Hawaii County E9-1-1 Status Report

April 1, 2024 – April 30, 2024

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1. PSAP OPERATIONS

9-1-1 CALL VOLUME HAWAII COUNTY PSAPS – APRIL 2024

Source: Intrado Viper system *(*) Totals are based on calls to Primary PSAP.*

9-1-1 Call Volume															
HAWAII COUNTY PSAPs	**Wireline**		**Wireless**				**VOIP**		**Calls With No ALI**		**Admin Calls**		**Abandoned Calls**		**Other Calls**
2024	Total 9-1-1 Calls Processed	No. of Wireline Calls	% of Total Calls	No. of Wireless Calls	% of Total Calls	% of Wireless WPH1 Calls	% of Wireless WPH2 Calls	No. of VoIP Calls	% of Total Calls	No. of Calls with No ALI	% of Total Calls	No. of Admin Calls	% of Total Calls	No. of 9-1-1 Abandoned	% of Total Calls	No. of Other Calls	% of Total Calls
APR	14,340	1,545	10.77%	11,279	78.65%	17.73%	82.27%	573	4.00%	21	0.15%	0	0.00%	921	6.42%	1	0.01%

*911 call volume statistics were not available on April 18, 2024, from 9:11 am to 10:20 am, and 15:00 pm to 16:40 pm due to the Intrado Viper system being down. PSAPs were switched to their respective back-up phones with no ALI information.

9-1-1 CALL VOLUME – CALENDAR YEAR 2024

9-1-1 Call Volume															
HAWAII COUNTY PSAPs	**Wireline**		**Wireless**				**VOIP**		**Calls with No ALI**		**Admin Calls**		**Abandoned Calls**		**Other Calls**
2024	Total 9-1-1 Calls Processed	No. of Wireline Calls	% of Total Calls	No. of Wireless Calls	% of Total Calls	% of Wireless WPH1 Calls	% of Wireless WPH2 Calls	No. of VoIP Calls	% of Total Calls	No. of Calls with No ALI	% of Total Calls	No. of Admin Calls	% of Total Calls	No. of 9-1-1 Abandoned	% of Total Calls	No. of Other Calls	% of Total Calls
JAN	16,434	1,793	10.91%	12,541	76.31%	17.23%	82.77%	777	4.73%	29	0.18%	0	0.00%	1,294	7.87%	0	0.00%
FEB	14,445	1,771	12.26%	10,885	75.35%	17.38%	82.62%	550	3.81%	18	0.12%	0	0.00%	1,221	8.45%	0	0.00%
MAR	15,084	1,738	11.52%	11,638	77.15%	16.11%	83.89%	666	4.42%	15	0.10%	0	0.00%	1,027	6.81%	0	0.42%
APR	14,340	1,545	10.77%	11,279	78.65%	17.73%	82.27%	573	4.00%	21	0.15%	0	0.00%	921	6.42%	1	0.01%
MAY																
JUNE																
JULY																
AUG																
SEPT																
OCT																
NOV																
DEC																
YTD	60,303	6,847		46,343				2,566		83		0		4,463		1	
MON AVG	15,076	1,712	11.37%	11,586	76.87%	17.11%	82.89%	642	4.24%	21	0.14%	0	0.00%	1,116	7.39%	0	0.11%

"Other Calls" 1 (911) call received with the class of service "TSP". HwnTel/Intrado informed for clarification.
Received confirmation from Intrado that the class of service for "TSP" is a Telematics call.

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CALL VOLUME HAWAII COUNTY PSAP NOTES:

*911 Calls with No ALI in April 2024 = 0.15% - Statewide average for 2023 = 0.14%

9-1-1 CALL VOLUME BY AGENCY – APRIL 2024

2024	9-1-1 Call Volume by Agency									
	Hawaii Police Department					Hawaii Fire Department				
	Number of Total Calls Received	% of Total Calls	Number of Admin Calls	Number of Abandoned Dropped Calls	Number of Other Calls	Number of Total Calls Received	% of Total Calls	Number of Admin Calls	Number of Abandoned Dropped Calls	Number of Other Calls
April	11,548	80.53%	0	860	1	1,870	13.04%	0	61	0

Hawaii Fire Department "Number of Total Calls Received" was extracted from the Intrado Viper MIS from the Fire Dispatch Center and the Hawaii Police Dispatch Supervisor's Workstation (HIPDWKS7). Calls were merged together by the class of service for the month of April.

