

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

*March 1, 2026 – March 31, 2026*



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# Kauai County E9-1-1 Status Report

March 1, 2026 - March 31, 2026

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## 1. PSAP OPERATIONS

### 9-1-1 CALL VOLUME – MARCH 2026

(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	
2026	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
MAR	2,664	122	4.58%	1,988	74.62%	16.75%	83.25%	132	4.95%	21	0.79%	0	0.00%	401	15.05%	0	0.00%

\*911 Calls with No Ali or “No Class of Service” for March 2026 = 0.79% - Statewide average for 2025 = 2.01%

### 9-1-1 CALL VOLUME – CALENDAR YEAR 2026

9-1-1 Call Volume																	
KAUAI PSAP		Wireline		Wireless				VOIP		Calls With No ALI/No COS		Admin Calls		Abandoned Calls		Other Calls	
2026	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	2,672	123	4.60%	2,045	76.53%	17.02%	82.98%	127	4.75%	48	1.80%	0	0.00%	329	12.31%	0	0.00%
FEB	2,318	99	4.27%	1,800	77.65%	17.94%	82.06%	102	4.40%	15	0.65%	0	0.00%	302	13.03%	0	0.00%
MAR	2,664	122	4.58%	1,988	74.62%	16.75%	83.25%	132	4.95%	21	0.79%	0	0.00%	401	15.05%	0	0.00%
APR																	
MAY																	
JUNE																	
JULY																	
AUG																	
SEPT																	
OCT																	
NOV																	
DEC																	
YTD	7,654	344		5,833				361		84		0		1,032		0	
MON AVG	2,551	115	4.48%	1,944	76.27%	17.24%	82.76%	120	4.70%	28	1.08%	0	0.00%	344	13.46%	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	2025		2024		2023		2022		2021	
Oahu Civilian	937,825	73.86%	974,278	73.07%	988,670	68.33%	971,113	69.45%	1,052,026	68.91%
RDC Pearl Harbor	24,455	1.93%	25,072	1.88%	36,916	2.55%	31,827	2.28%	39,253	2.58%
Hawaii County	161,993	12.75%	182,298	13.67%	207,715	14.35%	199,811	14.29%	214,220	14.00%
Maui County	113,804	8.96%	111,385	8.35%	152,397	10.54%	140,524	10.05%	160,241	10.51%
Kauai County	31,727	2.50%	40,310	3.03%	61,197	4.23%	54,923	3.93%	60,986	4.00%
Total	1,269,804	100.00%	1,333,343	100.00%	1,446,895	100.00%	1,398,198	100.00%	1,526,726	100.00%

911 Call Volume % change from 2024 to 2025	
Oahu	-3.74%
RDC	-2.46%
Hawaii	-11.14%
Maui	2.17%
Kauai	-21.29%
State of Hawaii	-7.29%

911 Calls with No ALI /No Value average % for 2025	
Oahu	2.51%
RDC	0.30%
Hawaii	2.92%
Maui	2.32%
Kauai	1.99%
State of Hawaii average	2.01%

State of Hawaii 2025	
TEXT TO 911	
Oahu Civilian	4,196
RDC Pearl Harbor	61
Hawaii County	635
Maui County	525
Kauai County	514
*Total	5,931
*Totals may include PSAP training, testing, and 911 Texting errors	



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### TEXT TO 911 – CURRENT MONTH – MARCH 2026

TEXT TO 911 Kauai County 2026	
Month	Total received
January	34
February	28
March	42
April	
May	
June	
July	
August	
September	
October	
November	
December	
YTD	104
Monthly Avg.	35

**NOTE:**

- Although there is a “Text to 911” plot on the SCC Map, 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 – MARCH 2026

KAUAI COUNTY - MARCH 2026						
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 March 2026.



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

MSAG TRANSACTIONS CURRENT MONTH/YEAR – MARCH 2026

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	
2026									
JANUARY	62	59	3	0	0	372	0	0	108
FEBRUARY	64	64	0	0	0	355	0	0	0
MARCH	88	85	3	0	0	359	0	0	53
APRIL									
MAY									
JUNE									
JULY									
AUGUST									
SEPTEMBER									
OCTOBER									
NOVEMBER									
DECEMBER									
<b>TOTAL YTD</b>	<b>214</b>	<b>208</b>	<b>6</b>	<b>0</b>	<b>0</b>				<b>161</b>
AVG PER MONTH	71	69	2	0	0	362	0	0	54

\*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 **88** MSAG transactions were processed in 9-1-1 Net during the current month. Three (**3**) 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 **53** customer ANI/ALI (telephone number/address) records updated as a direct result.

