Hawaii County E9-1-1 Status Report

October 1, 2023 – October 31, 2023

VSE

FEDERAL & DEFENSE SERVICES

Hawaii County E9-1-1 Status Report

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Alexandria, VA 22310   October 2023   Inspiring the Performance of Tomorrow

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1. PSAP OPERATIONS

9-1-1 CALL VOLUME HAWAII COUNTY PSAPS – OCTOBER 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
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%

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																	
DEC																	
YTD	178,377	16,945		144,063				6,215		67		0		11,087		0	
MON AVG	17,838	1,695	9.44%	14,406	80.74%	18.27%	81.73%	622	3.54%	7	0.04%	0	0.00%	1,109	6.24%	0	0.06%

CALL VOLUME HAWAII COUNTY PSAP NOTES:

*911 Calls with No ALI in October 2023 = 0.07% - Statewide average for 2022 = 0.05%

October 2023

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9-1-1 CALL VOLUME BY AGENCY – OCTOBER 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
October	12,602	84.56%	0	1,130	0	1,171	7.86%	0	60	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 October.

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										
December										
YTD	153,944		0	10,796	0	14,621		0	291	0
MON AVG	15,394	86.78%	0	1,080	0	1,462	7.54%	0	29	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).**
- 10 (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	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%
Total	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%	1,417,487	100.00%

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
*Total	4,353
*Totals may include PSAP training, testing, and 911 Texting errors	

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TEXT TO 911 – CURRENT MONTH – OCTOBER 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		
December		
YTD	415	13
Monthly Avg.	41.50	1.30

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 – OCTOBER 2023

HAWAII COUNTY - SEPTEMBER 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 October 2023.

2. MSAG (MASTER STREET ADDRESS GUIDE)

MSAG TRANSACTIONS CURRENT MONTH/YEAR – OCTOBER 2023

HAWAII COUNTY	9-1-1 TRANSACTIONS								
	Total	Dispatchable Location Transactions Submitted	MSAG	ALI Submitted		Open ALI Discrepancy Records			Customer Addresses Affected
2023		DL (A)	MSAG (B)	TN CR (C)	ALI DR (D)	TNCR	ALI DR	VoIP DR	
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									
DECEMBER									
TOTAL YTD	2,535	2,307	72	154	2	6,727	0	0	208
AVG PER MONTH	254	231	7	15	0	673	0	0	21

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 **225** 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 **8** customer ANI/ALI (telephone number/address) records updated as a direct result.

TELEPHONE RECORD (ALI) TRANSACTIONS CURRENT MONTH NOTES:

2 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.

VSE (formerly Akimeka) submitted two hundred and thirteen (**213**) TN CRs related to the Dispatchable Location Project during the current month.

OPEN TELEPHONE RECORD (ALI) DISCREPANCY STATUS:

- **There are currently 469 Open TN CR Transactions.**
- **Refer to chart in the next section "TNCR Current Status"**

469 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 469 Referred records.

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

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

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TNCR (TELEPHONE NUMBER CHANGE REQUEST) CURRENT STATUS – OCTOBER 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	**469**	**0**	**283**	**186**

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 VSE (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 – OCTOBER 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 15,922 Dispatchable Locations processed to date. There were 213 Dispatchable locations submitted and 181 were processed in October 2023. (see next pages)

Dispatchable Location			
2023 **Quarter 4**	**Common Name Place** **MSAG Address**	**TNCR*** **Transactions** **Submitted**	**Transactions** **Processed****
Quarter 3 Carryover		16,303	15,922
October	Multi Bus, 215 Railroad Ave, Hilo	137	4
	DMS Diesel Repair, 24 Railroad Ave, Hilo	2	0
	Multi Bus, 243 Railroad Ave, Hilo	26	0
	County of Hawaii, 35 Railroad Ave, Hilo	8	0
	Multi Bus, 69 Railroad Ave, Hilo	40	9
	Heide & Cook Ltd, 11 Pookela St, Hilo	0	3
	Hawaii Petroleum\Ron Dolan CPA & Assoc, 16 Railroad Ave, Hilo	0	25
	Multi Bus, 18 Pohaku St, Hilo	0	2
	Smith Trading Co, 21 Pohaku St, Hilo	0	2
	Hilo Termite & Pest, 28 Pookela St, Hilo	0	4
	Hawaii Medical Service, 32 Pohaku St, Hilo	0	19
	HSG\LNR Historic Preservation, 40 Pookela St, Hilo	0	7
	Hilo Candy Co Inc, 58 Pookela St, Hilo	0	11
	Multi Bus, 45 Pohaku St, Hilo	0	6
	Hilo Rice Mill Co Ltd, 67 Pookela St, Hilo	0	5

