

Hawaii County E9-1-1 Status Report

December 1, 2023 – December 31, 2023



VSE
FEDERAL & DEFENSE SERVICES

Hawaii County E9-1-1 Status Report

December 1, 2023 – December 31, 2023

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1. PSAP OPERATIONS

9-1-1 CALL VOLUME HAWAII COUNTY PSAPS – DECEMBER 2023

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	
2023	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
DEC	15,132	1,374	9.08%	11,687	77.23%	16.43%	83.57%	605	4.00%	12	0.08%	0	0.00%	1,172	7.75%	0	0.00%

9-1-1 CALL VOLUME – CALENDAR YEAR 2023

9-1-1 Call Volume																	
HAWAII COUNTY PSAPs		Wireline		Wireless				VOIP		Calls with No ALI		Admin Calls		Abandoned Calls		Other Calls	
2023	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	21,534	2,195	10.19%	17,167	79.72%	17.56%	82.44%	772	3.59%	9	0.04%	0	0.00%	1,391	6.46%	0	0.00%
FEB	19,052	2,089	10.96%	15,238	79.98%	17.98%	82.02%	603	3.17%	7	0.04%	0	0.00%	1,115	5.85%	0	0.00%
MAR	23,183	2,503	10.80%	18,741	80.84%	19.51%	80.49%	713	3.08%	11	0.05%	0	0.00%	1,215	5.24%	0	0.00%
APR	20,161	1,998	9.91%	16,209	80.40%	20.35%	79.65%	700	3.47%	3	0.01%	0	0.00%	1,251	6.21%	0	0.00%
MAY	18,809	1,467	7.80%	15,382	81.78%	17.90%	82.10%	618	3.29%	4	0.02%	0	0.00%	1,338	7.11%	0	0.64%
JUNE	17,439	1,229	7.05%	14,645	83.98%	19.25%	80.75%	496	2.84%	8	0.05%	0	0.00%	1,061	6.08%	0	0.00%
JULY	15,188	1,341	8.83%	12,463	82.06%	17.43%	82.57%	496	3.27%	0	0.00%	0	0.00%	888	5.85%	0	0.00%
AUG	14,310	1,311	9.16%	11,564	80.81%	15.95%	84.05%	540	3.77%	5	0.03%	0	0.00%	890	6.22%	0	0.00%
SEPT	13,798	1,527	11.07%	10,925	79.18%	17.35%	82.65%	589	4.27%	9	0.07%	0	0.00%	748	5.42%	0	0.00%
OCT	14,903	1,285	8.62%	11,729	78.70%	19.42%	80.58%	688	4.62%	11	0.07%	0	0.00%	1,190	7.98%	0	0.00%
NOV	14,206	1,441	10.14%	10,969	77.21%	17.04%	82.96%	638	4.49%	10	0.07%	0	0.00%	1,148	8.08%	0	0.00%
DEC	15,132	1,374	9.08%	11,687	77.23%	16.43%	83.57%	605	4.00%	12	0.08%	0	0.00%	1,172	7.75%	0	0.00%
YTD	207,715	19,760	9.51%	166,719	80.29%	17.81%	82.19%	7,458	3.60%	89	0.04%	0	0.00%	13,407	6.46%	0	0.00%
MON AVG	17,310	1,647	9.47%	13,893	80.16%	18.01%	81.99%	622	3.65%	7	0.04%	0	0.00%	1,117	6.52%	0	0.05%

CALL VOLUME HAWAII COUNTY PSAP NOTES:

*911 Calls with No ALI in December 2023 = 0.08% - Statewide average for 2023 = 0.10%

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9-1-1 CALL VOLUME BY AGENCY – DECEMBER 2023

2023	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
December	12,858	84.97%	0	1,123	0	1,102	7.28%	0	49	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 December.