9-1-1 CALL VOLUME BY AGENCY – CALENDAR YEAR 2024

2024	9-1-1 Call Volume by Agency									
	Hawaii Police Department					Hawaii Fire Department				
	Number of Total Calls Received	% of Total Calls	Number of Admin Calls	Number of Abandoned Dropped Calls	Number of Other Calls	Number of Total Calls Received	% of Total Calls	Number of Admin Calls	Number of Abandoned Dropped Calls	Number of Other Calls
January	14,216	86.50%	0	1,217	0	2,218	13.50%	0	77	0
February	11,432	79.14%	0	1,159	0	1,792	12.41%	0	62	0
March	13,047	86.50%	0	949	0	2,037	13.50%	0	78	0
April	11,548	80.53%	0	860	1	1,870	13.04%	0	61	0
May										
June										
July										
August										
September										
October										
November										
December										
YTD	50,243		0	4,185	1	7,917		0	278	0
MON AVG	12,561	83.17%	0	1,046	0	1,979	13.11%	0	70	0

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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.**
- **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).**
- X (911) call with the COS of WDL1, or WDL2 were added to the Wireless Phase I or Phase II percentage total.

FOR YOUR INFORMATION

FYI……………For Your Information												
PSAP Operations												
Statewide 911 Call Volumes												
PSAP	2023		2022		2021		2020		2019		2018	
Oahu Civilian	988,670	68.33%	971,113	69.45%	1,052,026	68.91%	991,016	71.11%	1,075,726	69.67%	1,034,190	70.62%
RDC Pearl Harbor	36,916	2.55%	31,827	2.28%	39,253	2.58%	37,014	2.66%	37,905	2.45%	37,068	2.53%
Hawaii County	207,715	14.35%	199,811	14.29%	214,220	14.00%	188,329	13.51%	211,611	13.70%	206,648	14.11%
Maui County	152,397	10.54%	140,524	10.05%	160,241	10.51%	125,626	9.01%	157,127	10.18%	133,869	9.14%
Kauai County	61,197	4.23%	54,923	3.93%	60,986	4.00%	51,653	3.71%	61,754	4.00%	52,623	3.60%
Total	1,446,895	100.00%	1,398,198	100.00%	1,526,726	100.00%	1,393,638	100.00%	1,544,123	100.00%	1,464,398	100.00%

911 Call Volume % increase from 2022 to 2023	
Oahu	1.80%
RDC	15.99%
Hawaii	3.95%
Maui	8.44%
Kauai	11.42%
State of Hawaii	8.32%

911 Calls with No ALI % average for 2023	
Oahu	0.47%
RDC	0.03%
Hawaii	0.04%
Maui	0.13%
Kauai	0.03%
State of Hawaii average	0.14%

State of Hawaii 2023	
TEXT TO 911	
Oahu Civilian	2,724
RDC Pearl Harbor	66
Hawaii County	689
Maui County	581
Kauai County	211
*Total	4,271
*Totals may include PSAP training, testing, and 911 Texting errors	

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TEXT TO 911 – CURRENT MONTH – APRIL 2024

TEXT TO 911 Hawaii County PSAPs 2024		
Month	Received at Police	Received at Fire
January	186	8
February	20	0
March	42	5
April	33	2
May		
June		
July		
August		
September		
October		
November		
December		
YTD	281	15
Monthly Avg.	70.25	3.75

NOTE:

- 911 Text messages received at the Fire Department are transfers from the Police Department.
- 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 – APRIL 2024

HAWAII COUNTY - APRIL 2024						
Date	WSP	Sites Tested	Sectors Tested	Tested By:	Test Pass/Fail	Comments:

NOTES:

- There were no (0) scheduled Wireless 911 Tests for the month of April 2024.

