

# Maui County E9-1-1 Status Report

*August 1, 2023 – August 31, 2023*



# Maui County E9-1-1 Status Report

**August 1, 2023 - August 31, 2023**

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## August 1, 2023 - August 31, 2023

### 1. PSAP OPERATIONS

#### 9-1-1 CALL VOLUME MAUI PSAP – AUGUST 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
AUG	11,838	761	6.43%	9,894	83.58%	23.44%	76.56%	343	2.90%	1	0.01%	0	0.00%	838	7.08%	1	0.01%

#### CALL VOLUME MAUI PSAP NOTES:

\*Calls with No ALI for August 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	14,820	894	6.03%	12,392	83.62%	24.40%	75.60%	337	2.27%	7	0.05%	0	0.00%	1,190	8.03%	0	0.00%
JUNE	13,969	795	5.69%	11,705	83.79%	23.55%	76.45%	320	2.29%	18	0.13%	0	0.00%	1,131	8.10%	0	0.00%
JULY	10,928	809	7.40%	8,919	81.62%	22.40%	77.60%	335	3.07%	11	0.10%	0	0.00%	854	7.81%	0	0.00%
AUG	11,838	761	6.43%	9,894	83.58%	23.44%	76.56%	343	2.90%	1	0.01%	0	0.00%	838	7.08%	1	0.01%
SEPT																	
OCT																	
NOV																	
DEC																	
YTD	108,016	7,003		89,339				2,732		44		0		8,897		1	
MON AVG	13,502	875	6.52%	11,167	82.67%	23.80%	76.20%	342	2.56%	6	0.04%	0	0.00%	1,112	8.21%	0.13	0.00%

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### 9-1-1 CALL VOLUME MOLOKAI PSAP – AUGUST 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
AUG	1007	68	6.75%	767	76.17%	64.80%	35.20%	21	2.09%	0	0.00%	0	0.00%	151	15.00%	0	0.00%

### CALL VOLUME MOLOKAI PSAP NOTES:

❗ Calls with No ALI for August 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	1212	234	19.31%	577	47.61%	33.10%	66.90%	7	0.58%	0	0.00%	0	0.00%	394	32.51%	0	0.00%
JUNE	697	117	16.79%	479	68.72%	33.82%	66.18%	3	0.43%	0	0.00%	0	0.00%	98	14.06%	0	0.00%
JULY	601	135	22.46%	356	59.23%	27.25%	72.75%	8	1.33%	0	0.00%	0	0.00%	102	16.97%	0	0.00%
AUG	1007	68	6.75%	767	76.17%	64.80%	35.20%	21	2.09%	0	0.00%	0	0.00%	151	15.00%	0	0.00%
SEPT																	
OCT																	
NOV																	
DEC																	
YTD	7,459	1,518		4,030				82		1		0		1828		0	
MON AVG	932	190	20.34%	504	55.04%	36.64%	63.36%	10.25	1.10%	0	0.01%	0	0.00%	228.5	23.51%	0	0.00%

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### 9-1-1 CALL VOLUME (COMBINED MAUI & MOLOKAI PSAPS) – AUGUST 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
AUG	12,845	829	6.45%	10,661	83.00%	26.41%	73.59%	364	2.83%	1	0.01%	0	0.00%	989	7.70%	1	0.01%

### 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	16,032	1,128	7.04%	12,969	80.89%	24.79%	75.21%	344	2.15%	7	0.04%	0	0.00%	1,584	9.88%	0	0.00%
JUNE	14,666	912	6.22%	12,184	83.08%	23.96%	76.04%	323	2.20%	18	0.12%	0	0.00%	1,229	8.38%	0	0.00%
JULY	11,529	944	8.19%	9,275	80.45%	22.59%	77.41%	343	2.98%	11	0.10%	0	0.00%	956	8.29%	0	0.00%
AUG	12,845	829	6.45%	10,661	83.00%	26.41%	73.59%	364	2.83%	1	0.01%	0	0.00%	989	7.70%	*1	0.01%
SEPT																	
OCT																	
NOV																	
DEC																	
YTD	115,475	8,521		93,369				2,814		45		0		10,725		0	
MON AVG	14,434	1,065	7.40%	11,671	80.87%	24.47%	75.53%	352	2.46%	6	0.04%	0.00	0.00%	1,341	9.23%	0	0.00%

\*1 (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.