9-1-1 CALL VOLUME BY AGENCY – CALENDAR YEAR 2023

2023	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	16,856	78.28%	0	1,336	0	3,287	15.26%	0	55	0
February	15,211	79.84%	0	1,079	0	2,726	14.31%	0	36	0
March	20,076	86.60%	0	1,159	0	3,107	13.40%	0	56	0
April	16,328	80.99%	0	1,202	0	2,582	12.81%	0	49	0
May	17,112	90.98%	0	1,319	0	359	1.91%	0	19	0
June	16,291	93.42%	0	1,061	0	87	0.50%	0	0	0
July	14,223	93.65%	0	888	0	77	0.51%	0	0	0
August	13,316	93.05%	0	890	0	104	0.73%	0	0	0
September	11,929	86.45%	0	732	0	1,121	8.12%	0	16	0
October	12,602	84.56%	0	1,130	0	1,171	7.86%	0	60	0
November	11,933	84.00%	0	1,084	0	1,125	7.92%	0	64	0
December	12,858	84.97%	0	1,123	0	1,102	7.28%	0	49	0
YTD	178,735		0	13,003	0	16,848		0	404	0
MON AVG	14,895	86.40%	0	1,084	0	1,404	7.55%	0	34	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.
- 1 (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	2023		2022		2021		2020		2019		2018	
***Oahu Civilian	826,158	64.32	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	2.87	31,827	2.28%	39,253	2.58%	37,014	2.66%	37,905	2.45%	37,068	2.53%
Hawaii County	207,715	16.17	199,811	14.29%	214,220	14.00%	188,329	13.51%	211,611	13.70%	206,648	14.11%
Maui County	152,397	11.87	140,524	10.05%	160,241	10.51%	125,626	9.01%	157,127	10.18%	133,869	9.14%
Kauai County	61,197	4.77	54,923	3.93%	60,986	4.00%	51,653	3.71%	61,754	4.00%	52,623	3.60%
Total	1,284,383	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%
*** 10 month total												

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

911 Calls with No ALI % average for 2023	
Oahu	0.27%
RDC	0.03%
Hawaii	0.04%
Maui	0.13%
Kauai	0.03%
State of Hawaii average	0.10%

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 – DECEMBER 2023

TEXT TO 911 Hawaii County PSAPs 2023		
Month	Received at Police	Received at Fire
January	48	3
February	55	4
March	47	1
April	59	3
May	42	1
June	34	0
July	37	0
August	26	0
September	22	0
October	45	1
November	161	7
December	113	5
YTD	689	25
Monthly Avg.	57.42	2.08

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 – DECEMBER 2023

HAWAII COUNTY - DECEMBER 2023						
Date	WSP	Sites Tested	Sectors Tested	Tested By:	Test Pass/Fail	Comments:

NOTES:

- There were no (0) scheduled Wireless 911 Tests for the month of December 2023.

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2. MSAG (MASTER STREET ADDRESS GUIDE)

MSAG TRANSACTIONS CURRENT MONTH/YEAR – DECEMBER 2023

HAWAII 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	
2023									
JANUARY	465	400	4	61	0	839	0	0	8
FEBRUARY	302	285	1	14	2	959	0	0	0
MARCH	231	222	7	2	0	839	0	0	84
APRIL	280	273	3	4	0	710	0	0	0
MAY	319	266	8	45	0	697	0	0	2
JUNE	191	159	12	20	0	653	0	0	82
JULY	180	169	10	1	0	609	0	0	0
AUGUST	157	146	7	4	0	515	0	0	21
SEPTEMBER	185	174	10	1	0	437	0	0	3
OCTOBER	225	213	10	2	0	469	0	0	8
NOVEMBER	141	120	13	7	1	406	0	0	30
DECEMBER	182	171	9	1	1	416	0	0	11
TOTAL YTD	2,858	2,598	94	162	4	7,549	0	0	249
AVG PER MONTH	238	217	8	14	0	629	0	0	21

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 299 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 **182** MSAG transactions were processed in 9-1-1 Net during the current month. Nine (**9**) 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 **11** customer ANI/ALI (telephone number/address) records updated as a direct result.