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

V2X processed **85** TN CRs related to the Dispatchable Location Project during the current month.

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

- **There are currently 359 Open TN CRs.**

Three hundred and fifty-nine (**359**) 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 March 31, 2026**
- **There are currently no Open VoIP DRs as of March 31, 2026**

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**TNCR (TELEPHONE NUMBER CHANGE REQUEST) CURRENT STATUS – MARCH 2026**

**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.

<b>PSAP 9-1-1 Telephone Number Location Change Request (Telephone Number Change Request (TNCR) Status)</b>				
<b>PSAP</b>	<b>TOTAL TNCR RECORDS SUBMITTED BY AKIMEKA</b>	<b>OPENED TNCRS PENDING FURTHER ACTION BY INTRADO</b>	<b>OPENED TNCRS REFERRED TO TELCO BY INTRADO</b>	<b>TOTAL UNOPENED TNCR RECORDS</b>
<b>KAUAI</b>	<b>359</b>	<b>0</b>	<b>315</b>	<b>44</b>

<b>STATUS</b>
<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 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 – MARCH 2026

**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 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. **85** transactions were submitted, and **82** transactions were processed by Intrado in March 2026. (see next pages)

Dispatchable Location			
2026	Common Name Place MSAG Address	TNCR Transactions Submitted	Transactions Processed
Quarter 1			
2025 Carryover		<b>18,079</b>	<b>17,244</b>
March	Homestead Community Dev, 4275 Poha Rd, Anahola	2	2
	Island Worship Center, 4414 Hokualele Rd, Anahola	1	1
	Multi Bus, 4523 Ioane Rd, Anahola	8	7
	Hawaiian Telcom, 4731 Kalalea Rd, Anahola	1	0
	Multi Bus, 3900 Kawelo St, Anahola	2	0
	Kamehameha Schools, 4109 Kealia Rd, Anahola	3	1
	West 10, 7800 Koolau Rd, Moloaa	5	0
	Multi Bus, 406151 Kuhio Hwy, Moloaa	3	1
	Kekaha Ha Aheo Housing, 4264 Ala Muku Pl, Kilauea	5	3
	Na Aina Kai Gardens, 4101 Wailapa Rd, Kilauea	3	3
	North Shore Pharmacy, 2460 Oka St, Kilauea	5	3
	Gather Federal Credit Union, 4243 Namahana Pl, Kilauea	2	2
	Multi Bus, 2521 Kolo Rd, Kilauea	4	4
	Christ Memorial Episcopal Ch, 2524 Kolo Rd, Kilauea	2	1

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DISPATCHABLE LOCATION – STATUS AS OF – MARCH 2026 (CONTINUED)

Dispatchable Location			
2026	Common Name Place MSAG Address	TNCR Transactions Submitted	Transactions Processed
Quarter 1			
<b>2025 Carryover</b>		<b>18,079</b>	<b>17,244</b>
<b>March</b>	Ahuimanu Shops, 2555 Ala Namahana Pkwy, Kilauea	29	24
	Multi Bus, 2484 Keneke St, Kilauea	5	1
	Anaina Hou Community Park, 502723 Kuhio Hwy, Kilauea	2	0
	Common Ground Utilities, 4900 Kuawa Rd, Kilauea	3	0
	Yeecorp Honolulu, 3156 Elua St, Lihue	0	1
	Multi Bus, 3213 Akahi St, Lihue	0	1
	Kauai Dreams Realty, 401435 Kuhio Hwy, Kapaa	0	3
	Pizza Hut/Taco Bell, 40927 Kuhio Hwy, Kapaa	0	5
	Hale Lani Village condos, 4121 Rice St, Lihue	0	1
	Multi Bus, 4302 Rice St, Lihue	0	1
	Kaha Lani Condos, 4460 Nehe Rd, Wailua	0	3
	Samuel Mahelona Hospital, 4800 Kawaihau Rd, Kapaa	0	8
	Hale Nana Kai O Kea, 4850 Kawaihau Rd, Kapaa	0	3
	Kamehameha Schools, 5021 Kawaihau Rd, Kapaa	0	3
<b>Q1</b>		<b>208</b>	<b>261</b>
<b>Total</b>		<b>18,287</b>	<b>17,505</b>



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### SPECTRUM (CHARTER) 9-1-1 VOIP DATABASE VERIFICATION PROJECT - MARCH 2026

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.