Trusted Wherever The Mission Leads

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2. MSAG (MASTER STREET ADDRESS GUIDE)

MSAG TRANSACTIONS CURRENT MONTH/YEAR – APRIL 2024

HAWAII COUNTY	9-1-1 TRANSACTIONS								
	Total	Dispatchable Location Transactions Submitted	MSAG	ALI Submitted		Open ALI Discrepancy Records			Customer Addresses Affected
2024		DL (A)	MSAG (B)	TN CR (C)	ALI DR (D)	TNCR	ALI DR	VoIP DR	
JANUARY	268	246	13	9	0	474	0	0	14
FEBRUARY	316	311	5	0	0	536	0	0	0
MARCH	106	98	8	0	0	843	0	0	4
APRIL	176	167	5	4*	0	680	0	0	16
MAY									
JUNE									
JULY									
AUGUST									
SEPTEMBER									
OCTOBER									
NOVEMBER									
DECEMBER									
TOTAL YTD	**866**	**822**	**31**	**9**	**0**	**2,533**	**0**	**0**	**34**
AVG PER MONTH	217	206	8	3	0	633	0	0	9

* TNCR Note
V2X submitted **432** transactions that Intrado has not processed in the month of **April** due to personnel issues

Definitions
(A) **D**ispatchable **L**ocation - is defined in the FCC 15-9 Docket as the verified or corroborated street address of the calling party plus additional information such as floor, suite, apartment or similar information that may be needed to adequately identify the location of the calling party. Please see Dispatchable Location Section for more information.
(B) **M**aster **S**treet **A**ddress **G**uide - Represents corrections made to street records including, street names, address ranges, MSAG Communities and ESNs.
(C) **T**elephone **N**umber **C**hange **R**equest - Represents address corrections on a specific TN or group of TNs.   These "invalid" TNs usually have an associated ESN 299 attached to them which indicates the need for validation.
(D) **A**utomatic **L**ocation **I**nformation **D**iscrepancy **R**ecord - Represents an address discrepancy discovered during a live 9-1-1 call, from a landline OR a VoIP phone. These record corrections are treated with a higher priority and should be processed within 48 hours if wireline, and 72 hours if a VoIP phone, as a general guideline.

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MSAG CURRENT MONTH NOTES:

A total of **176** MSAG transactions were processed in 9-1-1 Net during the current month. Five (**5**) requests were processed relating to the MSAG database. Changes include: changes to high – low street ranges, combining street records, deletion of invalid records, splitting street records to align with Police, Fire, EMS, and Military response areas, and inserting new MSAG records.

There were **16** customer ANI/ALI (telephone number/address) records updated as a direct result.

TELEPHONE RECORD (ALI) TRANSACTIONS CURRENT MONTH NOTES:

4 Telephone Number Change Requests (TN CR) transactions were processed in 9-1-1 Net with valid MSAG addresses, as a result of the ESN 299 clean-up effort.
ESN 299 TN CRs must be validated against HT records and approved by the end user Hawaiian Telcom customer before updating the ALI record.

V2X (formerly Akimeka) submitted one hundred and sixty-seven (**167**) TN CRs related to the Dispatchable Location Project during the current month.

OPEN TELEPHONE RECORD (ALI) DISCREPANCY STATUS:

- **There are currently 680 Open TN CR Transactions.**
- **Refer to chart in the next section "TNCR Current Status"**

680 Open TN CR transactions are a direct result of the Dispatchable Location Project and ESN 299 clean-up, both are awaiting approval from Hawaiian Telcom, Inc. Once a telephone number is submitted to Intrado for correction, it is verified against HT records and/or by the customer. Intrado's internal process requires calling each telephone customer individually for verification to update an address in the 9-1-1 database. V2X (formerly Akimeka) continues to monitor and track the progress of the remaining 680 Referred records.

- **There are currently no Open ALI-DRs as of April 30, 2024**

- **There are currently no Open VoIP DRs as of April 30, 2024**

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TNCR (TELEPHONE NUMBER CHANGE REQUEST) CURRENT STATUS – APRIL 2024

NOTE:

- 9-1-1 NET is a secure web-based application that provides access to request changes to the MSAG, ALI, TN, and ESN/ELT data supported and maintained by Intrado for the Telephone Company (TelCo).
- TNCRs are not requests to change Telephone Numbers (TNs); however, it is a corrective process within 9-1-1 NET to modify location information associated with an Automatic Location Identification (ALI) record to a valid MSAG address for 9-1-1 purposes.

