

Kauai County E9-1-1 Status Report

September 1, 2024 – September 30, 2024



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THE MISSION LEADS



Kauai County E9-1-1 Status Report
September 1, 2024 - September 30, 2024

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1. PSAP OPERATIONS

9-1-1 CALL VOLUME – SEPTEMBER 2024

(Source :) Intrado Viper system

9-1-1 Call Volume																	
KAUAI PSAP		Wireline		Wireless				VOIP		Calls With No ALI		Admin Calls		Abandoned Calls		Other Calls	
2024	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
Sept	1,477	100	6.77%	1,125	76.17%	13.78%	86.22%	69	4.67%	3	0.20%	0	0.00%	180	12.19%	0	0.00%

*911 Calls with No Ali for September 2024 = 0.80% - Statewide average for 2023 = 0.14%

9-1-1 CALL VOLUME – CALENDAR YEAR 2024

9-1-1 Call Volume																	
KAUAI PSAP		Wireline		Wireless				VOIP		Calls with No ALI		Admin Calls		Abandoned Calls		Other Calls	
2024	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	3,652	269	7.37%	2,799	76.64%	13.11%	86.89%	205	5.61%	3	0.08%	0	0.00%	376	10.30%	0	0.00%
FEB	3,500	225	6.43%	2,743	78.37%	15.68%	84.32%	153	4.37%	0	0.00%	0	0.00%	378	10.80%	1	0.00%
MAR	3,864	225	5.82%	3,099	80.20%	16.07%	83.93%	150	3.88%	0	0.00%	0	0.00%	390	10.09%	0	0.00%
APR	3,674	257	7.00%	2,862	77.90%	14.08%	85.92%	170	4.63%	1	0.03%	0	0.00%	384	10.45%	0	0.00%
MAY	3,756	236	6.28%	3,003	79.95%	18.91%	81.09%	137	3.65%	1	0.03%	0	0.00%	379	10.09%	0	0.00%
JUNE	3,569	272	7.62%	2,754	77.16%	13.73%	86.27%	153	4.29%	2	0.06%	0	0.00%	388	10.87%	0	0.00%
JULY	4,254	228	5.36%	3,456	81.24%	12.09%	87.91%	172	4.04%	7	0.16%	0	0.00%	391	9.19%	0	0.00%
AUG	3,896	249	6.39%	3,108	79.77%	12.03%	87.97%	171	4.39%	13	0.33%	0	0.00%	355	9.11%	0	0.00%
SEPT	1,477	100	6.77%	1,125	76.17%	13.78%	86.22%	69	4.67%	3	0.20%	0	0.00%	180	12.19%	0	0.00%
OCT																	
NOV																	
DEC																	
YTD	31,642	2,061		24,949				1380		30		0		3,221		1	
MON AVG	3,516	229	6.56%	2,772	78.60%	14.39%	85.61%	153	4.39%	3	0.10%	0	0.00%	358	10.34%	0	0.00%

All 911 calls for September ended on September 12th at 07:00 due to Viper 7 implementation and ECATs MIS reporting system cut over. ECATs training is scheduled for October 8th. Remaining 911 call volumes will be added to total on the October report.





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*1 (911) call received with the class of service "TSP". HwnTel/Intrado informed for clarification. Received confirmation from Intrado that the class of service for "TSP" is a Telematics call.

PSAP OPERATION NOTES:

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

FOR YOUR INFORMATION

FYI.....For Your Information												
PSAP Operations												
Statewide 911 Call Volumes												
PSAP	2023		2022		2021		2020		2019		2018	
Oahu Civilian	988,670	68.33%	971,113	69.45%	1,052,026	68.91%	991,016	71.11%	1,075,726	69.67%	1,034,190	70.62%
RDC Pearl Harbor	36,916	2.55%	31,827	2.28%	39,253	2.58%	37,014	2.66%	37,905	2.45%	37,068	2.53%
Hawaii County	207,715	14.35%	199,811	14.29%	214,220	14.00%	188,329	13.51%	211,611	13.70%	206,648	14.11%
Maui County	152,397	10.54%	140,524	10.05%	160,241	10.51%	125,626	9.01%	157,127	10.18%	133,869	9.14%
Kauai County	61,197	4.23%	54,923	3.93%	60,986	4.00%	51,653	3.71%	61,754	4.00%	52,623	3.60%
Total	1,446,895	100.00%	1,398,198	100.00%	1,526,726	100.00%	1,393,638	100.00%	1,544,123	100.00%	1,464,398	100.00%

911 Call Volume % increase from 2022 to 2023	
Oahu	1.80%
RDC	15.99%
Hawaii	3.95%
Maui	8.44%
Kauai	11.42%
State of Hawaii	8.32%

911 Calls with No ALI % average for 2023	
Oahu	0.47%
RDC	0.03%
Hawaii	0.04%
Maui	0.13%
Kauai	0.03%
State of Hawaii average	0.14%

State of Hawaii 2023	
TEXT TO 911	
Oahu Civilian	2,724
RDC Pearl Harbor	66
Hawaii County	689
Maui County	581
Kauai County	211
*Total	4,271
*Totals may include PSAP training, testing, and 911 Texting errors	



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TEXT TO 911 – CURRENT MONTH – SEPTEMBER 2024

TEXT TO 911 Kauai County 2024	
Month	Total received
January	31
February	27
March	20
April	13
May	16
June	16
July	43
August	27
September	3
October	
November	
December	
YTD	196
Monthly Avg.	21.8

Text to 911 count for September stopped due to the Viper 7 implementation. Numbers will be adjusted in the October report.

