhi	1	0
	Hawaii Foodbank, 4241 Hanahao Pl, Puhi	12	12
	Halelani Village At Puhi, 1970 Hanalima St, Puhi	1	0
	Regency at Puakea, 2130 Kaneka St, Puhi	3	0
	Multi Bus, 302087 Kaumualii Hwy, Puhi	3	1
	Garden Island Security Inc, 4245 Kole Pl, Puhi	1	0
Multi Bus, 1821 Leleiona St, Puhi	5	1	

## Kauai County E9-1-1 Status Report

July 1, 2023 - July 31, 2023

DISPATCHABLE LOCATION – STATUS AS OF – JULY 2023 - CONTINUED

Dispatchable Location			
2023	Common Name Place MSAG Address	TNCR Transactions Submitted	Transactions Processed
Quarter 3			
Quarter 2 Carryover		14,903	13,570
<b>July</b>	HSG/EDN/Kauai District/Admin, 4431 Nuhou St, Puhi	2	0
	Grove Farm, 3951 Puhi Rd, Puhi	1	1
	Kauai Freight Service Inc, 4301 Puhi Rd, Puhi	3	1
	Taba Realty & Development, 4490 Puhi Rd, Puhi	1	1
	T And R Trophies, 6506 Ahele Dr, Wailua	1	1
	J Medical Management, 364 Kaholalele Rd, Wailua	1	0
	Alii Landscaping, 361 Kaima Pl, Wailua	1	0
	Kauai Island Shopping Service, 6136 Kala Kea Pl, Wailua	1	0
	Kauai Sweepers, 6182 Kala Kea Pl, Wailua	1	0
	De Jesus Architecture, 491 Kamalu Rd, Wailua	1	1
	Tamura's Farm Fresh, 6345 Kipapa Rd, Wailua	1	1
	Custom Cooling, 6680 Kipapa Rd, Wailua	1	1
	Diamond Fire Protection, 6734 Kipapa Rd, Wailua	1	0
	Greg'S Roofing, 5980 Kololia Pl, Wailua	1	0
	Bamboo Moon Productions, 6038 Kolopua St, Wailua	1	1
	Profile Productions, 6078 Kolopua St, Wailua	1	1
	Esprit De Corps Riding, 1491 Kualapa Pl, Wailua	1	1
	Ho'omana Inc, 4531 Kuamoo Rd, Wailua	1	1
	Kamokila Hawaiian Adventures, 5443 Kuamoo Rd, Wailua	1	0
	Gardner C Quarton Md, 5521 Kuamoo Rd, Wailua	1	0
	WPI 6543 Kuamoo Rd, Wailua	1	0
	Garden Isle Roofing Inc, 7241 Kuamoo Rd, Wailua	1	0
	Multi Bus, 305920 Kuhio Hwy, Wailua	3	0
	Insurance Factors, 6865 Leimomi St, Wailua	1	0
	Tihati Productions Ltd, 6330 Makana Rd, Wailua	1	0
	R S Weir General, 6336 Makana Rd, Wailua	2	0
Profile Productions, 6495 Makana Rd, Wailua	1	1	

