

# Maui County E9-1-1 Status Report

*April 1, 2024 – April 30, 2024*



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# Maui County E9-1-1 Status Report

April 1, 2024 - April 30, 2024

## TABLE OF CONTENTS

1. PSAP Operations ..... 5

    9-1-1 Call Volume Maui PSAP – April 2024 ..... 5

        Call Volume Maui PSAP Notes:..... 5

    9-1-1 Call Volume Maui PSAP – Calendar Year 2024..... 5

    9-1-1 Call Volume Molokai PSAP – April 2024 ..... 6

        Call Volume Molokai PSAP Notes:..... 6

    9-1-1 Call Volume Molokai PSAP – Calendar Year 2024 ..... 6

    9-1-1 Call Volume (Combined Maui & Molokai PSAPS) – April 2024 ..... 7

    9-1-1 Call Volume (Combined Maui & Molokai PSAPS) – Calendar Year 2024..... 7

        PSAP Operation Notes:..... 8

For Your Information..... 8

Text To 911 – Current Month – April 2024..... 9

    Note: ..... 9

Wireless PSAP Testing – April 2024..... 9

    Notes: ..... 9

2. MSAG (Master Street Address Guide) ..... 10

    MSAG Transactions Current Month/Year – April 2024..... 10

        MSAG Current Month Notes:..... 11

        Telephone Record (ALI) Transactions Current Month Notes:..... 11

        Open Telephone Record (ALI) Discrepancy Status:..... 11

    TNCR (Telephone Number Change Request) Current Status – April 2024 ..... 12

        NOTE:..... 12

    Dispatchable Location – Status As Of – April 2024..... 13





# Maui County E9-1-1 Status Report

April 1, 2024 - April 30, 2024

---

|  |    |
|--|----|
| Narrative: .....   | 13 |
| Dispatchable Location – Status As Of – April 2024 – continued .....            | 14 |
| Dispatchable Location – Status As Of – April 2024 – continued .....            | 15 |
| Spectrum (Charter) 9-1-1 VoIP Database Verification Project – April 2024 ..... | 16 |
| Bandwidth 9-1-1 VoIP Database Verification Project – April 2024.....           | 17 |
| 3. Geographic Information System (GIS) – April 2024.....                       | 18 |
| Mapping Layers Updated (Part I) .....  | 18 |
| Mapping Layers Updated (Part II) .....   | 19 |
| Mapping Layers Updated (Part III).....   | 20 |
| Mapping Layers Updated (Part IV).....  | 21 |
| Mapping Layers Updated (Part V).....   | 22 |
| Mapping Layers Updated (Part VI).....  | 23 |
| Mapping Layers Updated (Part VII) .....  | 24 |
| Note: .....  | 24 |
| Geographic Information System (GIS) Narratives .....                           | 25 |
| GIS Key Activities/Updates.....  | 25 |
| GIS for 911 .....  | 26 |
| Intergraph CAD Upgrade.....  | 26 |
| Motorola Premier One Project .....   | 27 |
| MapFlex System .....   | 27 |
| MapFlex Issues .....   | 27 |
| Maui EMS (AMR) .....   | 27 |
| 4. Service Requests Transactions.....  | 28 |
| Open Service Requests – Maui County PSAPS - April 2024 .....                   | 28 |





# Maui County E9-1-1 Status Report

## April 1, 2024 - April 30, 2024

---

|   |    |
|---|----|
| Note: .....   | 28 |
| Maui PSAP Service Requests Year-To-Date (YTD) Summary – 2024.....   | 28 |
| 5. E9-1-1 Database Synchronization.....   | 29 |
| Two-way (2-way) comparison – June 2024 - TBA.....   | 29 |
| Three-way (3-way) comparison – June 2024 – TBA.....   | 29 |
| Invalid MSAG Streets and Address Ranges – ESN 359 & ESN 399 MSAG & ALI Records <b>Project Completed</b> ..... | 29 |





# Maui County E9-1-1 Status Report

April 1, 2024 - April 30, 2024

## 1. PSAP OPERATIONS

### 9-1-1 CALL VOLUME MAUI PSAP – APRIL 2024

Source: Intrado Viper system

| 9-1-1 Call Volume |                             |                       |                  |                       |                  |                          |                          |                   |                  |                          |                  |                    |                  |                        |                  |             |                  |
|-------------------|-----------------------------|-----------------------|------------------|-----------------------|------------------|--------------------------|--------------------------|-------------------|------------------|--------------------------|------------------|--------------------|------------------|------------------------|------------------|-------------|------------------|
| MAUI PSAP         |                             | Wireline              |                  | Wireless              |                  |                          |                          | VOIP              |                  | Calls With No ALI        |                  | Admin Calls        |                  | Abandoned Calls        |                  | Other Calls |                  |
| 2024              | Total 9-1-1 Calls Processed | No. of Wireline Calls | % of Total Calls | No. of Wireless Calls | % of Total Calls | % of Wireless WPH1 Calls | % of Wireless WPH2 Calls | No. of VoIP Calls | % of Total Calls | No. of Calls with No ALI | % of Total Calls | No. of Admin Calls | % of Total Calls | No. of 9-1-1 Abandoned | % of Total Calls | Other Calls | % of Total Calls |
| APR               | 8,496                       | 581                   | 6.84%            | 6,962                 | 81.94%           | 21.10%                   | 78.90%                   | 355               | 4.18%            | 13                       | 0.15%            | 0                  | 0.00%            | 584                    | 6.87%            | 1           | 0.01%            |