TELEPHONE RECORD (ALI) TRANSACTIONS CURRENT MONTH NOTES:

1 Telephone Number Change Requests (TN CR) transaction were processed in 9-1-1 Net with valid MSAG address, 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.

One (**1**) ALI DR was submitted as the result of 9-1-1 calls. One (**1**) call was made from a wireline business phone in Hilo.

VSE (formerly Akimeka) submitted one hundred and seventy-one (**171**) TN CRs related to the Dispatchable Location Project during the current month.

OPEN TELEPHONE RECORD (ALI) DISCREPANCY STATUS:

- **There are currently 416 Open TN CR Transactions.**
- **Refer to chart in the next section “TNCR Current Status”**

416 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. VSE (formerly Akimeka) continues to monitor and track the progress of the remaining 416 Referred records.

- **There are currently no Open ALI-DRs as of December 31, 2023**
- **There are currently no Open VoIP DRs as of December 31, 2023**

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TNCR (TELEPHONE NUMBER CHANGE REQUEST) CURRENT STATUS – DECEMBER 2023

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 VSE (formerly AKIMEKA)	OPENED TNCRS PENDING FURTHER ACTION BY INTRADO	OPENED TNCRS REFERRED TO TELCO BY INTRADO	TOTAL UNOPENED TNCR RECORDS
HAWAII	416	0	275	141

STATUS
<p><u>TOTAL TNCRS SUBMITTED</u> - The total number of TNCR requests for modification that have been submitted in 9-1-1 NET.</p>
<p><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.</p>
<p><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.</p>
<p><u>TOTAL UNOPENED TNCR RECORDS STATUS</u> - The request is submitted by VSE (formerly Akimeka) on behalf the PSAP; however, processing by the 9-1-1 Database Service Provider Data Analyst has not begun.</p>

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DISPATCHABLE LOCATION – STATUS AS OF – DECEMBER 2023

NARRATIVE:

During the August 2015 State of Hawaii 911 Board meeting, VSE (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, VSE (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), VSE (formerly Akimeka) standardized an additional information data format to proceed with this project. During the month of September 2015, VSE (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 **16,448** Dispatchable Locations processed to date. There were **171** Dispatchable locations submitted and **160** were processed in December 2023. (see next pages)

Dispatchable Location			
2023	Common Name Place MSAG Address	TNCR* Transactions Submitted	Transactions Processed**
Quarter 4			
Quarter 3 Carryover		16,303	15,922
December	Triple K Trucking & Equipment, 1055 Ahuna Rd, Hilo	1	1
	Rick's Rubbish Service, 100 Ainalako Rd, Hilo	2	0
	Bytes & Bites Internet Café, 1053 Ainalako Rd, Hilo	1	1
	Blue Ginger General Construction, 122 Ainaola Dr, Hilo	1	1
	County of Hawaii, 596 Ainaola Dr, Hilo	1	0
	LV Waste Inc, 1111 Ainaola Dr, Hilo	2	0
	Kiyasaki Tractor Works, 1133 Ainaola Dr, Hilo	1	1
	Ainaola Mart, 1142 Ainaola Dr, Hilo	1	1
	County of Hawaii, 1200 Ainaola Dr, Hilo	2	0
	Mauna Kea Plumbing Co, 2811 Ainaola Dr, Hilo	1	1
	Azevedo Constructors Inc, 2916 Ainaola Dr, Hilo	1	1
	Delima's Drilling Inc, 500 Alawaena St, Hilo	2	0
	J Kim Excavation, 348 Alekona Pl, Hilo	2	0
	Electric-O Services, 560 Awa St, Hilo	1	0
	Panewa Foliage Inc, 840 Awa St, Hilo	1	0

