

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

*December 1, 2024 – December 31, 2024*





**Kauai County E9-1-1 Status Report**  
**December 1, 2024 - December 31, 2024**

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## 1. PSAP OPERATIONS

### 9-1-1 CALL VOLUME – DECEMBER 2024

(Source :) 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
Dec	2,555	114	4.46%	1,967	76.99%	17.03%	82.97%	111	4.34%	62	2.43%	0	0.00%	299	11.70%	2	0.00%

\*911 Calls with No Ali for December 2024 = 2.43% - 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	2,555	114	4.46%	1,967	76.99%	17.03%	82.97%	111	4.34%	62	2.43%	0	0.00%	299	11.70%	2	0.00%
YTD	40,310	2,489		31,519				1746		233		0		4,320		3	
MON AVG	3,359	207	6.09%	2,627	77.89%	13.17%	86.83%	146	4.33%	19	0.74%	0	0.00%	360	10.93%	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.



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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).
- 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	2024		2023		2022		2021		2020	
Oahu Civilian	974,278	73.07%	988,670	68.33%	971,113	69.45%	1,052,026	68.91%	991,016	71.11%
RDC Pearl Harbor	25,072	1.88%	36,916	2.55%	31,827	2.28%	39,253	2.58%	37,014	2.66%
Hawaii County	182,298	13.67%	207,715	14.35%	199,811	14.29%	214,220	14.00%	188,329	13.51%
Maui County	111,385	8.35%	152,397	10.54%	140,524	10.05%	160,241	10.51%	125,626	9.01%
Kauai County	40,310	3.03%	61,197	4.23%	54,923	3.93%	60,986	4.00%	51,653	3.71%
Total	1,333,343	100.00%	1,446,895	100.00%	1,398,198	100.00%	1,526,726	100.00%	1,393,638	100.00%

911 Call Volume % decrease from 2023 to 2024	
Oahu	-1.46%
RDC	-32.08%
Hawaii	-12.24%
Maui	-26.91%
Kauai	-34.13%
State of Hawaii	-21.36%

911 Calls with No ALI % average for 2024	
Oahu	0.99%
RDC	0.01%
Hawaii	0.15%
Maui	0.19%
Kauai	0.74%
State of Hawaii average	0.42%

State of Hawaii 2024	
TEXT TO 911	
Oahu Civilian	3,146
RDC Pearl Harbor	39
Hawaii County	1,186
Maui County	408
Kauai County	276
*Total	5,055
*Totals may include PSAP training, testing, and 911 Texting errors	

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#### TEXT TO 911 – CURRENT MONTH – DECEMBER 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	45
YTD	276
Monthly Avg.	23.0

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 – DECEMBER 2024

KAUAI COUNTY - DECEMBER 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 December 2024.



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### 2. MSAG (MASTER STREET ADDRESS GUIDE)

MSAG TRANSACTIONS CURRENT MONTH/YEAR – DECEMBER 2024

KAUAI COUNTY	9-1-1 TRANSACTIONS								
	Total	Dispatchable Location Transactions Submitted	MSAG	ALI Submitted		Open ALI Discrepancy Records			Customer Addresses Affected
		DL (A)	MSAG (B)	TN CR (C)	ALI DR (D)	TNCR	ALI DR	VoIP DR	
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	54	54	0	0	0	675	0	0	0
NOVEMBER	124	111	13	0	0	771	0	0	36
DECEMBER	35	34	1	*0	0	804	0	0	0
<b>TOTAL YTD</b>	<b>956</b>	<b>933</b>	<b>21</b>	<b>2</b>	<b>0</b>				<b>56</b>
AVG PER MONTH	80	78	2	0	0	732	0	0	5

**\* TNCR Note**

V2X submitted **107** transactions that Intrado has not processed in the month of **December** 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 **35** 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 **0** customer ANI/ALI (telephone number/address) records updated as a direct result.

### TELEPHONE RECORD (ALI) TRANSACTIONS CURRENT MONTH NOTES:

V2X (formerly Akimeka) submitted thirty-four (**34**) TN CRs related to the Dispatchable Location Project during the current month.

