

# Hawaii County E9-1-1 Status Report

*July 1, 2023 – July 31, 2023*



**VSE**  
FEDERAL & DEFENSE SERVICES

# Hawaii County E9-1-1 Status Report

## July 1, 2023 – July 31, 2023

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# TABLE OF CONTENTS

1.	PSAP Operations .....	5
	9-1-1 Call Volume Hawaii County PSAPS – July 2023 .....	5
	9-1-1 Call Volume – Calendar Year 2023 .....	5
	Call Volume Hawaii County PSAP Notes: .....	5
	9-1-1 Call Volume by Agency – July 2023 .....	6
	9-1-1 Call Volume by Agency – Calendar Year 2023 .....	6
	PSAP Operation Notes:.....	7
	For your Information.....	7
	Text to 911 – Current Month – July 2023.....	8
	Note: .....	8
	Wireless PSAP Testing – July 2023 .....	8
	Notes: .....	8
2.	MSAG (Master Street Address Guide) .....	9
	MSAG Transactions Current Month/Year – July 2023.....	9
	MSAG Current Month Notes: .....	10
	Telephone Record (ALI) Transactions current month notes: .....	10
	Open Telephone Record (ALI) Discrepancy Status:.....	10
	TNCR (Telephone Number Change Request) Current Status – July 2023 .....	11
	Note: .....	11
	Dispatchable Location – Status as of – July 2023.....	12

# Hawaii County E9-1-1 Status Report

## July 1, 2023 – July 31, 2023

---

Narrative: .....	12
Dispatchable Location – Status as of – July 2023 continued .....	13
Dispatchable Location – Status as of – July 2023 continued .....	14
Spectrum (Charter) 9-1-1 VoIP Database Verification Project - July 2023 .....	15
Bandwidth 9-1-1 VoIP Database Verification Project – July 2023 .....	16
<b>3. Geographic Information System (GIS) – July 2023.....</b>	<b>17</b>
Mapping Layers Updated (Part I) .....	17
Mapping Layers Updated (Part II) .....	18
Mapping Layers Updated (Part III).....	19
Mapping Layers Updated (Part IV).....	20
Mapping Layers Updated (Part V).....	21
Mapping Layers Updated (Part VI).....	22
Geographic Information System (GIS) Narratives .....	23
GIS Key Activities/Updates.....	23
GIS for 911 .....	23
Lava Flow and Alternate Routes.....	24
Fire Department IMT (Incident Management Team) Map .....	24
Address Points and Street Centerlines Update Comparison .....	24
Note: .....	24
MapFlex System .....	25
MapFlex Issues .....	25
<b>4. Service Requests Transactions.....</b>	<b>26</b>
Open Service Requests – July 2023 .....	26

# Hawaii County E9-1-1 Status Report

July 1, 2023 – July 31, 2023

---

Note*.....	26
Service Request Year-to-Date (YTD) Summary – 2023.....	26
5. E9-1-1 Database Synchronization.....	27
Two-way (2-way) comparison – August 2023 – TBA.....	27
Three-way (3-way) comparison – August 2023 - TBA .....	27
Invalid MSAG Streets and Address Ranges – ESN 299 MSAG & ALI Records.....	27

# Hawaii County E9-1-1 Status Report

July 1, 2023 – July 31, 2023

## 1. PSAP OPERATIONS

### 9-1-1 CALL VOLUME HAWAII COUNTY PSAPS – JULY 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
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%

### 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																	
SEPT																	
OCT																	
NOV																	
DEC																	
YTD	135,366	12,822		109,845				4,398		42		0		8,259		0	
MON AVG	19,338	1,832	9.36%	15,692	81.25%	18.57%	81.43%	628	3.24%	6	0.03%	0	0.00%	1,180	6.11%	0	0.09%

### CALL VOLUME HAWAII COUNTY PSAP NOTES:

\*911 Calls with No ALI in July 2023 = 0.00% - Statewide average for 2022 = 0.05%

## Hawaii County E9-1-1 Status Report

July 1, 2023 – July 31, 2023

### 9-1-1 CALL VOLUME BY AGENCY – JULY 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
July	14,223	93.65%	0	888	0	77	0.51%	0	0	0

Hawaii Fire Department “Number of Total Calls Received” was extracted from the Hawaii Police Dispatch Supervisor’s Workstation (HIPDWKS7) for the month of July.