## Kauai County E9-1-1 Status Report

July 1, 2023 - July 31, 2023

DISPATCHABLE LOCATION – STATUS AS OF – JULY 2023 - CONTINUED

Dispatchable Location			
2023	Common Name Place	TNCR Transactions Submitted	Transactions Processed
Quarter 3	MSAG Address		
Quarter 2 Carryover		14,903	13,570
<b>July</b>	Perform Metals, 385 Molo St, Wailua	1	1
	Kauai Calls Set Your Heart, 160 Ohana St, Wailua	2	0
	Anama Construction, 5843 Ohe St, Wailua	1	0
	All Islands Timeshare, 5844 Ohe St, Wailua	3	0
	Rowe Builders, 5850 Ohe St, Wailua	1	1
	Construction Hawaii.com, 5650 Ohelo Rd, Wailua	1	1
	Kauai Artesian Water, 5694 Ohelo Rd, Wailua	1	1
	Sun King Inc, 5904 Olohena Rd, Wailua	1	0
	DK Towing, 6285 Olohena Rd, Wailua	1	0
	Margaret Hanson Attny at Law, 6295 Olohena Rd, Wailua	1	1
	Network Wellness Center, 6790 Olohena Rd, Wailua	1	1
	J & C Sanitation Service Inc, 6837 Olohena Rd, Wailua	2	0
	Pohaku Plumbing Inc, 6971 Pomaikai St, Wailua	1	0
	Aloha Trials Shop, 6434 Pulana St, Wailua	1	0
	Garden Island Tree Care, 1291 Puuopae Rd, Wailua	1	0
	Tim Bradley Architect, 6492 Puupilo Rd, Wailua	1	0
	Wailua Kayak Adventures, 318 Eggerking Rd, Wailua	1	0
	Insurance Factors, 341 Eggerking Rd, Wailua	1	0
	Kayak Wailua, 4565 Haleilio Rd, Wailua	1	0
	Pono Studio, 4621 Haleilio Rd, Wailua	1	1
	Kauai Aviation, 328 Kaokolo Pl, Wailua	1	1
	Bodymind & Breath Center, 310 Kihapai St, Wailua	1	1
	Galante Construction, 5289 Kihei Rd, Wailua	1	1
	Rainbow Gas & Mini Mart, 40350 Kuhio Hwy, Wailua	2	2
	Wailua Shopping Plaza, 40361 Kuhio Hwy, Wailua	1	1
JC's Flowers & Mini Mart, 40369 Kuhio Hwy, Wailua	1	0	
Multi Bus, 40484 Kuhio Hwy, Wailua	25	6	

## Kauai County E9-1-1 Status Report

July 1, 2023 - July 31, 2023

DISPATCHABLE LOCATION – STATUS AS OF – JULY 2023 - CONTINUED

Dispatchable Location			
2023	Common Name Place MSAG Address	TNCR Transactions Submitted	Transactions Processed
Quarter 3			
Quarter 2 Carryover		<b>14,903</b>	<b>13,570</b>
<b>July</b>	WalMart, 303300 Kuhio Hwy, Lihue	0	4
	Optinet - Mutual Housing Assoc, 4160 Hoala St, Lihue	0	7
	Lihue Pharmacy Inc, 4491 Kolopa St, Lihue	0	12
	Multi Bus, 4473 Pahee St, Lihue	0	6
	Diagnostic Laboratory, 303259 Kuhio Hwy, Lihue	0	1
	Multi Bus, 303257 Kuhio Hwy, Lihue	0	6
	SSFM International Inc, 303215 Kuhio Hwy, Lihue	0	2
	Kauai Pasta, 303142 Kuhio Hwy, Lihue	0	4
	Chung Restaurants/Ilis-Wayport, 303113 Kuhio Hwy, Lihue	0	6
	St Michael & All Angels/Ratcliffe, 4375 Puaole St, Lihue	0	2
	Multi Bus, 4371 Puaole St, Lihue	0	2
	Family Violence Shelter, 4079 Puaole St, Lihue	0	2
	MVCI Kauai Lagoons, 3920 Haaia St, Lihue	0	3
	Multi Bus, 3759 Ahukini Rd, Lihue	0	2
	Hawaii State Government, 3059 Umi St, Lihue	0	1
	Multi Bus, 3560 Koloa Rd, Lawai	0	1
	Multi Bus, 3144 Elua St, Lihue	0	1
	Hamura Saimin Stand, 3408 Elima St, Lihue	0	1
	JC Sandblasting & Recycle, 3351 Elima St, Lihue	0	1
	Dataspace Industries, 4558 Ekolu St, Lihue	0	1
Kauai Island Utility, 4621 Ehiku St, Lihue	0	1	
The Church of Jesus Christ, 4598 Ehiku St, Lihue	0	1	
<b>August</b>			
<b>September</b>			
<b>Q3</b>		<b>146</b>	<b>130</b>
<b>Total</b>		<b>15,049</b>	<b>13,700</b>