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 – SEPTEMBER 2024

KAUAI COUNTY - SEPTEMBER 2024						
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 September 2024.



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2. MSAG (MASTER STREET ADDRESS GUIDE)

MSAG TRANSACTIONS CURRENT MONTH/YEAR – SEPTEMBER 2024

KAUAI COUNTY	9-1-1 TRANSACTIONS								Customer Addresses Affected
	Total	Dispatchable Location Transactions Submitted	MSAG	ALI Submitted		Open ALI Discrepancy Records			
		DL (A)	MSAG (B)	TN CR (C)	ALI DR (D)	TNCR	ALI DR	VoIP DR	
2024									
JANUARY	61	59	2	0	0	488	0	0	12
FEBRUARY	220	218	1	1	0	571	0	0	0
MARCH	138	138	0	0	0	653	0	0	0
APRIL	0	0	0	0	0	725	0	0	0
MAY	192	192	0	0	0	884	0	0	0
JUNE	27	25	1	1	0	883	0	0	0
JULY	72	71	1	0	0	834	0	0	0
AUGUST	3	2	1	0	0	730	0	0	3
SEPTEMBER	30	29	1	0*	0	767	0	0	5
OCTOBER									
NOVEMBER									
DECEMBER									
TOTAL YTD	743	734	7	2	0				20
AVG PER MONTH	83	82	1	0	0	726	0	0	2

* TNCR Note

V2X submitted **528** transactions that Intrado has not processed in the month of **September** due to personnel issues

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 **30** 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 **5** customer ANI/ALI (telephone number/address) records updated as a direct result.

TELEPHONE RECORD (ALI) TRANSACTIONS CURRENT MONTH NOTES:

V2X (formerly Akimeka) processed **29** TN CRs related to the Dispatchable Location Project during the current month.

OPEN TELEPHONE RECORD (ALI) DISCREPANCY STATUS:

- **There are currently 767 Open TN CRs.**

Seven hundred and sixty-seven (**767**) Open TN CR transactions are a result of the Dispatchable Location project. V2X (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 September 30, 2024**
- **There are currently no Open VoIP DRs as of September 30, 2024**



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TNCR (TELEPHONE NUMBER CHANGE REQUEST) CURRENT STATUS – SEPTEMBER 2024

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 V2X FORMERLY AKIMEKA	OPENED TNCRS PENDING FURTHER ACTION BY INTRADO	OPENED TNCRS REFERRED TO TELCO BY INTRADO	TOTAL UNOPENED TNCR RECORDS
KAUAI	767	0	239	528

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 V2X 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 – SEPTEMBER 2024

NARRATIVE:

During the August 2015 State of Hawaii 911 Board meeting, V2X (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, V2X (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), V2X (formerly Akimeka) standardized an additional information data format to proceed with this project. During the month of August 2015, V2X (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. 29 transactions were submitted, and 1 transaction were processed by Intrado in September 2024.

Dispatchable Location			
2024	Common Name Place MSAG Address	TNCR Transactions Submitted	Transactions Processed
Quarter 3			
Quarter 2 Carryover		16,329	15,076
September	Title Guaranty, 3417 Poipu Rd, Koloa	1	0
	McBryde Resources, 2902 Poipu Rd, Koloa	6	0
	US Postal Svc, 5485 Koloa Rd, Koloa	22	0
	Banyan Harbor Resort, 3411 Wilcox Rd, Nawiliwili	0	1
Q3		102	213
Total		16,431	15,289





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SPECTRUM (CHARTER) 9-1-1 VOIP DATABASE VERIFICATION PROJECT - SEPTEMBER 2024

V2X (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 V2X (formerly Akimeka) has access to these ALI Records, V2X (formerly Akimeka) is researching and verifying the VoIP records against an MSAG valid address and the GIS data. This research is a validation of the ALI Record to ensure that the location as provided by the VoIP provider matches the GIS Information utilized by the Public Safety Agencies within their specific County 9-1-1 Service Area. This validation reduces the potential of address or location dispute during a 9-1-1 call.

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

*Spectrum (Charter) 9-1-1 VoIP Database Verification Project					
PSAP	TOTAL RECORDS SUBMITTED BY SPECTRUM (A)	TOTAL RECORDS MATCHING & VERIFIED WITH 911 DATABASES (B)	TOTAL RECORDS NOT MATCHING	NON MATCHING RECORDS CORRECTED BY V2X 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 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

** V2X (formerly Akimeka) provided VoIP Records with Latitude/Longitude coordinates.

(A)	VoIP Database records submitted by Spectrum to V2X (formerly Akimeka) for research and MSAG address validation.
(B)	V2X formerly Akimeka has researched and verified the VoIP record against an MSAG valid address and GIS data. V2X 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.