### 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										
September										
October										
November										
December										
YTD	116,097		0	8,044	0	12,225		0	215	0
MON AVG	16,585	86.25%	0	1,149	0	1,746	8.39%	0	31	0

# Hawaii County E9-1-1 Status Report

July 1, 2023 – July 31, 2023

## 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).
- 2 (911) calls 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	2022		2021		2020		2019		2018		2017	
Oahu Civilian	971,113	69.45%	1,052,026	68.91%	991,016	71.11%	1,075,726	69.67%	1,034,190	70.62%	1,022,818	72.16%
RDC Pearl Harbor	31,827	2.28%	39,253	2.58%	37,014	2.66%	37,905	2.45%	37,068	2.53%	27,916	1.97%
Hawaii County	199,811	14.29%	214,220	14.00%	188,329	13.51%	211,611	13.70%	206,648	14.11%	193,166	13.62%
Maui County	140,524	10.05%	160,241	10.51%	125,626	9.01%	157,127	10.18%	133,869	9.14%	123,685	8.73%
Kauai County	54,923	3.93%	60,986	4.00%	51,653	3.71%	61,754	4.00%	52,623	3.60%	49,902	3.52%
<b>Total</b>	<b>1,398,198</b>	<b>100.00%</b>	<b>1,526,726</b>	<b>100.00%</b>	<b>1,393,638</b>	<b>100.00%</b>	<b>1,544,123</b>	<b>100.00%</b>	<b>1,464,398</b>	<b>100.00%</b>	<b>1,417,487</b>	<b>100.00%</b>

911 Call Volume % decrease from 2021 to 2022	
Oahu	-7.69%
RDC	-18.92%
Hawaii	-6.73%
Maui	-12.30%
Kauai	-9.94%
State of Hawaii	-8.42%

911 Calls with No ALI % average for 2022	
Oahu	0.11%
RDC	0.00%
Hawaii	0.05%
Maui	0.06%
Kauai	0.04%
State of Hawaii average	0.05%

State of Hawaii 2022	
TEXT TO 911	
Oahu Civilian	3,415
RDC Pearl Harbor	36
Hawaii County	526
Maui County	223
Kauai County	153
<b>*Total</b>	<b>4,353</b>
*Totals may include PSAP training, testing, and 911 Texting errors	

## Hawaii County E9-1-1 Status Report

**July 1, 2023 – July 31, 2023**

### TEXT TO 911 – CURRENT MONTH – JULY 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		
September		
October		
November		
December		
YTD	322	12
Monthly Avg.	46.00	1.71

**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 – JULY 2023

HAWAII COUNTY - JULY 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 July 2023.



## Hawaii County E9-1-1 Status Report

July 1, 2023 – July 31, 2023

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

MSAG TRANSACTIONS CURRENT MONTH/YEAR – JULY 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	
<b>2023</b>									
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									
SEPTEMBER									
OCTOBER									
NOVEMBER									
DECEMBER									
<b>TOTAL YTD</b>	<b>1,968</b>	<b>1,774</b>	<b>45</b>	<b>147</b>	<b>2</b>	<b>5,306</b>	<b>0</b>	<b>0</b>	<b>176</b>
AVG PER MONTH	281	253	6	21	0	758	0	0	25

#### 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.

# Hawaii County E9-1-1 Status Report

July 1, 2023 – July 31, 2023

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## MSAG CURRENT MONTH NOTES:

A total of **180** MSAG transactions were processed in 9-1-1 Net during the current month. Ten (**10**) 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 **no** customer ANI/ALI (telephone number/address) records updated as a direct result.

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

**1** Telephone Number Change Request (TN CR) transaction was 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.

VSE (formerly Akimeka) submitted one hundred and sixty-nine (**169**) TN CRs related to the Dispatchable Location Project during the current month.