# Kauai County E9-1-1 Status Report

**July 1, 2023 - July 31, 2023**

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

**July 1, 2023 - July 31, 2023**

### BANDWIDTH 9-1-1 VOIP DATABASE VERIFICATION PROJECT – JULY 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

July 1, 2023 - July 31, 2023

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

### MAPPING LAYERS UPDATED (PART I)

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

KAUAI COUNTY		
Type of Layer	VSE (formerly Akimeka) GIS Server Date Created/ Edits Performed	Other/Remarks
<b>CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH &amp; RESPONSE (Listed Alphabetically)</b>		
<b>Address Points</b>	<b>7/27/2023 To 7/31/2023</b>	<b>Next Delivery 8/10/2023</b>
		Added address for fourteen (14) records in Kalaheo
		Spatially corrected twenty-one (21) records in Eleele
		Added address for one (1) record in Hanapepe
		Spatially corrected thirty (30) records in Hanapepe
		Corrected civic street for three (3) records in Hanapepe
		Added address for one hundred and five (105) records in Eleele
		Updated location name per KPD for one (1) record in Nawiliwili
		Spatially corrected eighty-seven (87) records in Kalaheo
	Updated label for one (1) record in Kalaheo	
	<b>7/13/2023 To 7/26/2023</b>	<b>Delivered 7/27/2023</b>
		Added address for seven (7) records in Kapaa
	Spatially corrected six (6) records in Kapaa	
<b>7/1/2023 To 7/12/2023</b>	<b>Delivered 7/13/2023</b>	
	Added address for seven (7) records in Kapaa	
	Added address for two (2) records in Kilauea	
Spatially corrected sixty-six (66) records in Kapaa		
<b>Airports</b>		
<b>Bridges</b>		
<b>Building Footprints</b>	<b>7/13/2023 To 7/26/2023</b>	<b>Delivered 7/27/2023</b>
		Spatially corrected eleven (11) records in Haena
		Added building footprint for five (5) records in Haena
		Added building footprint for thirty-three (33) records in Kapaa
Spatially corrected forty-two (42) records in Kapaa		



# Kauai County E9-1-1 Status Report

July 1, 2023 - July 31, 2023

**MAPPING LAYERS UPDATED (PART II)**

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

KAUAI COUNTY		
Type of Layer	VSE (formerly Akimeka) GIS Server Date Created/ Edits Performed	Other/Remarks
<b>CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH &amp; RESPONSE (Listed Alphabetically)</b>		
Building Footprints	7/1/2023 To 7/12/2023	<div style="text-align: right; font-weight: bold; margin-bottom: 5px;">Delivered 7/13/2023</div> Spatially corrected twenty-two (22) records in Wailua Added building footprint for six (6) records in Wailua
Bus Stops		
Churches		
Coastal Names		
Coastline		
Common Places		
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		

# Kauai County E9-1-1 Status Report

July 1, 2023 - July 31, 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>		
Hiking Trails		
Hospitals		
Hydrants		
Hyrdology Layers		
Incident Response Areas		
Lodging	7/27/2023 To 7/31/2023	<p style="text-align: center; margin: 0;"><b>Next Delivery 8/10/2023</b></p> Updated hotel name for one (1) record in Nawiliwili
Major Roads		
Medic Beats		
Medic Districts		
Medic Response Areas		
Medic Stations		
Medical Facilities		
Milepost Markers		
MSAG Communities		
Net Junctions		
Ocean Rescue Boundaries		
Ocean Safety		
Parcels		
Parks		
Parks Polygon		
Points of Interest	7/27/2023 To 7/31/2023	<p style="text-align: center; margin: 0;"><b>Next Delivery 8/10/2023</b></p> Updated POI name for one (1) record in Nawiliwili
Police Beats		

