

Kauai County E9-1-1 Status Report

August 1, 2025 – August 31, 2025



Kauai County E9-1-1 Status Report

August 1, 2025 - August 31, 2025

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1. PSAP OPERATIONS

9-1-1 CALL VOLUME – AUGUST 2025

(Source :) Intrado ECATS system

9-1-1 Call Volume																	
KAUAI PSAP		Wireline		Wireless				VOIP		Calls With No ALI/No COS		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 No COS	% of Total Calls	No. of Admin Calls	% of Total Calls	No. of 9-1-1 Abandoned	% of Total Calls	Other	% of Total Calls
AUG	2,745	87	3.17%	2,148	78.25%	4.93%	95.07%	120	4.37%	42	1.53%	0	0.00%	347	12.64%	1	0.04%

*911 Calls with No Ali or “No Class of Service” for August 2025 = 1.53% - 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/No COS		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 No COS	% 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%	1	0.04%	292	11.58%	0	0.00%
MAR	2,642	141	5.34%	1,995	75.51%	6.02%	93.98%	121	4.58%	46	1.74%	0	0.00%	338	12.79%	0	0.00%
APR	1,832	80	4.37%	1,273	69.49%	7.15%	92.85%	69	3.77%	51	2.78%	0	0.00%	355	19.38%	0	0.00%
MAY	2,712	135	4.98%	2,033	74.96%	6.49%	93.51%	120	4.42%	77	2.84%	0	0.00%	346	12.76%	1	0.00%
JUNE	2,701	90	3.33%	2,118	78.42%	5.19%	94.81%	112	4.15%	75	2.78%	0	0.00%	306	11.33%	0	0.00%
JULY	2,987	114	3.82%	2,288	76.60%	6.03%	93.97%	105	3.52%	33	1.10%	0	0.00%	447	14.96%	0	0.00%
AUG	2,745	87	3.17%	2,148	78.25%	4.93%	95.07%	120	4.37%	42	1.53%	0	0.00%	347	12.64%	1	0.04%
SEPT																	
OCT																	
NOV																	
DEC																	
YTD	20,912	923		15,878				930		432		1		2,738		2	
MON AVG	2,614	115	4.43%	1,985	75.66%	7.08%	92.92%	116	4.43%	54	2.10%	0	0.00%	342	13.32%	0	0.00%

“Other Calls” (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 – AUGUST 2025

TEXT TO 911 Kauai County 2025	
Month	Total received
January	33
February	39
March	51
April	61
May	47
June	35
July	64
August	21
September	
October	
November	
December	
YTD	351
Monthly Avg.	43.9

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 – AUGUST 2025

KAUAI COUNTY - AUGUST 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 August 2025.

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2. MSAG (MASTER STREET ADDRESS GUIDE)

MSAG TRANSACTIONS CURRENT MONTH/YEAR – AUGUST 2025

KAUAI COUNTY	9-1-1 TRANSACTIONS								Customer Addresses Affected
	Total	Dispatchable Location Transactions Submitted	MSAG	ALI Submitted		Open ALI Discrepancy Records			
2025		DL (A)	MSAG (B)	TN CR (C)	ALI DR (D)	TNCR	ALI DR	VoIP DR	
JANUARY	124	123	1	0	0	683	0	0	0
FEBRUARY	56	55	1	0	0	568	0	0	0
MARCH	82	82	0	0	0	539	0	0	0
APRIL	504	502	2	0	0	461	0	0	0
MAY	177	176	1	0	0	491	0	0	5
JUNE	61	55	6	0	0	485	0	0	40
JULY	105	105	0	0	0	485	0	0	0
AUGUST	95	95	0	0	0	390	0	0	0
SEPTEMBER									
OCTOBER									
NOVEMBER									
DECEMBER									
TOTAL YTD	1,204	1,193	11	0	0				45
AVG PER MONTH	151	149	1	0	0	513	0	0	6

*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 **95** MSAG transactions were processed in 9-1-1 Net during the current month. No 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 **zero** customer ANI/ALI (telephone number/address) records updated as a direct result.

TELEPHONE RECORD (ALI) TRANSACTIONS CURRENT MONTH NOTES:

V2X processed **95** TN CRs related to the Dispatchable Location Project during the current month.