	PSAP 9-1-1 Telephone Number Location Change Request **(Telephone Number Change Request (TNCR) Status)**			
County	**TOTAL TNCR RECORDS SUBMITTED BY V2X FORMERLY AKIMEKA**	**OPENED TNCRS PENDING FURTHER ACTION BY INTRADO**	**OPENED TNCRS REFERRED TO TELCO BY INTRADO**	**TOTAL UNOPENED TNCR RECORDS**
HAWAII	**680**	**0**	**248**	**432**

STATUS
TOTAL TNCRs SUBMITTED - The total number of TNCR requests for modification that have been submitted in 9-1-1 NET.
PENDING STATUS - TNCRs assigned this status are requests which have been reviewed by the 9-1-1 Database Service Provider Data Analyst, and are pending investigation whether the request is valid or invalid, and/or whether the request requires additional information to validate.
REFERRED STATUS - TNCRs assigned this status are requests which have been reviewed by the 9-1-1 Database Service Provider Data Analyst, and the request requires additional information to validate. The Intrado Data Analysts assigns this status to a TNCR and the request is referred to the telephone service providers for further research.
TOTAL UNOPENED TNCR RECORDS STATUS - The request is submitted by V2X formerly Akimeka on behalf the PSAP; however, processing by the 9-1-1 Database Service Provider Data Analyst has not begun.

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DISPATCHABLE LOCATION – STATUS AS OF – APRIL 2024

NARRATIVE:

During the August 2015 State of Hawaii 911 Board meeting, V2X (formerly Akimeka) provided a "State of Hawaii PSAPs Proposed ALI Compliancy with FCC 15-9" presentation. Based on the 9-1-1 Board's confirmation to add the "Dispatchable Location" information into the ALI database, V2X (formerly Akimeka) researched the format standards of each pertinent field and tested the delivery of the data to the PSAP. After a few configuration adjustments (eliminating the TelCo comments field from appearing on the ALI Screen), V2X (formerly Akimeka) standardized an additional information data format to proceed with this project. During the month of September 2015, V2X (formerly Akimeka) started a pilot project, entering additional location information to a verified MSAG address with multiple telephone numbers. Specifically, the **Kings Shops at 690250 Waikoloa Beach Dr., Waikoloa**. 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. There are a total of 17,017 Dispatchable Locations processed to date. There were 167 Dispatchable locations submitted and 326 were processed in April 2024.

Dispatchable Location				
2024 **Quarter 2**	**Common Name Place** **MSAG Address**	**TNCR*** **Transactions** **Submitted**	**Transactions** **Processed****	
Quarter 1 Carryover		17,462	16,691	
April	Waiakeawaena Elementary School, 2420 Kilauea Ave, Hilo	167	0	
	COH Fire Dept, 385 Haihai St, Hilo	0	5	
	Hale Ohana, 121 Hoaka Rd, Hilo	0	5	
	Multi Bus, 2100 Kanoelehua Ave, Hilo	0	52	
	Hawaii District Office/Waiakea High School, 155 W Kawili St, Hilo	0	200	
	Multi Bus, 200 Kanoelehua Ave, Hilo	0	4	
	Multi Bus, 440 W Kawailani St, Hilo	0	35	
	Time Warner Cable, 548 Kanoelehua Ave, Hilo	0	1	
	Multi Bus, 626 Kealakai St, Hilo	0	1	
	Multi Bus, 944 W Kawailani St, Hilo	0	20	
	Jehovah's Witness - Waiakea, 2629 Kilauea Ave, Hilo	0	1	
	Multi Bus, Crossroads of Kona, 751027 Henry St, Kailua Kona	0	2	
May				
June				
Q2 Total		167	326	
Total		17,629	17,017	

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SPECTRUM (CHARTER) 9-1-1 VOIP DATABASE VERIFICATION PROJECT - APRIL 2024

V2X (formerly Akimeka) received the Automatic Location Identification (ALI) records from Spectrum (formally known as Charter Communications) which is the predominant Voice over Internet Protocol (VoIP) provider in the State of Hawaii. As V2X (formerly Akimeka) has access to these ALI Records, V2X (formerly Akimeka) is researching and verifying the VoIP records against an MSAG valid address and the GIS data. This research is a validation of the ALI Record to ensure that the location as provided by the VoIP provider matches the GIS Information utilized by the Public Safety Agencies within their specific County 9-1-1 Service Area. This validation reduces the potential of address or location dispute during a 9-1-1 call.

The analysis of the database records indicates that there are invalid MSAG addresses utilized by the VoIP Provider. These records are being identified and will be sent back to Spectrum for corrective action.