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DISPATCHABLE LOCATION – STATUS AS OF – OCTOBER 2023 CONTINUED

Dispatchable Location			
2023 **Quarter 4**	**Common Name Place** **MSAG Address**	**TNCR*** **Transactions** **Submitted**	**Transactions** **Processed****
Quarter 3 Carryover		16,303	15,922
October	Hubs Hawaii Inc, 85 Pookela St, Hilo	0	10
	Chika Nakano Repair Shop, 90 Pookela St, Hilo	0	2
	Hawaiian Telcom, 95 Pohaku St, Hilo	0	68
	County of Hawaii, 108 Railroad Ave, Hilo	0	4
November			
December			
Q4 Total		213	181
Total		16,516	16,103

6348 Walker Lane

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

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 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 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

** 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)	Verifcation Process Completed.

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BANDWIDTH 9-1-1 VOIP DATABASE VERIFICATION PROJECT – OCTOBER 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.

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
*Bandwidth 9-1-1 VoIP Database Verification Project ***(Updated)					
WAII County	2,126	97	16	106	93.81%
AUAI County	555	75	3	73	93.59%
AUI County	1,794	60	14	69	93.24%
AHU Cilivian	12,898	1,556	44	1,590	99.38%
AHU Military	173	156	11	163	97.60%

*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)		Verifcation Process Completed.

3. GEOGRAPHIC INFORMATION SYSTEM (GIS) – OCTOBER 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**
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE **(Listed Alphabetically)**		
Address Points	10/31/2023	**Next Delivery 11/14/2023**
		Added address for one (1) record in Volcano
	10/17/2023 To 10/30/2023	**Delivered 10/31/2023**
		Added address for one (1) record in Naalehu
		Corrected spatial for four (4) records in Volcano
		Added address for one (1) record in Honomu
		Added address for one (1) record in Hilo
		Updated house number and updated street name for one (1) record in Pepeekeo
		Added address for three (3) records in Captain Cook
		Corrected spatial for six (6) records in Kurtistown
		Added address for thirteen (13) records in Volcano
		Added address for eighteen (18) records in Pahoa
		Added address for three (3) records in Holualoa
		Corrected spatial for three (3) records in Captain Cook
		Updated routingID for one (1) record in Hilo
		Added address for twelve (12) records in Ocean View
		Added address point for two (2) records in Kurtistown
		Updated house number for one (1) record in Captain Cook
		Added address for three (3) records in Kailua Kona
		Corrected spatial for seven (7) records in Mountain View
		Updated routingID for two (2) records in Volcano
		Added address for one (1) record in Hakalau
		Added address for eight (8) records in Keaau

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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** **Date Created/ Edits Performed**	**Other/Remarks**
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE **(Listed Alphabetically)**		
Address Points	10/17/2023 To 10/30/2023	Added address for four (4) records in Mountain View
		Added address for one (1) record in Kamuela
		Added address for eleven (11) records in Kurtistown
	10/3/2023 To 10/16/2023	**Delivered 10/17/2023**
		Added address for one (1) record in Honokaa
		Added address for one (1) record in Naalehu
		Added address for sixteen (16) records in Pahoa
		Corrected spatial for one (1) record in Pahoa
		Added address for seventeen (17) records in Mountain View
		Added address for five (5) records in Captain Cook
		Corrected spatial for seven (7) records in Kurtistown
		Corrected spatial for one (1) record in Waikoloa
		Added address for nineteen (19) records in Volcano
		Added address for one (1) record in Holualoa
		Updated house number for one (1) record in Hilo
		Added address for fourteen (14) records in Ocean View
		Added address for thirty-one (31) records in Hilo
		Added address for one (1) record in Kealakekua
		Added address for four (4) records in Kailua Kona
		Corrected spatial for twenty (20) records in Mountain View
		Edited spatial for two (2) records in Kamuela
		Corrected spatial for one (1) record in Volcano
		Corrected spatial for one (1) record in Kamuela
		Added address for sixteen (16) records in Keaau

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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** **Date Created/ Edits Performed**	**Other/Remarks**
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE **(Listed Alphabetically)**		
Address Points	10/3/2023 To 10/16/2023	Added address for one (1) record in Kapaau
		Added address for one (1) record in Kamuela
		Added address for twenty-one (21) records in Kurtistown
	10/1/2023 To 10/2/2023	**Delivered 10/3/2023**
		Corrected spatial for four (4) records in Keaau
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		