### OPEN TELEPHONE RECORD (ALI) DISCREPANCY STATUS:

- **There are currently 804 Open TN CRs.**

Eight hundred and four (**804**) 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 December 31, 2024**
- **There are currently no Open VoIP DRs as of December 31, 2024**





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## TNCR (TELEPHONE NUMBER CHANGE REQUEST) CURRENT STATUS – DECEMBER 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	804	0	298	506

STATUS
<b>TOTAL TNCRs SUBMITTED</b> - The total number of TNCR requests for modification that have been submitted in 9-1-1 NET.
<b>PENDING STATUS</b> - TNCRs assigned this status are requests which have been reviewed by the 9-1-1 Database Service Provider Data Analyst, and are pending investigation whether the request is valid or invalid, and/or whether the request requires additional information to validate.
<b>REFERRED STATUS</b> - TNCRs assigned this status are requests which have been reviewed by the 9-1-1 Database Service Provider Data Analyst, and the request requires additional information to validate. The Intrado Data Analysts assigns this status to a TNCR and the request is referred to the telephone service providers for further research.
<b>TOTAL UNOPENED TNCR RECORDS STATUS</b> - 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 – DECEMBER 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 Kaunualii Hwy, Lihue**. The “Dispatchable Location” data is entered into the “Driving Directions” field in the 9-1-1 Net system and will display on the Viper Power 911 ALI Screen in the “Exact” field should a 911 call be received from that telephone number. 34 transactions were submitted, and 2 transactions were processed by Intrado in December 2024.

Dispatchable Location			
2024	Common Name Place MSAG Address	TNCR Transactions Submitted	Transactions Processed
Quarter 4			
Quarter 3 Carryover		16,431	15,289
December	Safeway Stores, 4454 Nuhou St, Puhi	23	1
	BEI, 1875 Haleukana St, Puhi	1	1
	Bacon Universal, 1856 Haleukana St, Puhi	2	0
	Hawaii Truck Parts Sales, 1821 Leleiona St, Puhi	2	0
	CR Design & Construction, 1824 Haleukana St, Puhi	2	0
	Hawktree International, 1811 Leleiona St, Puhi	1	0
	Lihue Security Storage, 1821 Leleiona St, Puhi	1	0
	Royal Hawaiian Movers, 1675 Haleukana St, Puhi	2	0
Q4		199	163
Total		16,630	15,452





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## SPECTRUM (CHARTER) 9-1-1 VOIP DATABASE VERIFICATION PROJECT - DECEMBER 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.

<b>*Spectrum (Charter) 9-1-1 VoIP Database Verification Project</b>					
<b>PSAP</b>	<b>TOTAL RECORDS SUBMITTED BY SPECTRUM (A)</b>	<b>TOTAL RECORDS MATCHING &amp; VERIFIED WITH 911 DATABASES (B)</b>	<b>TOTAL RECORDS NOT MATCHING</b>	<b>NON MATCHING RECORDS CORRECTED BY V2X FORMERLY AKIMEKA (C)</b>	<b>PERCENT COMPLETED</b>
<b>HAWAII County</b>	<b>22,044</b>	<b>21,638 (98%)</b>	<b>406</b>	<b>406</b>	<b>100.00%</b>
<b>KAUAI County</b>	<b>8,936</b>	<b>8,695 (97%)</b>	<b>241</b>	<b>241</b>	<b>100.00%</b>
<b>MAUI County</b>	<b>18,256</b>	<b>17,517 (96%)</b>	<b>739</b>	<b>739</b>	<b>100.00%</b>
<b>OAHU Civilian</b>	<b>87,414</b>	<b>85,329 (98%)</b>	<b>2,085</b>	<b>2,085</b>	<b>100.00%</b>
<b>OAHU Military</b>	<b>3,663</b>	<b>710 (19%)</b>	<b>2,953</b>	<b>2,953</b>	<b>100.00%</b>
<b>TOTAL</b>	<b>140,313</b>	<b>**133,889</b>	<b>6,424</b>	<b>6,424</b>	<b>100.00%</b>

\* Spectrum VoIP Database received on June 21st, 2017

\*\* 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 – DECEMBER 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.