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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%
<b>Total</b>	<b>1,398,198</b>	<b>100.00%</b>	<b>1,526,726</b>	<b>100.00%</b>	<b>1,393,638</b>	<b>100.00%</b>	<b>1,544,123</b>	<b>100.00%</b>	<b>1,464,398</b>	<b>100.00%</b>	<b>1,417,487</b>	<b>100.00%</b>

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

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

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

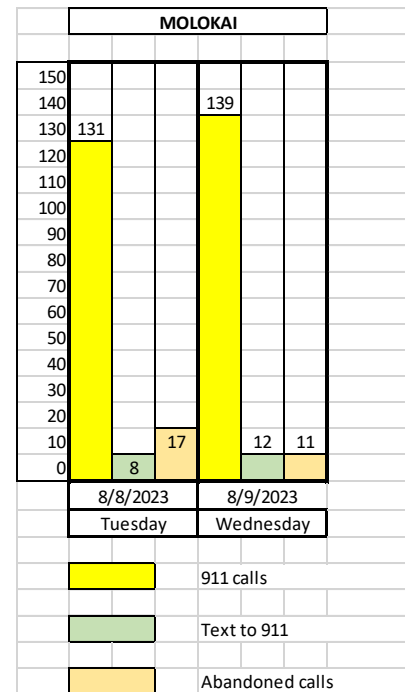
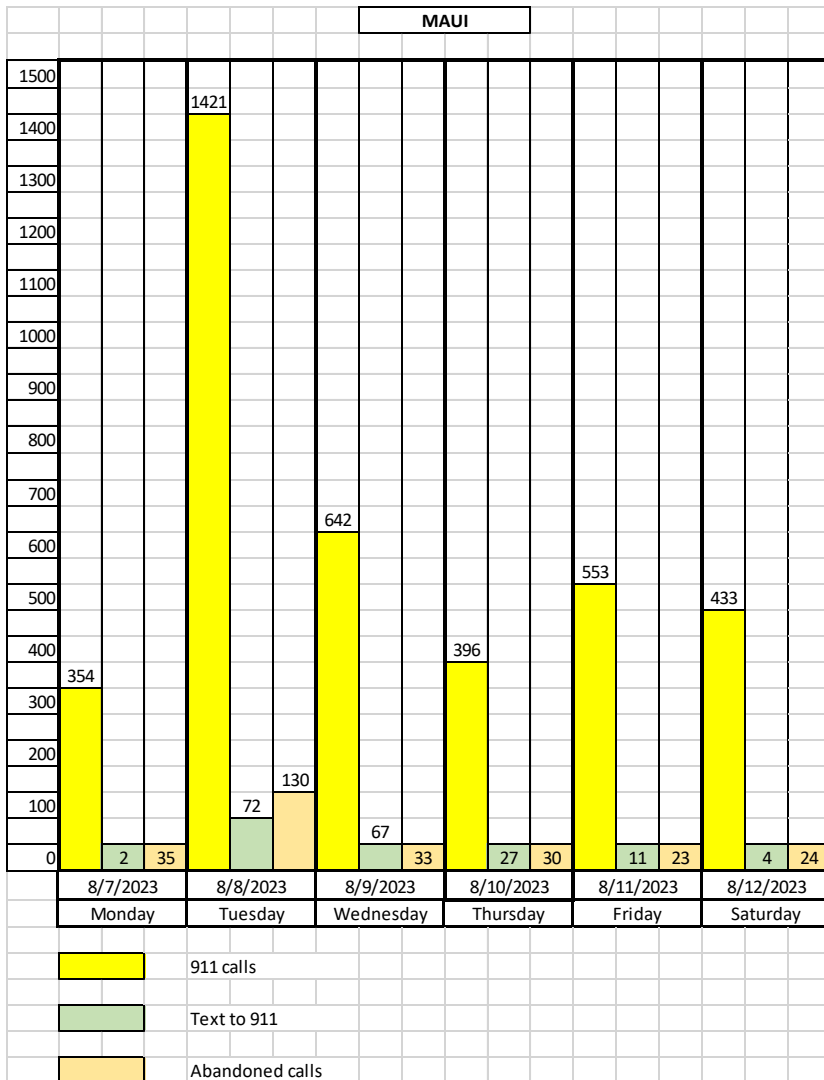


