Maui County E9-1-1 Status Report

April 1, 2023 – April 30, 2023

Maui County E9-1-1 Status Report

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1. PSAP OPERATIONS

9-1-1 CALL VOLUME MAUI PSAP – APRIL 2023

Source: Intrado Viper system

(*) Totals are based on calls to Primary PSAP.

| 9-1-1 Call Volume | | | | | | | | | | | | | | | | |
| MAUI PSAP | | 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	Other Calls	% of Total Calls
APR	14,202	919	6.47%	11,821	83.23%	24.72%	75.28%	289	2.03%	2	0.01%	0	0.00%	1,171	8.25%	0	0.00%

CALL VOLUME MAUI PSAP NOTES:

*Calls with No ALI for April 2023 = 0.01% - Statewide average for 2022 = 0.05%

9-1-1 CALL VOLUME MAUI PSAP – CALENDAR YEAR 2023

| 9-1-1 Call Volume | | | | | | | | | | | | | | | | |
| MAUI PSAP | | 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	Other Calls	% of Total Calls
JAN	14,122	973	6.89%	11,521	81.58%	21.90%	78.10%	364	2.58%	0	0.00%	0	0.00%	1,264	8.95%	0	0.00%
FEB	12,516	881	7.04%	10,158	81.16%	25.75%	74.25%	344	2.75%	5	0.04%	0	0.00%	1,128	9.01%	0	0.00%
MAR	15,621	971	6.22%	12,929	82.77%	24.19%	75.81%	400	2.56%	0	0.00%	0	0.00%	1,321	8.46%	0	0.00%
APR	14,202	919	6.47%	11,821	83.23%	24.72%	75.28%	289	2.03%	2	0.01%	0	0.00%	1,171	8.25%	0	0.00%
MAY																	
JUNE																	
JULY																	
AUG																	
SEPT																	
OCT																	
NOV																	
DEC																	
YTD	56,461	3,744		46,429				1,397		7		0		4,884		0	
MON AVG	14,115	936	6.65%	11,607	82.19%	24.14%	75.86%	349	2.48%	2	0.01%	0	0.00%	1,221	8.67%	0.00	0.00%

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9-1-1 CALL VOLUME MOLOKAI PSAP – APRIL 2023

Source: **Intrado Viper system**

(*) Totals are based on calls to Primary PSAP.

9-1-1 Call Volume																
MOLOKAI PSAP		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	Other Calls	% of Total Calls
APR	911	218	23.93%	451	49.51%	36.14%	63.86%	3	0.33%	0	0.00%	0	0.00%	239	26.23%	0	0.00%

CALL VOLUME MOLOKAI PSAP NOTES:

* **Calls with No ALI for April 2023 = 0.00% - Statewide average for 2022 = 0.05%**

9-1-1 CALL VOLUME MOLOKAI PSAP – CALENDAR YEAR 2023

9-1-1 Call Volume																
MOLOKAI PSAP		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	Other Calls	% of Total Calls
JAN	923	194	21.02%	468	50.70%	31.41%	68.59%	22	2.38%	1	0.11%	0	0.00%	238	25.79%	0	0.00%
FEB	1017	281	27.63%	443	43.56%	33.63%	66.37%	2	0.20%	0	0.00%	0	0.00%	291	28.61%	0	0.00%
MAR	1091	271	24.84%	489	44.82%	32.92%	67.08%	16	1.47%	0	0.00%	0	0.00%	315	28.87%	0	0.00%
APR	911	218	23.93%	451	49.51%	36.14%	63.86%	3	0.33%	0	0.00%	0	0.00%	239	26.23%	0	0.00%
MAY																	
JUNE																	
JULY																	
AUG																	
SEPT																	
OCT																	
NOV																	
DEC																	
YTD	3,942	964		1,851				43		1		0		1083		0	
MON AVG	986	241	24.35%	463	47.15%	33.53%	66.47%	10.75	1.09%	0	0.03%	0	0.00%	270.75	27.38%	0	0.00%

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9-1-1 CALL VOLUME (COMBINED MAUI & MOLOKAI PSAPS) – APRIL 2023

9-1-1 Call Volume																
MAUI COUNTY PSAPs	Wireline		Wireless				VOIP Calls		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	Other Calls	% of Total Calls
APR	15,113	1,137	7.52%	12,272	81.20%	25.14%	74.86%	292	1.93%	2	0.01%	0	0.00%	1,410	9.33%	0	0.00%

