Kauai County E9-1-1 Status Report

October 1, 2023 – October 31, 2023

VSE

FEDERAL & DEFENSE SERVICES

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1. PSAP OPERATIONS

9-1-1 CALL VOLUME – OCTOBER 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
Oct	4,293	262	6.10%	3,406	79.34%	14.74%	85.26%	161	3.75%	4	0.09%	0	0.00%	460	10.72%	0	0.00%

*911 Calls with No Ali for October 2023 = 0.09% - Statewide average for 2022 = 0.05%

9-1-1 CALL VOLUME – CALENDAR YEAR 2023

9-1-1 Call Volume																	
KAUAI PSAP		Wireline		Wireless				VOIP		Calls with No ALI		Admin Calls		Abandoned Calls		Other Calls	
2023	Total 9-1-1 Calls Processed	No. of Wireline Calls	% of Total Calls	No. of Wireless Calls	% of Total Calls	% of Wireless WPH1 Calls	% of Wireless WPH2 Calls	No. of VoIP Calls	% of Total Calls	No. of Calls with No ALI	% of Total Calls	No. of Admin Calls	% of Total Calls	No. of 9-1-1 Abandoned	% of Total Calls	Other	% of Total Calls
JAN	5,548	350	6.31%	4,430	79.85%	17.04%	82.96%	129	2.33%	3	0.05%	0	0.00%	636	11.46%	0	0.00%
FEB	5,356	381	7.11%	4,248	79.31%	18.71%	81.29%	127	2.37%	2	0.04%	0	0.00%	598	11.17%	0	0.00%
MAR	6,314	379	6.00%	5,006	79.28%	16.46%	83.54%	265	4.20%	0	0.00%	0	0.00%	664	10.52%	0	0.00%
APR	5,979	540	9.03%	4,612	77.14%	16.65%	83.35%	188	3.14%	0	0.00%	0	0.00%	639	10.69%	0	0.00%
MAY	5,858	269	4.59%	4,843	82.67%	16.62%	83.38%	172	2.94%	1	0.02%	0	0.00%	573	9.78%	0	0.00%
JUNE	6,420	336	5.23%	5,204	81.06%	15.83%	84.17%	187	2.91%	0	0.00%	0	0.00%	693	10.79%	0	0.00%
JULY	5,146	300	5.83%	4,132	80.30%	16.51%	83.49%	170	3.30%	0	0.00%	0	0.00%	544	10.57%	0	0.00%
AUG	4,695	345	7.35%	3,633	77.38%	14.64%	85.36%	218	4.64%	1	0.02%	0	0.00%	498	10.61%	0	0.00%
SEPT	4,226	301	7.12%	3,309	78.30%	14.78%	85.22%	175	4.14%	0	0.00%	0	0.00%	441	10.44%	0	0.00%
OCT	4,293	262	6.10%	3,406	79.34%	14.74%	85.26%	161	3.75%	4	0.09%	0	0.00%	460	10.72%	0	0.00%
NOV																	
DEC																	
YTD	53,835	3,463		42,823				1792		11		0		5,746		0	
MON AVG	5,384	346	6.47%	4,282	79.46%	16.20%	83.80%	179	3.37%	1	0.02%	0	0.00%	575	10.67%	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).
- 0 (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 – OCTOBER 2023

TEXT TO 911 Kauai County 2023	
Month	Total received
January	24
February	11
March	16
April	18
May	20
June	38
July	20
August	6
September	18
October	9
November	
December	
YTD	180
Monthly Avg.	18.0

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 – OCTOBER 2023

KAUAI COUNTY - SEPTEMBER 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 October 2023.

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2. MSAG (MASTER STREET ADDRESS GUIDE)

MSAG TRANSACTIONS CURRENT MONTH/YEAR – OCTOBER 2023

KAUAI COUNTY	Total	Dispatchable Location Transactions Submitted	MSAG	ALI Submitted		Open ALI Discrepancy Records			Customer Addresses Affected
2023		DL (A)	MSAG (B)	TN CR (C)	ALI DR (D)	TNCR	ALI DR	VoIP DR	
JANUARY	326	325	1	0	0	1,429	0	0	0
FEBRUARY	300	299	0	0	1	1,113	0	0	0
MARCH	308	303	5	0	0	975	0	0	14
APRIL	280	279	1	0	0	852	0	0	0
MAY	193	192	1	0	0	778	0	0	2
JUNE	137	136	1	0	0	715	0	0	0
JULY	146	146	0	0	0	679	0	0	0
AUGUST	97	97	0	0	0	639	0	0	0
SEPTEMBER	115	115	0	0	0	556	0	0	0
OCTOBER	220	215	2	3	0	539	0	0	0
NOVEMBER									
DECEMBER									
TOTAL YTD	2,122	2,107	11	3	1				16
AVG PER MONTH	212	211	1	0	0	828	0	0	2