<b>*Bandwidth 9-1-1 VoIP Database Verification Project *** (Updated)</b>					
<b>PSAP</b>	<b>TOTAL RECORDS SUBMITTED BY BANDWIDTH (A)</b>	<b>TOTAL NO MATCHING RECORDS IDENTIFIED BY V2X (FORMERLY AKIMEKA)</b>	<b>BANDWIDTH FALLOUT RECORDS (B)</b>	<b>NON MATCHING RECORDS CORRECTED BY V2X (FORMERLY AKIMEKA) (C)</b>	<b>PERCENT COMPLETED</b>
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%
<b>TOTAL</b>	<b>17,546</b>	<b>1,944</b>	<b>88</b>	<b>2,001</b>	<b>95.52%</b>

\*Bandwidth VoIP Database received on April 5th, 2018

\*\*Updated Bandwidth VoIP Database received on September 6th, 2018

\*\*\* Updated Bandwidth VoIP Database received on October 1st, 2021

(A)	VoIP Database records submitted by Bandwidth to 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) – DECEMBER 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	
<b>CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH &amp; RESPONSE (Listed Alphabetically)</b>		
Address Points	12/24/2024 To 12/31/2024	<b>Next Delivery 1/9/2024</b>
		Added address for two (2) records in Kukuiula
		Updated routing ID for four (4) records in Mana
	12/12/2024 To 12/23/2024	<b>Delivered 12/24/2024</b>
		Spatially corrected one (1) record in Lihue
		Added address for one (1) record in Anahola
		Added location name for one (1) record in Wailua Added location name for one (1) record in Lihue
	12/1/2024 To 12/11/2024	<b>Delivered 12/12/2024</b>
		Added address for one (1) record in Omao
		Added address for one (1) record in Kilauea
		Added address for one (1) record in Wailua
		Spatially corrected two (2) records in Hanapepe
		Added address for one (1) record in Hanapepe
		Updated location name for one (1) record in Kapaa
		Added location name for two (2) records in Lihue
Added address for one (1) record in Kaumakani Added routing ID for one (1) record in Kapaa		
Airports		
Bridges		
Building Footprints	12/12/2024 To 12/23/2024	<b>Delivered 12/24/2024</b>
		Spatially corrected one hundred and sixty-seven (167) records in Lihue
		Added building footprint for one (1) record in Kapaa
		Added building footprint for four (4) records in Lihue
		Spatially corrected one (1) record in Lihue Spatially corrected fifty-seven (57) records in Kapaa



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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	
<b>CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH &amp; RESPONSE (Listed Alphabetically)</b>		
Building Footprints	12/1/2024 To 12/11/2024	<b>Delivered 12/12/2024</b>
		Spatially corrected nineteen (19) records in Nawiliwili
		Added building footprint for one (1) record in Kilauea
		Added building footprint for six (6) records in Nawiliwili
Bus Stops		
Churches		
Coastal Names		
Coastline		
Common Places		
Correctional Facilities		
Emergency Callboxes		
Emergency Operation Centers		
Emergency Shelters		
ESZ/ESN		
Fire Beats		
Fire Districts		
Fire Response Areas		
Fire Stations		
Food & Beverage	12/1/2024 To 12/11/2024	<b>Delivered 12/12/2024</b>
		Added restaurant for one (1) record in Kilauea
		Updated restaurant for one (1) record in Kapaa
Gas Stations		
Gate Codes		
Government Buildings		





# Kauai County E9-1-1 Status Report

December 1, 2024 - December 31, 2024

## 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	
<b>CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH &amp; RESPONSE (Listed Alphabetically)</b>		
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		
Parks Polygon		
Points of Interest	12/24/2024 To 12/31/2024	Next Delivery 1/9/2024 Added neighborhood info for forty-seven (47) records in Kukuiula



