

Kauai County E9-1-1 Status Report

February 1, 2025 – February 28, 2025



GO TOWARDS TOMORROW > go V2X



Kauai County E9-1-1 Status Report
February 1, 2025 - February 28, 2025

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1. PSAP OPERATIONS

9-1-1 CALL VOLUME – FEBRUARY 2025

(Source :) Intrado ECATS system

9-1-1 Call Volume																	
KAUAI PSAP		Wireline		Wireless				VOIP		Calls With No ALI		Admin Calls		Abandoned Calls		Other Calls	
2025	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
FEB	2,522	139	5.51%	1,928	76.45%	8.87%	91.13%	120	4.76%	41	1.63%	0	0.00%	292	11.58%	0	0.00%

*911 Calls with No Ali for February 2025 = 1.63% - Statewide average for 2024 = 0.42%

9-1-1 CALL VOLUME – CALENDAR YEAR 2025

9-1-1 Call Volume																	
KAUAI PSAP		Wireline		Wireless				VOIP		Calls with No ALI		Admin Calls		Abandoned Calls		Other Calls	
2025	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	2,771	137	4.94%	2,095	75.60%	11.93%	88.07%	163	5.88%	67	2.42%	0	0.00%	307	11.08%	0	0.00%
FEB	2,522	139	5.51%	1,928	76.45%	8.87%	91.13%	120	4.76%	41	1.63%	0	0.00%	292	11.58%	0	0.00%
MAR																	
APR																	
MAY																	
JUNE																	
JULY																	
AUG																	
SEPT																	
OCT																	
NOV																	
DEC																	
YTD	5,293	276		4,023				283		108		0		599		0	
MON AVG	2,647	138	5.23%	2,012	76.03%	10.40%	89.60%	142	5.32%	54	2.02%	0	0.00%	300	11.33%	0	0.00%





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PSAP OPERATION NOTES:

- Abandoned Calls represent the number of incoming 9-1-1 calls for which the caller had hung up before a call-taker answered.
- Abandoned Calls are included in the total Wireline and Wireless counts respectively.
- All VoIP (Voice over Internet Protocol) types of 911 calls are combined in the Call Volume statistic.
- **A New Class of Service (COS): FIXD** = Wireless 911 calls to the PSAP via fixed **indoor** antennas.
- x (911) call with the COS of FIXD were added to the Wireless Phase I (WPH 1) percentage total.
- **A New Class of Service (COS): WDL1/WDL2** = Wireless 911 calls to the PSAP via fixed **indoor** antennas with a general location i.e., pool area (WDL1) or a specific area i.e., room 101 (WDL2).
- 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 – FEBRUARY 2025

TEXT TO 911 Kauai County 2025	
Month	Total received
January	33
February	39
March	
April	
May	
June	
July	
August	
September	
October	
November	
December	
YTD	72
Monthly Avg.	36.0

NOTE:

- Although there is a “Text to 911” plot on the MapFlex, the location of the plot is not dependable. Text to 911 Dispatchers should use their skills to ascertain the exact location of the emergency response.

WIRELESS PSAP TESTING – FEBRUARY 2025

KAUAI COUNTY - FEBRUARY 2025						
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 February 2025.

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2. MSAG (MASTER STREET ADDRESS GUIDE)

MSAG TRANSACTIONS CURRENT MONTH/YEAR – FEBRUARY 2025

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	
2025									
JANUARY	124	123	1	0	0	683	0	0	0
FEBRUARY	56	55	1	0	0	568	0	0	0
MARCH									
APRIL									
MAY									
JUNE									
JULY									
AUGUST									
SEPTEMBER									
OCTOBER									
NOVEMBER									
DECEMBER									
TOTAL YTD	180	178	2	0	0				0
AVG PER MONTH	90	89	1	0	0	626	0	0	0

*TNCR Note

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

There were **no** customer ANI/ALI (telephone number/address) records updated as a direct result.

TELEPHONE RECORD (ALI) TRANSACTIONS CURRENT MONTH NOTES:

V2X processed **55** TN CRs related to the Dispatchable Location Project during the current month.