Definitions
(A) **D**ispatchable **L**ocation - is defined in the FCC 15-9 Docket as the verified or corroborated street address of the calling party plus additional information such as floor, suite, apartment or similar information that may be needed to adequately identify the location of the calling party. Please see Dispatchable Location Section for more information.
(B) **M**aster **S**treet **A**ddress **G**uide - Represents corrections made to street records including, street names, address ranges, MSAG Communities and ESNs.
(C) **T**elephone **N**umber **C**hange **R**equest - Represents address corrections on a specific TN or group of TNs.   These "invalid" TNs usually have an associated ESN 499 attached to them which indicates the need for validation.
(D) **A**utomatic **L**ocation **I**nformation **D**iscrepancy **R**ecord - Represents an address discrepancy discovered during a live 9-1-1 call, from a landline OR a VoIP phone. These record corrections are treated with a higher priority and should be processed within 48 hours if wireline, and 72 hours if a VoIP phone, as a general guideline.

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MSAG CURRENT MONTH NOTES:

A total of **220** MSAG transactions were processed in 9-1-1 Net during the current month. There were **two (2)** 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 two hundred and fifteen **(215)** TN CRs related to the Dispatchable Location Project during the current month.

OPEN TELEPHONE RECORD (ALI) DISCREPANCY STATUS:

- **There are currently 539 Open TN CRs.**

Five hundred and thirty-nine **(539)** 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 October 31, 2023**
- **There are currently no Open VoIP DRs as of October 31, 2023**

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TNCR (TELEPHONE NUMBER CHANGE REQUEST) CURRENT STATUS – OCTOBER 2023

NOTE:

- 9-1-1 NET is a secure web-based application that provides access to request changes to the MSAG, ALI, TN, and ESN/ELT data supported and maintained by Intrado for the Telephone Company (TelCo).
- TNCRs are not requests to change Telephone Numbers (TNs); however, it is a corrective process within 9-1-1 NET to modify location information associated with an Automatic Location Identification (ALI) record to a valid MSAG address for 9-1-1 purposes.

PSAP 9-1-1 Telephone Number Location Change Request (Telephone Number Change Request (TNCR) Status)				
PSAP	**TOTAL TNCR RECORDS SUBMITTED BY VSE (formerly Akimeka)**	**OPENED TNCRS PENDING FURTHER ACTION BY INTRADO**	**OPENED TNCRS REFERRED TO TELCO BY INTRADO**	**TOTAL UNOPENED TNCR RECORDS**
KAUAI	**539**	**0**	**360**	**179**

STATUS
TOTAL TNCRs SUBMITTED - The total number of TNCR requests for modification that have been submitted in 9-1-1 NET.
PENDING STATUS - TNCRs assigned this status are requests which have been reviewed by the 9-1-1 Database Service Provider Data Analyst, and are pending investigation whether the request is valid or invalid, and/or whether the request requires additional information to validate.
REFERRED STATUS - TNCRs assigned this status are requests which have been reviewed by the 9-1-1 Database Service Provider Data Analyst, and the request requires additional information to validate. The Intrado Data Analysts assigns this status to a TNCR and the request is referred to the telephone service providers for further research.
TOTAL UNOPENED TNCR RECORDS STATUS - The request is submitted by VSE (formerly Akimeka) on behalf the PSAP; however, processing by the 9-1-1 Database Service Provider Data Analyst has not begun.

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DISPATCHABLE LOCATION – STATUS AS OF – OCTOBER 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. 215 transactions were submitted, and 229 transactions were processed by Intrado in October 2023. (continued on next pages)

Dispatchable Location			
2023 **Quarter 4**	**Common Name Place** **MSAG Address**	**TNCR Transactions Submitted**	**Transactions Processed**
Quarter 3 Carryover		15,261	14,083
October	Eleele Federal Housing, 4565-4586 Io Rd, Kekaha	7	4
	Kekaha Haaheo Housing, 4573 Kala Rd, Kekaha	3	3
	Aloun Kauai Farming, 7050 Kaumualii Hwy, Kekaha	3	0
	Pioneer Hi-Bred Intl, 7431 Kaumualii Hwy, Kekaha	3	0
	Hawaiian Telcom/Sandwich, 7743 Iwipolena Rd, Kekaha	3	0
	Multi dwelling, 7938-8290 Elepaio Rd, Kekaha	13	10
	US Postal SVC, 8230 Kekaha Rd, Kekaha	22	22
	Multi dwelling, 8210-8288 Iwipolena Rd, Kekaha	19	9
	Thrifty Mini Mart, 8240 Kekaha Rd, Kekaha	1	1
	Westside Fish & Feed, 8246 Kekaha Rd, Kekaha	2	0
	Kekaha Federal Credit Union, 8254 Kekaha Rd, Kekaha	1	1
	Hawaiian Telcom, 8266 Kekaha Rd, Kekaha	29	0
	Multi Bus, 8297 Kekaha Rd, Kekaha	2	2
	Multi Bus, 8315 Kekaha Rd, Kekaha	2	1
	Kauai Medical Clinic, 303420 Kuhio Hwy, Lihue	105	103