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DISPATCHABLE LOCATION – STATUS AS OF – DECEMBER 2023 CONTINUED

Dispatchable Location			
2023	Common Name Place MSAG Address	TNCR* Transactions Submitted	Transactions Processed**
Quarter 4			
Quarter 3 Carryover		16,303	15,922
December	Hawaiian Sunshine Nursery, 980 Awa St, Hilo	3	2
	Thy Word Ministries Ch, 2085 Awapuhi St, Hilo	1	0
	Island Tinting Services, 88 Awapuhi St, Hilo	2	0
	AC Excavators Inc, 510 Awela St, Hilo	1	0
	Kumon Math & Reading Centers, 432 Ehehene Pl, Hilo	2	0
	Multi Bus, 340 Haihai St, Hilo	13	4
	COH Fire Dept, 385 Haihai St, Hilo	5	0
	Wasson's Plumbing & Pump Co, 1224 Haihai St, Hilo	2	0
	T Hara & Co Ltd, 57 Hoaka Rd, Hilo	1	0
	Hale Ohana, 121 Hoaka Rd, Hilo	5	0
	B & B Pumping, 136 Hoaka Rd, Hilo	2	0
	C Dakujaku Contracting, 265 Hoaka Rd, Hilo	1	1
	County of Hawaii, 475 Hoaka Rd, Hilo	1	0
	Test Hilo Hawaii, 571 Hoaka Rd, Hilo	1	1
	Leo's Rubbish Service, 21 Hokupaa St, Hilo	1	0
	Child & Family Service, 546 Hooilo Pl, Hilo	2	0
	Elisa Cabal Care Home, 228 Hookano St, Hilo	1	1
	Hawaii Marketing Associates, 756 Hoolaulea St, Hilo	1	0
	S T Fujitake Contracting Inc, 814 Hoolaulea St, Hilo	1	0
	Okura & Associates, 100 Hoomalu Pl, Hilo	1	0
	No-D-Lay Top, 54 Hoomalu St, Hilo	1	0
	Wally's Car Care, 218 Hoomalu St, Hilo	1	1
	K & L Trucking, 238 Hoomalu St, Hilo	1	1
Hawaii T-Shirts Warehouse, 28 Kahili St, Hilo	1	1	
Kailine Subdivision Owners Assoc, 95 Kamalei Pl, Hilo	1	0	
Multi Bus, 2100 Kanoelehua Ave, Hilo	64	11	

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DISPATCHABLE LOCATION – STATUS AS OF – DECEMBER 2023 CONTINUED

Dispatchable Location			
2023	Common Name Place MSAG Address	TNCR* Transactions Submitted	Transactions Processed**
Quarter 4			
Quarter 3 Carryover		16,303	15,922
December	Trinity Community Ch/The House Hilo, 2282 Kanoelehua Ave, Hilo	2	1
	KKF Tile & Stone Llc, 2700 Kanoelehua Ave, Hilo	1	1
	HSG Pub Safety Corrections/Hale Nani, 3200 Kanoelehua Ave, Hilo	32	6
	Multi Bus, 1133 Manono St, Hilo	0	2
	Multi Bus, 69 Railroad Ave, Hilo	0	20
	Big Island Honda-Hilo, 124 Wiwoole St, Hilo	0	66
	Aiona Car Sales, 134 Wiwoole St, Hilo	0	21
	Multi Bus, 243 Railroad Ave, Hilo	0	1
	DMS Diesel Repair, 24 Railroad Ave, Hilo	0	2
	Paradise Plants Home & Garden Center, 40 Wiwoole St, Hilo	0	10
Q4 Total		504	526
Total		16,807	16,448

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SPECTRUM (CHARTER) 9-1-1 VOIP DATABASE VERIFICATION PROJECT - DECEMBER 2023

VSE (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 VSE (formerly Akimeka) has access to these ALI Records, VSE (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.

*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 VSE (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

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

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

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BANDWIDTH 9-1-1 VOIP DATABASE VERIFICATION PROJECT – DECEMBER 2023

VSE (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 VSE (formerly Akimeka) has access to these ALI Records, VSE (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.

VSE (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 VSE (formerly AKIMEKA)	BANDWIDTH FALLOUT RECORDS (B)	NON MATCHING RECORDS CORRECTED BY VSE (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 VSE (formerly Akimeka) for research and MSAG address validation.
(B)	VoIP records identified by Bandwidth as fallout records. These records contain invalid MSAG addressing information which can include house number, street name/suffix, or MSAG community.
(C)	Verification Process Completed.