<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 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 – MARCH 2026

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.

<b>*Bandwidth</b>					
<b>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>
<b>HAWAII County</b>	<b>2,126</b>	<b>97</b>	<b>16</b>	<b>106</b>	<b>93.81%</b>
<b>KAUAI County</b>	<b>555</b>	<b>75</b>	<b>3</b>	<b>73</b>	<b>93.59%</b>
<b>MAUI County</b>	<b>1,794</b>	<b>60</b>	<b>14</b>	<b>69</b>	<b>93.24%</b>
<b>OAHU Civilian</b>	<b>12,898</b>	<b>1,556</b>	<b>44</b>	<b>1,590</b>	<b>99.38%</b>
<b>OAHU Military</b>	<b>173</b>	<b>156</b>	<b>11</b>	<b>163</b>	<b>97.60%</b>
<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 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) – MARCH 2026

#### 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 Date Created/ Edits Performed	Other/Remarks
<b>CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH &amp; RESPONSE (Listed Alphabetically)</b>		
Address Points	<b>3/19/2026 To 3/31/2026</b>	<b>Next Delivery 4/2/2026</b>
		Updated address for one (1) record in Lawai
		Updated location name for one (1) record in Princeville
		Updated location name for one (1) record in Kapaa
		Added address for one (1) record in Lawai
		Updated location name for one (1) record in Puhi
	Updated location name for one (1) record in Lihue	
	<b>3/1/2026 To 3/4/2026</b>	<b>Delivered 3/5/2026</b>
		Added address for four (4) records in Koloa
Airports		
Bridges		
Building Footprints		
Bus Stops		
Churches		
Coastal Names		
Coastline		
Common Places		
Correctional Facilities		
Emergency Callboxes		
Emergency Operation Centers		
Emergency Shelters		
ESZ/ESN		
Fire Beats		
Fire Districts		

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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	
<b>CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH &amp; RESPONSE (Listed Alphabetically)</b>		
Fire Response Areas		
Fire Stations		
Food & Beverage		
Gas Stations	<b>3/19/2026 To 3/31/2026</b>	<p style="text-align: center; margin: 0;"><b>Next Delivery 4/2/2026</b></p> <p style="margin: 0;">Updated name for one (1) record in Lihue</p> <p style="margin: 0;">Added gas station for one (1) record in Puhī</p> <p style="margin: 0;">Updated name for one (1) record in Princeville</p>
Gate Codes		
Government Buildings		
Harbors		
Helipads		
Hiking Trails		
Hospitals		
Hydrants		
Hyrdology Layers		
Incident Response Areas		
Lodging		
Major Roads		
Medic Beats		
Subbeats		
Medic Districts		
Medic Response Areas		
Medic Stations		
Medical Facilities		



## Kauai County E9-1-1 Status Report

March 1, 2026 - March 31, 2026

### 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	
<b>CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH &amp; RESPONSE (Listed Alphabetically)</b>		
Milepost Markers		
MSAG Communities		
Net Junctions		
Ocean Rescue Boundaries		
Ocean Safety		
Parcels		
Parks		
Parks Polygon		
<b>Points of Interest</b>	<b>3/19/2026 To 3/31/2026</b>	<b>Next Delivery 4/2/2026</b>
		Updated POI for one (1) record in Puhi
		Updated POI for one (1) record in Princeville
		Updated POI for one (1) record in Lihue
		Updated POI for one (1) record in Kapaa
Police Beats		
Police Districts		
Police Response Areas		
Police Stations		
Post Offices		
Schools		
Street Centerlines		
Subdivisions		
Tow Jurisdictions		
Tsunami Evacuation Zones		
Tsunami Heights		



## 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 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	
<b>CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH &amp; RESPONSE (Listed Alphabetically)</b>		
Waste Water Plants		
WSP Cell Sectors		
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.

## Kauai County E9-1-1 Status Report

March 1, 2026 - March 31, 2026

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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
3/4/2026	Delivered for Spillman CAD: AddressPoints, PointsOfInterest, WSP Sectors, WSP Towers
3/4/2026	Delivered for SCC Mapping: AddressPoints, PointsOfInterest, WSP Sectors, WSP Towers
3/19/2026	Delivered for Spillman CAD: AddressPoints, PointsOfInterest, WSP Sectors, WSP Towers
3/19/2026	Delivered for SCC Mapping AddressPoints, PointsOfInterest, WSP Sectors, WSP Towers

#### 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 Hanalei. 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.