PSAP	*Spectrum (Charter) 9-1-1 VoIP Database Verification Project				
	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 Cilivian	87,414	85,329 (98%)	2,085	2,085	100.00%
OAHU Military	3,663	710 (19%)	2,953	2,953	100.00%
TOTAL	140,313	**133,889	6,424	6,424	100.00%

* Spectrum VoIP Database received on June 21st, 2017

** V2X (formerly Akimeka) provided VoIP Records with Latitude/Longitude coordinates

(A)	VoIP Database records submitted by Spectrum to V2X (formerly Akimeka) for research and MSAG address validation.
(B)	V2X formerly Akimeka has researched and verified the VoIP record against an MSAG valid address and GIS data. V2X formerly Akimeka is tracking corrections needed to be performed by Spectrum. Addressing data will be updated or added in the GIS if the VoIP record is determined to be valid.
(C)	Verifcation Process Completed.

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BANDWIDTH 9-1-1 VOIP DATABASE VERIFICATION PROJECT – APRIL 2024

V2X (formerly Akimeka) received the Automatic Location Identification (ALI) records from Bandwidth which is a Voice over Internet Protocol (VoIP) provider in the State of Hawaii. As V2X (formerly Akimeka) has access to these ALI Records, V2X (formerly Akimeka) researched and verified the VoIP records against an MSAG valid address and the GIS data. This research is a validation of the ALI Record to ensure that the location as provided by the VoIP provider matches the GIS Information utilized by the Public Safety Agencies within their specific County 9-1-1 Service Area. This validation reduces the potential of address or location dispute during a 9-1-1 call.

The analysis of the database records indicates that there were invalid MSAG addresses utilized by the VoIP Provider. These records were identified and sent back to Bandwidth for corrective action.

V2X (formerly Akimeka) will update the chart below as we receive updated ALI records from Bandwidth.

*Bandwidth 9-1-1 VoIP Database Verification Project ***(Updated)					
PSAP	TOTAL RECORDS SUBMITTED BY BANDWIDTH (A)	TOTAL NO MATCHING RECORDS IDENTIFIED BY V2X (FORMERLY AKIMEKA)	BANDWIDTH FALLOUT RECORDS (B)	NON MATCHING RECORDS CORRECTED BY V2X (FORMERLY AKIMEKA) (C)	PERCENT COMPLETED
HAWAII County	2,126	97	16	106	93.81%
KAUAI County	555	75	3	73	93.59%
MAUI County	1,794	60	14	69	93.24%
OAHU Cilivian	12,898	1,556	44	1,590	99.38%
OAHU Military	173	156	11	163	97.60%
TOTAL	17,546	1,944	88	2,001	95.52%

*Bandwidth VoIP Database received on April 5th, 2018
**Updated Bandwidth VoIP Database received on September 6th, 2018
***Updated Bandwidth VoIP Database received on October 1st, 2021

(A)	VoIP Database records submitted by Bandwidth to V2X formerly Akimeka for research and MSAG address validation.
(B)	VoIP records identified by Bandwidth as fallout records. These records contain invalid MSAG addressing information which can include house number, street name/suffix, or MSAG community.
(C)	Verifcation Process Completed.

3. GEOGRAPHIC INFORMATION SYSTEM (GIS) – APRIL 2024

MAPPING LAYERS UPDATED (PART I)

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

HAWAII COUNTY		
Type of Layer	**V2X formerly Akimeka GIS Server** **Date Created/ Edits Performed**	**Other/Remarks**
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE **(Listed Alphabetically)**		
Address Points	4/16/2024 To 4/28/2024	**Delivered 4/29/2024**
		Added address for one (1) record in Naalehu
		Added address for ten (10) records in Pahoa
		Edited spatial for one (1) record in Kailua Kona
		Added address for one (1) record in Honomu
		Added address for one (1) record in Captain Cook
		Corrected spatial for fourteen (14) records in Kurtistown
		Added address for fourteen (14) records in Volcano
		Edited spatial for two (2) records in Captain Cook
		Added address for one (1) record in Holualoa
		Corrected spatial for sixty-three (63) records in Kailua Kona
		Added address for one (1) record in Pahala
		Added address for eight (8) records in Ocean View
		Added address for three (3) records in Hilo
		Edited spatial for one (1) record in Mountain View
		Corrected spatial for nineteen (19) records in Captain Cook
		Added address for five (5) records in Kailua Kona
		Edited spatial for two (2) records in Volcano
		Corrected TMK and corrected spatial for one (1) record in Captain Cook
		Corrected spatial for three (3) records in Mountain View
		Corrected spatial for one (1) record in Keaau
		Added address for twelve (12) records in Keaau
		Corrected spatial for eight (8) records in Naalehu
		Added address for twelve (12) records in Mountain View
		Edited spatial for one (1) record in Kurtistown