## OPEN TELEPHONE RECORD (ALI) DISCREPANCY STATUS:

- **There are currently 609 Open TN CR Transactions.**
- **Refer to chart in the next section “TNCR Current Status”**

**609** 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 609 Referred records.

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

## Hawaii County E9-1-1 Status Report

July 1, 2023 – July 31, 2023

### TNCR (TELEPHONE NUMBER CHANGE REQUEST) CURRENT STATUS – JULY 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.

<b>PSAP 9-1-1 Telephone Number Location Change Request (Telephone Number Change Request (TNCR) Status)</b>				
<b>County</b>	<b>TOTAL TNCR RECORDS SUBMITTED BY VSE (formerly 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>HAWAII</b>	<b>609</b>	<b>0</b>	<b>316</b>	<b>293</b>

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

# Hawaii County E9-1-1 Status Report

July 1, 2023 – July 31, 2023

DISPATCHABLE LOCATION – STATUS AS OF – JULY 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 **15,427** Dispatchable Locations processed to date. There were **169** Dispatchable locations submitted and **223** were processed in July 2023. (see next pages)

Dispatchable Location			
2023	Common Name Place MSAG Address	TNCR*	Transactions
Quarter 3		Transactions Submitted	Processed**
Quarter 2 Carryover		15,814	15,204
July	Hilo Products, 41 Makaala St, Hilo	7	7
	Hawaii State Government, 50 Makaala St, Hilo	41	39
	Kona Transportation Co Inc, 51 Makaala St, Hilo	1	0
	Multi Bus, 65 Makaala St, Hilo	2	0
	Puff Factory, 91 Makaala St, Hilo	1	1
	Leleiwi Electric Inc, 99 Makaala St, Hilo	2	2
	Multi Bus, 1133 Manono St, Hilo	8	1
	Oshiro Contractor Inc, 1136 Manono St, Hilo	2	1
	DLMC Inc., 1170 Manono St, Hilo	4	0
	HSG/UH Hawaii Community College, 1175 Manono St, Hilo	101	1
	Avis Rent A Car/Hertz Rent A Car, 2355 Kekuanaoa St, Hilo	0	4
	Hilo Airport Shop/Oxford Electronics, 2350 Kekuanaoa St, Hilo	0	4
	Safari Helicopters, 2220 Kekuanaoa St, Hilo	0	3
Hawaii State Government, 1300 Kekuanaoa St, Hilo	0	1	
Alamo Rent A Car\Budget, 127 Kekuanaoa Pl, Hilo	0	1	

## Hawaii County E9-1-1 Status Report

July 1, 2023 – July 31, 2023

DISPATCHABLE LOCATION – STATUS AS OF – JULY 2023 CONTINUED

Dispatchable Location			
2023	Common Name Place MSAG Address	TNCR* Transactions Submitted	Transactions Processed**
Quarter 3			
Quarter 2 Carryover		<b>15,814</b>	<b>15,204</b>
July	Multi Bus, 34 Kawili St, Hilo	0	1
	Hilo Bike Hub, 318 Kawili St, Hilo	0	1
	Hawaii State Government, 23 Kawili St, Hilo	0	1
	Garret K Uehara DDS Inc, 519 E Lanikaula St, Hilo	0	12
	Yamada And Sons Inc, 587 E Lanikaula St, Hilo	0	4
	County of Hawaii/HSG/HTH/HDHO, 630 E Lanikaula St, Hilo	0	16
	Multi Bus, 871 Kanoelehua Ave, Hilo	0	1
	Pacific Radio Group, 913 Kanoelehua Ave, Hilo	0	1
	Multi Bus, 819 Kanoelehua Ave, Hilo	0	2
	Multi Bus, 797 Kanoelehua Ave, Hilo	0	1
	Multi Bus, 761 Kanoelehua Ave, Hilo	0	2
	Minit Stop, 763 Kanoelehua Ave, Hilo	0	1
	Multi Bus, 735 Kanoelehua Ave, Hilo	0	2
	Irie Hawaii Smoke Shop/Vibe Café, 750 Kanoelehua Ave, Hilo	0	1
	Aiona Car Sales/Alu Like Enterprises, 212 Holomua St, Hilo	0	1
	Honsador Inc, 100 Kukila St, Hilo	0	5
	Aloha Petroleum/Island Mini-Mart, 761 Kekuanaoa St, Hilo	0	3
	Avis Rent A Car/Hertz Rent A Car, 2355 Kekuanaoa St, Hilo	0	5
	Bei Hawaii, 430 Kekuanaoa St, Hilo	0	1
	Multi Bus, 456 Kekuanaoa St, Hilo	0	5
	Big Island Used Cars, 474 Kekuanaoa St, Hilo	0	2
	Kavana Homes, 756 Kekuanaoa St, Hilo	0	2
	Multi Bus, 23 Kukila St, Hilo	0	4
Ken's Towing, 55 Kukila St, Hilo	0	1	
Loomis Armored/All Pets Mobile Vets, 7 Kukila St, Hilo	0	2	