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

### CALL VOLUME MAUI PSAP NOTES:

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

### 9-1-1 CALL VOLUME MAUI PSAP – CALENDAR YEAR 2024

| 9-1-1 Call Volume |                             |                       |                  |                       |                  |                          |                          |                   |                  |                          |                  |                    |                  |                        |                  |             |                  |
|-------------------|-----------------------------|-----------------------|------------------|-----------------------|------------------|--------------------------|--------------------------|-------------------|------------------|--------------------------|------------------|--------------------|------------------|------------------------|------------------|-------------|------------------|
| MAUI PSAP         |                             | Wireline              |                  | Wireless              |                  |                          |                          | VOIP              |                  | Calls with No ALI        |                  | Admin Calls        |                  | Abandoned Calls        |                  | Other Calls |                  |
| 2024              | Total 9-1-1 Calls Processed | No. of Wireline Calls | % of Total Calls | No. of Wireless Calls | % of Total Calls | % of Wireless WPH1 Calls | % of Wireless WPH2 Calls | No. of VoIP Calls | % of Total Calls | No. of Calls with No ALI | % of Total Calls | No. of Admin Calls | % of Total Calls | No. of 9-1-1 Abandoned | % of Total Calls | Other Calls | % of Total Calls |
| JAN               | 8,987                       | 696                   | 7.74%            | 7,303                 | 81.26%           | 22.32%                   | 77.68%                   | 317               | 3.53%            | 12                       | 0.13%            | 0                  | 0.00%            | 658                    | 7.32%            | 1           | 0.01%            |
| FEB               | 7,714                       | 559                   | 7.25%            | 6,298                 | 81.64%           | 20.96%                   | 79.04%                   | 308               | 3.99%            | 14                       | 0.18%            | 0                  | 0.00%            | 535                    | 6.94%            | 0           | 0.00%            |
| MAR               | 8,500                       | 585                   | 6.88%            | 6,768                 | 79.62%           | 25.58%                   | 74.42%                   | 326               | 3.84%            | 78                       | 0.92%            | 0                  | 0.00%            | 742                    | 8.73%            | 1           | 0.01%            |
| APR               | 8,496                       | 581                   | 6.84%            | 6,962                 | 81.94%           | 21.10%                   | 78.90%                   | 355               | 4.18%            | 13                       | 0.15%            | 0                  | 0.00%            | 584                    | 6.87%            | 1           | 0.01%            |
| MAY               |                             |                       |                  |                       |                  |                          |                          |                   |                  |                          |                  |                    |                  |                        |                  |             |                  |
| JUNE              |                             |                       |                  |                       |                  |                          |                          |                   |                  |                          |                  |                    |                  |                        |                  |             |                  |
| JULY              |                             |                       |                  |                       |                  |                          |                          |                   |                  |                          |                  |                    |                  |                        |                  |             |                  |
| AUG               |                             |                       |                  |                       |                  |                          |                          |                   |                  |                          |                  |                    |                  |                        |                  |             |                  |
| SEPT              |                             |                       |                  |                       |                  |                          |                          |                   |                  |                          |                  |                    |                  |                        |                  |             |                  |
| OCT               |                             |                       |                  |                       |                  |                          |                          |                   |                  |                          |                  |                    |                  |                        |                  |             |                  |
| NOV               |                             |                       |                  |                       |                  |                          |                          |                   |                  |                          |                  |                    |                  |                        |                  |             |                  |
| DEC               |                             |                       |                  |                       |                  |                          |                          |                   |                  |                          |                  |                    |                  |                        |                  |             |                  |
| YTD               | 33,697                      | 2,421                 |                  | 27,331                |                  |                          |                          | 1,306             |                  | 117                      |                  | 0                  |                  | 2,519                  |                  | 3           |                  |
| MON AVG           | 8,424                       | 605                   | 7.18%            | 6,833                 | 81.12%           | 22.49%                   | 77.51%                   | 327               | 3.88%            | 29                       | 0.35%            | 0                  | 0.00%            | 630                    | 7.47%            | 0.75        | 0.01%            |





# Maui County E9-1-1 Status Report

April 1, 2024 - April 30, 2024

## 9-1-1 CALL VOLUME MOLOKAI PSAP – APRIL 2024

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 |                  |
| 2024              | Total 9-1-1 Calls Processed | No. of Wireline Calls | % of Total Calls | No. of Wireless Calls | % of Total Calls | % of Wireless WPH1 Calls | % of Wireless WPH2 Calls | No. of VoIP Calls | % of Total Calls | No. of Calls with No ALI | % of Total Calls | No. of Admin Calls | % of Total Calls | No. of 9-1-1 Abandoned | % of Total Calls | Other Calls | % of Total Calls |
| APR               | 786                         | 236                   | 30.03%           | 423                   | 53.82%           | 38.77%                   | 61.23%                   | 5                 | 0.64%            | 0                        | 0.00%            | 0                  | 0.00%            | 122                    | 15.52%           | 0           | 0.00%            |

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

### CALL VOLUME MOLOKAI PSAP NOTES:

\* Calls with No ALI for April 2024 = 0.00% - Statewide average for 2023 = 0.14%

## 9-1-1 CALL VOLUME MOLOKAI PSAP – CALENDAR YEAR 2024

| 9-1-1 Call Volume |                             |                       |                  |                       |                  |                          |                          |                   |                  |                          |                  |                    |                  |                        |                  |             |                  |
|-------------------|-----------------------------|-----------------------|------------------|-----------------------|------------------|--------------------------|--------------------------|-------------------|------------------|--------------------------|------------------|--------------------|------------------|------------------------|------------------|-------------|------------------|
| MOLOKAI PSAP      |                             | Wireline              |                  | Wireless              |                  |                          |                          | VOIP              |                  | Calls with No ALI        |                  | Admin Calls        |                  | Abandoned Calls        |                  | Other Calls |                  |
| 2024              | Total 9-1-1 Calls Processed | No. of Wireline Calls | % of Total Calls | No. of Wireless Calls | % of Total Calls | % of Wireless WPH1 Calls | % of Wireless WPH2 Calls | No. of VoIP Calls | % of Total Calls | No. of Calls with No ALI | % of Total Calls | No. of Admin Calls | % of Total Calls | No. of 9-1-1 Abandoned | % of Total Calls | Other Calls | % of Total Calls |
| JAN               | 748                         | 207                   | 27.67%           | 390                   | 52.14%           | 40.77%                   | 59.23%                   | 6                 | 0.80%            | 0                        | 0.00%            | 0                  | 0.00%            | 145                    | 19.39%           | 0           | 0.00%            |
| FEB               | 635                         | 261                   | 41.10%           | 283                   | 44.57%           | 43.11%                   | 56.89%                   | 6                 | 0.94%            | 0                        | 0.00%            | 0                  | 0.00%            | 85                     | 13.39%           | 0           | 0.00%            |
| MAR               | 696                         | 209                   | 30.03%           | 372                   | 53.45%           | 40.59%                   | 59.41%                   | 10                | 1.44%            | 0                        | 0.00%            | 0                  | 0.00%            | 105                    | 15.09%           | 0           | 0.00%            |
| APR               | 786                         | 236                   | 30.03%           | 423                   | 53.82%           | 38.77%                   | 61.23%                   | 5                 | 0.64%            | 0                        | 0.00%            | 0                  | 0.00%            | 122                    | 15.52%           | 0           | 0.00%            |
| MAY               |                             |                       |                  |                       |                  |                          |                          |                   |                  |                          |                  |                    |                  |                        |                  |             |                  |
| JUNE              |                             |                       |                  |                       |                  |                          |                          |                   |                  |                          |                  |                    |                  |                        |                  |             |                  |
| JULY              |                             |                       |                  |                       |                  |                          |                          |                   |                  |                          |                  |                    |                  |                        |                  |             |                  |
| AUG               |                             |                       |                  |                       |                  |                          |                          |                   |                  |                          |                  |                    |                  |                        |                  |             |                  |
| SEPT              |                             |                       |                  |                       |                  |                          |                          |                   |                  |                          |                  |                    |                  |                        |                  |             |                  |
| OCT               |                             |                       |                  |                       |                  |                          |                          |                   |                  |                          |                  |                    |                  |                        |                  |             |                  |
| NOV               |                             |                       |                  |                       |                  |                          |                          |                   |                  |                          |                  |                    |                  |                        |                  |             |                  |
| DEC               |                             |                       |                  |                       |                  |                          |                          |                   |                  |                          |                  |                    |                  |                        |                  |             |                  |
| YTD               | 2,865                       | 913                   |                  | 1,468                 |                  |                          |                          | 27                |                  | 0                        |                  | 0                  |                  | 457                    |                  | 0           |                  |
| MON AVG           | 716                         | 228                   | 32.21%           | 367                   | 50.99%           | 40.81%                   | 59.19%                   | 6.75              | 0.95%            | 0                        | 0.00%            | 0                  | 0.00%            | 114.25                 | 15.84%           | 0           | 0.00%            |