MAPPING LAYERS UPDATED (PART II)

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

HAWAII COUNTY		
Type of Layer	**V2X formerly Akimeka GIS Server** **Date Created/ Edits Performed**	**Other/Remarks**
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE **(Listed Alphabetically)**		
Address Points	**4/16/2024 To 4/28/2024**	Added address for one (1) record in Kamuela
		Added address for three (3) records in Kurtistown
		Corrected TMK and corrected spatial for seven (7) records in Kailua Kona
	4/2/2024 To 4/15/2024	**Delivered 4/16/2024**
		Added address for three (3) records in Naalehu
		Added address for five (5) records in Pahoa
		Edited spatial for one (1) record in Kailua Kona
		Corrected spatial for one (1) record in Pahoa
		Added address for two (2) records in Captain Cook
		Edited spatial for one (1) record in Kapaau
		Corrected spatial for eighteen (18) records in Kurtistown
		Added address for six (6) records in Volcano
		Corrected spatial for four (4) records in Volcano
		Edited spatial for one (1) record in Naalehu
		Added address for ten (10) records in Ocean View
		Corrected spatial for three (3) records in Pepeekeo
		Added address for one (1) record in Hilo
		Corrected spatial for one (1) record in Honokaa
		Added address for two (2) records in Kailua Kona
		Edited spatial for one (1) record in Volcano
		Corrected spatial for five (5) records in Mountain View
		Updated house number for one (1) record in Pahoa
		Corrected spatial for three (3) records in Keaau
		Edited spatial for one (1) record in Ocean View
		Added address for four (4) records in Keaau

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MAPPING LAYERS UPDATED (PART III)

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

HAWAII COUNTY		
Type of Layer	**V2X formerly Akimeka GIS Server** **Date Created/ Edits Performed**	**Other/Remarks**
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)		
Address Points	**4/2/2024 To 4/15/2024**	Added address for eight (8) records in Mountain View
		Edited spatial for one (1) record in Kurtistown
		Added address for two (2) records in Kamuela
		Edited spatial for two (2) records in Keaau
		Corrected spatial for three (3) records in Hilo
		Added address for ten (10) records in Kurtistown
	4/1/2024	**Delivered 4/2/2024**
		Edited spatial for one (1) record in Keaau
		Corrected spatial for two (2) records in Pahoa
		Corrected spatial for two (2) records in Volcano
		Corrected spatial for one (1) record in Keaau
Airports		
Bridges		
Building Footprints		
Bus Stops		
Churches		
Coastal Names		
Coastline		
Common Places		
Correctional Facilities		
Emergency Callboxes		
Emergency Operation Centers		
Emergency Shelters		

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Hawaii County E9-1-1 Status Report

April 1, 2024 – April 30, 2024

MAPPING LAYERS UPDATED (PART IV)

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

HAWAII COUNTY		
Type of Layer	**V2X formerly Akimeka GIS Server** **Date Created/ Edits Performed**	**Other/Remarks**
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE **(Listed Alphabetically)**		
ESZ/ESN	4/16/2024 To 4/28/2024	**Delivered 4/29/2024** Edited boundary two (2) records
	4/2/2024 To 4/15/2024	**Delivered 4/16/2024** Edited boundary one (1) record Corrected boundary for one (1) record
Fire Beats	4/2/2024 To 4/15/2024	**Delivered 4/16/2024** Corrected boundary for two (2) records
Fire Districts		
Fire Response Areas		
Fire Stations		
Food & Beverage		
Gas Stations		
Gate Codes		
Government Buildings		
Harbors		
Helipads		
Hiking Trails		
Hospitals		
Hydrants		
Hyrdology Layers		
Incident Response Areas		
Lodging		
Major Roads		
Medic Beats		
Medic Districts		