9-1-1 CALL VOLUME (COMBINED MAUI & MOLOKAI PSAPS) – CALENDAR YEAR 2023

9-1-1 Call Volume																
MAUI 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	Other Calls	% of Total Calls
JAN	15,045	1,167	7.76%	11,989	79.69%	22.27%	77.73%	386	2.57%	1	0.01%	0	0.00%	1,502	9.98%	0	0.00%
FEB	13,533	1,162	8.59%	10,601	78.33%	26.08%	73.92%	346	2.56%	5	0.04%	0	0.00%	1,419	10.49%	0	0.00%
MAR	16,712	1,242	7.43%	13,418	80.29%	24.51%	75.49%	416	2.49%	0	0.00%	0	0.00%	1,636	9.79%	0	0.00%
APR	15,113	1,137	7.52%	12,272	81.20%	25.14%	74.86%	292	1.93%	2	0.01%	0	0.00%	1,410	9.33%	0	0.00%
MAY																	
JUNE																	
JULY																	
AUG																	
SEPT																	
OCT																	
NOV																	
DEC																	
YTD	60,403	4,708		48,280				1,440		8		0		5,967		0	
MON AVG	15,101	1,177	7.82%	12,070	79.88%	24.50%	75.50%	360	2.39%	2	0.01%	0.00	0.00%	1,492	9.90%	0	0.00%

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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. Dropped Calls are hang ups after transfers.**
- **Abandoned Calls are included in the Wireline and Wireless total counts respectively.**
- **All VoIP (Voice over Internet Protocol) 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.**
- 0 (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).**
- 0 (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	

TEXT TO 911 – CURRENT MONTH – APRIL 2023

TEXT TO 911 Maui County PSAPs 2023		
Month	Received at Maui	Received at Molokai
January	21	6
February	30	0
March	39	2
April	25	1
May		
June		
July		
August		
September		
October		
November		
December		
YTD	115	9
Monthly Avg.	29	2

NOTE:

- Although there is a "Text to 911" plot on the MapFlex, the location of the plot is not dependable. Text to 911 Dispatchers should use their skills to ascertain the exact location of the emergency response.

WIRELESS PSAP TESTING – APRIL 2023

MAUI COUNTY - APRIL 2023						
Date	WSP	Sites Tested	Sectors Tested	Tested By:	Test Pass/Fail	Comments:

NOTES:

- There were no (0) scheduled Wireless 911 tests conducted in April 2023 for the Maui and Molokai PSAPs.

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2. MSAG (MASTER STREET ADDRESS GUIDE)

MSAG TRANSACTIONS CURRENT MONTH/YEAR – APRIL 2023

MAUI 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	335	330	5	0	0	1,006	0	1	10
FEBRUARY	364	354	9	0	1	1,111	0	0	42
MARCH	253	244	9	0	0	1,181	0	0	28
APRIL	328	323	2	1	2	977	0	0	0
MAY									
JUNE									
JULY									
AUGUST									
SEPTEMBER									
OCTOBER									
NOVEMBER									
DECEMBER									
TOTAL YTD	1,280	1,251	25	1	3	4,275	0	1	80
AVG PER MONTH	320	313	6	0	1	1,069	0	0	20

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 399 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 **328** MSAG transactions were processed in 9-1-1 Net during the current month. Two **(2)** 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 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:

Two (**2**) ALI DRs were submitted as the result of 9-1-1 calls. Two (**2**) calls were made from residential phones in Kaunakakai, Molokai.

VSE (formerly Akimeka) submitted three hundred and twenty-three (**323**) TN CRs related to the Dispatchable Location Project during the current month.