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BANDWIDTH 9-1-1 VOIP DATABASE VERIFICATION PROJECT – SEPTEMBER 2024

V2X (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 V2X (formerly Akimeka) has access to these ALI Records, V2X (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.

V2X (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 V2X (FORMERLY AKIMEKA)	BANDWIDTH FALLOUT RECORDS (B)	NON MATCHING RECORDS CORRECTED BY V2X (FORMERLY AKIMEKA) (C)	PERCENT COMPLETED
HAWAII County	2,126	97	16	106	93.81%
KAUAI County	555	75	3	73	93.59%
MAUI County	1,794	60	14	69	93.24%
OAHU 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 V2X 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.





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3. GEOGRAPHIC INFORMATION SYSTEM (GIS) – SEPTEMBER 2024

MAPPING LAYERS UPDATED (PART I)

The 9-1-1 GIS layers provided by V2X (formerly Akimeka) to the PSAP are designed for use on E9-1-1 and NG9-1-1 systems.

KAUAI COUNTY		
Type of Layer	V2X formerly Akimeka GIS Server	Other/Remarks
	Date Created/Edits Performed	
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)		
Address Points	9/19/2024 To 9/30/2024	Next Delivery 10/3/2024
		Added address for one (1) record in Poipu
		Added address for one (1) record in Kukuiula
	9/1/2024 To 9/18/2024	Delivered 9/19/2024
		Spatially corrected one (1) record in Kalaheo
Added address for one (1) record in Nawiliwili		
	Added address for eight (8) records in Kalaheo	
Airports		
Bridges		
Building Footprints		
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		





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MAPPING LAYERS UPDATED (PART II)

The 9-1-1 GIS layers provided by V2X (formerly Akimeka) to the PSAP are designed for use on E9-1-1 and NG9-1-1 systems.

KAUAI COUNTY		
Type of Layer	V2X formerly Akimeka GIS Server	Other/Remarks
	Date Created/ Edits Performed	
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)		
Food & Beverage		
Gas Stations		
Gate Codes		
Government Buildings		
Harbors		
Helipads		
Hiking Trails		
Hospitals		
Hydrants		
Hyrdology Layers		
Incident Response Areas		
Lodging		
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		





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MAPPING LAYERS UPDATED (PART III)

The 9-1-1 GIS layers provided by V2X (formerly Akimeka) to the PSAP are designed for use on E9-1-1 and NG9-1-1 systems.

KAUAI COUNTY		
Type of Layer	V2X formerly Akimeka GIS Server	Other/Remarks
	Date Created/ Edits Performed	
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)		
Parks Polygon		
Points of Interest	9/19/2024 To 9/30/2024	Next Delivery 10/3/2024
		Added address for one (1) record in Poipu
		Added POI for one (1) record in Kukuiula
Police Beats		
Police Districts		
Police Response Areas		
Police Stations		
Post Offices		
Schools		
Street Centerlines	9/19/2024 To 9/30/2024	Next Delivery 10/3/2024
		Updated police beat name for two (2) records in Lawai
		Updated police beat name for one (1) record in Koloa
	9/1/2024 To 9/18/2024	Updated police beat name for three (3) records in Kukuiula
		Delivered 9/19/2024
		Updated ESN & MSAG community for one (1) record in Lawai
		Spatially corrected one (1) record in Kekaha
		Split & modified range for two (2) records in Kekaha
		Added MSAG exception for one (1) record in Lawai
Updated police beat name for two (2) records in Kekaha		
Modified range for one (1) record in Kalaheo		
Subdivisions		
Tow Jurisdictions		
Tsunami Evacuation Zones		
Tsunami Heights		



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MAPPING LAYERS UPDATED (PART IV)

The 9-1-1 GIS layers provided by V2X (formerly Akimeka) to the PSAP are designed for use on E9-1-1 and NG9-1-1 systems.

KAUAI COUNTY		
Type of Layer	V2X formerly Akimeka GIS Server	Other/Remarks
	Date Created/ Edits Performed	
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)		
Waste Water Plants		
WSP Cell Sectors		
WSP Cell Towers		

NOTE:

- **The Parcels layer is provided by Kauai County. V2X (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.**

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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
9/19/2024	Delivered address points with civic addresses and postal communities for Kauai to Intrado, upload to SCC..
9/19/2024	Delivered for the Intrado MapFlex system AddressPoints, PointsOfInterest, StreetCenterlines, WSP Sectors, WSP Towers.
9/19/2024	Delivered for the Spillman CAD system AddressPoints, PointsOfInterest, StreetCenterlines, WSP Sectors, WSP Towers.

GIS FOR 911

As part of ensuring GIS data compatibility with 911 CAD systems, V2X (formerly Akimeka) removed certain spatial characteristics of street centerlines known as “true curves”. True, or geometric, curves are sometimes used in the street centerline layer to depict a road that curves in a circular (or semi-circular) fashion, like a round-about or a cul-de-sac. These features can cause processing issues in CAD and GIS software, and therefore were replaced with a series of points that depict the same geometry without the use of a geometric, or true curve.