## Kauai County E9-1-1 Status Report

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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	
<b>CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH &amp; RESPONSE (Listed Alphabetically)</b>		
Points of Interest	12/12/2024 To 12/23/2024	<b>Delivered 12/24/2024</b>
		Added POI for one (1) record in Lihue
		Added POI for one (1) record in Wailua
	12/1/2024 To 12/11/2024	<b>Delivered 12/12/2024</b>
		Added POI for two (2) records in Lihue
		Added POI for one (1) record in Kilauea
	Updated POI for one (1) record in Kapaa	
	Added POI for one (1) record in Kapaa	
Police Beats		
Police Districts		
Police Response Areas		
Police Stations		
Post Offices		
Schools		
Street Centerlines	12/24/2024 To 12/31/2024	<b>Next Delivery 1/9/2024</b>
		Modified range for three (3) records in Mana
	12/1/2024 To 12/11/2024	<b>Delivered 12/12/2024</b>
		Corrected range for one (1) record in Kilauea
		Added street centerline for one (1) record in Lihue
	Updated police beat name for one (1) record in Nawiliwili	
	Modified range for one (1) record in Lihue	
Subdivisions		
Tow Jurisdictions		
Tsunami Evacuation Zones		
Tsunami Heights		



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### MAPPING LAYERS UPDATED (PART V)

*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	
<b>CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH &amp; RESPONSE (Listed Alphabetically)</b>		
Waste Water Plants		
WSP Cell Sectors	12/1/2024 To 12/11/2024	<b>Delivered 12/12/2024</b>
		Added one (1) sector per Verizon Wireless audit
		Added thirty-five (35) sectors per AT&T CRS
WSP Cell Towers		Updated thirty-three (33) sectors per Verizon Wireless audit

**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

December 1, 2024 - December 31, 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
12/12/2024	For the Spillman CAD system: Delivered AddressPoints, BuildingFootprints, FoodBeverage, PointsOfInterest, StreetCenterlines, WSP Sectors, WSP Towers
12/13/2024	Delivered address points with civic addresses and postal communities for Kauai to Intrado, for upload to SCC.
12/24/2024	For the Spillman CAD system: Delivered AddressPoints, BuildingFootprints, PointsOfInterest, WSP Sectors, WSP Towers
12/24/2024	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.

## Kauai County E9-1-1 Status Report

### December 1, 2024 - December 31, 2024

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#### MAPFLEX SYSTEM

December 2024

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

**Hawaii County** – December 10, 2024, and December 24, 2024

**Maui County** – December 11, 2024, and December 24, 2024

**Kauai County** – December 12, 2024, and December 24, 2024

**Honolulu** – December 13, 2024, and December 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.

## Kauai County E9-1-1 Status Report

December 1, 2024 - December 31, 2024

### 4. SERVICE REQUESTS TRANSACTIONS

#### OPEN SERVICE REQUESTS – DECEMBER 2024

#	Date	Description	Category	Comments

**NOTE:**

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

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

KAUAI COUNTY				MSAG SERVICE REQUEST CATEGORIES					
2024	TOTAL		Open	WIREFLINE		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	1	1	0	0	0	0	0	1	1
<b>TOTAL</b>	<b>5</b>	<b>5</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>5</b>	<b>5</b>

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.

## Kauai County E9-1-1 Status Report

December 1, 2024 - December 31, 2024

### 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 **December 05, 2024**, database synchronization audits are presented below.