# Maui County E9-1-1 Status Report

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## SPECIAL REPORT

### Maui Wildfire 911 Dispatch Summary August 7, 2023 - August 12, 2023



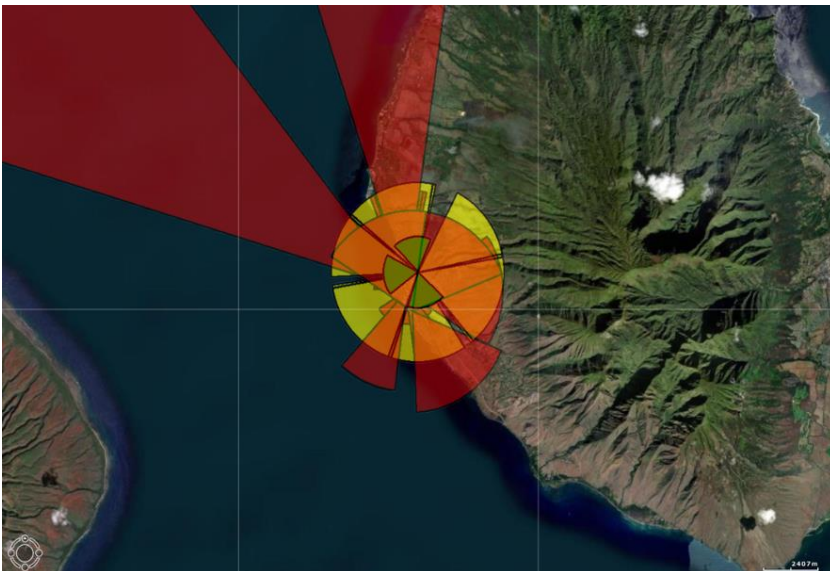
# Maui County E9-1-1 Status Report

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## Maui Wildfire MapFlex deliveries for COLTs (Cell towers on light trucks) and COWs (Cell on wheels)

Timeline:

- 8/11/2023 Notified by Verizon, of an upcoming deployment of a COLT in Lahaina for cellphone services.
- 8/13/2023 Received from T-Mobile a CRS (Call Routing Sheet) for a COW deployment in Lahaina.
- 8/13/2023 Contacted Intrado and facilitated an emergency upload process of Wireless GIS data into the MapFlex system for locating 911 cellphone callers.
- 8/14/2023 Delivered updated cell sectors to include the temporary Verizon and T-Mobile COWs in Lahaina, to Intrado for immediate load into MapFlex.
- 8/16/2023 Delivered updated cell sectors for the temporary AT&T COWs in Lahaina, to Intrado for immediate load into MapFlex.
- 8/21/2023 Delivered updated cell sectors for the temporary AT&T COWs in Lahaina, to Intrado for immediate load into MapFlex.
- 8/22/2023 Delivered updated cell sectors for the Verizon towers in Lahaina, to Intrado for immediate load into MapFlex.
- 8/24/2023 Delivered updated cell sectors for the Verizon towers in Lahaina, to Intrado for immediate load into MapFlex.



Temporary cell coverage areas for the COLTs and COWs in Lahaina.

COWs

COLTs

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**TEXT TO 911 – CURRENT MONTH – AUGUST 2023**

<b>TEXT TO 911 Maui County PSAPs 2023</b>		
Month	Received at Maui	Received at Molokai
January	21	6
February	30	0
March	39	2
April	25	1
May	32	1
June	48	6
July	46	0
August	225	24
September		
October		
November		
December		
YTD	466	40
Monthly Avg.	58	5

**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 – AUGUST 2023**

<b>MAUI COUNTY - AUGUST 2023</b>						
Date	WSP	Sites Tested	Sectors Tested	Tested By:	Test Pass/Fail	Comments:

**NOTES:**

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

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## 2. MSAG (MASTER STREET ADDRESS GUIDE)

### MSAG TRANSACTIONS CURRENT MONTH/YEAR – AUGUST 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	
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	146	129	11	4	2	899	0	0	28
JUNE	110	108	1	1	0	849	0	0	356
JULY	90	81	9	0	0	796	0	0	450
AUGUST	93	87	5	0	1	806	0	0	67
SEPTEMBER									
OCTOBER									
NOVEMBER									
DECEMBER									
<b>TOTAL YTD</b>	<b>1,719</b>	<b>1,656</b>	<b>51</b>	<b>6</b>	<b>6</b>	<b>7,625</b>	<b>0</b>	<b>1</b>	<b>981</b>
AVG PER MONTH	215	207	6	1	1	953	0	0	123

Definitions
<p>(A) <b>Dispatchable Location</b> - 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.</p> <p>(B) <b>Master Street Address Guide</b> - Represents corrections made to street records including, street names, address ranges, MSAG Communities and ESNs.</p> <p>(C) <b>Telephone Number Change Request</b> - 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.</p> <p>(D) <b>Automatic Location Information Discrepancy Record</b> - 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.</p>

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## MSAG CURRENT MONTH NOTES:

A total of **93** MSAG transactions were processed in 9-1-1 Net during the current month. Five (**5**) 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 **67** customer ANI/ALI (telephone number/address) records updated as a direct result.