OPEN TELEPHONE RECORD (ALI) DISCREPANCY STATUS:

- **There are currently 977 Open TN CR Transactions.**
- **Refer to chart in the next section "TNCR Current Status"**

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

- **There is one open VoIP DRs as of April 30, 2023**
- **There are no open ALI DRs as of April 30, 2023**

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TNCR (TELEPHONE NUMBER CHANGE REQUEST) CURRENT STATUS – APRIL 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**
MAUI	973	0	592	**381**
MOLOKAI	4	0	4	**0**
TOTAL	977	0	596	**381**

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 – APRIL 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 August 2015, VSE (formerly Akimeka) started a pilot project, entering additional location information to a verified MSAG address with multiple telephone numbers. Specifically, the Queen Kaahumanu Shopping Center at 275 Kaahumanu Ave. 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. Screen shots of the "Before" ALI screen, and the "After" ALI screen with the updated "Dispatchable Location" information visible, were presented to the Dispatch Supervisors. VSE (formerly Akimeka) received positive feedback from the 911 Dispatch Personnel because the information that the 911 Call Takers will receive, will certainly cut down on the process of determining the exact location of the 911 caller. In addition to this, VSE (formerly Akimeka) was informed that the Mobile Dispatch Terminals (MDTs) in the Police Vehicles, also are able to view this "Dispatchable Location" information which will reduce the response times for Public Safety. There were 120 Dispatchable Locations submitted in April 2023 and 323 were processed by Intrado. (see next pages)

Dispatchable Location			
2023 **Quarter 2**	**Common Name Place** **MSAG Address**	**TNCR* Transactions Submitted**	**Transactions Processed****
Quarter 1 Carryover		19,007	17,988
April	Multi Bus, 392 N Market St, Wailuku	120	111
	Maui Lani Physicians and Surgeon 165 Maa St, Wailuku	0	15
	Multi Bus, 1885 Main St, Wailuku	0	94
	Multi Bus, 221 Mahalani St, Wailuku	0	12
	Multi Bus, 1900 Main St, Wailuku	0	20
	Multi Bus, 1935 Main St, Wailuku	0	33
	National Kidney Foundation, 2200 Main St, Wailuku	0	1
	Mental Health Kokua, 105-133 N Market St, Wailuku	0	35
	Julius Rodrigues, 33 Maluhia Dr, Wailuku	0	1
	Pampering at Lorraine's, 92 Maluhia Dr, Wailuku	0	1

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DISPATCHABLE LOCATION – STATUS AS OF – APRIL 2023 – CONTINUED

Dispatchable Location				
2023 **Quarter 2**	**Common Name Place** **MSAG Address**		**TNCR* Transactions Submitted**	**Transactions Processed****
Quarter 1 Carryover			19,007	17,988
May				
June				
Q2			120	323
Total			19,127	18,311

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SPECTRUM (CHARTER) 9-1-1 VOIP DATABASE VERIFICATION PROJECT – APRIL 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 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 – APRIL 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	***Bandwidth 9-1-1 VoIP Database Verification Project ***(Updated)**				
	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
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%
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)	Verifcation Process Completed.

3. GEOGRAPHIC INFORMATION SYSTEM (GIS) – APRIL 2023

MAPPING LAYERS UPDATED (PART I)

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

MAUI 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	**4/19/2023 To 4/30/2023**	**Next Delivery 5/3/2023**
		Added location type for forty-two (42) records in Wailea
		Added location type for five (5) records in Hana
		Added location type for one (1) record in Maunaloa
		Added location type for twenty-one (21) records in Kaluakoi
		Added location type for one hundred and twenty-nine (129) records in Wailuku
		Added location type for eighty-two (82) records in Makawao
		Added location type for one (1) record in Waihee
		Added location type for eighty-six (86) records in Napili
		Updated location name for two (2) records in Kahului
		Added location type for five (5) records in Kula
		Added location type for two hundred and thirty-seven (237) records in Kihei
		Added location type for one hundred and fifty (150) records in Kahului
		Added location type for fifty (50) records in Lahaina
		Added location type for thirty-five (35) records in Kaanapali
		Added location type for one (1) record in Kualapuu
		Added location type for two (2) records in Hoolehua
		Added address for two (2) records in Kihei
		Added location type for seven (7) records in Maalaea
		Updated location name for one (1) record in Haiku
		Added location type for one (1) record in Waikapu
		Added location type for three (3) records in Lanai
		Added location type for six (6) records in Paia

Maui County E9-1-1 Status Report

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MAPPING LAYERS UPDATED (PART II)