# Maui County E9-1-1 Status Report

April 1, 2024 - April 30, 2024

## 9-1-1 CALL VOLUME (COMBINED MAUI & MOLOKAI PSAPS) – APRIL 2024

| 9-1-1 Call Volume |                             |                       |                  |                       |                  |                          |                          |                   |                  |                          |                  |                    |                  |                        |                  |             |                  |
|-------------------|-----------------------------|-----------------------|------------------|-----------------------|------------------|--------------------------|--------------------------|-------------------|------------------|--------------------------|------------------|--------------------|------------------|------------------------|------------------|-------------|------------------|
| MAUI COUNTY PSAPs |                             | Wireline              |                  | Wireless              |                  |                          |                          | VOIP Calls        |                  | Calls With No ALI        |                  | Admin Calls        |                  | Abandoned Calls        |                  | Other Calls |                  |
| 2024              | Total 9-1-1 Calls Processed | No. of Wireline Calls | % of Total Calls | No. of Wireless Calls | % of Total Calls | % of Wireless WPH1 Calls | % of Wireless WPH2 Calls | No. of VoIP Calls | % of Total Calls | No. of Calls with No ALI | % of Total Calls | No. of Admin Calls | % of Total Calls | No. of 9-1-1 Abandoned | % of Total Calls | Other Calls | % of Total Calls |
| APR               | 9,282                       | 817                   | 8.80%            | 7,385                 | 79.56%           | 22.11%                   | 77.89%                   | 360               | 3.88%            | 13                       | 0.14%            | 0                  | 0.00%            | 706                    | 7.61%            | 1           | 0.01%            |

## 9-1-1 CALL VOLUME (COMBINED MAUI & MOLOKAI PSAPS) – CALENDAR YEAR 2024

| 9-1-1 Call Volume |                             |                       |                  |                       |                  |                          |                          |                   |                  |                          |                  |                    |                  |                        |                  |             |                  |
|-------------------|-----------------------------|-----------------------|------------------|-----------------------|------------------|--------------------------|--------------------------|-------------------|------------------|--------------------------|------------------|--------------------|------------------|------------------------|------------------|-------------|------------------|
| MAUI COUNTY PSAPs |                             | Wireline              |                  | Wireless              |                  |                          |                          | VOIP              |                  | Calls with No ALI        |                  | Admin Calls        |                  | Abandoned Calls        |                  | Other Calls |                  |
| 2024              | Total 9-1-1 Calls Processed | No. of Wireline Calls | % of Total Calls | No. of Wireless Calls | % of Total Calls | % of Wireless WPH1 Calls | % of Wireless WPH2 Calls | No. of VoIP Calls | % of Total Calls | No. of Calls with No ALI | % of Total Calls | No. of Admin Calls | % of Total Calls | No. of 9-1-1 Abandoned | % of Total Calls | Other Calls | % of Total Calls |
| JAN               | 9,735                       | 903                   | 9.28%            | 7,693                 | 79.02%           | 23.25%                   | 76.75%                   | 323               | 3.32%            | 12                       | 0.12%            | 0                  | 0.00%            | 803                    | 8.25%            | 1           | 0.01%            |
| FEB               | 8,349                       | 820                   | 9.82%            | 6,581                 | 78.82%           | 21.91%                   | 78.09%                   | 314               | 3.76%            | 14                       | 0.17%            | 0                  | 0.00%            | 620                    | 7.43%            | 0           | 0.00%            |
| MAR               | 9,196                       | 794                   | 8.63%            | 7,140                 | 77.64%           | 26.36%                   | 73.64%                   | 336               | 3.65%            | 78                       | 0.85%            | 0                  | 0.00%            | 847                    | 9.21%            | 1           | 0.01%            |
| APR               | 9,282                       | 817                   | 8.80%            | 7,385                 | 79.56%           | 22.11%                   | 77.89%                   | 360               | 3.88%            | 13                       | 0.14%            | 0                  | 0.00%            | 706                    | 7.61%            | 1           | 0.01%            |
| MAY               |                             |                       |                  |                       |                  |                          |                          |                   |                  |                          |                  |                    |                  |                        |                  |             |                  |
| JUNE              |                             |                       |                  |                       |                  |                          |                          |                   |                  |                          |                  |                    |                  |                        |                  |             |                  |
| JULY              |                             |                       |                  |                       |                  |                          |                          |                   |                  |                          |                  |                    |                  |                        |                  |             |                  |
| AUG               |                             |                       |                  |                       |                  |                          |                          |                   |                  |                          |                  |                    |                  |                        |                  |             |                  |
| SEPT              |                             |                       |                  |                       |                  |                          |                          |                   |                  |                          |                  |                    |                  |                        |                  |             |                  |
| OCT               |                             |                       |                  |                       |                  |                          |                          |                   |                  |                          |                  |                    |                  |                        |                  |             |                  |
| NOV               |                             |                       |                  |                       |                  |                          |                          |                   |                  |                          |                  |                    |                  |                        |                  |             |                  |
| DEC               |                             |                       |                  |                       |                  |                          |                          |                   |                  |                          |                  |                    |                  |                        |                  |             |                  |
| YTD               | 36,562                      | 3,334                 |                  | 28,799                |                  |                          |                          | 1,333             |                  | 117                      |                  | 0                  |                  | 2,976                  |                  | 3           |                  |
| MON AVG           | 9,141                       | 834                   | 9.13%            | 7,200                 | 78.76%           | 23.41%                   | 76.59%                   | 333               | 3.65%            | 29                       | 0.32%            | 0.00               | 0.00%            | 744                    | 8.12%            | 1           | 0.01%            |

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





# Maui County E9-1-1 Status Report

April 1, 2024 - April 30, 2024

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

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

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

| State of Hawaii 2023 |              |
|----------------------|--------------|
| TEXT TO 911          |              |
| Oahu Civilian        | 2,724        |
| RDC Pearl Harbor     | 66           |
| Hawaii County        | 689          |
| Maui County          | 581          |
| Kauai County         | 211          |
| <b>*Total</b>        | <b>4,271</b> |