Hawaii County E9-1-1 Status Report

April 1, 2024 – April 30, 2024

MAPPING LAYERS UPDATED (PART V)

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

HAWAII COUNTY		
Type of Layer	**V2X formerly Akimeka GIS Server** **Date Created/ Edits Performed**	**Other/Remarks**
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE **(Listed Alphabetically)**		
Medic Response Areas		
Medic Stations		
Medical Facilities		
Milepost Markers		
MSAG Communities		
Net Junctions		
Ocean Rescue Boundaries		
Ocean Safety		
Parcels		
Parks		
Parks Polygon		
Points of Interest	4/16/2024 To 4/28/2024	**Delivered 4/29/2024**
	4/2/2024 To 4/15/2024	**Delivered 4/16/2024**
	4/1/2024	**Delivered 4/2/2024**
Police Beats	4/2/2024 To 4/15/2024	**Delivered 4/16/2024** Corrected boundary for two (2) records
Police Districts		
Police Response Areas		
Police Stations		
Post Offices		

Hawaii County E9-1-1 Status Report

April 1, 2024 – April 30, 2024

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

HAWAII COUNTY		
Type of Layer	**V2X formerly Akimeka GIS Server** **Date Created/ Edits Performed**	**Other/Remarks**
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE **(Listed Alphabetically)**		
Schools		
Street Centerlines	**4/2/2024 To 4/15/2024**	**Delivered 4/16/2024** Updated range for one (1) record in Kailua Kona
Subdivisions		
Tow Jurisdictions		
Tsunami Evacuation Zones		
Tsunami Heights		
Waste Water Plants		
WSP Cell Sectors	**4/16/2024 To 4/28/2024**	**Delivered 4/29/2024** Added twenty-five (25) sectors per AT&T CRS
	4/2/2024 To 4/15/2024	**Delivered 4/16/2024** Added two (2) sectors per Verizon Wireless CRS Updated twenty-five (25) sectors per AT&T CRS Added sixteen (16) sectors per AT&T CRS Updated one (1) sector per Verizon Wireless CRS
WSP Cell Towers	**4/16/2024 To 4/28/2024**	**Delivered 4/29/2024** Added seven (7) towers per AT&T CRS Updated seven (7) towers per AT&T CRS
	4/2/2024 To 4/15/2024	**Delivered 4/16/2024** Added two (2) towers per AT&T CRS Updated one (1) tower per Verizon Wireless CRS Updated eight (8) towers per AT&T CRS

Hawaii County E9-1-1 Status Report

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GIS KEY ACTIVITIES/UPDATES

GIS Key activities include the events such as GIS deliverables, meetings, agreements, etc.

Date	Key Activities/Updates
4/29/2024	Delivered Address Points, Cell Sectors, Cell Towers, Points of Interest, Street Centerlines, ESN, MSAG Communities, MedicResponseAreas, and FireResponseAreas for Hawaii County Mapflex
4/29/2024	Delivered Address Points, City, Common Names Alt Table, Display Streets, Fire EMS Zone, First In, Points of Interest, POI Alt Names, Police Zones, Street Centerlines, Street Alt Names, and Street Routes for Hawaii County Spillman
4/26/2024	Delivered PSAP boundaries (including water) to ComTech on behalf of Verizon for location-based routing (LBR) for the State of Hawaii.
4/16/2024	Delivered Address Points, Cell Sectors, Cell Towers, Points of Interest, Street Centerlines, ESN, MSAG Communities, MedicResponseAreas, and FireResponseAreas for Hawaii County Mapflex
4/16/2024	Delivered Address Points, City, Common Names Alt Table, Display Streets, Fire EMS Zone, First In, Points of Interest, POI Alt Names, Police Zones, Street Centerlines, Street Alt Names, and Street Routes for Hawaii County Spillman
4/2/2024	Delivered Address Points, Cell Sectors, Cell Towers, Points of Interest, Street Centerlines, ESN, MSAG Communities, MedicResponseAreas, and FireResponseAreas for Hawaii County Mapflex
4/2/2024	Delivered Address Points, City, Common Names Alt Table, Display Streets, Fire EMS Zone, First In, Points of Interest, POI Alt Names, Police Zones, Street Centerlines, Street Alt Names, and Street Routes for Hawaii County Spillman

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GIS FOR 911

As part of ensuring GIS data compatibility with 911 CAD systems, V2X (formerly Akimeka) removed certain spatial characteristics of street centerlines known as "true curves". True, or geometric, curves are sometimes used in the street centerline layer to depict a road that curves in a circular (or semi-circular) fashion, like a round-about or a cul-de-sac. These features can cause processing issues in CAD and GIS software, and therefore were replaced with a series of points that depict the same geometry without the use of a geometric, or true curve.