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MEDIC 25

The Kauai PSAP activated a new Medic Station in Lihue. The new medic beat was created in the GIS Medic Beat Boundaries layer and all associated layers that includes the new ESNs (Emergency Service Numbers) were updated accordingly. The new medic beat was also 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

September 2024

V2X (formerly Akimeka) delivered GIS data to the MapFlex system on the following dates in September 2024

Hawaii County – September 3, 2024, and September 17, 2024

Maui County – September 4, 2024, and September 18, 2024

Kauai County – September 19, 2024

Honolulu – September 6, 2024, and September 20, 2024

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 – SEPTEMBER 2024

#	Date	Description	Category	Comments

NOTE:

There are no (0) open service requests for September 2024.

SERVICE REQUEST YEAR-TO-DATE (YTD) SUMMARY – 2024

KAUAI COUNTY				MSAG SERVICE REQUEST CATEGORIES					
2024	TOTAL		Open	WIRESLINE		WIRELESS		VoIP	
	Created	Closed		Created	Closed	Created	Closed	Received	Returned
2023 Carryover*			0						
January	0	0	0	0	0	0	0	0	0
February	0	0	0	0	0	0	0	0	0
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	4	4	0	0	0	0	0	4	4
October									
November									
December									
TOTAL	4	4	0	0	0	0	0	4	4
<u>Note:</u>	* The 2023 Carryover row indicates the number of Service Requests that were opened in 2023; however, were brought forward into 2024 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	Received 911 (ALI) Discrepancies from VoIP providers and returned with a valid MSAG address for 911.





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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)

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

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

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

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

As part of V2X (Formerly Akimeka)’s value added services, V2X (Formerly Akimeka) conducts four quarterly, in-depth 9-1-1 Database Synchronization audits per year for the Kauai Police Department. They are conducted in March, June, September, and December of each Calendar Year while under contract with V2X (Formerly Akimeka).

The results of the **September 04, 2024**, database synchronization audits are presented below.

TWO-WAY (2-WAY) COMPARISON– SEPTEMBER 2024

V2X (formerly Akimeka)’s two-way database comparison service provides for comparing the Local Exchange Carriers (LECs) MSAG Database to the Kauai Police Department’s 9-1-1 GIS Street Centerline layer. This ensures the Telephone or VoIP Telephone Company device information is accurate and correct. This information is utilized to route the 9-1-1 call to the PSAP, and the associated location information delivered ALI Datastream is used to dispatch appropriate emergency responders. This also ensures the necessary data elements for 9-1-1 caller location based on street name, MSAG Community, and Emergency Service Numbers (ESNs) are delivered to the PSAP, in the exact format that matches the KPD 9-1-1 GIS layers.

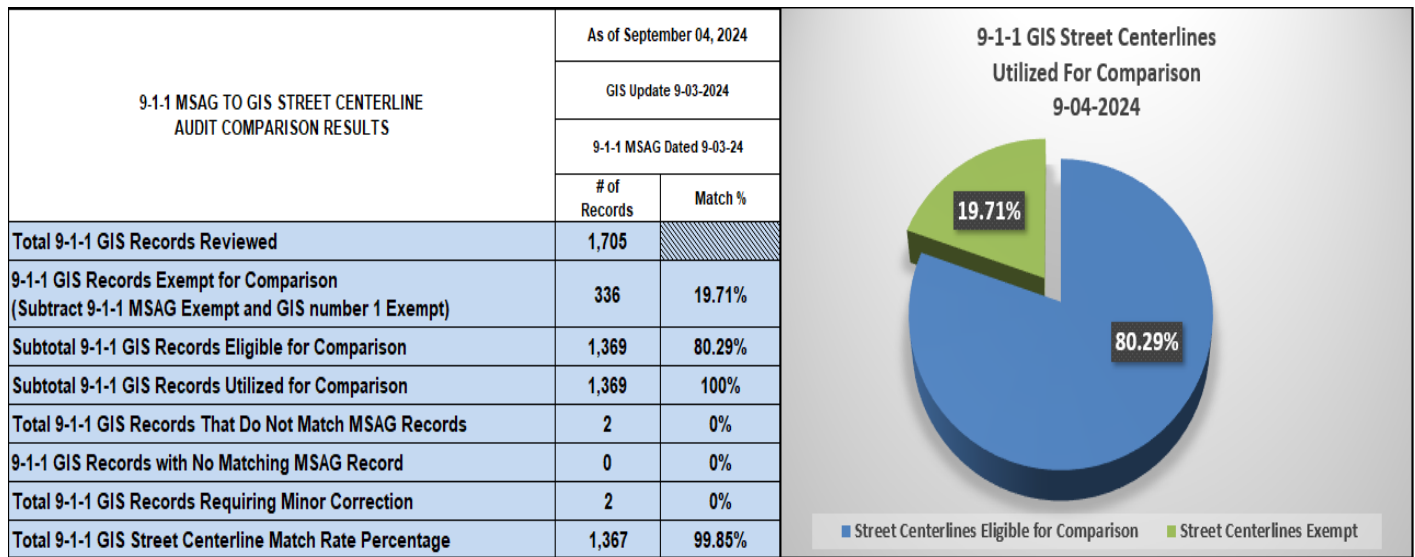


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9-1-1 GIS Street Centerlines Utilized For Comparison