## Hawaii County E9-1-1 Status Report

July 1, 2023 – July 31, 2023

DISPATCHABLE LOCATION – STATUS AS OF – JULY 2023 CONTINUED

Dispatchable Location			
2023	Common Name Place MSAG Address	TNCR* Transactions Submitted	Transactions Processed**
Quarter 3			
Quarter 2 Carryover		<b>15,814</b>	<b>15,204</b>
<b>July</b>	SDL Plant Rentals, 113 E Lanikaula St, Hilo	0	1
	K & J Tire Center, 430 E Lanikaula St, Hilo	0	1
	Multi Bus, 455 E Lanikaula St, Hilo	0	2
	County of Hawaii/HSG/HTH/HDHO, 630 E Lanikaula St, Hilo	0	8
	Aloha Veterinary Center, 819 Laukapu St, Hilo	0	13
	Multi Bus, 1046 Leilani St, Hilo	0	6
	Home Depot Store 8453, 380 E Makaala St, Hilo	0	50
<b>August</b>			
<b>September</b>			
<b>Q3 Total</b>		<b>169</b>	<b>223</b>
<b>Total</b>		<b>15,983</b>	<b>15,427</b>

## Hawaii County E9-1-1 Status Report

July 1, 2023 – July 31, 2023

**SPECTRUM (CHARTER) 9-1-1 VOIP DATABASE VERIFICATION PROJECT - JULY 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.

<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 VSE (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

\*\* 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.

## Hawaii County E9-1-1 Status Report

**July 1, 2023 – July 31, 2023**

**BANDWIDTH 9-1-1 VOIP DATABASE VERIFICATION PROJECT – JULY 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.

<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 VSE (formerly AKIMEKA)</b>	<b>BANDWIDTH FALLOUT RECORDS (B)</b>	<b>NON MATCHING RECORDS CORRECTED BY VSE (formerly AKIMEKA) (C)</b>	<b>PERCENT COMPLETED</b>
<b>WAII County</b>	<b>2,126</b>	<b>97</b>	<b>16</b>	<b>106</b>	<b>93.81%</b>
<b>MAUI County</b>	<b>555</b>	<b>75</b>	<b>3</b>	<b>73</b>	<b>93.59%</b>
<b>AUI County</b>	<b>1,794</b>	<b>60</b>	<b>14</b>	<b>69</b>	<b>93.24%</b>
<b>AHU Civilian</b>	<b>12,898</b>	<b>1,556</b>	<b>44</b>	<b>1,590</b>	<b>99.38%</b>
<b>AHU Military</b>	<b>173</b>	<b>156</b>	<b>11</b>	<b>163</b>	<b>97.60%</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 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.