\*Totals may include PSAP training, testing, and 911 Texting errors





# Maui County E9-1-1 Status Report

**April 1, 2024 - April 30, 2024**

**TEXT TO 911 – CURRENT MONTH – APRIL 2024**

| <b>TEXT TO 911 Maui County PSAPs 2024</b> |                  |                     |
|---|------------------|---------------------|
| Month                                     | Received at Maui | Received at Molokai |
| January                                   | 38               | 2                   |
| February                                  | 21               | 1                   |
| March                                     | 16               | 3                   |
| April                                     | 32               | 0                   |
| May                                       |                  |                     |
| June                                      |                  |                     |
| July                                      |                  |                     |
| August                                    |                  |                     |
| September                                 |                  |                     |
| October                                   |                  |                     |
| November                                  |                  |                     |
| December                                  |                  |                     |
| <b>YTD</b>                                | <b>107</b>       | <b>6</b>            |
| <b>Monthly Avg.</b>                       | <b>27</b>        | <b>2</b>            |

**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 2024**

| <b>MAUI COUNTY - APRIL 2024</b> |     |              |                |            |                |           |
|---------------------------------|-----|--------------|----------------|------------|----------------|-----------|
| Date                            | WSP | Sites Tested | Sectors Tested | Tested By: | Test Pass/Fail | Comments: |
|                                 |     |              |                |            |                |           |
|                                 |     |              |                |            |                |           |
|                                 |     |              |                |            |                |           |

**NOTES:**

- There were no (0) scheduled Wireless 911 tests conducted in April 2024 for the Maui and Molokai PSAPs.



# Maui County E9-1-1 Status Report

April 1, 2024 - April 30, 2024

## 2. MSAG (MASTER STREET ADDRESS GUIDE)

### MSAG TRANSACTIONS CURRENT MONTH/YEAR – APRIL 2024

| MAUI 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 |                             |
| 2024          |                    |  |          |               |            |                              |        |         |                             |
| JANUARY       | 234                | 229  | 5        | 0             | 0          | 751                          | 0      | 0       | 0                           |
| FEBRUARY      | 79                 | 67   | 12       | 0             | 0          | 707                          | 0      | 0       | 41                          |
| MARCH         | 72                 | 71   | 1        | 0             | 0          | 872                          | 0      | 0       | 6                           |
| APRIL         | 137                | 132  | 4        | 1*            | 0          | 859                          | 0      | 0       | 1                           |
| MAY           |                    |  |          |               |            |                              |        |         |                             |
| JUNE          |                    |  |          |               |            |                              |        |         |                             |
| JULY          |                    |  |          |               |            |                              |        |         |                             |
| AUGUST        |                    |  |          |               |            |                              |        |         |                             |
| SEPTEMBER     |                    |  |          |               |            |                              |        |         |                             |
| OCTOBER       |                    |  |          |               |            |                              |        |         |                             |
| NOVEMBER      |                    |  |          |               |            |                              |        |         |                             |
| DECEMBER      |                    |  |          |               |            |                              |        |         |                             |
| TOTAL YTD     | 522                | 499  | 22       | 0             | 0          | 3,189                        | 0      | 0       | 48                          |
| AVG PER MONTH | 131                | 125  | 6        | 0             | 0          | 797                          | 0      | 0       | 12                          |

#### \* TNCR Note

V2X submitted **303** transactions that Intrado has not processed in the month of **April** due to personnel issues

#### 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 399 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.





# Maui County E9-1-1 Status Report

April 1, 2024 - April 30, 2024

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## MSAG CURRENT MONTH NOTES:

A total of **137** MSAG transactions were processed in 9-1-1 Net during the current month. Four (**4**) request was 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 was **1** customer ANI/ALI (telephone number/address) record updated as a direct result.

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

V2X (formerly Akimeka) submitted one-hundred and thirty-two (**132**) TN CRs related to the Dispatchable Location Project during the current month.

## OPEN TELEPHONE RECORD (ALI) DISCREPANCY STATUS:

- **There are currently 859 Open TN CR Transactions.**
- **Refer to chart in the next section “TNCR Current Status”**

**859** Open TN CR transactions are a direct result of the Dispatchable Location Project and are awaiting approval from Hawaiian Telcom, Inc. V2X (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 are no open VoIP DRs as of April 30, 2024**
- **There are no open ALI DRs as of April 30, 2024**





# Maui County E9-1-1 Status Report

April 1, 2024 - April 30, 2024

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

### NOTE:

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

| PSAP 9-1-1 Telephone Number Location Change Request<br>(Telephone Number Change Request (TNCR) Status) |  |  |   |                             |
|--|--|--|---|-----------------------------|
| County   | TOTAL TNCR RECORDS SUBMITTED BY V2X FORMERLY AKIMEKA | OPENED TNCRS PENDING FURTHER ACTION BY INTRADO | OPENED TNCRS REFERRED TO TELCO BY INTRADO | TOTAL UNOPENED TNCR RECORDS |
| MAUI   | 853  | 0  | 550                                       | 303                         |
| MOLOKAI  | 6  | 0  | 6   | 0                           |
| <b>TOTAL</b>   | <b>859</b>   | <b>0</b>                                       | <b>556</b>                                | <b>303</b>                  |

| STATUS   |
|--|
| <b>TOTAL TNCRs SUBMITTED</b> - The total number of TNCR requests for modification that have been submitted in 9-1-1 NET.   |
| <b>PENDING STATUS</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.   |
| <b>REFERRED STATUS</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. |
| <b>TOTAL UNOPENED TNCR RECORDS STATUS</b> - The request is submitted by V2X formerly Akimeka on behalf the PSAP; however, processing by the 9-1-1 Database Service Provider Data Analyst has not begun.  |





# Maui County E9-1-1 Status Report

April 1, 2024 - April 30, 2024

## DISPATCHABLE LOCATION – STATUS AS OF – APRIL 2024

### NARRATIVE:

During the August 2015 State of Hawaii 911 Board meeting, V2X (formerly Akimeka) provided a “State of Hawaii PSAPs Proposed ALI Compliancy with FCC 15-9” presentation. Based on the 9-1-1 Board’s confirmation to add the “Dispatchable Location” information into the ALI database, V2X (formerly Akimeka) researched the format standards of each pertinent field and tested the delivery of the data to the PSAP. After a few configuration adjustments (eliminating the TelCo comments field from appearing on the ALI Screen), V2X (formerly Akimeka) standardized an additional information data format to proceed with this project. During the month of August 2015, V2X (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. V2X (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, V2X (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 132 Dispatchable Locations submitted in April 2024 and 140 were processed by Intrado. (see next pages)

| Dispatchable Location |   |              |              |
|-----------------------|---|--------------|--------------|
| 2024                  | Common Name Place<br>MSAG Address                   | TNCR*        | Transactions |
| Quarter 2             |   | Transactions | Processed**  |
| Quarter 1 Carryover   |   | Submitted    |              |
| April                 | Multi Bus, 1955 Main St, Wailuku                    | 19           | 0            |
|                       | HSG/Adult Mental Health, 1977 Main St, Wailuku      | 4            | 0            |
|                       | Multi Bus, 1980 Main St, Wailuku                    | 2            | 1            |
|                       | Dowling Company Inc, 1997/2005 Main St, Wailuku     | 5            | 4            |
|                       | Queen Of Hearts, 2010 Main St, Wailuku              | 1            | 0            |
|                       | Frampton & Ward, 2035 Main St, Wailuku              | 1            | 0            |
|                       | Longevity Health Center, 2045 Main St, Wailuku      | 3            | 2            |
|                       | Multi Bus, 2050 Main St, Wailuku                    | 97           | 0            |
|                       | Multi Bus, 2049 Wells St, Wailuku                   | 0            | 11           |
|                       | Konko Mission of Wailuku, 2267 Mokuhaul Rd, Wailuku | 0            | 1            |
|                       | Multi Bus, 1962 Wells St, Wailuku                   | 0            | 8            |
|                       | Wilcox Chiropractic, 1958 Vineyard St, Wailuku      | 0            | 1            |