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

One (**1**) ALI DR was submitted as the result of a 9-1-1 call. One (**1**) call was made from a residence phone in Kaunakakai, Molokai.

VSE (formerly Akimeka) submitted eighty-seven (**87**) TN CRs related to the Dispatchable Location Project during the current month.

## OPEN TELEPHONE RECORD (ALI) DISCREPANCY STATUS:

- **There are currently 806 Open TN CR Transactions.**
- **Refer to chart in the next section “TNCR Current Status”**

**806** 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 are no open VoIP DRs as of August 31, 2023**
- **There are no open ALI DRs as of August 31, 2023**

# Maui County E9-1-1 Status Report

**August 1, 2023 - August 31, 2023**

**TNCR (TELEPHONE NUMBER CHANGE REQUEST) CURRENT STATUS – AUGUST 2023**

**NOTE:**

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

<b>PSAP 9-1-1 Telephone Number Location Change Request (Telephone Number Change Request (TNCR) Status)</b>				
<b>County</b>	<b>TOTAL TNCR RECORDS SUBMITTED BY VSE (formerly AKIMEKA)</b>	<b>OPENED TNCRS PENDING FURTHER ACTION BY INTRADO</b>	<b>OPENED TNCRS REFERRED TO TELCO BY INTRADO</b>	<b>TOTAL UNOPENED TNCR RECORDS</b>
<b>MAUI</b>	<b>802</b>	<b>0</b>	<b>548</b>	<b>254</b>
<b>MOLOKAI</b>	<b>4</b>	<b>0</b>	<b>4</b>	<b>0</b>
<b>TOTAL</b>	<b>806</b>	<b>0</b>	<b>552</b>	<b>254</b>

<b>STATUS</b>
<b><u>TOTAL TNCRs SUBMITTED</u></b> - The total number of TNCR requests for modification that have been submitted in 9-1-1 NET.
<b><u>PENDING STATUS</u></b> - TNCRs assigned this status are requests which have been reviewed by the 9-1-1 Database Service Provider Data Analyst, and are pending investigation whether the request is valid or invalid, and/or whether the request requires additional information to validate.
<b><u>REFERRED STATUS</u></b> - TNCRs assigned this status are requests which have been reviewed by the 9-1-1 Database Service Provider Data Analyst, and the request requires additional information to validate. The INTRADO Data Analysts assigns this status to a TNCR and the request is referred to the telephone service providers for further research.
<b><u>TOTAL UNOPENED TNCR RECORDS STATUS</u></b> - The request is submitted by VSE (formerly Akimeka) on behalf the PSAP; however, processing by the 9-1-1 Database Service Provider Data Analyst has not begun.

# Maui County E9-1-1 Status Report

## August 1, 2023 - August 31, 2023

### DISPATCHABLE LOCATION – STATUS AS OF – AUGUST 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 **87** Dispatchable Locations submitted in August 2023 and **162** were processed by Intrado. (see next pages)

Dispatchable Location			
2023	Common Name Place MSAG Address	TNCR* Transactions Submitted	Transactions Processed**
Quarter 3			
Quarter 2 Carryover		<b>19,364</b>	<b>18,668</b>
<b>August</b>	Maui Okinawa Cultural Center, 688 Nukuwai Pl, Wailuku	2	0
	Otto Shop Maui, 1818 Oihana St, Wailuku	1	0
	Ba-Le Sandwiches, 1824 Oihana St, Wailuku	2	2
	Kahekili Terrace, 1837 Piihana Rd, Wailuku	3	3
	Puuone Hale Alii, 480 Pio Pl, Wailuku	2	2
	Puuone Terrace, 493 Pio Pl, Wailuku	15	11
	Sunview Apts, 529 Pio Pl, Wailuku	3	3
	Iao Parkside, 10 Piwai Ln, Wailuku	4	3
	Mental Health Kokua, 503 Ua Pl, Wailuku	4	3
	Wailuku Hongwanji, 1828 Vineyard St, Wailuku	3	1
	Beauty Bar, 1910 Vineyard St, Wailuku	2	0
	The Salon Executives Inc, 1920 Vineyard St, Wailuku	1	0
	Multi Bus, 1931 Vineyard St, Wailuku	6	2