A total number of **1,705** GIS Street Centerline Records are maintained for the Kauai Police Department’s 9-1-1 GIS database by V2X (formerly Akimeka). For this comparison, **336** GIS street records were excluded as database exemptions. V2X (formerly Akimeka) excludes GIS Street Centerlines records from the comparison that do not have the possibility of generating a telephone company 9-1-1 wireline call. Those would include roadways that do not have an MSAG address such as, Freeways, Ramps, and alleys. The remaining **1,369** GIS street records called “Valid 9-1-1 GIS Street Centerline records” and are compared against the Valid MSAG Records. The total Exact Match between 9-1-1 GIS Records and 9-1-1 MSAG Street Records was **1,367, 9-1-1 GIS Records**. The results of the GIS to MSAG Records comparison analysis are provided below:



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

A total of **1,434 9-1-1 MSAG records** are maintained for the Kauai Police Department’s 9-1-1 GIS database by V2X (formerly Akimeka). V2X (formerly Akimeka) removed **65 MSAG records** from the comparison as exemptions. These exemptions are the MSAG Records utilized for wireless 9-1-1 Call routing, 9-1-1 VoIP Call Routing, and 9-1-1 GIS Street Centerline record that are known and approved exemptions such as Freeways or Roadways with no chance of generating a 9-1-1 call. These MSAG Records are known as “Valid MSAG records”. The remaining valid MSAG Records are Street Names that have undergone a 9-1-1 Street translation process to ensure they can be utilized in the 9-1-1 system. These translated street names, MSAG Communities, and their assigned Emergency Service Numbers (ESNs) are provided to the telephone company and other 9-1-1 Service Provider for Public Safety Agencies 9-1-1 addressing use. The total number of MSAG records utilized for this comparison audit was **1,369 MSAG records**. The total number of MSAG matched records for this comparison audit was **1,367 MSAG records**.

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

9-1-1 MSAG TO GIS STREET CENTERLINE AUDIT COMPARISON RESULTS	As of September 04, 2024	
	MSAG Update 9-03-2024	
	9-1-1 MSAG Dated 9-03-24	
	# of Records	Match %
Total 9-1-1 MSAG Records Reviewed	1,434	
Less: 9-1-1 MSAG Exemption Records	65	4.53%
Net 9-1-1 MSAG Records Eligible for Comparison	1,369	95.47%
Net 9-1-1 MSAG Records Utilized for Comparison	1,369	100%
Total 9-1-1 MSAG Records That Have Discrepancies	3	0%
Total 9-1-1 MSAG Records with No Matching GIS Record	0	0%
Total 9-1-1 MSAG Records Requiring Minor Correction	3	0%
Total 9-1-1 MSAG Records Match Rate Percentage	1,366	99.78%

NENA Recommended Match Rate = 98%

THREE-WAY (3-WAY) COMPARISON – SEPTEMBER 2024

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

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

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

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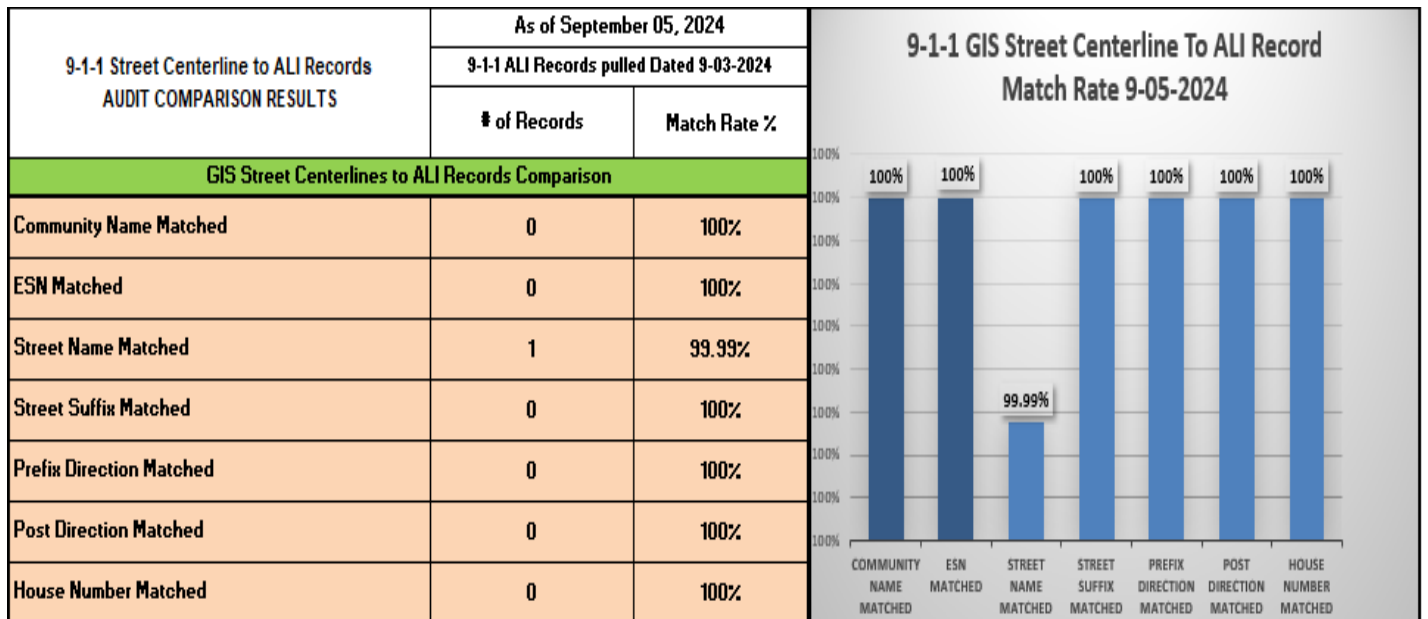
9-1-1 GIS Street Centerline To ALI Record Attribute Match Rate