## Hawaii County E9-1-1 Status Report

July 1, 2023 – July 31, 2023

### 3. GEOGRAPHIC INFORMATION SYSTEM (GIS) – JULY 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 Date Created/ Edits Performed	Other/Remarks
<b>CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH &amp; RESPONSE (Listed Alphabetically)</b>		
<b>Address Points</b>	<b>7/25/2023 To 7/31/2023</b>	<b>Next Delivery 8/8/2023</b>
		Added address for two (2) records in Hilo
		Added address for one (1) record in Kailua Kona
		Added address for four (4) records in Pahoa
		Added address for five (5) records in Keaau
		Added address for one (1) record in Kamuela
		Added address for one (1) record in Keauhou
		Corrected spatial for two (2) records in Pahoa
		Corrected spatial for one (1) record in Ocean View
		Added address for nine (9) records in Mountain View
		Added address for two (2) records in Captain Cook
		Added address for five (5) records in Waikoloa
		Edited spatial for four (4) records in Kurtistown
		Added address for one (1) record in Naalehu
		Corrected spatial for four (4) records in Kurtistown
		Edited spatial for two (2) records in Papaikou
		Added address for nine (9) records in Kurtistown
	Added address for three (3) records in Volcano	
	Added address for four (4) records in Ocean View	
	<b>7/11/2023 To 7/24/2023</b>	<b>Delivered 7/25/2023</b>
		Added address for one (1) record in Waikoloa
		Added address for four (4) records in Pahoa
		Edited spatial for one (1) record in Pahoa
		Added address for one (1) record in Hawi

## Hawaii County E9-1-1 Status Report

July 1, 2023 – July 31, 2023

### 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		
<b>CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH &amp; RESPONSE (Listed Alphabetically)</b>			
<b>Address Points</b>	<b>7/11/2023 To 7/24/2023</b>	Added address for two (2) records in Keaau	
		Added address for one (1) record in Kamuela	
		Corrected spatial for one (1) record in Naalehu	
		Corrected spatial for two (2) records in Pahoa	
		Corrected spatial for two (2) records in Ocean View	
		Added address for three (3) records in Mountain View	
		Added address for three (3) records in Volcano	
		Corrected spatial for eight (8) records in Mountain View	
		Edited spatial for one (1) record in Kamuela	
		Corrected spatial for seven (7) records in Kurtistown	
		Corrected spatial for one (1) record in Hakalau	
		Updated location name and updated description for one (1) record in Hilo	
		Updated house number and updated alias for one (1) record in Hilo	
		Added address for nine (9) records in Kurtistown	
	Corrected spatial for three (3) records in Keaau		
	Added address for six (6) records in Ocean View		
		<b>7/1/2023 To 7/10/2023</b>	<b>Delivered 7/11/2023</b>
	Corrected spatial for one (1) record in Hawi		
	Edited spatial for one (1) record in Mountain View		
	Corrected spatial for two (2) records in Volcano		
	Corrected spatial for five (5) records in Captain Cook		
	Corrected spatial for six (6) records in Pahoa		
	Corrected spatial for one (1) record in Ocean View		
	Edited spatial for one (1) record in Volcano		

## Hawaii County E9-1-1 Status Report

July 1, 2023 – July 31, 2023

**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)		
	<b>7/1/2023 To 7/10/2023</b>	Updated location name, updated website and updated phone for one (1) record in Keauu
		Corrected spatial for seven (7) records in Mountain View
		Corrected spatial for five (5) records in Kurtistown
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		
Fire Response Areas		
Fire Stations		
Food & Beverage		
Gas Stations		

## Hawaii County E9-1-1 Status Report

July 1, 2023 – July 31, 2023

**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	
<b>CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH &amp; RESPONSE (Listed Alphabetically)</b>		
Gate Codes		
Government Buildings		
Harbors		
Helipads		
Hiking Trails		
Hospitals		
Hydrants		
Hyrdology Layers		
Incident Response Areas		
Lodging		
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		

## Hawaii County E9-1-1 Status Report

July 1, 2023 – July 31, 2023

### 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	
<b>CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH &amp; RESPONSE (Listed Alphabetically)</b>		
Points of Interest		
Police Beats		
Police Districts		
Police Response Areas		
Police Stations		
Post Offices		
Schools		
Street Centerlines	<b>7/25/2023 To 7/31/2023</b>	<b>Next Delivery 8/8/2023</b>
		Updated range for one (1) record in Waikoloa
		Added segment for three (3) records in Kailua Kona
		Updated street name and updated alias for one (1) record in Keauhou
	Split segment for and updated range for two (2) records in Kailua Kona	
	<b>7/11/2023 To 7/24/2023</b>	<b>Delivered 7/25/2023</b>
Added segment for one (1) record in Kamuela		
Updated police, corrected police beat, split street segment, corrected spatial, valid overlap for one (1) record in Kealakekua		
Split segment for and updated range for two (2) records in Kamuela		
Subdivisions		
Tow Jurisdictions		
Tsunami Evacuation Zones		
Tsunami Heights		
Waste Water Plants		