## Maui County E9-1-1 Status Report

**August 1, 2023 - August 31, 2023**

DISPATCHABLE LOCATION – STATUS AS OF – AUGUST 2023 – CONTINUED

Dispatchable Location			
2023	Common Name Place MSAG Address	TNCR* Transactions Submitted	Transactions Processed**
Quarter 3			
Quarter 2 Carryover		<b>19,364</b>	<b>18,668</b>
<b>August</b>	Glenn F Okuda DMD Inc, 1934 Vineyard St, Wailuku	2	0
	Multi Bus, 1939 Vineyard St, Wailuku	4	0
	K-Deck Canvass Corp, 1942 Vineyard St, Wailuku	3	2
	Multi Bus, 1955 Vineyard St, Wailuku	3	1
	Wilcox Chiropractic, 1958 Vineyard St, Wailuku	1	0
	A White Orchid Wedding Inc, 1961 Vineyard St, Wailuku	16	16
	Na Hoaloha\Jeff Drood MD, 1962 Vineyard St, Wailuku	10	0
	Multi Bus, 58 Maui Lani Pkwy, Wailuku	0	21
	Hawaii Public Adjusters, 437 Liholiho St, Wailuku	0	8
	Uptown Chevron Service, 2085 Main St, Wailuku	0	13
	HSG-SOH Judiciary/Courthouse, 2145 Main St, Wailuku	0	22
	Multi Bus, 2158 Main St, Wailuku	0	25
	Multi Bus, 2180 Main St, Wailuku	0	24
<b>September</b>			
<b>Q3</b>		<b>168</b>	<b>212</b>
<b>Total</b>		<b>19,532</b>	<b>18,880</b>



# Maui County E9-1-1 Status Report

**August 1, 2023 - August 31, 2023**

**SPECTRUM (CHARTER) 9-1-1 VOIP DATABASE VERIFICATION PROJECT – AUGUST 2023**

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

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

<b>*Spectrum (Charter) 9-1-1 VoIP Database Verification Project</b>					
<b>PSAP</b>	<b>TOTAL RECORDS SUBMITTED BY SPECTRUM (A)</b>	<b>TOTAL RECORDS MATCHING &amp; VERIFIED WITH 911 DATABASES (B)</b>	<b>TOTAL RECORDS NOT MATCHING</b>	<b>NON MATCHING RECORDS CORRECTED BY VSE (formerly AKIMEKA) (C)</b>	<b>PERCENT COMPLETED</b>
<b>HAWAII County</b>	<b>22,044</b>	<b>21,638 (98%)</b>	<b>406</b>	<b>406</b>	<b>100.00%</b>
<b>KAUAI County</b>	<b>8,936</b>	<b>8,695 (97%)</b>	<b>241</b>	<b>241</b>	<b>100.00%</b>
<b>MAUI County</b>	<b>18,256</b>	<b>17,517 (96%)</b>	<b>739</b>	<b>739</b>	<b>100.00%</b>
<b>OAHU Civilian</b>	<b>87,414</b>	<b>85,329 (98%)</b>	<b>2,085</b>	<b>2,085</b>	<b>100.00%</b>
<b>OAHU Military</b>	<b>3,663</b>	<b>710 (19%)</b>	<b>2,953</b>	<b>2,953</b>	<b>100.00%</b>
<b>TOTAL</b>	<b>140,313</b>	<b>**133,889</b>	<b>6,424</b>	<b>6,424</b>	<b>100.00%</b>