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DISPATCHABLE LOCATION – STATUS AS OF – OCTOBER 2023 - CONTINUED

Dispatchable Location			
2023 **Quarter 4**	**Common Name Place** **MSAG Address**	**TNCR Transactions Submitted**	**Transactions Processed**
Quarter 3 Carryover		15,261	14,083
October	Multi Bus, 1 Kaawanui Village Rd, Pakala	0	3
	Niihau Ranch, 3 Kaawanui Village Rd, Pakala	0	1
	Mcbryde Resources, 101 Mcbride New Mill Rd, Numila	0	1
	GSA-Department Of Transp, 123 Halewili Rd, Numila	0	2
	Kauai Calls Set Your Heart, 160 Ohana St, Wailua	0	2
	Menehune Bluffs, 2311 Hulemalu Rd, Niumalu	0	1
	Kauai Economic Opportunity Trans, 2808 Wehe Rd, Lihue	0	1
	Kauai Teachers Federal, 2969 Umi St, Lihue	0	1
	Hokuala Comm Assoc, 3351 Hoolaulea Way, Nawiliwili	0	2
	Multi Bus, 3738 Omao Rd, Omao	0	2
	U S Govt Dept Of Commerce, 4422 Imiloa Rd, Mana	0	1
	Kauai Montessori, 4534 Uahi Rd, Lihue	0	1
	Aloha Church-Assembly Of God, 4540 Uahi Rd, Lihue	0	2
	Multi Bus, 4643 Waimea Canyon Dr, Waimea	0	17
	Defense Information Technology, 5013 Imiloa Rd, Mana	0	1
	Multi Bus, 6020 Koolau Rd, Moloaa	0	2
	Ward Thompson Construction, 6211 Koolau Rd, Moloaa	0	1
	Hawaiian Health Ohana Llc, 7218 Koolau Rd, Moloaa	0	1
	Island Weddings, 7581 Koolau Rd, Moloaa	0	1
	Hawaiian Telcom, 8266 Kekaha Rd, Kekaha	0	29
	Hawaii State Government, 406151 Kuhio Hwy, Moloaa	0	1
November			
December			
Q4		215	229
Total		15,476	14,312

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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.

PSAP	*Spectrum (Charter) 9-1-1 VoIP Database Verification Project				
	TOTAL RECORDS SUBMITTED BY SPECTRUM (A)	TOTAL RECORDS MATCHING & VERIFIED WITH 911 DATABASES (B)	TOTAL RECORDS NOT MATCHING	NON MATCHING RECORDS CORRECTED BY VSE (formerly AKIMEKA) (C)	PERCENT COMPLETED
HAWAII County	22,044	21,638 (98%)	406	406	100.00%
KAUAI County	8,936	8,695 (97%)	241	241	100.00%
MAUI County	18,256	17,517 (96%)	739	739	100.00%
OAHU Cilivian	87,414	85,329 (98%)	2,085	2,085	100.00%
OAHU Military	3,663	710 (19%)	2,953	2,953	100.00%
TOTAL	140,313	**133,889	6,424	6,424	100.00%

* Spectrum VoIP Database received on June 21st, 2017
** VSE (formerly Akimeka) provided VoIP Records with Latitude/Longitude coordinates.

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

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

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

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

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

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

*Bandwidth VoIP Database received on April 5th, 2018
**Updated Bandwidth VoIP Database received on September 6th, 2018
*** Updated Bandwidth VoIP Database received on October 1st, 2021

(A)	VoIP Database records submitted by Bandwidth to VSE (formerly Akimeka) for research and MSAG address validation.
(B)	VoIP records identified by Bandwidth as fallout records. These records contain invalid MSAG addressing information which can include house number, street name/suffix, or MSAG community.
(C)	Verifcation Process Completed.