OPEN TELEPHONE RECORD (ALI) DISCREPANCY STATUS:

- **There are currently 390 Open TN CRs.**

Three hundred and ninety (**390**) 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 August 31, 2025**
- **There are currently no Open VoIP DRs as of August 31, 2025**

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TNCR (TELEPHONE NUMBER CHANGE REQUEST) CURRENT STATUS – AUGUST 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	390	0	334	56

STATUS
<u>TOTAL TNCRs SUBMITTED</u> - The total number of TNCR requests for modification that have been submitted in 9-1-1 NET.
<u>PENDING STATUS</u> - 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.
<u>REFERRED STATUS</u> - 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.
<u>TOTAL UNOPENED TNCR RECORDS STATUS</u> - 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 – AUGUST 2025

NARRATIVE:

During the August 2015 State of Hawaii 911 Board meeting, V2X provided a “State of Hawaii PSAPs Proposed ALI Compliance 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 into 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. 0 transactions were submitted, and 95 transactions were processed by Intrado in August 2025. (see next pages)

Dispatchable Location			
2025	Common Name Place MSAG Address	TNCR Transactions Submitted	Transactions Processed
Quarter 3			
Quarter 2 Carryover		17,623	16,709
August	Paradise Millworks, 1579 Haleukana St, Puhi	0	1
	Aston Poipu Kai/Regency condos, 1831 Poipu Rd, Poipu	0	2
	Suite Paradise/Kalapaki Joes, 1941 Poipu Rd, Poipu	0	3
	Residence, 202310 Kaumualii Hwy, Kalaheo	0	1
	County of Kauai, 202480 Kaumualii Hwy, Kalaheo	0	1
	Mid Pac Petroleum, 202515 Kaumualii Hwy, Kalaheo	0	1
	Multi Bus, 202565 Kaumualii Hwy, Kalaheo	0	2
	Hawaiian Telcom, 2100 Poipu Rd, Poipu	0	1
	Multi Bus, 2250 Ainako St, Poipu	0	1
	Kiahuna Plantation/Multi Bus, 2253 Poipu Rd, Poipu	0	1
	Poipu Kai Resort, 2330-2387 Hoohu Rd, Poipu	0	2
	Hawaii Water Service, 2520 Poipu Rd, Poipu	0	1

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DISPATCHABLE LOCATION – STATUS AS OF – AUGUST 2025 CONTINUED

Dispatchable Location			
2025	Common Name Place MSAG Address	TNCR Transactions Submitted	Transactions Processed
Quarter 3			
Quarter 2 Carryover		17,623	16,709
August	Garden Isle Disposal, 2666 Niumalu Rd, Niumalu	0	3
	Koloa Fire Station, 2810 Poipu Rd, Koloa	0	3
	Multi Bus, 2829 Ala Kalanikauma, Kakukuiula	0	1
	Koa'e Makana, 2891-3011 Rosie Bukowski Cir, Koloa	0	5
	Multi Bus, 3016 Umi St, Lihue	0	14
	Trash Co, 3050 Weliweli Rd, Koloa	0	1
	Koloa Garden Apts, 3075 Poipu Rd, Koloa	0	2
	Borthwick Kauai Mortuary, 3168 Poipu Rd, Koloa	0	3
	Multi Bus, 3176 Poipu Rd, Koloa	0	6
	Koloa Elementary School, 3223 Poipu Rd, Koloa	0	1
	Jane's Beauty Shop, 3256 Waikomo Rd, Koloa	0	1
	Koloa Missionary Church, 3370 Poipu Rd, Koloa	0	1
	Multi Bus, 3417 Poipu Rd, Koloa	0	9
	Fathom Five Divers, 3450 Poipu Rd, Koloa	0	2
	Koloa Public School, 3451 Poipu Rd, Koloa	0	3
	Koloa Self Storage, 3457 Waikomo Rd, Koloa	0	1
	Koloa Neighborhood Ctr, 3461 Weliweli Rd, Koloa	0	3
	Hardware Hawaii, 3465 Waikomo Rd, Koloa	0	1
	Hawaiian Telcom Bldg, 3475 Poipu Rd, Koloa	0	2
	Gather Federal Credit Union, 3483 Weliweli Rd, Koloa	0	2
	Koloa Town Chevron, 3486 Poipu Rd, Koloa	0	2
	Hale Ohana Condos, 3985 Ohuohu St, Koloa	0	1
	Central Pacific Bank, 401105 Kuhio Hwy, Kapaa	0	1