OPEN TELEPHONE RECORD (ALI) DISCREPANCY STATUS:

- **There are currently 568 Open TN CRs.**

Five hundred and sixty-eight (**568**) Open TN CR transactions are a result of the Dispatchable Location project. V2X 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 February 28, 2025**
- **There are currently no Open VoIP DRs as of February 28, 2025**



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TNCR (TELEPHONE NUMBER CHANGE REQUEST) CURRENT STATUS – FEBRUARY 2025

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	OPENED TNCRS PENDING FURTHER ACTION BY INTRADO	OPENED TNCRS REFERRED TO TELCO BY INTRADO	TOTAL UNOPENED TNCR RECORDS
KAUAI	568	0	301	267

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 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 – FEBRUARY 2025

NARRATIVE:

During the August 2015 State of Hawaii 911 Board meeting, V2X 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 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 standardized an additional information data format to proceed with this project. During the month of August 2015, V2X 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. 55 transactions were submitted, and 170 transactions were processed by Intrado in February 2025. (see next pages)

Dispatchable Location			
2025	Common Name Place MSAG Address	TNCR Transactions Submitted	Transactions Processed
Quarter 1			
2024 Carryover		16,630	15,452
February	Multi Bus, 3651 Lala Rd, Nawiliwili	11	11
	Royal Sonesta\Kauai Beach Club, 3610 Rice St, Nawiliwili	26	25
	Ritz\Kauai Lagoons, 3325 Holokawelu Way, Nawiliwili	18	18
	Multi Residence, 4578 Carl Furutani St, Waimea	0	2
	Multi dwelling, 7938-8290 Elepaio Rd, Kekaha	0	3
	Eleele Federal Housing, 4565-4586 Io Rd, Kekaha	0	3
	Multi dwelling, 8210-8288 Iwipolena Rd, Kekaha	0	5
	Hawaiian Telcom/Sandwich, 7743 Iwipolena Rd, Kekaha	0	1
	Residence, 9652 Kaumualii Hwy, Waimea	0	1
	Multi Bus, 9400 Kaumualii Hwy, Waimea	0	1
	Pioneer Hi-Bred Intl, 7431 Kaumualii Hwy, Kekaha	0	3
	Kauai Habitat For Hum, 103410 Kaumualii Hwy, Hanapepe	0	1
	Tutu & Me Trvl Prescl, 103547 Kaumualii Hwy, Hanapepe	0	1
	Multi Bus, 8315 Kekaha Rd, Kekaha	0	1



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DISPATCHABLE LOCATION – STATUS AS OF – FEBRUARY 2025 (CONTINUED)

Dispatchable Location			
2025	Common Name Place MSAG Address	TNCR Transactions Submitted	Transactions Processed
Quarter 1			
2024 Carryover		16,630	15,452
February	Westside Fish & Feed, 8246 Kekaha Rd, Kekaha	0	2
	Kauai Medical Clinic, 303420 Kuhio Hwy, Lihue	0	2
	Waipa Foundation, 505785 Kuhio Hwy, Wainiha	0	2
	Multi Residence, 9791 Laau Rd, Waimea	0	3
	Hawaii State Government, 4505 Makeke Rd, Waimea	0	1
	Cok Pub Works Dept, 4556 Makeke Rd, Waimea	0	1
	County of Kauai, 4594 Menehune Rd, Waimea	0	1
	West Kauai Hongwanji, 4675 Menehune Rd, Waimea	0	1
	Multi Bus, 4493 Moana Rd, Waimea	0	1
	Waimea United Church, 4548 Ola Rd, Waimea	0	1
	Jaa & Associates, 5700 Olohena Rd, Waipouli	0	1
	Multi Bus, 2827 Poipu Rd, Koloa	0	14
	Hawaiian Telcom Bldg, 3475 Poipu Rd, Koloa	0	20
	Paradise Shells & Souvenirs, 4490 Pokole Rd, Waimea	0	2
	Gani, 4531 Pouli Rd, Waipouli	0	1
	Residence, 9761 Pule Rd, Waimea	0	2
	Multi Bus, 9707 Tsuchiya Rd, Waimea	0	2
	Multi Bus/Matson, 3190 Waapa Rd, Niumalu	0	25
	US Coast Guard, 3070 Waapa Rd, Niumalu	0	4
	US Govt - Postal Service, 9911 Waimea Rd, Waimea	0	1
J Okada Store/Residence, 9895 Waimea Rd, Waimea	0	1	
Multi Bus, 9883 Waimea Rd, Waimea	0	4	
QSI Inc DBA Big Save, 9861 Waimea Rd, Waimea	0	2	
March			
Q1		178	414
Total		16,808	15,866



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SPECTRUM (CHARTER) 9-1-1 VOIP DATABASE VERIFICATION PROJECT - FEBRUARY 2025

V2X 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 has access to these ALI Records, V2X 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 provided VoIP Records with Latitude/Longitude coordinates.