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3. GEOGRAPHIC INFORMATION SYSTEM (GIS) – DECEMBER 2023

MAPPING LAYERS UPDATED (PART I)

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

HAWAII COUNTY		
Type of Layer	VSE (formerly Akimeka) GIS Server	Other/Remarks
	Date Created/ Edits Performed	
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)		
Address Points	12/26/2023 To 12/31/2023	Next Delivery 1/9/2024
		Edited spatial for twenty-eight (28) records in Keaau
		Added address for one (1) record in Keaau
		Edited spatial for three (3) records in Mountain View
		Added address point for one (1) record in Keaau
	Corrected spatial for twenty-seven (27) records in Keaau	
	12/12/2023 To 12/25/2023	Delivered 12/26/2023
		Updated alias and updated location name for one (1) record in Hilo
		Added address for four (4) records in Kailua Kona
		Added address for two (2) records in Pahoa
		Corrected spatial for three (3) records in Volcano
		Added address for six (6) records in Keaau
		Added address for one (1) record in Mountain View
		Corrected spatial for four (4) records in Pahoa
		Corrected spatial for two (2) records in Ocean View
		Added address for two (2) records in Volcano
		Edited spatial for two (2) records in Kurtistown
		Verified address for one (1) record in Kurtistown
		Corrected spatial for three (3) records in Hilo
		Added address for three (3) records in Kurtistown
		Corrected spatial for six (6) records in Keaau
		Updated house number for one (1) record in Keauhou
		Corrected spatial for thirty (30) records in Kurtistown

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MAPPING LAYERS UPDATED (PART II)

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

HAWAII COUNTY		
Type of Layer	VSE (formerly Akimeka) GIS Server	Other/Remarks
	Date Created/ Edits Performed	
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)		
Address Points	12/1/2023 To 12/11/2023	Delivered 12/12/2023
		Edited spatial for three (3) records in Ocean View
		Corrected spatial for three (3) records in Kamuela
		Corrected spatial for three (3) records in Volcano
		Edited spatial for one (1) record in Pahoa
		Corrected spatial for two (2) records in Captain Cook
		Added address for one (1) record in Keaau
		Corrected spatial for sixteen (16) records in Pahoa
		Corrected spatial for one (1) record in Ocean View
		Edited spatial for one (1) record in Kurtistown
		Corrected spatial for four (4) records in Mountain View
		Corrected spatial for thirteen (13) records in Kurtistown
		Edited spatial for one (1) record in Keaau
		Corrected spatial for fifteen (15) records in Hilo
		Corrected spatial for eleven (11) records in Keaau
Airports		
Bridges		
Building Footprints		
Bus Stops		
Churches		
Coastal Names		
Coastline		
Common Places		
Correctional Facilities		

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MAPPING LAYERS UPDATED (PART III)

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

HAWAII COUNTY		
Type of Layer	VSE (formerly Akimeka) 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	12/12/2023 To 12/25/2023	Delivered 12/26/2023 Updated boundary for one (1) record
	12/1/2023 To 12/11/2023	Delivered 12/12/2023 Updated boundary for three (3) records
Fire Beats		
Fire Districts		
Fire Response Areas		
Fire Stations		
Food & Beverage		
Gas Stations		
Gate Codes		
Government Buildings		
Harbors		
Helipads		
Hiking Trails		
Hospitals		
Hydrants		
Hydrology Layers		
Incident Response Areas		
Lodging		

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MAPPING LAYERS UPDATED (PART IV)

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

HAWAII COUNTY		
Type of Layer	VSE (formerly Akimeka) GIS Server	Other/Remarks
	Date Created/ Edits Performed	
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)		
Major Roads		
Medic Beats		
Medic Districts		
Medic Response Areas		
Medic Stations		
Medical Facilities		
Milepost Markers		
MSAG Communities		
Net Junctions		
Ocean Rescue Boundaries		
Ocean Safety		
Parcels		
Parks		
Parks Polygon		
Points of Interest		
Police Beats		
Police Districts		
Police Response Areas		
Police Stations		
Post Offices		
Schools		