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

MAUI 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	**4/19/2023 To 4/30/2023**	Added location type for six (6) records in Kaunakakai
		Updated ID for one (1) record in Waihee
		Removed location name for one (1) record in Paia
		Added location type for six (6) records in Haiku
	4/5/2023 To 4/18/2023	**Delivered 4/19/2023**
		Added location type for twelve (12) records in Wailea
		Updated ID for one (1) record in Lahaina
		Added location type for two (2) records in Wailuku
		Added address for one (1) record in Haiku
		Added location type for three (3) records in Napili
		Added location name for one (1) record in Wailuku
		Updated location name for two (2) records in Kahului
		Added location type for nine (9) records in Kihei
		Added location type for five (5) records in Kahului
		Added location type for four (4) records in Lahaina
		Added location type for sixteen (16) records in Kaanapali
		Added address for four (4) records in Lahaina
		Added location type for one (1) record in Waiehu
		Spatially corrected six (6) records in Lahaina
		Added location type for one (1) record in Waikapu
		Added location type for seven (7) records in Lanai
		Added location type for one (1) record in Kaunakakai
		Added address for one (1) record in Makawao
		Added address for one (1) record in Waihee
		Spatially corrected one (1) record in Pukalani

Maui County E9-1-1 Status Report

April 1, 2023 - April 30, 2023

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

MAUI 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	**4/5/2023 To 4/18/2023**	Spatially corrected one (1) record in Makawao
		Added address for one (1) record in Pukalani
		Added location type for one (1) record in Haiku
	4/1/2023 To 4/4/2023	**Delivered 4/5/2023**
		Updated ID for one (1) record in Waihee
		Spatially corrected one (1) record in Kahului
		Updated ID for four (4) records in Lahaina
		Added address for two (2) records in Kahului
		Updated ID for one (1) record in Wailuku
Airports		
Bridges		
Building Footprints	**4/19/2023 To 4/30/2023**	**Next Delivery 5/3/2023**
		Spatially corrected nine (9) records in Kahului
		Added building footprint for nine (9) records in Kahului
Bus Stops		
Churches		
Coastal Names		
Coastline		
Common Places		
Correctional Facilities		
Emergency Callboxes		
Emergency Operation Centers		
Emergency Shelters		
ESZ/ESN		

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Maui County E9-1-1 Status Report

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MAPPING LAYERS UPDATED (PART IV)

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

MAUI 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)**		
Fire Beats		
Fire Districts		
Fire Response Areas		
Fire Stations		
Food & Beverage		
Gas Stations		
Gate Codes		
Government Buildings		
Harbors		
Helipads		
Hiking Trails		
Hospitals		
Hydrants		
Hyrdology Layers		
Incident Response Areas		
Lodging	4/19/2023 To 4/30/2023	Next Delivery 5/3/2023 Added hotel for two (2) records in Wailea
Major Roads		
Medic Beats		
Medic Districts		
Medic Response Areas		
Medic Stations		
Medical Facilities		
Milepost Markers		
MSAG Communities		

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MAPPING LAYERS UPDATED (PART V)

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

MAUI 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)**		
Net Junctions		
Ocean Rescue Boundaries		
Ocean Safety		
Parcels		
Parks		
Parks Polygon		
Points of Interest	4/19/2023 To 4/30/2023	**Next Delivery 5/3/2023**
		Added POI for one (1) record in Wailuku
		Spatially corrected one (1) record in Wailuku
		Added POI for two (2) records in Wailea
	4/5/2023 To 4/18/2023	**Delivered 4/19/2023**
		Updated POI name for one (1) record in Kahului
		Added POI for one (1) record in Wailuku
Police Beats		
Police Districts		
Police Response Areas		
Police Stations		
Post Offices		
Schools		
Street Centerlines	4/5/2023 To 4/18/2023	**Delivered 4/19/2023**
		Modified range for two (2) records in Lahaina
Subdivisions		
Tow Jurisdictions		
Tsunami Evacuation Zones		

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MAPPING LAYERS UPDATED (PART VI)

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

MAUI 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)**		
Tsunami Heights		
Waste Water Plants		
WSP Cell Sectors		
WSP Cell Towers		

NOTE:

The Parcels layer is provided by Maui County. VSE (formerly Akimeka) performs edits on the spatial information of the layer for 9-1-1 purposes. Changes to the attribute table are made when needed. The Parcels layer uploaded to the PSAP GIS server is intended for 9-1-1 purposes only and should not be disseminated to other county agencies.