(A)	VoIP Database records submitted by Spectrum to V2X for research and MSAG address validation.
(B)	V2X has researched and verified the VoIP record against an MSAG valid address and GIS data. V2X 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 – FEBRUARY 2025

V2X 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 has access to these ALI Records, V2X 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 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 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) – FEBRUARY 2025

MAPPING LAYERS UPDATED (PART I)

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

KAUAI COUNTY		
Type of Layer	V2X GIS Server	Other/Remarks
	Date Created/ Edits Performed	
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)		
Address Points	2/6/2025 To 2/19/2025	Delivered 2/20/2025
		Added address for twenty-three (23) records in Kalaheo
		Spatially corrected thirty-nine (39) records in Eleele
		Spatially corrected two (2) records in Nawiliwili
		Updated location name for one (1) record in Koloa
		Added address for two (2) records in Pakala
		Added address for eleven (11) records in Nawiliwili
		Added routing ID for seven (7) records in Kalaheo
		Added address for nine (9) records in Lawai
		Spatially corrected eleven (11) records in Kalaheo
		Spatially corrected eighty-five (85) records in Pakala
		Updated routing ID for one (1) record in Lawai
		Added POI for one (1) record in Nawiliwili
		Added routing ID for one (1) record in Waimea
		Added address for one (1) record in Hanapepe
		Added address for one (1) record in Numila
		Updated routing ID for four (4) records in Hanalei
		Updated routing ID for three (3) records in Princeville
		Updated routing ID for six (6) records in Lawai
		Added address for three (3) records in Puhi
		Added address for twelve (12) records in Eleele
		Spatially corrected three (3) records in Lawai
		Spatially corrected one (1) record in Princeville
Added address for two (2) records in Koloa		
Added address for one (1) record in Princeville		



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MAPPING LAYERS UPDATED (PART II)

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

KAUAI COUNTY		
Type of Layer	V2X GIS Server	Other/Remarks
	Date Created/ Edits Performed	
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)		
Address Points	2/6/2025 To 2/19/2025	Added address for one (1) record in Omao
		Added location name for one (1) record in Kalaheo
		Added routing ID for one (1) record in Nawiliwili
		Delivered 2/6/2025
	2/1/2025 To 2/5/2025	Updated routing ID for two (2) records in Kekaha
		Updated routing ID for sixty-eight (68) records in Waimea
	Added routing ID for nine (9) records in Waimea	
	Spatially corrected two (2) 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	2/6/2025 To 2/19/2025	<div style="text-align: center; padding: 5px;">Delivered 2/20/2025</div> Modified boundary for two (2) records
Fire Beats		
Fire Districts		



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MAPPING LAYERS UPDATED (PART III)

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

KAUAI COUNTY		
Type of Layer	V2X GIS Server	Other/Remarks
	Date Created/ Edits Performed	
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)		
Fire Response Areas		
Fire Stations		
Food & Beverage	2/6/2025 To 2/19/2025	<p style="text-align: center;">Delivered 2/20/2025</p> Updated restaurant for one (1) record in Koloa Added restaurant for one (1) record in Hanapepe
Gas Stations		
Gate Codes		
Government Buildings		
Harbors		
Helipads		
Hiking Trails	2/20/2025 To 2/28/2025	<p style="text-align: center;">Next Delivery 3/6/2025</p> Added hiking trail for nineteen (19) records in Kokee
Hospitals		
Hydrants		
Hyrdology Layers		
Incident Response Areas		
Lodging	2/6/2025 To 2/19/2025	<p style="text-align: center;">Delivered 2/20/2025</p> Added hotel for two (2) records in Nawiliwili
Major Roads		
Medic Beats		
Medic Districts		
Medic Response Areas		
Medic Stations		
Medical Facilities		
Milepost Markers		



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MAPPING LAYERS UPDATED (PART IV)

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

KAUAI COUNTY		
Type of Layer	V2X GIS Server	Other/Remarks
	Date Created/ Edits Performed	
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)		
MSAG Communities	2/6/2025 To 2/19/2025	Delivered 2/20/2025
		Modified boundary for one (1) record in Kekaha
		Modified boundary for one (1) record in Waimea
Net Junctions		
Ocean Rescue Boundaries		
Ocean Safety		
Parcels		
Parks		
Parks Polygon		
Points of Interest	2/6/2025 To 2/19/2025	Delivered 2/20/2025
		Added POI for five (5) records in Nawiliwili
		Added POI for one (1) record in Hanapepe
		Spatially corrected one (1) record in Nawiliwili
		Updated POI for one (1) record in Koloa
Police Beats	2/6/2025 To 2/19/2025	Delivered 2/20/2025
		Modified boundary for two (2) records
Police Beats_C3	2/6/2025 To 2/19/2025	Delivered 2/20/2025
		Modified boundary for two (2) records
Police Districts		
Police Response Areas	2/20/2025 To 2/28/2025	Next Delivery 3/6/2025
		Modified boundary for two (2) records
Police Stations		
Post Offices		
Schools		

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MAPPING LAYERS UPDATED (PART V)

