Kauai County E9-1-1 Status Report

November 1, 2024 – November 30, 2024

**TRUSTED WHEREVER
THE MISSION LEADS**

TABLE OF CONTENTS

Kauai County E9-1-1 Status Report

November 1, 2024 - November 30, 2024

1. PSAP OPERATIONS

9-1-1 CALL VOLUME – NOVEMBER 2024

(<u>Source :</u>) **Intrado ECATS 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
Nov	2,339	142	6.07%	1,758	75.16%	6.31%	93.69%	96	4.10%	64	2.74%	0	0.00%	279	11.93%	0	0.00%

*911 Calls with No Ali for November 2024 = 2.74% - 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	2,742	166	6.05%	2,036	74.25%	10.90%	89.10%	113	4.12%	39	1.42%	0	0.00%	388	14.15%	0	0.00%
OCT	2,509	106	4.22%	1,934	77.08%	8.07%	91.93%	115	4.58%	41	1.63%	0	0.00%	313	12.48%	0	0.00%
NOV	2,339	142	6.07%	1,758	75.16%	6.31%	93.69%	96	4.10%	64	2.74%	0	0.00%	279	11.93%	0	0.00%
DEC																	
YTD	37,755	2,375		29,552				1635		171		0		4,021		1	
MON AVG	3,432	216	6.24%	2,687	77.98%	12.82%	87.18%	149	4.33%	16	0.59%	0	0.00%	366	10.86%	0	0.00%

*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.

Kauai County E9-1-1 Status Report

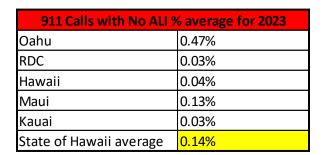## November 1, 2024 - November 30, 2024

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	

Kauai County E9-1-1 Status Report

November 1, 2024 - November 30, 2024

TEXT TO 911 – CURRENT MONTH – NOVEMBER 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	15
November	20
December	
YTD	231
Monthly Avg.	21.0

The Text to 911 count for the ECATs system began on October 19, 2024 per the Intrado Systems Administrator. The chart number reflects the balance to October 31.

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 – NOVEMBER 2024

KAUAI COUNTY - NOVEMBER 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 November 2024.

2. MSAG (MASTER STREET ADDRESS GUIDE)

MSAG TRANSACTIONS CURRENT MONTH/YEAR – NOVEMBER 2024

KAUAI COUNTY	9-1-1 TRANSACTIONS								
	Total	Dispatchable Location Transactions Submitted	MSAG	ALI Submitted		Open ALI Discrepancy Records			Customer Addresses Affected
2024		DL (A)	MSAG (B)	TN CR (C)	ALI DR (D)	TNCR	ALI DR	VoIP DR	
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	54	54	0	0	0	675	0	0	0
NOVEMBER	124	111	13	0	0	771	0	0	36
DECEMBER									
TOTAL YTD	**921**	**899**	**20**	**2**	**0**				**56**
AVG PER MONTH	84	82	2	0	0	726	0	0	5

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.

Trusted Wherever The Mission Leads

Kauai County E9-1-1 Status Report

November 1, 2024 - November 30, 2024

MSAG CURRENT MONTH NOTES:

A total of **124** MSAG transactions were processed in 9-1-1 Net during the current month. Thirteen **(13)** requests were processed relating to the MSAG database. Changes can include: changes to high – low street ranges, combining street records, deletion of invalid records, splitting street records to align with Police, Fire, EMS, and inserting new MSAG records.

There were **36** customers ANI/ALI (telephone number/address) records updated as a direct result.

TELEPHONE RECORD (ALI) TRANSACTIONS CURRENT MONTH NOTES:

V2X (formerly Akimeka) submitted one hundred and eleven **(111)** TN CRs related to the Dispatchable Location Project during the current month.

OPEN TELEPHONE RECORD (ALI) DISCREPANCY STATUS:

Seven hundred and seventy-one **(771)** 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 November 30, 2024**
- **There are currently no Open VoIP DRs as of November 30, 2024**

Trusted Wherever The Mission Leads

Kauai County E9-1-1 Status Report

November 1, 2024 - November 30, 2024

TNCR (TELEPHONE NUMBER CHANGE REQUEST) CURRENT STATUS – NOVEMBER 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	**771**	**0**	**277**	**494**

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.

DISPATCHABLE LOCATION – STATUS AS OF – NOVEMBER 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. 111 transactions were submitted, and 15 transactions were processed by Intrado in November 2024.

Dispatchable Location				
2024 **Quarter 4**	**Common Name Place** **MSAG Address**		**TNCR Transactions Submitted**	**Transactions Processed**
Quarter 3 Carryover			16,431	15,289
November	Ko Bakery, 1611 Haleukana St, Puhi		1	0
	Custom Cooling II, 1654 Haleukana St, Puhi		1	0
	Multi Bus, 1741 Haleukana St, Puhi		29	0
	Pohaku Fabrication Inc, 1757 Haleukana St, Puhi		3	2
	Electrical Workers, 1770 Haleukana St, Puhi		2	1
	Frito-Lay Of Hawaii Inc, 1781 Haleukana St, Puhi		2	0
	Fedex Ground, 1781 Haleukana St, Puhi		7	0
	Hale Lani Village, 1970 Hanalima St, Puhi		19	1
	Hale Lani Village, 2090 Hanalima St, Puhi		17	1
	Regency at Puakea, 2130 Kaneka St, Puhi		20	0
	Napa/Pacific Svc, 980 Kipuni, Kapaa		10	10
December				
Q4			165	161
Total			16,596	15,450

Kauai County E9-1-1 Status Report

November 1, 2024 - November 30, 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.