## Kauai County E9-1-1 Status Report

March 1, 2026 - March 31, 2026

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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

March 2026

V2X delivered GIS data to the MapFlex/SCC systems on the following dates in March 2026.

**Hawaii County** – March 3, 2026, March 17, 2026, and March 31, 2026

**Maui County** – March 4, 2026, and March 18, 2026

**Kauai County** – March 5, 2026, and March 19, 2026

**Honolulu** – March 6, 2026, and March 20, 2026

## Kauai County E9-1-1 Status Report

March 1, 2026 - March 31, 2026

### 4. SERVICE REQUESTS TRANSACTIONS

#### OPEN SERVICE REQUESTS – MARCH 2026

#	Date	Description	Category	Comments

NOTE:

**There are no (0) open service requests for March 2026.**

#### SERVICE REQUEST YEAR-TO-DATE (YTD) SUMMARY – 2026

KAUAI COUNTY				MSAG SERVICE REQUEST CATEGORIES					
2026	TOTAL		Open	WIREFINE		WIRELESS		VoIP	
	Created	Closed		Created	Closed	Created	Closed	Created	Closed
2025 Carryover*			0						
January	0	0	0	0	0	0	0	0	0
February	2	2	0	0	0	0	0	2	2
March	0	0	0	0	0	0	0	0	0
April									
May									
June									
July									
August									
September									
October									
November									
December									
<b>TOTAL</b>	<b>2</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>2</b>
<u>Note:</u>	* The 2025 Carryover row indicates the number of Service Requests that were opened in 2025; however, were brought forward into 2026 in an effort to track the service request until completion.								

	Category	Description
<b>Definitions:</b>	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

March 1, 2026 - March 31, 2026

### 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’s value added services, V2X 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.

The results of the **March 1, 2026**, database synchronization audits are presented below.

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

V2X’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.

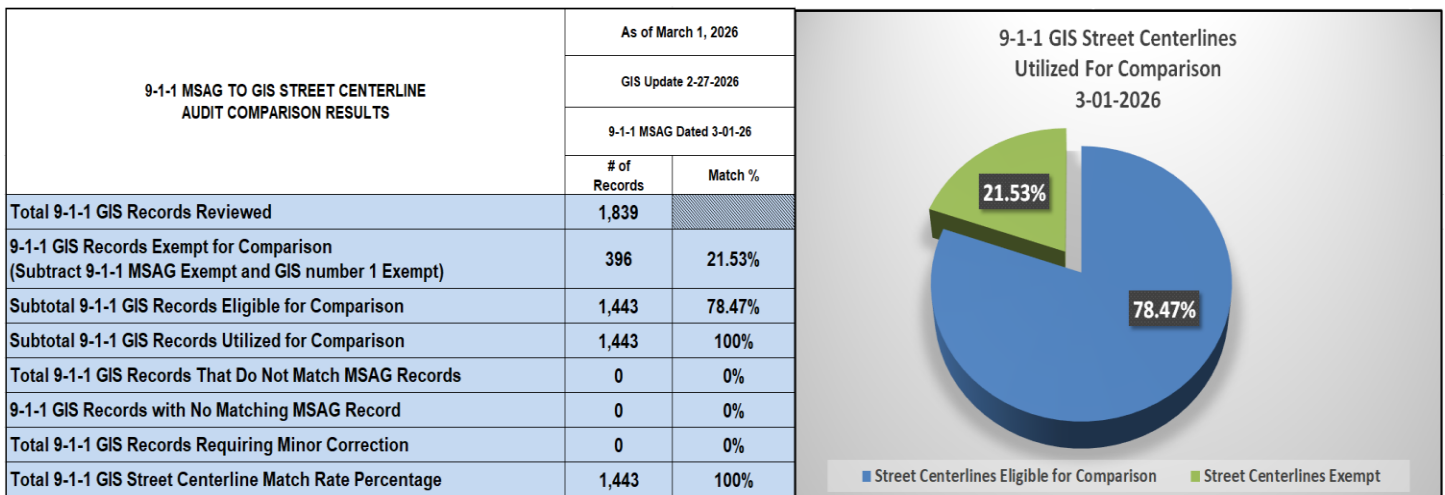


## Kauai County E9-1-1 Status Report

March 1, 2026 - March 31, 2026

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

A total number of **1,839** GIS Street Centerline Records are maintained for the Kauai Police Department’s 9-1-1 GIS database by V2X. For this comparison, **396** GIS street records were excluded as database exemptions. V2X 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 **1,443** 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 **1,443, 9-1-1 GIS Records**. The results of the GIS to MSAG Records comparison analysis are provided below:



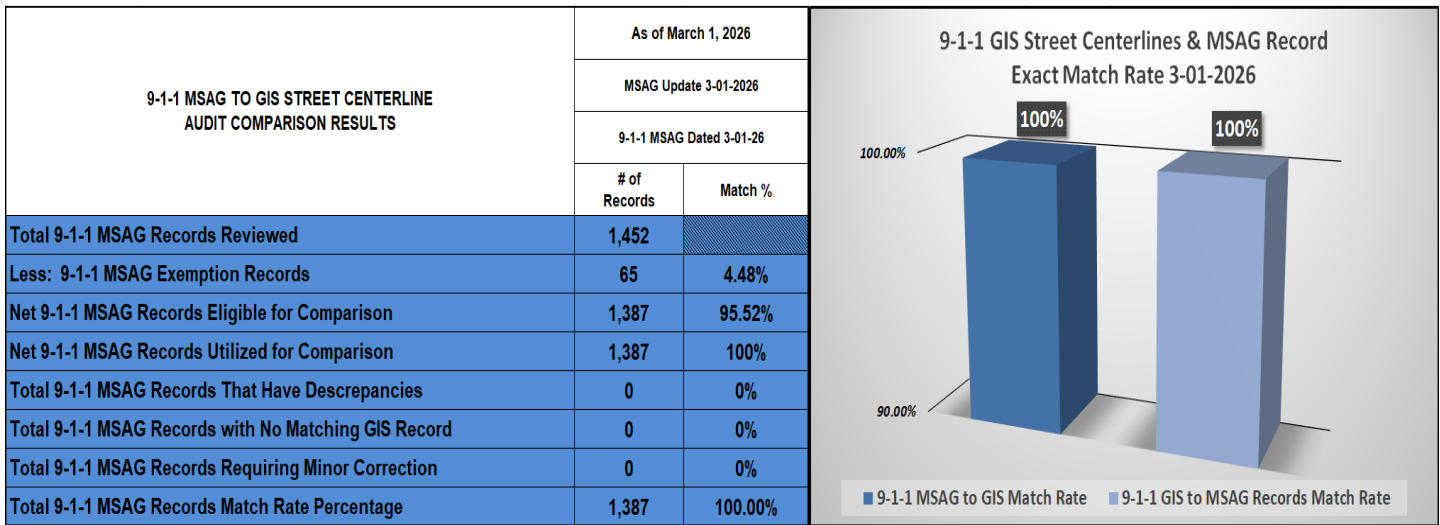
### 9-1-1 GIS Street Centerline to MSAG Record Comparison

A total of **1,452 9-1-1 MSAG records** are maintained for the Kauai Police Department’s 9-1-1 GIS database by V2X. V2X 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 **1,387 MSAG records**. The total number of MSAG matched records for this comparison audit was **1,387 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 data stream 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%.

# Kauai County E9-1-1 Status Report

March 1, 2026 - March 31, 2026

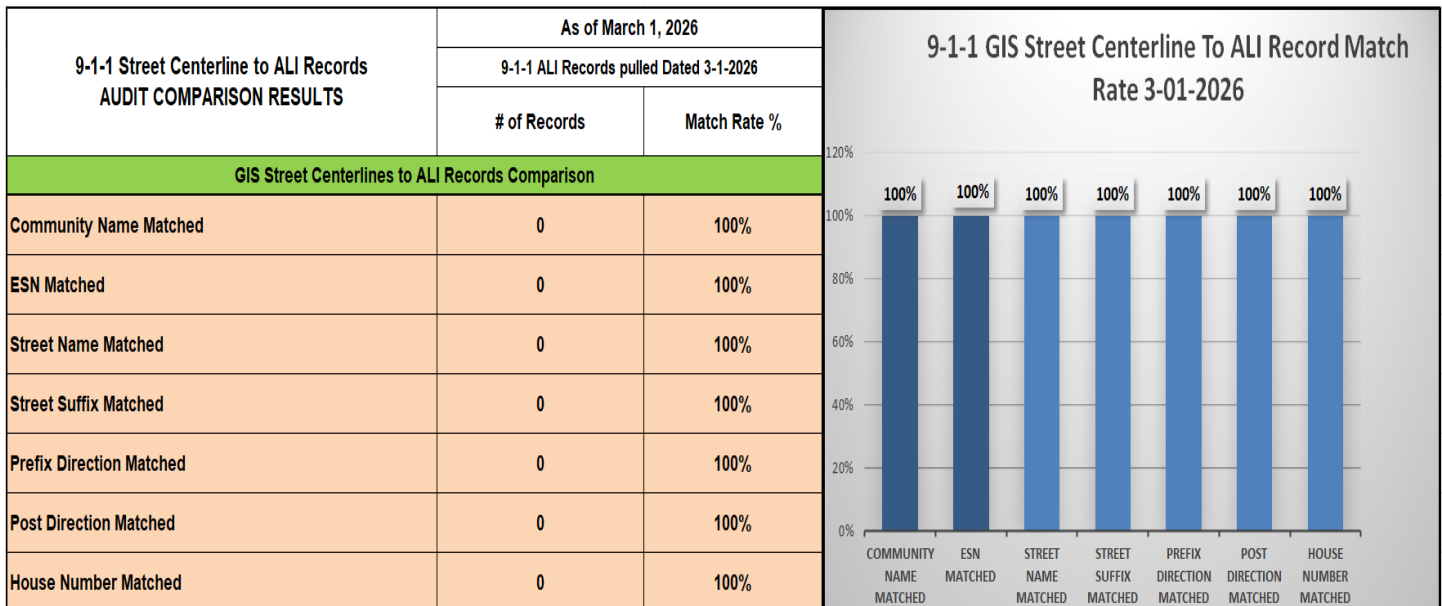
## 9-1-1 GIS Street Centerline To ALI Record Attribute Match Rate