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DISPATCHABLE LOCATION – STATUS AS OF – AUGUST 2025 CONTINUED

Dispatchable Location			
2025	Common Name Place MSAG Address	TNCR Transactions Submitted	Transactions Processed
Quarter 3			
Quarter 2 Carryover		17,623	16,709
August	Tradewinds Ohana, 4650 Lae Rd, Kalaheo	0	1
	Lord's Electric, 4672 Kuli Rd, Kalaheo	0	2
	Emperor's Emporium/Nakoa Surf, 5330 Koloa Rd, Koloa	0	1
	Koloa Trading Post, 5408 Koloa Rd, Koloa	0	1
	Flip Flop Shops Koloa, 5460 Koloa Rd, Koloa	0	1
	Multi Bus, 5482 Koloa Rd, Koloa	0	1
	US Postal Svc, 5485 Koloa Rd, Koloa	0	1
	The Koloa Early School, 5521 Koloa Rd, Koloa	0	2
September			
Q3		105	200
Total		17,728	16,909

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SPECTRUM (CHARTER) 9-1-1 VOIP DATABASE VERIFICATION PROJECT - AUGUST 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 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 – AUGUST 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 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) – AUGUST 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	8/21/2025 To 8/31/2025	Next Delivery 9/4/2025
		Updated ESN one (1) record in Wainiha
		Updated ESN for one (1) record in Kalihiwai
		Updated ESN for one (1) record in Hanamaulu
		Updated ESN for two hundred and twenty-one (221) records in Anahola
		Updated ESN for two (2) records in Koloa
		Updated routing ID for two (2) records in Kalaheo
	8/7/2025 To 8/20/2025	Delivered 8/21/2025
		Added address for four (4) records in Kalaheo
		Spatially corrected six (6) records in Lawai
		Updated routing ID for ten (10) records in Lawai
		Updated routing ID for twenty-nine (29) records in Omao
		Added address for six (6) records in Lawai
		Spatially corrected twenty-two (22) records in Kalaheo
		Spatially corrected eight (8) records in Omao
	Added routing ID for one (1) record in Lawai	
Airports		
Bridges		
Building Footprints		
Bus Stops		
Churches		
Coastal Names		
Coastline		
Common Places		
Correctional Facilities		

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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)		
Emergency Callboxes		
Emergency Operation Centers		
Emergency Shelters		
ESZ/ESN	8/21/2025 To 8/31/2025	Next Delivery 9/4/2025
		Updated boundary for one (1) record
		Updated medic for fourteen (14) records
Fire Beats		
Fire Districts		
Fire Response Areas		
Fire Stations		
Food & Beverage		
Gas Stations		
Gate Codes		
Government Buildings		
Harbors		
Helipads		
Hiking Trails	8/21/2025 To 8/31/2025	Next Delivery 9/4/2025
		Added trail for thirty-one (31) records
Hospitals		
Hydrants		
Hyrdology Layers		
Incident Response Areas		
Lodging		
Major Roads		

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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)		
Medic Beats	8/1/2025 To 8/6/2025	Delivered 8/7/2025
		Modified boundary for, changed district name two (2) records
Medic Beats Water Response Zone	8/21/2025 To 8/31/2025	Next Delivery 9/4/2025
		Updated boundary for three (3) records
		Updated medic for one (1) record
Medic Districts		
Medic Response Areas	8/21/2025 To 8/31/2025	Next Delivery 9/4/2025
		Updated medic, modified boundary for for one (1) record
		Modified boundary for three (3) record
		Updated boundary for one (1) record
		Updated medic for one (1) record
		Added ra for one (1) record
Medic Stations		
Medical Facilities		
Milepost Markers		
MSAG Communities		
Net Junctions		
Ocean Rescue Boundaries		
Ocean Safety		
Parcels		
Parks		
Parks Polygon		
Points of Interest	8/21/2025 To 8/31/2025	Next Delivery 9/4/2025
		Updated ESN for twenty-seven (27) records in Anahola
		Updated ESN for twenty-three (23) records in Princeville
		Updated ESN for one (1) record in Lihue

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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)		
Police Beats		
Police Districts		
Police Response Areas		
Police Stations		
Post Offices		
Schools		
Street Centerlines	8/21/2025 To 8/31/2025	Next Delivery 9/4/2025
		Updated medic for thirteen (13) records in Niumalu
		Updated medic for forty-seven (47) records in Nawiliwili
		Split centerline, modified range for one (1) record in Lawai
		Added street centerline for eight (8) records in Kalaheo
		Updated medic & ESN for one (1) record in Lihue
		Partial spatial correction for one (1) record in Lawai
		Updated medic for seventeen (17) records in Koloa
		Updated medic for fifty-three (53) records in Hanalei
		Updated medic for three (3) records in Wailua
		Updated medic for five (5) records in Wainiha
		Updated medic & ESN for sixteen (16) records in Anahola
		Updated medic for two hundred and thirty-nine (239) records in Puhi
		Updated medic for thirty-three (33) records in Haena
		Updated medic for three (3) records in Kipu
		Split centerline, modified range for seven (7) records in Kalaheo
		Updated medic for two hundred and sixty-two (262) records in Lihue
		Partial spatial correction for four (4) records in Kalaheo
		Updated ESN & medic for nine (9) records in Princeville