# Maui County E9-1-1 Status Report

April 1, 2024 - April 30, 2024

DISPATCHABLE LOCATION – STATUS AS OF – APRIL 2024 – CONTINUED

| Dispatchable Location               |   |                                    |                             |
|-------------------------------------|---|------------------------------------|-----------------------------|
| 2024                                | Common Name Place<br>MSAG Address                     | TNCR*<br>Transactions<br>Submitted | Transactions<br>Processed** |
| Quarter 2                           |   |                                    |                             |
| Quarter 1 Carryover                 |   |                                    |                             |
| April                               | Multi Bus, 1955 Vineyard St, Wailuku                  | 0                                  | 2                           |
|                                     | K-Deck Canvass Corp, 1942 Vineyard St, Wailuku        | 0                                  | 1                           |
|                                     | Multi Bus, 1939 Vineyard St, Wailuku                  | 0                                  | 4                           |
|                                     | The Salon Executives Inc, 1920 Vineyard St, Wailuku   | 0                                  | 1                           |
|                                     | Beauty Bar, 1910 Vineyard St, Wailuku                 | 0                                  | 2                           |
|                                     | Multi Bus, 1900 Main St, Wailuku                      | 0                                  | 2                           |
|                                     | Multi Bus, 1885 Main St, Wailuku                      | 0                                  | 4                           |
|                                     | Community Clinic of Maui, 1881 Nani St, Wailuku       | 0                                  | 2                           |
|                                     | Wailuku Hongwanji, 1828 Vineyard St, Wailuku          | 0                                  | 2                           |
|                                     | North Shore Orthopedics Inc, 1827 Wells St, Wailuku   | 0                                  | 13                          |
|                                     | Otto Shop Maui, 1818 Oihana St, Wailuku               | 0                                  | 1                           |
|                                     | Multi Bus, 1063 Lower Main St, Wailuku                | 0                                  | 8                           |
|                                     | Maui Okinawa Cultural Center, 688 Nukuwai Pl, Wailuku | 0                                  | 2                           |
|                                     | Mental Health Kokua, 503 Ua Pl, Wailuku               | 0                                  | 1                           |
|                                     | J&D Roofing & Waterproofing, 409 Nihoa St, Wailuku    | 0                                  | 2                           |
|                                     | Lahaina Gateway multi bus II, 342 Keawe St, Lahaina   | 0                                  | 4                           |
|                                     | Multi Bus, 305 Dairy Rd, Kahului                      | 0                                  | 1                           |
|                                     | Maui Lawn and Landscape, 267 Nakoa Dr, Wailuku        | 0                                  | 1                           |
|                                     | Multi Bus, 251 Napua St, Wailuku                      | 0                                  | 1                           |
|                                     | Hale Makana O Waiale, 106-195 Waimaluhia Ln, Wailuku  | 0                                  | 7                           |
| Multi Bus, 189 Nanioloa Dr, Wailuku | 0   | 1                                  |                             |
| Multi Bus, 105 Waiale Rd, Wailuku   | 0   | 12                                 |                             |





# Maui County E9-1-1 Status Report

April 1, 2024 - April 30, 2024

DISPATCHABLE LOCATION – STATUS AS OF – APRIL 2024 – CONTINUED

| Dispatchable Location |  |                           |              |
|-----------------------|--|---------------------------|--------------|
| 2024                  | Common Name Place<br>MSAG Address                        | TNCR*                     | Transactions |
| Quarter 2             |  | Transactions<br>Submitted | Processed**  |
| Quarter 1 Carryover   |  | 20,546                    | 19,854       |
| April                 | Clinical Laboratories, 65 Mission St, Wailuku            | 0                         | 1            |
|                       | William A Sloper, Attorn at Law, 49 Niolopua Ln, Wailuku | 0                         | 1            |
|                       | CSEA/Maui Branch, 35 Lunalilo St, Wailuku                | 0                         | 35           |
|                       | Iao Parkside, 10 Piwai Ln, Wailuku                       | 0                         | 1            |
| May                   |  |                           |              |
|                       |  |                           |              |
|                       |  |                           |              |
| June                  |  |                           |              |
|                       |  |                           |              |
|                       |  |                           |              |
| Q2                    |  | 132                       | 140          |
| Total                 |  | 20,678                    | 19,994       |





# Maui County E9-1-1 Status Report

April 1, 2024 - April 30, 2024

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

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

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

| <b>*Spectrum (Charter)<br/>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 V2X 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

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

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







# Maui County E9-1-1 Status Report

April 1, 2024 - April 30, 2024

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

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

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

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

| <b>*Bandwidth<br/>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 V2X (FORMERLY AKIMEKA)</b> | <b>BANDWIDTH FALLOUT RECORDS (B)</b> | <b>NON MATCHING RECORDS CORRECTED BY V2X (FORMERLY AKIMEKA) (C)</b> | <b>PERCENT COMPLETED</b> |
| WAIH County   | 2,126   | 97  | 16                                   | 106   | 93.81%                   |
| MAUI County   | 555   | 75  | 3                                    | 73  | 93.59%                   |
| AUI County  | 1,794   | 60  | 14                                   | 69  | 93.24%                   |
| AHU Civilian  | 12,898  | 1,556   | 44                                   | 1,590   | 99.38%                   |
| AHU Military  | 173   | 156   | 11                                   | 163   | 97.60%                   |
| <b>TOTAL</b>  | <b>17,546</b>                                   | <b>1,944</b>  | <b>88</b>                            | <b>2,001</b>  | <b>95.52%</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 V2X formerly Akimeka for research and MSAG address validation.  |
| (B) | VoIP records identified by Bandwidth as fallout records. These records contain invalid MSAG addressing information which can include house number, street name/suffix, or MSAG community. |
| (C) | Verification Process Completed.   |