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3. GEOGRAPHIC INFORMATION SYSTEM (GIS) – OCTOBER 2023

MAPPING LAYERS UPDATED (PART I)

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

KAUAI COUNTY		
Type of Layer	**VSE (formerly Akimeka) GIS Server** **Date Created/ Edits Performed**	**Other/Remarks**
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE **(Listed Alphabetically)**		
Address Points	10/19/2023 To 10/31/2023	**Next Delivery 11/2/2023**
		Spatially corrected nineteen (19) records in Princeville
		Added address for one (1) record in Princeville
	10/5/2023 To 10/18/2023	**Delivered 10/19/2023**
		Spatially corrected four (4) records in Lihue
		Added address for two (2) records in Lihue
		Added location name for one (1) record in Lihue
Airports		
Bridges		
Building Footprints	10/19/2023 To 10/31/2023	**Next Delivery 11/2/2023**
		Added building footprint for eight (8) records in Eleele
		Spatially corrected three (3) records in Princeville
		Added building footprint for four (4) records in Princeville
	10/5/2023 To 10/18/2023	**Delivered 10/19/2023**
		Spatially corrected thirty-one (31) records in Lihue
		Added address for two (2) records in Lihue
		Added building footprint for seven (7) records in Lihue
Bus Stops		
Churches		
Coastal Names		
Coastline		
Common Places		
Correctional Facilities		
Emergency Callboxes		

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MAPPING LAYERS UPDATED (PART II)

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

	KAUAI COUNTY	
Type of Layer	**VSE (formerly Akimeka) GIS Server** **Date Created/ Edits Performed**	**Other/Remarks**
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE **(Listed Alphabetically)**		
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		
Medic Beats		
Medic Districts		
Medic Response Areas		

MAPPING LAYERS UPDATED (PART III)

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

KAUAI COUNTY		
Type of Layer	**VSE (formerly Akimeka) GIS Server** **Date Created/ Edits Performed**	**Other/Remarks**
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE **(Listed Alphabetically)**		
Medic Stations		
Medical Facilities		
Milepost Markers		
MSAG Communities		
Net Junctions		
Ocean Rescue Boundaries		
Ocean Safety		
Parcels		
Parks		
Parks Polygon		
Points of Interest	10/5/2023 To 10/18/2023	**Delivered 10/19/2023** Added POI for one (1) record in Lihue
Police Beats		
Police Districts		
Police Response Areas		
Police Stations		
Post Offices		
Schools		
Street Centerlines	10/19/2023 To 10/31/2023	**Next Delivery 11/2/2023** Spatially corrected two (2) records in Lihue Added street centerline for seven (7) records in Hanapepe Modified range for one (1) record in Omao
Subdivisions		
Tow Jurisdictions		

Kauai County E9-1-1 Status Report

October 1, 2023 - October 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**
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)		
Tsunami Evacuation Zones		
Tsunami Heights		
Waste Water Plants		
WSP Cell Sectors	10/5/2023 To 10/18/2023	**Delivered 10/19/2023** Added twenty-three (23) sectors per Verizon Wireless audit
	10/1/2023 To 10/4/2023	**Delivered 10/5/2023** Updated seven (7) sectors per AT&T audit
WSP Cell Towers	10/5/2023 To 10/18/2023	**Delivered 10/19/2023** Added one (1) tower per Verizon Wireless audit Updated fifteen (15) towers per Verizon Wireless audit
	10/1/2023 To 10/4/2023	**Delivered 10/5/2023** Updated three (3) towers per AT&T audit

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

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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
10/19/2023	Footprints, Points Of Interest, Street Centerlines, WSP Cell Sectors, and WSP Cell Towers.
10/19/2023	Delivered updated data for Spillman which included Address Points, Building Footprints, Points Of Interest, and Street Centerlines.
10/5/2023	Delivered updated data for Spillman which included Address Points, Building Footprints, Points Of Interest, and Street Centerlines.
10/5/2023	Footprints, ESN, Points Of Interest, Street Centerlines, WSP Cell Sectors, and WSP Cell Towers.

GIS FOR 911

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

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 October 2023
Hawaii County – October 3, 2023, October 17, 2023, and October 31, 2023
Maui County – October 4, 2023, and October 18, 2023
Kauai County – October 5, 2023, and October 19, 2023
Honolulu – October 6, 2023, and October 20, 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.

4. SERVICE REQUESTS TRANSACTIONS

OPEN SERVICE REQUESTS – OCTOBER 2023

#	Date	Ticket #	Description	Category	Urgency	Comments
			None			

NOTE:

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

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

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

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

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

5. E9-1-1 DATABASE SYNCHRONIZATION

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

Next Scheduled Database Synchronization Report – December 2023

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

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

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