#### TWO-WAY (2-WAY) COMPARISION

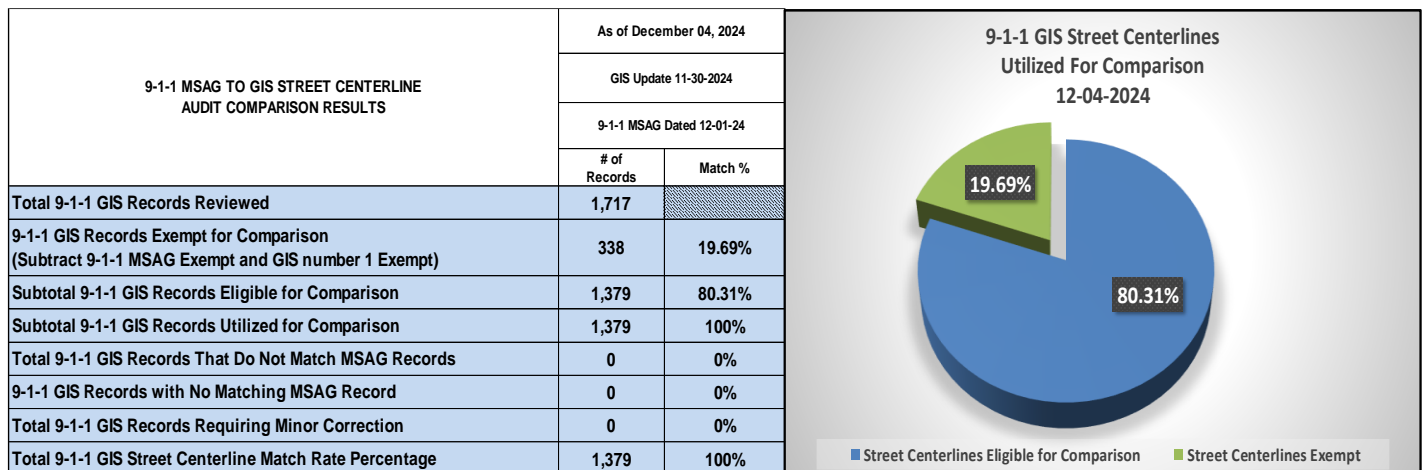
V2X (formerly Akimeka)’s two-way database comparison service provides for comparing the Local Exchange Carriers (LECs) MSAG Database to the Kauai Police Department’s 9-1-1 GIS Street Centerline layer. This ensures the Telephone or VoIP Telephone Company device information is accurate and correct. This 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.

## Kauai County E9-1-1 Status Report

December 1, 2024 - December 31, 2024

### 9-1-1 GIS Street Centerlines Utilized For Comparison

A total number of **1,717** GIS Street Centerline Records are maintained for the Kauai Police Department’s 9-1-1 GIS database by V2X (formerly Akimeka). For this comparison, **338** 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 **1,379** 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 **1,379, 9-1-1 GIS Records**. The results of the GIS to MSAG Records comparison analysis are provided below:



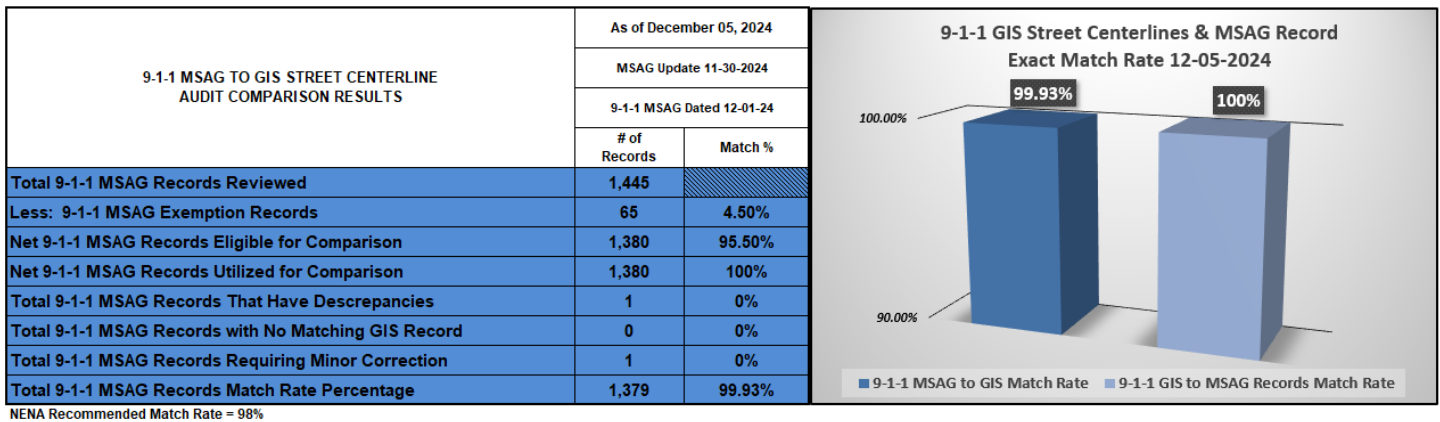
### 9-1-1 GIS Street Centerline to MSAG Record Comparison

A total of **1,445 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 **1,380 MSAG records**. The total number of MSAG matched records for this comparison audit was **1,379 MSAG records**.