# Maui County E9-1-1 Status Report

April 1, 2024 - April 30, 2024

## 3. GEOGRAPHIC INFORMATION SYSTEM (GIS) – APRIL 2024

### MAPPING LAYERS UPDATED (PART I)

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

| MAUI COUNTY  |                                 |  |
|--|---------------------------------|--|
| Type of Layer  | V2X formerly Akimeka GIS Server | Other/Remarks  |
|  | Date Created/ Edits Performed   |  |
| <b>CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH &amp; RESPONSE<br/>(Listed Alphabetically)</b> |                                 |  |
| Address Points   | 4/17/2024<br>To<br>4/28/2024    | <b>Delivered 4/29/2024</b>   |
|  |                                 | Added address for four (4) records in Lanai                          |
|  |                                 | Added address for one (1) record in Kula                             |
|  |                                 | Added address for one (1) record in Kahului                          |
|  |                                 | Added address for one (1) record in Waihee                           |
|  |                                 | Added address for two (2) records in Kaunakakai                      |
|  |                                 | Added address for five (5) records in Haiku                          |
|  |                                 | Spatially corrected four (4) records in Haiku                        |
|  |                                 | Updated location name for one (1) record in Wailuku                  |
|  | 4/3/2024<br>To<br>4/16/2024     | <b>Delivered 4/17/2024</b>   |
|  |                                 | Spatially corrected one (1) record in Paia                           |
|  |                                 | Added address for two (2) records in Kula                            |
|  |                                 | Added address for two (2) records in Haiku                           |
|  |                                 | Added address for three (3) records in Kihei                         |
|  |                                 | Spatially corrected two (2) records in Napili                        |
|  |                                 | Added location name for two (2) records in Wailuku                   |
|  |                                 | Added label & neighborhood info for ninety-one (91) records in Kihei |
|  |                                 | Added address for one (1) record in Hoolehua                         |
|  |                                 | Spatially corrected one (1) record in Haiku                          |
|  |                                 | Added address for one (1) record in Paia                             |
|  |                                 | Added address for one (1) record in Maunaloa                         |
|  |                                 | Added address for one (1) record in Kaluakoi                         |
|  |                                 | Added address for one (1) record in Hana                             |
|  |                                 | Updated routing ID for four (4) records in Napili                    |
|  |                                 | Added address for one (1) record in Kapalua                          |





# Maui County E9-1-1 Status Report

April 1, 2024 - April 30, 2024

## MAPPING LAYERS UPDATED (PART II)

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

| MAUI COUNTY  |  |  |
|--|--|--|
| Type of Layer  | V2X formerly Akimeka GIS Server                          | Other/Remarks  |
|  | Date Created/ Edits Performed                            |  |
| <b>CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH &amp; RESPONSE<br/>(Listed Alphabetically)</b> |  |  |
| Address Points   | 4/3/2024<br>To<br>4/16/2024                              | Spatially corrected six (6) records in Maunaloa              |
|  |  | Updated routing ID for four (4) records in Wailuku           |
|  |  | Spatially corrected two (2) records in Kihei                 |
|  |  | Added address for two (2) records in Wailuku                 |
|  | <b>Delivered 4/3/2024</b>                                |  |
|  | 4/1/2024<br>To<br>4/2/2024                               | Added address for one (1) record in Lahaina                  |
|  |  | Spatially corrected two (2) records in Kula                  |
|  |  | Spatially corrected three (3) records in Lahaina             |
| Added address for one hundred and sixty-one (161) records in Wailuku                               |  |  |
| Added address for one (1) record in Haliimaile   |  |  |
| Airports   |  |  |
| Bridges  |  |  |
| Building Footprints  | 4/17/2024<br>To<br>4/28/2024                             | <b>Delivered 4/29/2024</b>                                   |
|  |  | Spatially corrected one (1) record in Kapalua                |
|  |  | Added building footprint for eight (8) records in Kaunakakai |
|  |  | Spatially corrected fifteen (15) records in Kaunakakai       |
|  | Added building footprint for five (5) records in Kapalua |  |
|  | <b>Delivered 4/17/2024</b>                               |  |
| 4/3/2024<br>To<br>4/16/2024  | Spatially corrected two (2) records in Kahului           |  |
|  | Added building footprint for one (1) record in Kahului   |  |
| Bus Stops  |  |  |
| Churches   |  |  |
| Coastal Names  |  |  |
| Coastline  |  |  |
| Common Places  |  |  |





# Maui County E9-1-1 Status Report

April 1, 2024 - April 30, 2024

## MAPPING LAYERS UPDATED (PART III)

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

| MAUI COUNTY  |                                  |   |
|--|----------------------------------|---|
| Type of Layer  | V2X formerly Akimeka GIS Server  | Other/Remarks   |
|  | Date Created/<br>Edits Performed |   |
| <b>CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH &amp; RESPONSE<br/>(Listed Alphabetically)</b> |                                  |   |
| Correctional Facilities  |                                  |   |
| Emergency Callboxes  |                                  |   |
| Emergency Operation Centers  |                                  |   |
| Emergency Shelters   |                                  |   |
| ESZ/ESN  |                                  |   |
| Fire Beats   |                                  |   |
| Fire Districts   |                                  |   |
| Fire Response Areas  |                                  |   |
| Fire Stations  |                                  |   |
| Food & Beverage  |                                  |   |
| Gas Stations   |                                  |   |
| Gate Codes   | 4/17/2024 To<br>4/28/2024        | Delivered 4/29/2024<br>Added gate code for one (1) record in Kula |
| Government Buildings   |                                  |   |
| Harbors  |                                  |   |
| Helipads   |                                  |   |
| Hiking Trails  |                                  |   |
| Hospitals  |                                  |   |
| Hydrants   |                                  |   |
| Hyrdology Layers   |                                  |   |
| Incident Response Areas  |                                  |   |
| Lodging  |                                  |   |
| Major Roads  |                                  |   |
| Medic Beats  |                                  |   |





# Maui County E9-1-1 Status Report

April 1, 2024 - April 30, 2024

## MAPPING LAYERS UPDATED (PART IV)

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

| MAUI COUNTY  |                                 |   |
|--|---------------------------------|---|
| Type of Layer  | V2X formerly Akimeka GIS Server | Other/Remarks   |
|  | Date Created/Edits Performed    |   |
| <b>CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH &amp; RESPONSE<br/>(Listed Alphabetically)</b> |                                 |   |
| Medic Districts  |                                 |   |
| Medic Response Areas   |                                 |   |
| Medic Stations   |                                 |   |
| Medical Facilities   |                                 |   |
| Milepost Markers   |                                 |   |
| MSAG Communities   |                                 |   |
| Net Junctions  |                                 |   |
| Ocean Rescue Boundaries  |                                 |   |
| Ocean Safety   |                                 |   |
| Parcels  |                                 |   |
| Parks  |                                 |   |
| Parks Polygon  |                                 |   |
| Points of Interest   | 4/17/2024<br>To<br>4/28/2024    | <b>Delivered 4/29/2024</b>                                      |
|  |                                 | Added neighborhood info for two (2) records in Waikapu          |
|  |                                 | Added neighborhood info for twenty-six (26) records in Kula     |
|  |                                 | Added neighborhood info for two (2) records in Haliimaile       |
|  |                                 | Added neighborhood info for twelve (12) records in Maalaea      |
|  |                                 | Added neighborhood info for twenty-one (21) records in Haiku    |
|  |                                 | Added neighborhood info for four (4) records in Maunaloa        |
|  |                                 | Added neighborhood info for fifty-one (51) records in Napili    |
|  |                                 | Added neighborhood info for eight (8) records in Makawao        |
|  |                                 | Added neighborhood info for sixty-three (63) records in Wailuku |
|  |                                 | Added neighborhood info for twenty-five (25) records in Wailea  |
|  |                                 | Added neighborhood info for two (2) records in Kualapuu         |
|  |                                 | Added neighborhood info for thirty-two (32) records in Lahaina  |
|  |                                 | Added neighborhood info for eight (8) records in Paia           |