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

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

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

See chart below:



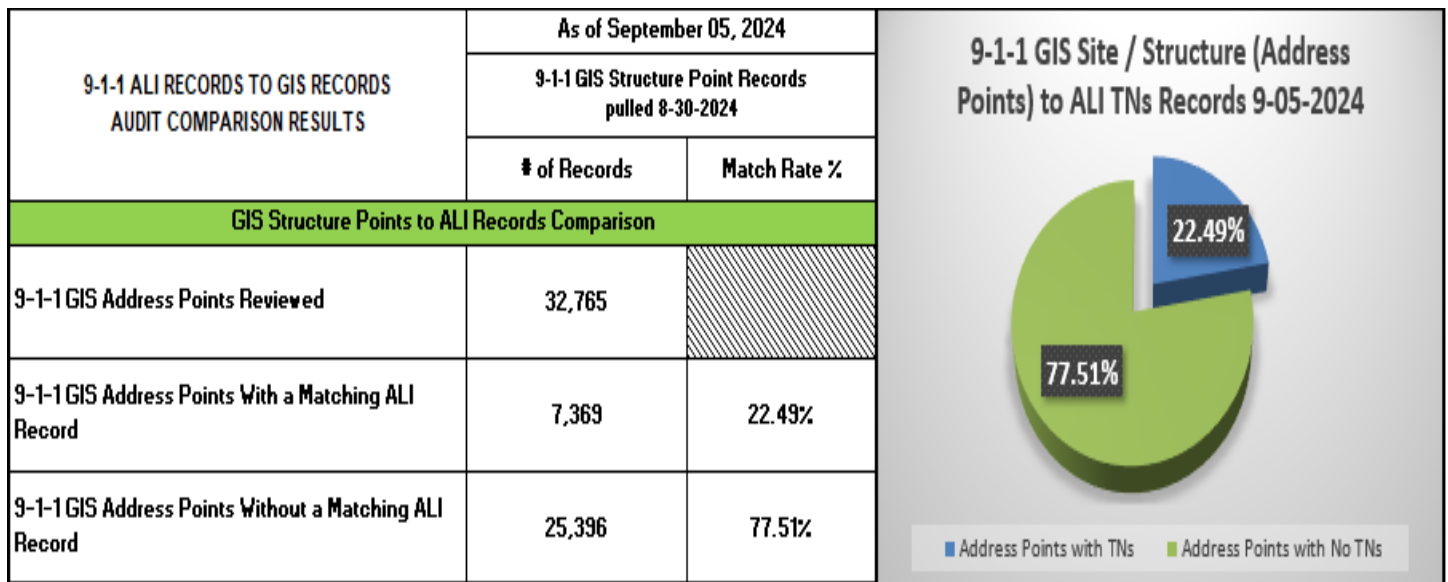
NENA Recommended Match Rate = 98%

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

The **9-1-1 Site/Structure Points (Address Points) GIS records with Matching ALI Records** comparison identifies the total number of Site/Structure Points (Address Points) that reside within the jurisdiction against the Wireline or VoIP Telephone Company’s ALI records. The Kauai County Jurisdiction has approximately **32,765 total Site Structure Points** with approximately **7,369 Site Structure Points** that have exact matching ALI telephone records. See chart below:



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

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

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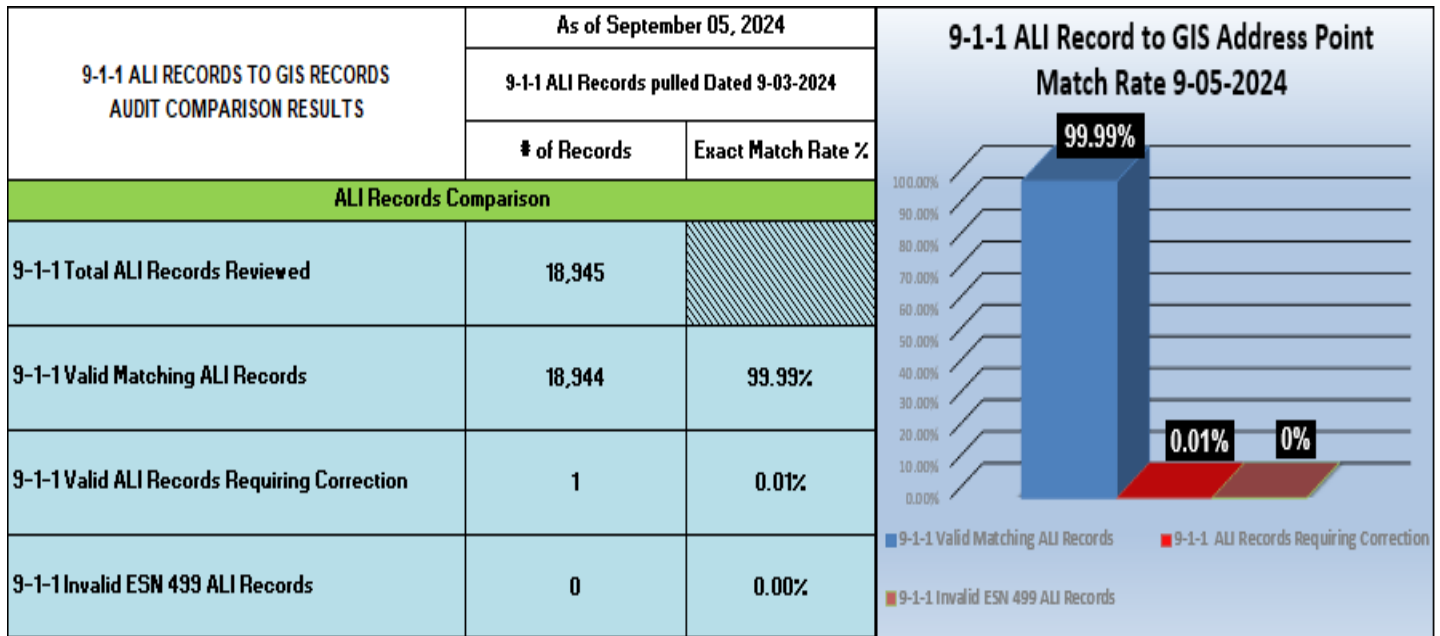
September 1, 2024 - September 30, 2024

There are **18,945 total Automatic Location Identification (ALI) Records** with the Wireline Provider. There are **18,944 Valid ALI records** that have an exact match with a GIS Site Structure Point. There is a total of **1 Valid ALI Records** that require reviewed and/or correction to achieve an exact match. This does not mean the Valid ALI Records and Site Structure Point do not possess sufficient information that will impact a 9-1-1 call. It indicates that these records require additional research and update to exactly match the two different database records. There are **0 ESN 499 Invalid ALI Records** remaining that are in the process of determining a verified valid address. ESN 499 ALI records are records that the 9-1-1 Database Maintenance Service Provider (DBMSP) could not determine an actual address for the Telephone Company.

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

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

See chart below:



NENA Recommended Match Rate = 98%

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

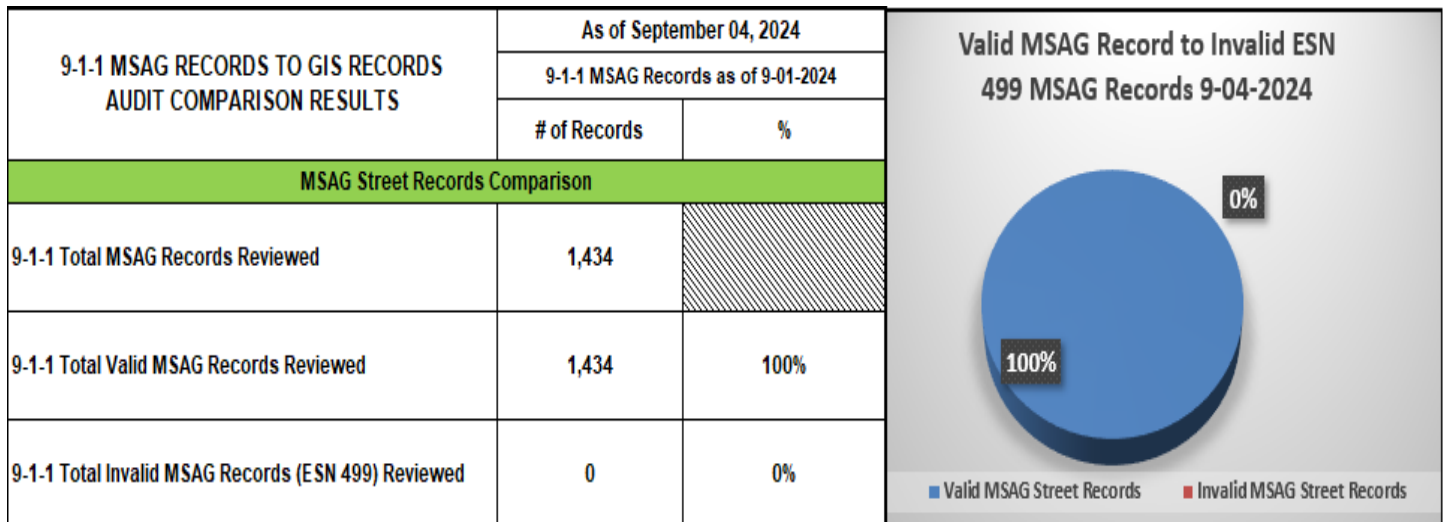
At the request of the Kauai County Chief of Police, Hawaiian Telcom, Inc. (HTI) provided V2X (formerly Akimeka), with access to the Kauai County ESN 499 MSAG and ALI records. The ESN 499 MSAG Street Records represented and identified all the “known” invalid streets in the MSAG Database.