## Hawaii County E9-1-1 Status Report

July 1, 2023 – July 31, 2023

**MAPPING LAYERS UPDATED (PART VI)**

*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	
<b>CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH &amp; RESPONSE (Listed Alphabetically)</b>		
WSP Cell Sectors	7/25/2023 To 7/31/2023	<b>Next Delivery 8/8/2023</b>
		Added six (6) sectors per AT&T CRS
WSP Cell Towers	7/25/2023 To	<b>Next Delivery 8/8/2023</b>
	7/31/2023	Added two (2) towers per AT&T CRS
		Updated one (1) tower per AT&T CRS

# Hawaii County E9-1-1 Status Report

July 1, 2023 – July 31, 2023

## 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
7/25/2023	Delivered police response areas layer to EagleView to use in the Pictometry viewer for Hawaii County PD.
7/25/2023	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
7/25/2023	Delivered Address Points, Cell Sectors, Cell Towers, Points of Interest, Street Centerlines, ESN, MSAG Communities, MedicResponseAreas, and FireResponseAreas for Hawaii County Mapflex
7/21/2023	Created Training Material Draft Maps for Police Dispatch for requested layers such as Districts, Beats, etc.
7/11/2023	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.
7/11/2023	Delivered Address Points, Cell Sectors, Cell Towers, Points of Interest, Street Centerlines, ESN, MSAG Communities, MedicResponseAreas, and FireResponseAreas for Hawaii County Mapflex.
7/7/2023	Delivered a supplementary data containing civic address fields (CivicNumber, CivicStreet, and PostalCommunity) to Intrado for testing with the SCC application.

### 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.

# Hawaii County E9-1-1 Status Report

July 1, 2023 – July 31, 2023

## 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.

## 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 **July 31, 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	78	
Addresses Removed	0	
Address Street Name Changes	0	
Address Street Number Changes	1	
New Street Segments Added		4
Street Segments Removed		0
Street Segment Range Changes		6
Street Segment Name Changes		1

### 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

July 1, 2023 – July 31, 2023

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### MAPFLEX SYSTEM

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

**Hawaii County** – July 11, 2023, and July 25, 2023

**Maui County** – July 12, 2023, July 26, 2023

**Kauai County** – July 13, and July 27, 2023

**Honolulu** – July 14, 2023, and July 28, 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.

## Hawaii County E9-1-1 Status Report

July 1, 2023 – July 31, 2023

### 4. SERVICE REQUESTS TRANSACTIONS

#### OPEN SERVICE REQUESTS – JULY 2023

#	Date	Ticket #	Description	PSAP	Urgency	Comments
5	12/19/2019	1023	Incorrect Address	Hawaii Fire	Normal	Confirmation pending from Inteliquent.com 07/31/2023 JBC

NOTE\* THERE IS ONE (1) OPENED SERVICE REQUEST PENDING FOR JULY 2023.

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

HAWAII COUNTY				MSAG SERVICE REQUEST CATEGORIES					
2023	TOTAL		Open	WIREFLINE		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									
September									
October									
November									
December									
<b>TOTAL</b>	<b>2</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>1</b>

<b>Note:</b>	* 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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Definitions:	Category	Description
	Wireline	Telephone Number (ALI) Discrepancies from land line phones that have been submitted to Intrado via 9-1-1 Net for correction.
	Wireless	Telephone Number (ALI) Discrepancies from phones that were land lines at one time, and were ported out to a wireless carrier. However, the phone number was never removed from the MSAG database.
	VoIP	Telephone Number (ALI) Discrepancies from VoIP phones that have been submitted to Time Warner Cable (TWCBL) or other VoIP providers for correction

# Hawaii County E9-1-1 Status Report

July 1, 2023 – July 31, 2023

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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 – August 2023

TWO-WAY (2-WAY) COMPARISION – AUGUST 2023 – TBA

THREE-WAY (3-WAY) COMPARISION – AUGUST 2023 - TBA

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