# Maui County E9-1-1 Status Report

April 1, 2024 - April 30, 2024

## MAPPING LAYERS UPDATED (PART V)

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

| MAUI COUNTY  |  |   |
|--|--|---|
| Type of Layer  | V2X formerly Akimeka GIS Server                    | Other/Remarks   |
|  | Date Created/ Edits Performed                      |   |
| <b>CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH &amp; RESPONSE<br/>(Listed Alphabetically)</b> |  |   |
| Points of Interest   | 4/17/2024<br>To<br>4/28/2024                       | Added neighborhood info for two (2) records in Kaluakoi                     |
|  |  | Added neighborhood info for twenty-six (26) records in Hana                 |
|  |  | Added neighborhood info for twenty-one (21) records in Kaanapali            |
|  |  | Added neighborhood info for eleven (11) records in Kapalua                  |
|  |  | Added neighborhood info for one (1) record in Spreckelsville                |
|  |  | Added neighborhood info for sixteen (16) records in Kaunakakai              |
|  |  | Added neighborhood info for thirteen (13) records in Lanai                  |
|  |  | Added neighborhood info for eighteen (18) records in Kahului                |
|  |  | Added neighborhood info for one hundred and fourteen (114) records in Kihei |
|  |  | Added neighborhood info for five (5) records in Waiehu                      |
|  |  | Added neighborhood info for six (6) records in Pukalani                     |
|  |  | Added POI for two (2) records in Wailuku                                    |
|  |  | Added neighborhood info for six (6) records in Waihee                       |
|  |  | Added neighborhood info for four (4) records in Hoolehua                    |
|  | Updated class, subclass for one (1) record in Kula |   |
| 4/3/2024<br>To<br>4/16/2024  | <b>Delivered 4/17/2024</b>                         |   |
|  | Added POI for one (1) record in Kahului            |   |
|  | Added POI for two (2) records in Wailuku           |   |
| Police Beats   |  |   |
| Police Districts   |  |   |
| Police Response Areas  |  |   |
| Police Stations  |  |   |
| Post Offices   |  |   |
| Schools  | 4/17/2024 To<br>4/28/2024                          | <b>Delivered 4/29/2024</b>  |
|  |  | Added school for one (1) record in Wailuku                                  |





# Maui County E9-1-1 Status Report

April 1, 2024 - April 30, 2024

## MAPPING LAYERS UPDATED (PART VI)

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

| MAUI COUNTY  |   |  |   |
|--|---|--|---|
| Type of Layer  | V2X formerly Akimeka GIS Server   | Other/Remarks  |   |
|  | Date Created/Edits Performed  |  |   |
| <b>CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH &amp; RESPONSE<br/>(Listed Alphabetically)</b> |   |  |   |
| Street Centerlines   | 4/17/2024<br>To<br>4/28/2024  | <b>Delivered 4/29/2024</b>   |   |
|  |   | Split street centerline eight (8) records in Kahului<br>Added street centerline for two (2) records in Kahului   |   |
|  | 4/3/2024<br>To<br>4/16/2024   | <b>Delivered 4/17/2024</b>   |   |
|  |   | Split street centerline one (1) record in Kahului<br>Updated street centerline range for two (2) records in Paia |   |
|  |   | Spatially corrected one (1) record in Napili<br>Updated street centerline range for two (2) records in Kahului   |   |
|  |   | Modified range for two (2) records in Napili<br>Added street centerline for seventeen (17) records in Kahului    |   |
|  |   | 4/1/2024<br>To<br>4/2/2024   | <b>Delivered 4/3/2024</b>   |
|  | Assigned range for nine (9) records in Wailuku<br>Split centerline, modified range for three (3) records in Wailuku |  |   |
|  | Subdivisions  | 4/3/2024 To<br>4/16/2024   | <b>Delivered 4/17/2024</b><br>Added POI for one (1) record in Kahului |
|  | Tow Jurisdictions   |  |   |
| Tsunami Evacuation Zones   |   |  |   |
| Tsunami Heights  |   |  |   |
| Waste Water Plants   |   |  |   |
| WSP Cell Sectors   | 4/17/2024 To<br>4/28/2024   | <b>Delivered 4/29/2024</b>   |   |
|  |   | Added twelve (12) sectors per AT&T CRS   |   |
|  | 4/3/2024<br>To<br>4/16/2024   | <b>Delivered 4/17/2024</b>   |   |
| Updated twenty-two (22) sectors per AT&T CRS<br>Added eight (8) sectors per AT&T CRS               |   |  |   |





# Maui County E9-1-1 Status Report

April 1, 2024 - April 30, 2024

## MAPPING LAYERS UPDATED (PART VII)

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

| MAUI COUNTY  |                                      |                                     |
|--|--------------------------------------|-------------------------------------|
| Type of Layer  | V2X formerly Akimeka GIS Server      | Other/Remarks                       |
|  | Date Created/ Edits Performed        |                                     |
| <b>CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH &amp; RESPONSE<br/>(Listed Alphabetically)</b> |                                      |                                     |
| WSP Cell Towers  | 4/17/2024                            | <b>Delivered 4/29/2024</b>          |
|  | To                                   | Added three (3) towers per AT&T CRS |
|  | 4/28/2024                            | Updated two (2) towers per AT&T CRS |
|  | 4/3/2024                             | <b>Delivered 4/17/2024</b>          |
| To   | Added two (2) towers per AT&T CRS    |                                     |
| 4/16/2024  | Updated four (4) towers per AT&T CRS |                                     |

### NOTE:

The Parcels layer is provided by Maui County. V2X (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, 2024 - April 30, 2024

## 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  |
|-----------|---|
| 4/29/2024 | Delivered .map, .ply, .rte, and .str files for Intergraph CAD 9.4 with updated data which included Address Points, Building Footprints, Cell Towers, Common Places Lookup table, Gate Codes, Points Of Interest, Street Centerlines, and RMS files.   |
| 4/29/2024 | Delivered updated data for MapFlex which included Address Points, Building Footprints, Points Of Interest, Schools, Street Centerlines, WSP Cell Sectors, and WSP Cell Towers.  |
| 4/26/2024 | Delivered PSAP boundaries (including water) to ComTech on behalf of Verizon for location-based routing (LBR) for the State of Hawaii.   |
| 4/17/2024 | Delivered updated data for MapFlex which included Address Points, Building Footprints, Points Of Interest, Street Centerlines, Subdivisions, WSP Cell Sectors, and WSP Cell Towers.   |
| 4/17/2024 | Delivered .map, .ply, .rte, and .str files for Intergraph CAD 9.4 with updated data which included Address Points, Building Footprints, Cell Towers, Common Places Lookup table, Points Of Interest, Street Centerlines, Subdivisions, and RMS files. |
| 4/3/2024  | Delivered .map, .ply, .rte, and .str files for Intergraph CAD 9.4 with updated data which included Address Points, Building Footprints, Cell Towers, Common Places Lookup table, Points Of Interest, Street Centerlines, and RMS files.               |
| 4/3/2024  | Delivered updated data for MapFlex which included Address Points, Building Footprints, Points Of Interest, Street Centerlines, WSP Cell Sectors, and WSP Cell Towers.   |