Maui County E9-1-1 Status Report

April 1, 2023 - April 30, 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
4/20/2023	Delivered Address Points, Cell Towers, Coastal Names, Fire Beats, Fire RA, Medic Beats, Medic RA, Impound Boundaries, Points of Interest, Police Districts, Police RA, Rescue Tubes, Street Centerlines, Street Name Alias table, Subdivisions, and Tow Boundaries for P1 of Motorola CAD implementation.
4/19/2023	Delivered updated data for MapFlex which included Address Points, Points of Interest, Street Centerlines, WSP Cell Sectors, and WSP Cell Towers.
4/19/2023	Delivered .map, .rte, and .str files for Intergraph CAD 9.4 with updated data which included Address Points, Cell Towers, Common Places Lookup table, Points Of Interest, Street Centerlines, and RMS files.
4/5/2023	Delivered updated data for MapFlex which included Address Points, ESN, Points of Interest, Police Beats, Police Response Areas, Street Centerlines, WSP Cell Sectors, and WSP Cell Towers.
4/5/2023	Delivered .map, .rte, .ply, and .str files for Intergraph CAD 9.4 with updated data which included Address Points, Cell Towers, Common Places Lookup table, Points Of Interest, Police Beats, Police Response Areas, Street Centerlines, and RMS files.

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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INTERGRAPH CAD UPGRADE

From April through June 2014, the Maui Police Department worked to upgrade their Intergraph CAD system to the more recent 2014 version. Through this upgrade process, new improvements were identified and the overall functionality of the system from the Map Build process to the Production workstation made significant enhancements in order to streamline the deliverables and continue providing accurate data to the PSAP.

1. April 4th, 2023 – VSE (formerly Akimeka) delivered an updated Intergraph CAD map which included:
   i. .map, .ply, .rte, and .str
   ii. Address Points, Common Name Lookup Table, Points Of Interest, Police Beats, Police Response Areas, Street Centerlines, and WSP Cell Towers.
   iii. RMS files

2. VSE (formerly Akimeka) delivered an updated Intergraph CAD map April 19th, 2023, which included:
   i. .map, .rte, and .str
   ii. Address Points, Common Name Lookup Table, Points Of Interest, Street Centerlines, and WSP Cell Towers
   iii. RMS files

During May 2023, the Intergraph CAD map will continue to be delivered every other week, which has been coordinated with all mapping system updates and synchronizations with other 911 databases.

MOTOROLA PREMIER ONE PROJECT

On Wednesday, February 15, 2023, and Thursday, February 16th, 2023, VSE (formerly Akimeka) participated in the GIS workshop with Motorola GIS staff. VSE will provide the first Motorola CAD GIS deliverable in mid-March, and work with Motorola to make any necessary updates to the schema and data, to ensure a successful implementation.
On Thursday, April 20th , 2023 VSE (formerly Akimeka) delivered GIS data updates for Motorola for the Premiere One CAD implementation.

MAPFLEX SYSTEM

VSE (formerly Akimeka) delivered GIS data to the MapFlex system on the following dates in April 2023
Hawaii County – April 4, 2023, and April 18, 2023
Maui County – April 5, 2023, and April 19, 2023
Kauai County – April 6, 2023, and April 20, 2023
Honolulu – April 7, 2023, and April 21, 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.

Maui County E9-1-1 Status Report

April 1, 2023 - April 30, 2023

4. SERVICE REQUESTS TRANSACTIONS

OPEN SERVICE REQUESTS – MAUI COUNTY PSAPS - APRIL 2023

MAUI COUNTY						
#	Date	Ticket #	Description	PSAP	Urgency	Comments
			None			

NOTE:

There are no (0) Open Service Request for the Maui County PSAPs for April 2023.

MAUI PSAP SERVICE REQUESTS YEAR-TO-DATE (YTD) SUMMARY – 2023

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

Note:	*The 2022 Carry Over row indicates the number of Service Requests that were opened in 2022; however, were brought forward into 2023 in an effort to track the service request until completion.

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

5. E9-1-1 DATABASE SYNCHRONIZATION

(<u>Reference:</u> NENA 71-501, Version 1.1 – NENA Information Document for Synchronizing Geographic Information System databases with MSAG & ALI)

Next Scheduled Database Synchronization Report – June 2023

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

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

INVALID MSAG STREETS AND ADDRESS RANGES – ESN 359 & ESN 399 MSAG & ALI RECORDS
PROJECT COMPLETED