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MAPPING LAYERS UPDATED (PART V)

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

HAWAII COUNTY		
Type of Layer	VSE (formerly Akimeka) GIS Server	Other/Remarks
	Date Created/ Edits Performed	
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)		
Street Centerlines	12/12/2023 To 12/25/2023	Delivered 12/26/2023
		Updated range for one (1) record in Kailua Kona
		Added segment for one (1) record in Hilo
		Split segment for and updated range for two (2) records in Hilo
Subdivisions		
Tow Jurisdictions		
Tsunami Evacuation Zones		
Tsunami Heights		
Waste Water Plants		
WSP Cell Sectors	12/12/2023 To 12/25/2023	Delivered 12/26/2023
		Added three (3) sectors per Verizon Wireless CRS
WSP Cell Towers	12/12/2023 To 12/25/2023	Delivered 12/26/2023
		Added one (1) tower per Verizon Wireless CRS

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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
12/26/2023	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
12/26/2023	Delivered Address Points, Cell Sectors, Cell Towers, Points of Interest, Street Centerlines, ESN, MSAG Communities, MedicResponseAreas, and FireResponseAreas for Hawaii County Mapflex
12/12/2023	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
12/12/2023	Delivered Address Points, Cell Sectors, Cell Towers, Points of Interest, Street Centerlines, ESN, MSAG Communities, MedicResponseAreas, and FireResponseAreas for Hawaii County Mapflex

GIS FOR 911

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

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

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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, VSE (formerly Akimeka) compares and incorporates any of the County’s additions, changes, and deletions into the VSE (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 **December 29, 2023**. A new compare process was developed by VSE (formerly Akimeka) to perform this analysis.

HAWAII COUNTY	Address Points Layer	Street Centerlines Layer
New Addresses Added	19	
Addresses Removed	0	
Address Street Name Changes	0	
Address Street Number Changes	1	
New Street Segments Added		1
Street Segments Removed		0
Street Segment Range Changes		5
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.

MAPFLEX SYSTEM

VSE (formerly Akimeka) delivered GIS data to the MapFlex system on the following dates in December 2023

Hawaii County – December 12, 2023, and December 26, 2023

Maui County – December 13, 2023, and December 27, 2023

Kauai County – December 14, 2023, and December 28, 2023

Honolulu – December 1, 2023, December 15, 2023, and December 29, 2023

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 – DECEMBER 2023

#	Date	Ticket #	Description	PSAP	Urgency	Comments

NOTE* THERE ARE NO (0) OPENED SERVICE REQUEST PENDING FOR DECEMBER 2023.

SERVICE REQUEST YEAR-TO-DATE (YTD) SUMMARY – 2023

HAWAII COUNTY				MSAG SERVICE REQUEST CATEGORIES					
2023	TOTAL		Open	WIRELINE		WIRELESS		VoIP	
	Created	Closed		Created	Closed	Created	Closed	Created	Closed
2022 Carryover*			1						
January	0	0	1	0	0	0	0	0	0
February	2	2	1	1	1	0	0	1	1
March	0	0	1	0	0	0	0	0	0
April	0	0	1	0	0	0	0	0	0
May	0	0	1	0	0	0	0	0	0
June	0	0	1	0	0	0	0	0	0
July	0	0	1	0	0	0	0	0	0
August	0	0	1	0	0	0	0	0	0
September	0	0	1	0	0	0	0	0	0
October	0	0	1	0	0	0	0	0	0
November	1	1	1	1	1	0	0	0	0
December	1	2	0	1	1	0	0	0	1
TOTAL	4	5	0	3	3	0	0	1	2

Note:	* The 2022 Carryover row indicated the number of Service Requests that were opened in 2022 and brought forward into 2023 in an effort to track the service request until completion. Detailed information on service tickets are available upon request.
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	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

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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 – February 2024

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

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

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