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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	8/7/2025 To 8/20/2025	Delivered 8/21/2025
		Split centerline, modified range for fifteen (15) records in Lawai
		Split street centerline, modified range for five (5) records in Kalaheo
		Partial spatial correction for one (1) record in Lawai
		Partial spatial correction for one (1) record in Anahola
		Added street centerline for twenty-three (23) records in Kalaheo
		Added street centerline for four (4) records in Omao
		Updated range for two (2) records in Waimea
		Split centerline, modified range for six (6) records in Omao
		Split centerline, modified range for one (1) record in Kokee
		Extended centerline one (1) record in Omao
		Added street centerline for one (1) record in Pakala
		Split centerline, modified range for twenty-eight (28) records in Kalaheo
		Modified range for two (2) records in Lawai
		Modified range for one (1) record in Kalaheo
		Added street centerline for eleven (11) records in Lawai
		Split centerline, modifiied range for five (5) records in Kalaheo
		Extended centerline for three (3) records in Kalaheo
	8/1/2025 To 8/6/2025	Delivered 8/7/2025
		Added street centerline for one (1) record in Lawai
Subdivisions		
Tow Jurisdictions		
Tsunami Evacuation Zones		
Tsunami Heights		

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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)		
Waste Water Plants		
WSP Cell Sectors	8/21/2025 To 8/31/2025	Next Delivery 9/4/2025
		Added forty-six (46) sectors per Verizon Wireless CRS
		Updated one hundred and fifty-eight (158) sectors per Verizon Wireless CRS
	8/7/2025 To 8/20/2025	Delivered 8/21/2025
		Updated fifteen (15) sectors per Verizon Wireless CRS
WSP Cell Towers		

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
8/7/2025	Delivered for Spillman CAD: AddressPoints, StreetCenterlines, WSP Sectors, WSP Towers
8/7/2025	Delivered address points with civic addresses and postal communities to Intrado, for upload to SCC.
8/21/2025	Delivered for Spillman CAD: AddressPoints, ESN, MedicBeats, MedicResponseAreas, PointsOfInterest, StreetCenterlines, WSP Sectors, WSP Towers, WaterResponseZoneMedicBeats
8/21/2025	Delivered address points with civic addresses and postal communities to Intrado, for upload to SCC.
8/28/2025	Delivered data update for testing automated data load into 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 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.

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SPILLMAN PROJECT

The Kauai County Spillman project is considered consistent and has not had any significant issues reported.

MAPFLEX/SCC SYSTEM

August 2025

V2X delivered GIS data to the MapFlex/SCC system on the following dates in August 2025

Hawaii County – August 5, 2025, and August 19, 2025

Maui County – August 6, 2025, and August 20, 2025

Kauai County – August 7, 2025, and August 21, 2025

Honolulu – August 8, 2025, and August 22, 2025

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4. SERVICE REQUESTS TRANSACTIONS

OPEN SERVICE REQUESTS – AUGUST 2025

#	Date	Description	Category	Comments

NOTE:

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

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

KAUAI COUNTY				MSAG SERVICE REQUEST CATEGORIES					
2025	TOTAL		Open	WIRELIN		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	0	0	0	0	0	0	0	0	0
April	1	1	0	0	0	0	0	1	1
May	2	2	0	0	0	0	0	2	2
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									
October									
November									
December									
TOTAL	3	3	0	0	0	0	0	3	3
<u>Note:</u>	* 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.								

Definitions:	Category	Description
	Wireline	Telephone Number (ALI) Discrepancies from land line phones that have been submitted to Intrado via 9-1-1 Net for correction.
	Wireless	Telephone Number (ALI) Discrepancies from phones that were land lines at one time, and were ported out to a wireless carrier. However, the phone number was never removed from the MSAG database.
	VoIP	Received 911 (ALI) Discrepancies from VoIP providers and returned with a valid MSAG address for 911.

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5. E9-1-1 DATABASE SYNCHRONIZATION

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

Next scheduled Database Synchronization Report – September 2025

TWO-WAY (2-WAY) COMPARISON

THREE-WAY (3-WAY) COMPARISON

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