# Kauai County E9-1-1 Status Report

July 1, 2023 - July 31, 2023

**MAPPING LAYERS UPDATED (PART IV)**

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

KAUAI COUNTY		
Type of Layer	VSE (formerly Akimeka) GIS Server Date Created/ Edits Performed	Other/Remarks
<b>CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH &amp; RESPONSE (Listed Alphabetically)</b>		
Police Districts		
Police Response Areas		
Police Stations		
Post Offices		
Schools		
Street Centerlines	7/27/2023 To 7/31/2023	<b>Next Delivery 8/10/2023</b>
		Spatially corrected one (1) record in Eleele
		Partial spatial correction for five (5) records in Eleele
	7/1/2023 To 7/12/2023	<b>Delivered 7/13/2023</b>
		Updated police beat name for two (2) records in Kapaa
		Updated parity for one (1) record in Pakala Spatially corrected one (1) record in Kapaa
Subdivisions		
Tow Jurisdictions		
Tsunami Evacuation Zones		
Tsunami Heights		
Waste Water Plants		
WSP Cell Sectors	7/13/2023 To 7/26/2023	<b>Delivered 7/27/2023</b>
		Added eight (8) sectors per AT&T CRS
WSP Cell Towers	7/13/2023 To 7/26/2023	<b>Delivered 7/27/2023</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

**July 1, 2023 - July 31, 2023**

**GEOGRAPHIC INFORMATION SYSTEM (GIS) NARRATIVES**

**GIS KEY ACTIVITIES/UPDATES**

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

<b>Date</b>	<b>Key Activities/Updates</b>
7/27/2023	Delivered updated data for Spillman which included Address Points, Building Footprints, Lodging, Points Of Interest, and Street Centerlines.
7/27/2023	Delivered updated data for MapFlex which included Address Points, Building Footprints, Lodging, Points Of Interest, Street Centerlines, WSP Cell Sectors, and WSP Cell Towers.
7/13/2023	Delivered updated data for Spillman which included Address Points, Building Footprints, and Street Centerlines.
7/13/2023	Delivered updated data for MapFlex which included Address Points, Building Footprints, Street Centerlines, WSP Cell Sectors, and WSP Cell Towers.
7/7/2023	Delivered a supplementary data containing civic address fields (CivicNumber, CivicStreet, and PostalCommunity) to Intrado for testing with the SCC application.

**GIS FOR 911**

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

# Kauai County E9-1-1 Status Report

July 1, 2023 - July 31, 2023

---

## 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 July 2023

**Hawaii County** – July 11, 2023, and July 25, 2023

**Maui County** – July 12, 2023, July 26, 2023

**Kauai County** – July 13, and July 27, 2023

**Honolulu** – July 14, 2023, and July 28, 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

July 1, 2023 - July 31, 2023

### 4. SERVICE REQUESTS TRANSACTIONS

#### OPEN SERVICE REQUESTS – JULY 2023

#	Date	Ticket #	Description	Category	Urgency	Comments
			None			

NOTE:

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

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

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

Note:

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

Definitions:	Category	Description
	Wireline	Telephone Number (ALI) Discrepancies from land line phones that have been submitted to Intrado via 9-1-1 Net for correction.
	Wireless	Telephone Number (ALI) Discrepancies from phones that were land lines at one time, and were ported out to a wireless carrier. However, the phone number was never removed from the MSAG database.
	VoIP	Telephone Number (ALI) Discrepancies from VoIP phones that have been submitted to Time Warner Cable (TWCBL) or other VoIP providers for correction

# Kauai County E9-1-1 Status Report

July 1, 2023 - July 31, 2023

---

## 5. E9-1-1 DATABASE SYNCHRONIZATION

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

### Next Scheduled Database Synchronization Report – September 2023

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

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

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