# Kauai County E9-1-1 Status Report

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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:



## THREE-WAY (3-WAY) COMPARISON

**(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%.

### 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.



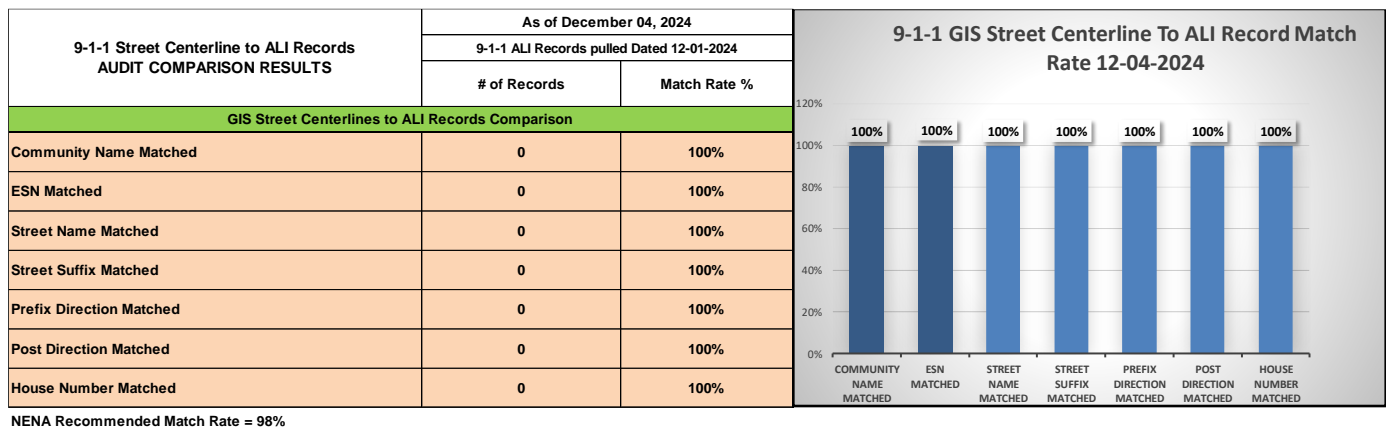
# Kauai County E9-1-1 Status Report

## December 1, 2024 - December 31, 2024

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

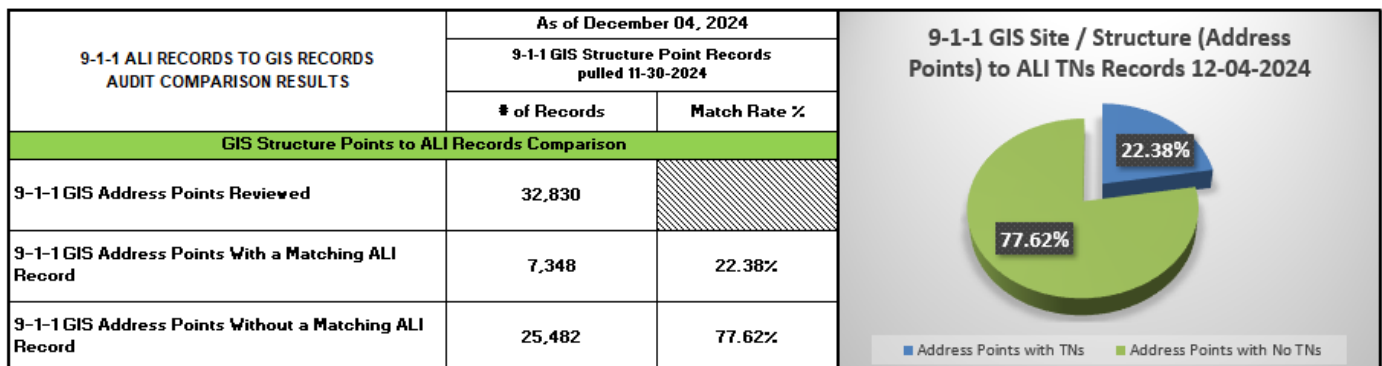
- MSAG Community Name
- ESNs
- Street Names
- Street Name Suffix
- Prefix Direction
- Post Direction
- House Number