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
***Spectrum (Charter) 9-1-1 VoIP Database Verification Project**					
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
** 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)	Verifcation Process Completed.

Trusted Wherever The Mission Leads

Kauai County E9-1-1 Status Report

November 1, 2024 - November 30, 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 Cilivian	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)	Verifcation Process Completed.

3. GEOGRAPHIC INFORMATION SYSTEM (GIS) – NOVEMBER 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** **Date Created/ Edits Performed**	**Other/Remarks**
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE **(Listed Alphabetically)**		
Address Points	11/14/2024 To 11/26/2024	**Delivered 11/27/2024**
		Added location name for one (1) record in Kapaa
		Spatially corrected one (1) record in Kukuiula
		Spatially corrected ten (10) records in Hanalei
		Added location name for one (1) record in Kilauea
		Added address for fifteen (15) records in Kukuiula
	11/1/2024 To 11/13/2024	**Delivered 11/14/2024**
		Added location name for one (1) record in Koloa
		Added location name for one (1) record in Puhi
Airports		
Bridges		
Building Footprints	11/14/2024 To 11/26/2024	**Delivered 11/27/2024**
		Spatially corrected twelve (12) records in Wainiha
		Spatially corrected seven (7) records in Eleele
		Spatially corrected three (3) records in Kilauea
		Spatially corrected two (2) records in Hanalei
		Added building footprint for two (2) records in Kilauea
		Spatially corrected seven (7) records in Moloaa
		Added building footprint for two (2) records in Wainiha
	11/1/2024 To 11/13/2024	**Delivered 11/14/2024**
		Added building footprint for two (2) records in Wainiha
		Spatially corrected three (3) records in Wainiha
Bus Stops		
Churches	11/14/2024 To 11/26/2024	**Delivered 11/27/2024**
		Added church for one (1) record in Kilauea

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** Date Created/ Edits Performed	**Other/Remarks**
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE **(Listed Alphabetically)**		
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		
Hiking Trails		
Hospitals		
Hydrants		
Hyrdology Layers		
Incident Response Areas		
Lodging		

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** **Date Created/ Edits Performed**	**Other/Remarks**
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE **(Listed Alphabetically)**		
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	**11/14/2024 To 11/26/2024**	**Delivered 11/27/2024**
		Added POI for one (1) record in Kapaa
		Added POI for one (1) record in Kilauea
	11/1/2024 To 11/13/2024	**Delivered 11/14/2024**
		Added POI for one (1) record in Koloa
		Added POI for one (1) record in Puhi
Police Beats		
Police Districts		
Police Response Areas		
Police Stations		
Post Offices		

Kauai County E9-1-1 Status Report

November 1, 2024 - November 30, 2024

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** **Date Created/ Edits Performed**	**Other/Remarks**
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE **(Listed Alphabetically)**		
Schools		
Street Centerlines	**11/14/2024 To 11/26/2024**	**Delivered 11/27/2024**
		Added street centerline for fourteen (14) records in Lihue
		Updated range for one (1) record in Lihue
		Split centerline two (2) records in Kukuiula
		Added street centerline for three (3) records in Kukuiula
	11/1/2024 To 11/13/2024	**Delivered 11/14/2024**
		Partial spatial correction for one (1) record in Wainiha
Subdivisions		
Tow Jurisdictions		
Tsunami Evacuation Zones		
Tsunami Heights		
Waste Water Plants		
WSP Cell Sectors	**11/14/2024 To 11/26/2024**	**Delivered 11/27/2024**
		Added three (3) sectors per Verizon Wireless CRS
		Updated twenty-seven (27) sectors per Verizon Wireless CRS
		Added six (6) sectors per AT&T CRS
	11/1/2024 To 11/13/2024	**Delivered 11/14/2024**
		Added seven (7) sectors per AT&T audit
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.**

Kauai County E9-1-1 Status Report

November 1, 2024 - November 30, 2024

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
11/14/2024	Delivered for the Spillman CAD system: AddressPoints, BuildingFootprints, PointsOfInterest, StreetCenterlines, WSP Sectors, WSP Towers.
11/15/2024	Delivered address points with civic addresses and postal communities for Kauai to Intrado, for upload to SCC.
11/27/2024	Delivered for the Spillman CAD system: AddressPoints, BuildingFootprints, Churches, PointsOfInterest, StreetCenterlines, WSP Sectors, WSP Towers.
11/27/2024	Delivered address points with civic addresses and postal communities for Kauai to Intrado, for upload to SCC.

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.

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

November 2024

V2X (formerly Akimeka) delivered GIS data to the MapFlex system on the following dates in November 2024
   Hawaii County – November 12, 2024, and November 26, 2024
   Maui County – November 13, 2024, and November 27, 2024
   Kauai County – November 14, 2024, and November 27, 2024
   Honolulu – November 1, 2024, November 15, 2024, and November 27, 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.

4. SERVICE REQUESTS TRANSACTIONS

OPEN SERVICE REQUESTS – NOVEMBER 2024

#	Date	Description	Category	Comments

NOTE:

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

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

KAUAI COUNTY				MSAG SERVICE REQUEST CATEGORIES					
2024	**TOTAL**		**Open**	**WIRELINE**		**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	0	0	0	0	0	0	0	0	0
November	0	0	0	0	0	0	0	0	0
December									
TOTAL	**4**	**4**	**0**	**0**	**0**	**0**	**0**	**4**	**4**

Note:	* 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.

5. E9-1-1 DATABASE SYNCHRONIZATION

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

Next Scheduled Database Synchronization Report – December 2024

TWO-WAY (2-WAY) COMPARISION

THREE-WAY (3-WAY) COMPARISION

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