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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** **Date Created/ Edits Performed**	**Other/Remarks**
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE **(Listed Alphabetically)**		
Gas Stations		
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		

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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** **Date Created/ Edits Performed**	**Other/Remarks**
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE **(Listed Alphabetically)**		
Parks Polygon		
Points of Interest		
Police Beats		
Police Districts		
Police Response Areas		
Police Stations		
Post Offices		
Schools		
Street Centerlines	**10/17/2023 To 10/30/2023**	**Delivered 10/31/2023**
		Added segment for three (3) records in Hilo
		Added segment for one (1) record in Volcano
		Split segment and updated range for two (2) records in Volcano
		Split segment and updated range for four (4) records in Hilo
		Flipped segment one (1) record in Pahoa
		Updated range for one (1) record in Kailua Kona
		Updated range for one (1) record in Kamuela
		Updated range for one (1) record in Honokaa
	10/3/2023 To 10/16/2023	**Delivered 10/17/2023**
		Split segment for two (2) records in Honokaa
		Updated range for one (1) record in Holualoa
		Added segment for one (1) record in Hilo
		Updated range for one (1) record in Captain Cook
		Updated range for two (2) records in Hilo
		Updated range for two (2) records in Kailua Kona

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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** **Date Created/ Edits Performed**	**Other/Remarks**
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE **(Listed Alphabetically)**		
Subdivisions		
Tow Jurisdictions		
Tsunami Evacuation Zones		
Tsunami Heights		
Waste Water Plants		
WSP Cell Sectors	10/17/2023 To 10/30/2023	**Delivered 10/31/2023**
		Added one (1) sector per AT&T CRS
		Added forty-eight (48) sectors per Verizon Wireless audit
		Updated nine (9) sectors per Verizon Wireless audit
	10/3/2023 To 10/16/2023	**Delivered 10/17/2023**
		Updated two (2) sectors per AT&T audit
		Added thirty-two (32) sectors per AT&T audit
		Updated fifteen (15) sectors per AT&T audit
WSP Cell Towers	10/17/2023 To 10/30/2023	**Delivered 10/31/2023**
		Added one (1) tower per AT&T CRS
		Added one (1) tower per Verizon Wireless audit
		Updated thirty-four (34) towers per Verizon Wireless audit
	10/3/2023 To 10/16/2023	**Delivered 10/17/2023**
		Updated eight (8) towers per AT&T audit

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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
10/31/2023	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
10/31/2023	Delivered Address Points, Cell Sectors, Cell Towers, Points of Interest, Street Centerlines, ESN, MSAG Communities, MedicResponseAreas, and FireResponseAreas for Hawaii County Mapflex
10/17/2023	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
10/17/2023	Delivered Address Points, Cell Sectors, Cell Towers, Points of Interest, Street Centerlines, ESN, MSAG Communities, MedicResponseAreas, and FireResponseAreas for Hawaii County Mapflex
10/3/2023	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
10/3/2023	Delivered Address Points, Cell Sectors, Cell Towers, Points of Interest, Street Centerlines, ESN, MSAG Communities, MedicResponseAreas, and FireResponseAreas for Hawaii County Mapflex
10/3/2023	Added 7 new Fire Hydrant Locations per request from Firefighter's first hand ground level view.

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.

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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 Hawaiʻi 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 Hawaiʻi County Planning Department on **October 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	235	
Addresses Removed	0	
Address Street Name Changes	1	
Address Street Number Changes	2	
New Street Segments Added		6
Street Segments Removed		0
Street Segment Range Changes		7
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.

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MAPFLEX SYSTEM

VSE (formerly Akimeka) delivered GIS data to the MapFlex system on the following dates in October 2023
Hawaii County – October 3, 2023, October 17, 2023, and October 31, 2023
Maui County – October 4, 2023, and October 18, 2023
Kauai County – October 5, 2023, and October 19, 2023
Honolulu – October 6, 2023, and October 20, 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.

6348 Walker Lane

Alexandria, VA 22310   October 2023   Inspiring the Performance of Tomorrow

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4. SERVICE REQUESTS TRANSACTIONS

OPEN SERVICE REQUESTS – OCTOBER 2023

#	Date	Ticket #	Description	PSAP	Urgency	Comments
5	12/19/2019	1023	Incorrect Address	Hawaii Fire	Normal	Confirmation pending from Inteliquent.com 10/31/2023 JBC

NOTE* THERE IS ONE (1) OPENED SERVICE REQUEST PENDING FOR OCTOBER 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									
December									
TOTAL	**2**	**2**	**1**	**1**	**1**	**0**	**0**	**1**	**1**

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.

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

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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 – November 2023

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

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

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