See chart below:



### 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 **32,830 total Site Structure Points** with approximately **7,348 Site Structure Points** that have exact matching ALI telephone records. See chart below:





# Kauai County E9-1-1 Status Report

December 1, 2024 - December 31, 2024

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

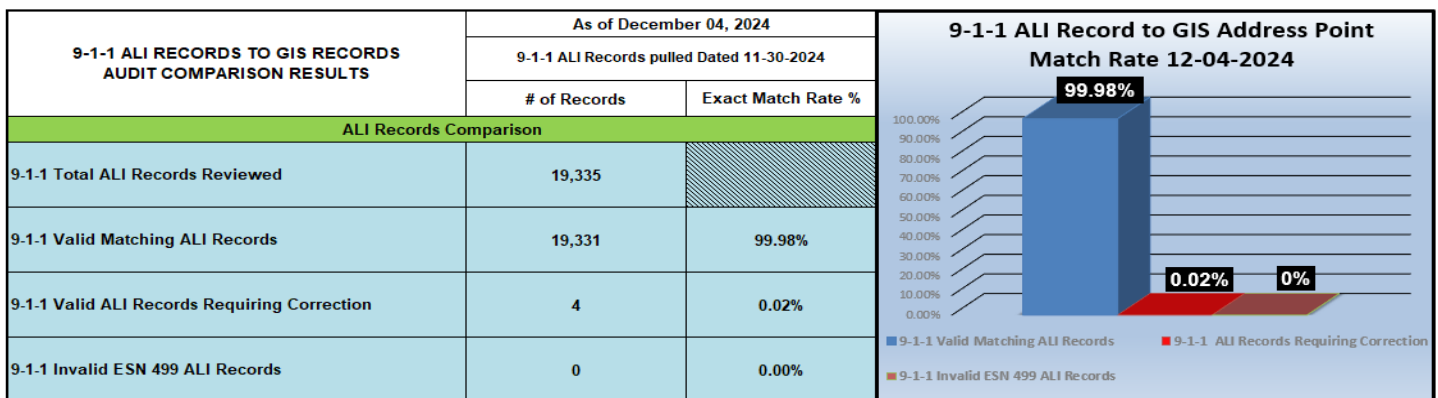
The **9-1-1 Site/Structure (Address Points) GIS records with ALI Records** comparison represents the total number of Site/Structure (Address Points) GIS records that have exact matching ALI records at that location. The matching 9-1-1 GIS Site Structure (Address) Points with Exact Matching ALI Database 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.

There are **19,335 total Automatic Location Identification (ALI) Records** with the Wireline Provider. There are **19,331 Valid ALI records** that have an exact match with a GIS Site Structure Point. There is a total of **4 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%