# Maui County E9-1-1 Status Report

April 1, 2024 - April 30, 2024

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## GIS FOR 911

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

## 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 3<sup>rd</sup>, 2024 – V2X delivered an updated Intergraph CAD map which included:
  - a. .map, .ply, .rte, and .str
  - b. Address Points, Building Footprints, Common Name Lookup Table, Points Of Interest, Street Centerlines, and WSP Cell Towers.
  - c. RMS files
2. V2X delivered an updated Intergraph CAD map April 17<sup>th</sup>, 2024, which included:
  - a. .map, .ply, .rte, and .str
  - b. Address Points, Building Footprints, Common Name Lookup Table, Points Of Interest, Street Centerlines, Subdivisions, and WSP Cell Towers
  - c. RMS files
3. V2X delivered an updated Intergraph CAD map April 29<sup>th</sup>, 2024, which included:
  - a. .map, .ply, .rte, and .str
  - b. Address Points, Building Footprints, Common Name Lookup Table, Gate Codes, Points Of Interest, Schools, Street Centerlines, and WSP Cell Towers
  - c. RMS files

During May 2024, 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.



# Maui County E9-1-1 Status Report

April 1, 2024 - April 30, 2024

## MOTOROLA PREMIER ONE PROJECT

On Wednesday, February 15, 2023, and Thursday, February 16<sup>th</sup>, 2023, V2X (formerly Akimeka) participated in the GIS workshop with Motorola GIS staff. V2X 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 20<sup>th</sup>, 2023 V2X (formerly Akimeka) delivered GIS data updates for Motorola for the Premiere One CAD implementation.

On Wednesday, May 24, 2023, V2X (formerly Akimeka) met with the Maui Fire Department’s executive staff along with the Maui Police Department Dispatch Director and Supervisor to discuss future growth of new Fire Stations in Maui County. New projected Fire Boundaries maps were provided by V2X (formerly Akimeka) to both agencies for review. Delivered to the Fire Department were also street intersection maps that poses a discrepancy with the Motorola CAD. The Fire Department will determine which jurisdiction they prefer to cover each intersection. V2X (formerly Akimeka) will adjust the maps according as determined by the Maui Fire Department.

## MAPFLEX SYSTEM

April 2024

V2X (formerly Akimeka) delivered GIS data to the MapFlex system on the following dates in April 2024

**Hawaii County** – April 2, 2024, April 16, 2024, and \*April 29, 2024

**Maui County** – April 3, 2024, and April 17, 2024, and \*April 29, 2024

**Kauai County** – April 4, 2024, and April 18, 2024, and \*April 29, 2024

**Honolulu** – April 5, 2024, and April 19, 2024, and \*April 29, 2024

\*Due to V2X FTP site migration and construction, 1<sup>st</sup> May deliveries were sent on April 29, 2024

## MAPFLEX ISSUES

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

## MAUI EMS (AMR)

On May 23, 2023, The Maui EMS Director contacted V2X (formerly Akimeka) to discuss new Medic boundaries for Molokai. AMR is planning to add a new Medic Station in Hoolehua in the near future. A projected new boundary map was provided to the AMR director for review.





# Maui County E9-1-1 Status Report

April 1, 2024 - April 30, 2024

## 4. SERVICE REQUESTS TRANSACTIONS

### OPEN SERVICE REQUESTS – MAUI COUNTY PSAPS - APRIL 2024

| MAUI COUNTY |      |          |             |      |         |          |
|-------------|------|----------|-------------|------|---------|----------|
| #           | Date | Ticket # | Description | PSAP | Urgency | Comments |
|             |      |          | None        |      |         |          |

NOTE:

There are no (0) Open Service Request for the Maui County PSAPs for April 2024.

### MAUI PSAP SERVICE REQUESTS YEAR-TO-DATE (YTD) SUMMARY – 2024

| MAUI COUNTY     |          |          |          | MSAG SERVICE REQUEST CATEGORIES |          |          |          |          |          |
|-----------------|----------|----------|----------|---------------------------------|----------|----------|----------|----------|----------|
| 2024            | TOTAL    |          | Open     | WIRELINE                        |          | WIRELESS |          | VoIP     |          |
|                 | Created  | Closed   |          | Created                         | Closed   | Created  | Closed   | Created  | Closed   |
| 2023 Carryover* |          |          | 0        |                                 |          |          |          |          |          |
| January         | 0        | 0        | 0        | 0                               | 0        | 0        | 0        | 0        | 0        |
| February        | 0        | 0        | 0        | 0                               | 0        | 0        | 0        | 0        | 0        |
| March           | 0        | 0        | 0        | 0                               | 0        | 0        | 0        | 0        | 0        |
| April           | 0        | 0        | 0        | 0                               | 0        | 0        | 0        | 0        | 0        |
| May             |          |          |          |                                 |          |          |          |          |          |
| June            |          |          |          |                                 |          |          |          |          |          |
| July            |          |          |          |                                 |          |          |          |          |          |
| August          |          |          |          |                                 |          |          |          |          |          |
| September       |          |          |          |                                 |          |          |          |          |          |
| October         |          |          |          |                                 |          |          |          |          |          |
| November        |          |          |          |                                 |          |          |          |          |          |
| December        |          |          |          |                                 |          |          |          |          |          |
| <b>TOTAL</b>    | <b>0</b> | <b>0</b> | <b>0</b> | <b>0</b>                        | <b>0</b> | <b>0</b> | <b>0</b> | <b>0</b> | <b>0</b> |

|              |   |
|--------------|---|
| <u>Note:</u> | *The 2023 Carry Over row indicates the number of Service Requests that were opened in 2023; however, were brought forward into 2024 in an effort to track the service request until completion. |
|--------------|---|

|                     | Category        | Description   |
|---------------------|-----------------|---|
| <b>Definitions:</b> | <b>Wireline</b> | Telephone Number (ALI) Discrepancies from land line phones that have been submitted to Intrado via 9-1-1 Net for correction.  |
|                     | <b>Wireless</b> | 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. |
|                     | <b>VoIP</b>     | Telephone Number (ALI) Discrepancies from VoIP phones that have been submitted to Time Warner Cable (TWCBL) or other VoIP providers for correction  |





## Maui County E9-1-1 Status Report

April 1, 2024 - April 30, 2024

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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 – June 2024

TWO-WAY (2-WAY) COMPARISON – JUNE 2024 - TBA

THREE-WAY (3-WAY) COMPARISON – JUNE 2024 – TBA

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