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

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

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

See the chart below:



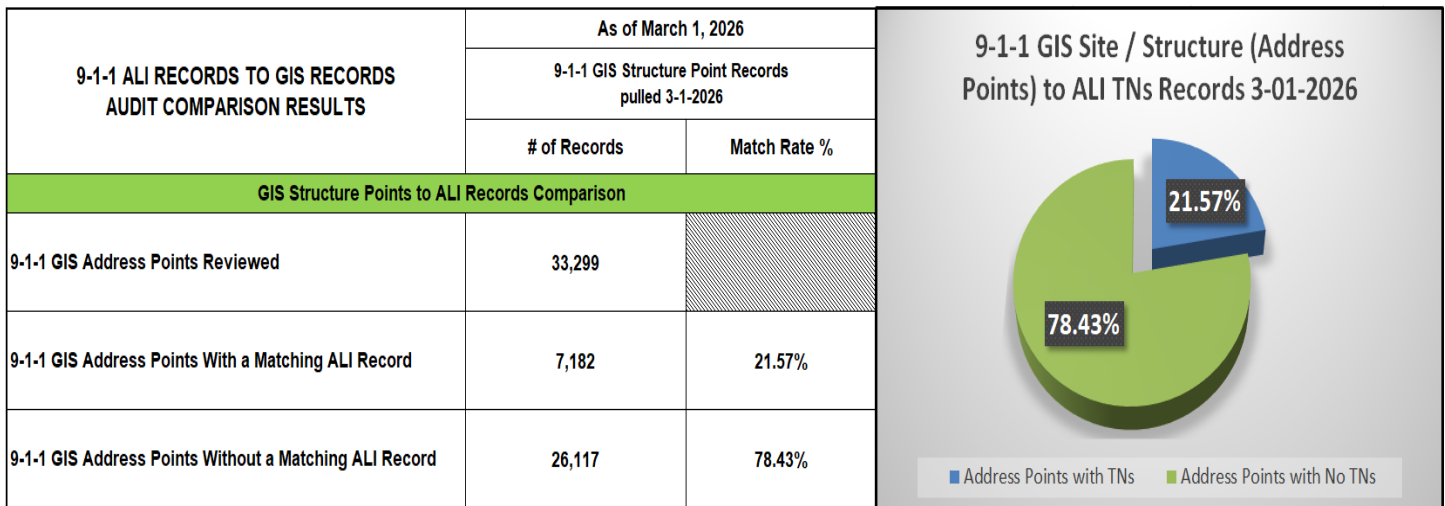
NENA Recommended Match Rate = 98%

## Kauai County E9-1-1 Status Report

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

The **9-1-1 Site/Structure Points (Address Points) GIS records with Matching ALI Records** comparison identifies the total number of Site/Structure Points (Address Points) that reside within the jurisdiction against the Wireline or VoIP Telephone Company’s ALI records. The Kauai County Jurisdiction has approximately **33,299 total Site Structure Points** with approximately **7,182 Site Structure Points** that have exact matching ALI telephone records. See the chart below:



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

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

There are **18,608 total Automatic Location Identification (ALI) Records** with the Wireline Provider. There are **18,606 Valid ALI records** that have an exact match with a GIS Site Structure Point. There is a total of **2 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.