## Kauai County E9-1-1 Status Report

**December 1, 2024 - December 31, 2024**

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

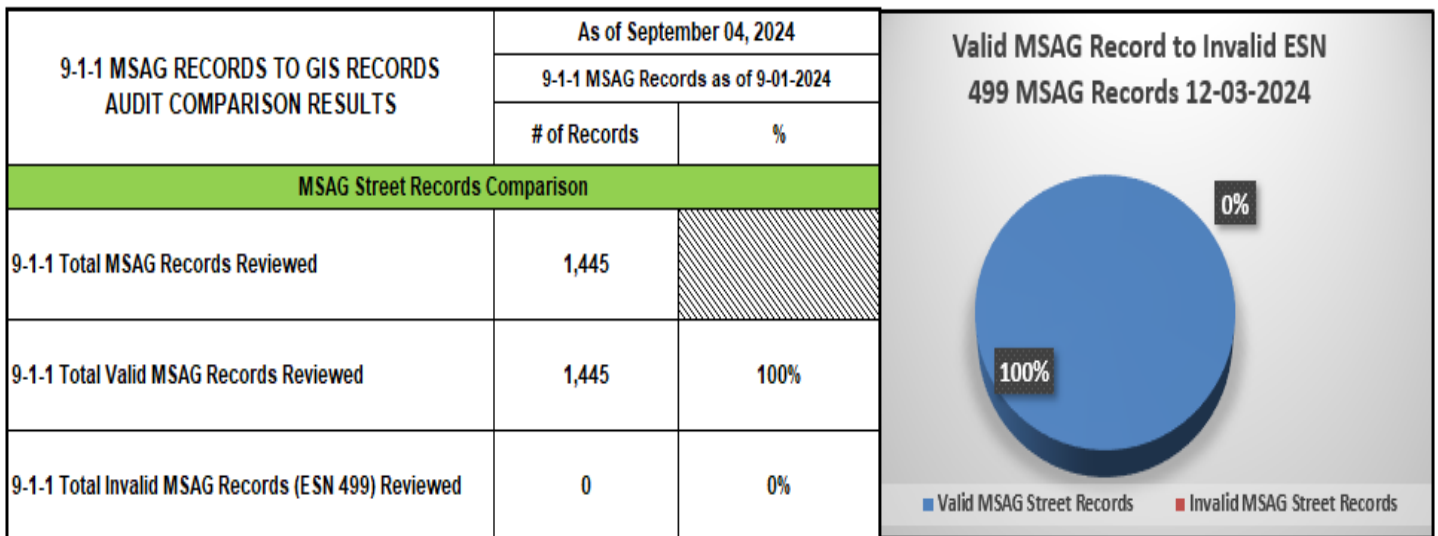
At the request of the Kauai County Chief of Police, Hawaiian Telcom, Inc. (HTI) provided V2X (formerly Akimeka), with access to the Kauai County ESN 499 MSAG and ALI records. The ESN 499 MSAG Street Records represented and identified all the “known” invalid streets in the MSAG Database.

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:

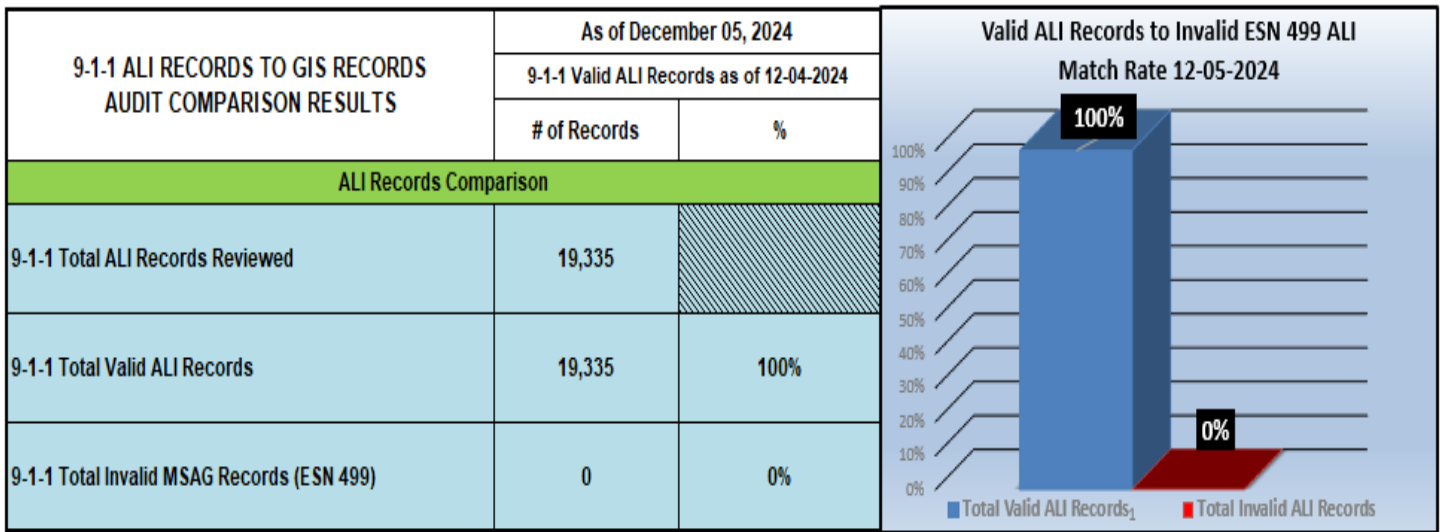


# Kauai County E9-1-1 Status Report

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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%