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

V2X (formerly Akimeka) has completed the necessary investigation and required correction of the 147 MSAG Street Records identified at the start of the project. This service was provided without interruption of 9-1-1 service to the owners of the telephone devices while simultaneously producing temporary locations until the records were investigated and corrected accurately.

Valid MSAG Records to Invalid ESN 499 MSAG Records

The ESN 499 MSAG Street Records represented the number of invalid MSAG Streets Records in Kauai County that were on file with Hawaiian Telcom and their Database Maintenance Service Provider. The ESN 499 MSAG Records represented invalid MSAG Street Records that still had a valid telephone number that needs to be reassigned to a valid address. V2X (formerly Akimeka) conducted the research and corrected the MSAG Street Records to a valid location. This may have included moving any or all associated Automatic Location Identification (ALI) Records to an MSAG valid location. There are 0 ESN 499 MSAG Street Records that require attention in Kauai County. Please see the chart below:

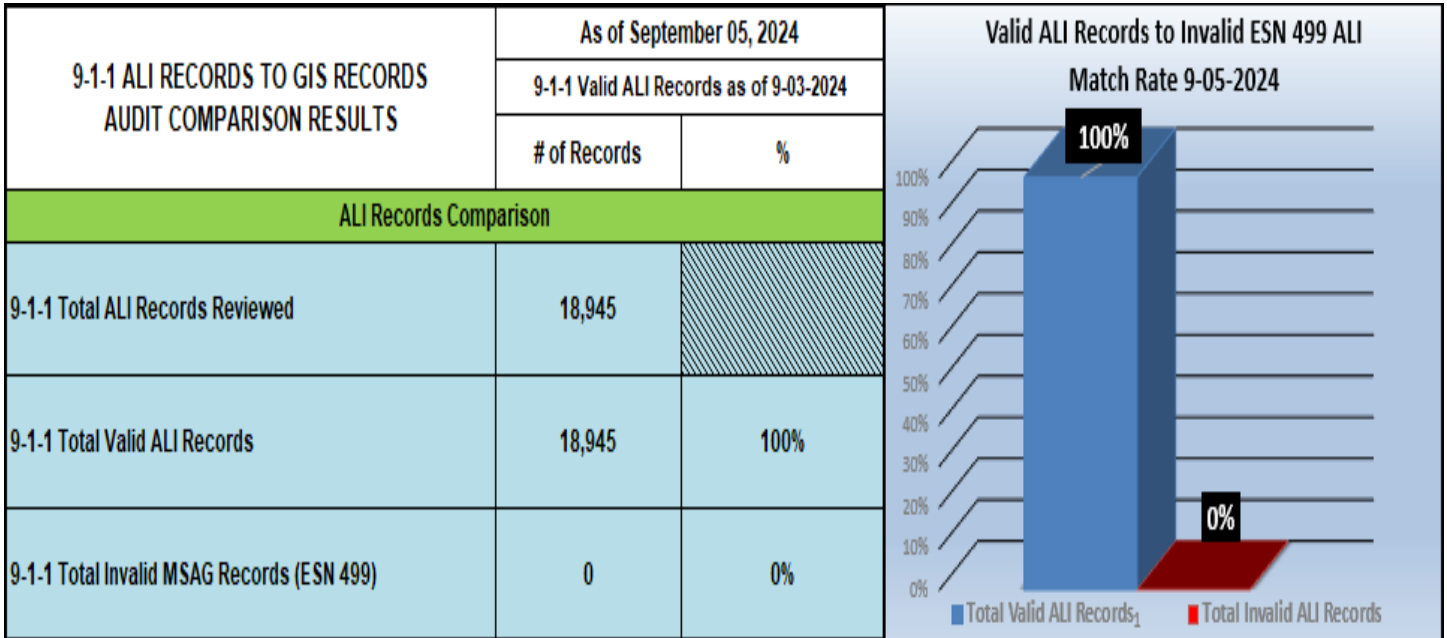


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Valid ALI Records to Invalid ESN 499 ALI Records

The ESN 499 Automatic Location Identification (ALI) Records represent the number of invalid TNs associated with the invalid ESN 499 MSAG Records. There are Zero (0) ESN 499 ALI Records which represent 0.00% of the Total ALI records in Kauai County. V2X (formerly Akimeka) has completed this project.



NENA Recommended Match Rate = 98%