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

KAUAI COUNTY			
Type of Layer	V2X GIS Server	Other/Remarks	
	Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Street Centerlines	2/6/2025 To 2/19/2025	Delivered 2/20/2025	
		Added street centerline for eleven (11) records in Waimea	
		Split centerline, modified range for nine (9) records in Lawai	
		Spatially corrected one (1) record in Koloa	
		Corrected parity for one (1) record in Pakala	
		Added street centerline for one (1) record in Kekaha	
		Updated police beat name for one (1) record in Lawai	
		Spatially corrected one (1) record in Lawai	
		Updated police beat name for two (2) records in Koloa	
		Split centerline, modified range for four (4) records in Waimea	
		Added street centerline for one (1) record in Princeville	
		Split centerline, modified range for two (2) records in Kekaha	
		Split centerline, modified range for two (2) records in Princeville	
		Modified range for two (2) records in Eleele	
		Split centerline, modified name two (2) records in Hanalei	
		Split centerline, modified range for one (1) record in Kapaa	
		Added street centerline for one (1) record in Hanalei	
		Added street centerline for eleven (11) records in Lawai	
	Extended segment for one (1) record in Kalaheo		
		2/1/2025 To 2/5/2025	Delivered 2/6/2025
	Split centerline, modified range for three (3) records in Waimea		
	Partial spatial correction for one (1) record in Kekaha		
	Added street centerline for six (6) records in Kalaheo		
	Partial spatial correction for one (1) record in Waimea		
	Added street centerline for seventeen (17) records in Waimea		

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MAPPING LAYERS UPDATED (PART VI)

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

KAUAI COUNTY		
Type of Layer	V2X GIS Server	Other/Remarks
	Date Created/ Edits Performed	
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)		
Street Centerlines	2/1/2025 To 2/5/2025	Added street centerline for thirteen (13) records in Kekaha
		Split centerline, modified range for two (2) records in Kekaha
		Split centerline, modified range for two (2) records in Kalaheo
		Spatially corrected, split street name, modified range for two (2) records in Kalaheo
		Added street centerline for one (1) record in Lawai
		Partial spatial correction for one (1) record in Kalaheo
Subdivisions	2/6/2025 To 2/19/2025	Delivered 2/20/2025
		Added housing for one (1) record in Kalaheo
Tow Jurisdictions		
Tsunami Evacuation Zones		
Tsunami Heights		
Waste Water Plants		
WSP Cell Sectors		
WSP Cell Towers		
ZipCodes	2/6/2025 To 2/19/2025	Delivered 2/20/2025
		Corrected typo for one (1) record

NOTE:

- The Parcels layer is provided by Kauai County. V2X 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
2/6/2025	For the Spillman CAD system: Delivered - AddressPoints, FoodBeverage, PointsOfInterest, StreetCenterlines, WSP Sectors, WSP Towers
2/7/2025	Delivered address points with civic addresses and postal communities to Intrado, for upload to SCC.
2/20/2025	For the Spillman CAD system: Delivered AddressPoints, ESN, FoodBeverage, HikingTrails, Lodging, MSAGCommunities, PointsOfInterest, PoliceBeats, PoliceBeats_C3, PoliceResponseAreas, StreetCenterlines, Subdivisions, WSP Sectors, WSP Towers
2/20/2025	Delivered address points with civic addresses and postal communities to Intrado, for upload to SCC.

GIS FOR 911

As part of ensuring GIS data compatibility with 911 CAD systems, V2X 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 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.

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MAPFLEX SYSTEM

February 2025

V2X delivered GIS data to the MapFlex system on the following dates in February 2025.

Hawaii County – February 4, 2025, and February 18, 2025

Maui County – February 5, 2025, and February 19, 2025

Kauai County – February 6, 2025, and February 20, 2025

Honolulu – February 7, 2025, and February 21, 2025

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 – FEBRUARY 2025

#	Date	Description	Category	Comments

NOTE:

There are no (0) open service requests for February 2025.

SERVICE REQUEST YEAR-TO-DATE (YTD) SUMMARY – 2025

KAUAI COUNTY				MSAG SERVICE REQUEST CATEGORIES					
2025	TOTAL		Open	WIREFINE		WIRELESS		VoIP	
	Created	Closed		Created	Closed	Created	Closed	Created	Closed
2024 Carryover*			0						
January	0	0	0	0	0	0	0	0	0
February	0	0	0	0	0	0	0	0	0
March									
April									
May									
June									
July									
August									
September									
October									
November									
December									
TOTAL	0	0	0	0	0	0	0	0	0

Note:

* The 2024 Carryover row indicates the number of Service Requests that were opened in 2024; however, were brought forward into 2025 in an effort to track the service request until completion.

	Category	Description
Definitions:	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)

Next Scheduled Database Synchronization Report – March 2025

TWO-WAY (2-WAY) COMPARISON

THREE-WAY (3-WAY) COMPARISON

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