LAVA FLOW AND ALTERNATE ROUTES

Historical events are archived in the 2018 Monthly Status Reports. V2X (formerly Akimeka) will resume to deliver updates should the event start up again.

FIRE DEPARTMENT IMT (INCIDENT MANAGEMENT TEAM) MAP

Historical events are archived in the 2018 Monthly Status Reports.

V2X (formerly Akimeka) will update these GIS layers upon request by the Hilo Fire Department.

ADDRESS POINTS AND STREET CENTERLINES UPDATE COMPARISON

On a routine basis, upon receipt of Hawai'i County Planning Department's Address Points and Street Centerlines layer updates, V2X (formerly Akimeka) compares and incorporates any of the County's additions, changes, and deletions into the V2X (formerly Akimeka) Address Points and Street Centerlines layers that appear necessary for the dispatch and response of 911 personnel.

The new Address Points and Street Centerlines geodatabase comparative analysis was received from the Hawai'i County Planning Department on **April 30, 2024**. A new compare process was developed by V2X (formerly Akimeka) to perform this analysis.

HAWAII COUNTY	Address Points Layer	Street Centerlines Layer
New Addresses Added	129	
Addresses Removed	0	
Address Street Name Changes	1	
Address Street Number Changes	1	
New Street Segments Added		0
Street Segments Removed		0
Street Segment Range Changes		1
Street Segment Name Changes		0

NOTE:

Some Address Points have multiple updates that are required, including Street Name and Street Number. These updates are counted as separate actions since the changes are required in order to make the GIS layers "9-1-1 capable" for CAD system recommendations affecting public safety dispatch and response operations.

Hawaii County E9-1-1 Status Report

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MAPFLEX SYSTEM

April 2024

V2X (formerly Akimeka) delivered GIS data to the MapFlex system on the following dates in April 2024
      Hawaii County – April 2, 2024, April 16, 2024, and *April 29, 2024
      Maui County – April 3, 2024, and April 17, 2024, and *April 29, 2024
      Kauai County – April 4, 2024, and April 18, 2024, and *April 29, 2024
      Honolulu – April 5, 2024, and April 19, 2024, and *April 29, 2024
      *Due to V2X FTP site migration and construction, 1st May deliveries where sent on April 29, 2024

MAPFLEX ISSUES

The MapFlex issues are archived in the 2021 Monthly Status Report. Should the existing issues be addressed, this report will be reopened and tracked.

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4. SERVICE REQUESTS TRANSACTIONS

OPEN SERVICE REQUESTS – APRIL 2024

#	Date	Ticket #	Description	PSAP	Urgency	Comments

NOTE* THERE ARE NO (0) OPENED SERVICE REQUEST PENDING FOR APRIL 2024.

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

2024	HAWAII COUNTY TOTAL		Open	MSAG SERVICE REQUEST CATEGORIES WIRELINE		WIRELESS		VoIP	
	Created	Closed		Created	Closed	Created	Closed	Created	Closed
2023 Carryover*			0						
January	0	0	0	0	0	0	0	0	0
February	0	0	0	0	0	0	0	0	0
March	0	0	0	0	0	0	0	0	0
April	0	0	0	0	0	0	0	0	0
May									
June									
July									
August									
September									
October									
November									
December									
TOTAL	0	0	0	0	0	0	0	0	0

Note:	* The 2023 Carryover row indicated the number of Service Requests that were opened in 2023 and brought forward into 2024 in an effort to track the service request until completion. Detailed information on service tickets are available upon request.

	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	Telephone Number (ALI) Discrepancies from VoIP phones that have been submitted to Time Warner Cable (TWCBL) or other VoIP providers for correction

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 May 2024

TWO-WAY (2-WAY) COMPARISION – MAY 2024 - TBA

THREE-WAY (3-WAY) COMPARISION – MAY 2024 - TBA

INVALID MSAG STREETS AND ADDRESS RANGES – ESN 299 MSAG & ALI RECORDS