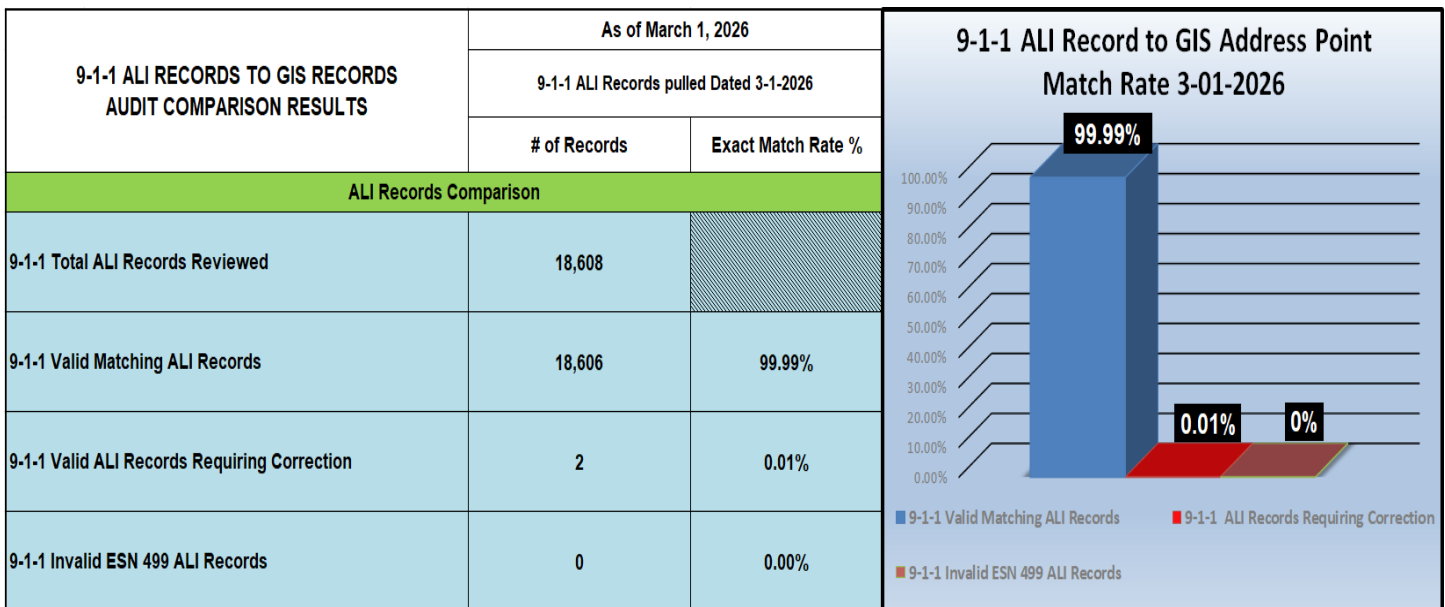
# Kauai County E9-1-1 Status Report

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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 the chart below:



NENA Recommended Match Rate = 98%

## Kauai County E9-1-1 Status Report

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

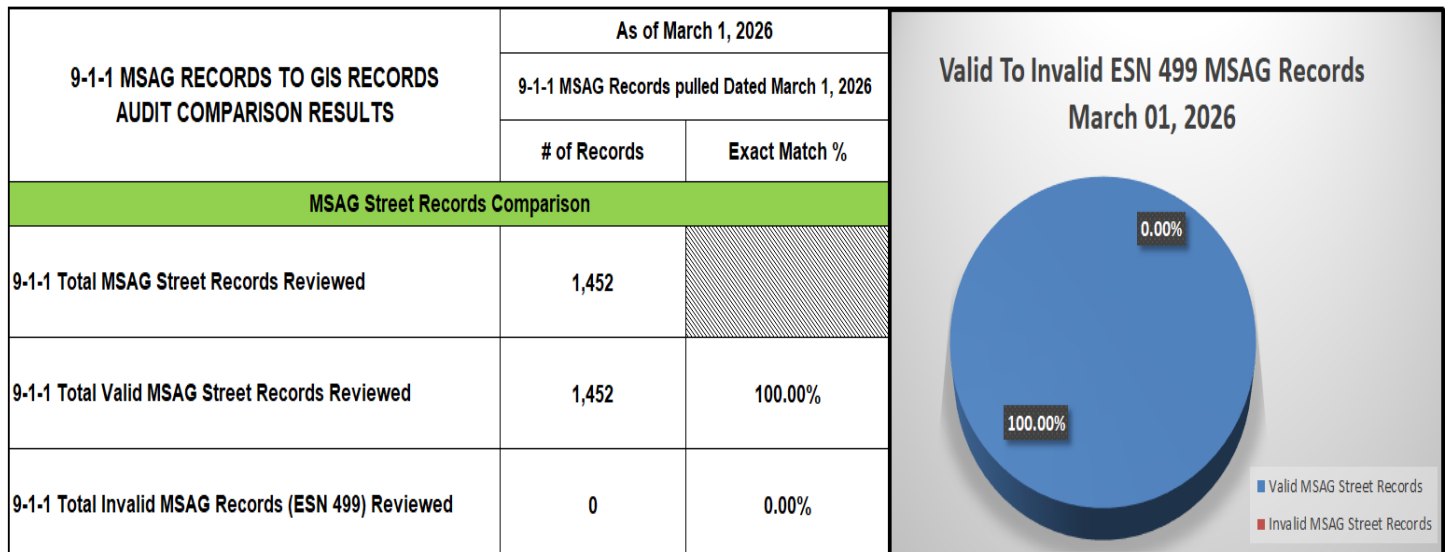
At the request of the Kauai County Chief of Police, Hawaiian Telcom, Inc. (HTI) provided V2X, with access to the Kauai County ESN 499 MSAG and ALI records. The ESN 499 MSAG Street Records represented and identified all the “known” invalid streets in the MSAG Database.

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 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:

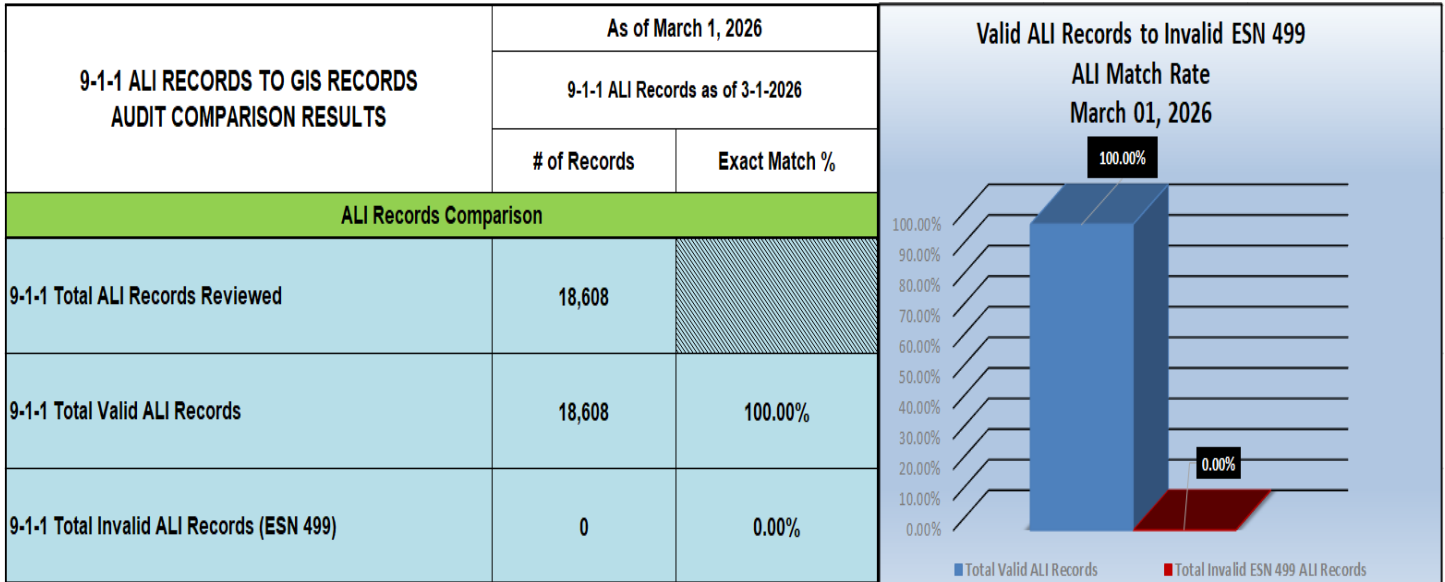


# Kauai County E9-1-1 Status Report

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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 has completed this project.



NENA Recommended Match Rate = 98%