\* Spectrum VoIP Database received on June 21st, 2017

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

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

# Maui County E9-1-1 Status Report

**August 1, 2023 - August 31, 2023**

## BANDWIDTH 9-1-1 VOIP DATABASE VERIFICATION PROJECT – AUGUST 2023

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

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

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

<b>*Bandwidth</b>					
<b>9-1-1 VoIP Database Verification Project *** (Updated)</b>					
<b>PSAP</b>	<b>TOTAL RECORDS SUBMITTED BY BANDWIDTH (A)</b>	<b>TOTAL NO MATCHING RECORDS IDENTIFIED BY VSE (formerly AKIMEKA)</b>	<b>BANDWIDTH FALLOUT RECORDS (B)</b>	<b>NON MATCHING RECORDS CORRECTED BY VSE (formerly AKIMEKA) (C)</b>	<b>PERCENT COMPLETED</b>
<b>WAII County</b>	<b>2,126</b>	<b>97</b>	<b>16</b>	<b>106</b>	<b>93.81%</b>
<b>UAUI County</b>	<b>555</b>	<b>75</b>	<b>3</b>	<b>73</b>	<b>93.59%</b>
<b>AUI County</b>	<b>1,794</b>	<b>60</b>	<b>14</b>	<b>69</b>	<b>93.24%</b>
<b>AHU Civilian</b>	<b>12,898</b>	<b>1,556</b>	<b>44</b>	<b>1,590</b>	<b>99.38%</b>
<b>AHU Military</b>	<b>173</b>	<b>156</b>	<b>11</b>	<b>163</b>	<b>97.60%</b>
<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 VSE (formerly Akimeka) for research and MSAG address validation.
(B)	VoIP records identified by Bandwidth as fallout records. These records contain invalid MSAG addressing information which can include house number, street name/suffix, or MSAG community.
(C)	Verification Process Completed.

# Maui County E9-1-1 Status Report

**August 1, 2023 - August 31, 2023**

## 3. GEOGRAPHIC INFORMATION SYSTEM (GIS) – AUGUST 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
<b>CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH &amp; RESPONSE (Listed Alphabetically)</b>		
<b>Address Points</b>	<b>8/23/2023 To 8/31/2023</b>	<b>Next Delivery 9/6/2023</b>
		Added address for one (1) record in Lanai
		Added address for one (1) record in Makawao
		Spatially corrected two (2) records in Kula
		Spatially corrected one (1) record in Makawao
		Added address for three (3) records in Kula
		Spatially corrected one (1) record in Lanai
		Spatially corrected two (2) records in Pukalani
		Added address for one (1) record in Waikapu
		Added address for one (1) record in Kapalua
	<b>8/9/2023 To 8/22/2023</b>	<b>Delivered 8/23/2023</b>
		Added address for two (2) records in Napili
		Spatially corrected thirteen (13) records in Kualapuu
		Added address for one (1) record in Makawao
		Added address for two (2) records in Haiku
		Spatially corrected one (1) record in Kihei
		Added address for one (1) record in Kapalua
		Added address for one (1) record in Wailuku
	Added address for one (1) record in Kualapuu	
	Spatially corrected twenty-six (26) records in Wailuku	
	<b>8/1/2023 To 8/8/2023</b>	<b>Delivered 8/9/2023</b>
		Added address for seventeen (17) records in Kahului
		Added address for two (2) records in Kula
		Spatially corrected one hundred and eighty-three (183) records in Kahului
		Added address for sixty-one (61) records in Wailuku
	Spatially corrected forty-nine (49) records in Wailuku	

# Maui County E9-1-1 Status Report

August 1, 2023 - August 31, 2023

**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	Other/Remarks
	Date Created/ Edits Performed	
<b>CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH &amp; RESPONSE (Listed Alphabetically)</b>		
Airports		
Bridges		
Building Footprints		
Bus Stops		
Churches		
Coastal Names		
Coastline		
Common Places		
Correctional Facilities		
Emergency Callboxes		
Emergency Operation Centers		
Emergency Shelters		
ESZ/ESN		
Fire Beats		
Fire Districts		
Fire Response Areas		
Fire Stations		
Food & Beverage		
Gas Stations		
Gate Codes		
Government Buildings		
Harbors		
Helipads		

# Maui County E9-1-1 Status Report

**August 1, 2023 - August 31, 2023**

**MAPPING LAYERS UPDATED (PART III)**

*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	Other/Remarks
	Date Created/ Edits Performed	
<b>CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH &amp; RESPONSE (Listed Alphabetically)</b>		
Hiking Trails		
Hospitals		
Hydrants		
Hyrdology Layers		
Incident Response Areas		
Lodging		
Major Roads		
Medic Beats		
Medic Districts		
Medic Response Areas		
Medic Stations		
Medical Facilities		
Milepost Markers		
MSAG Communities		
Net Junctions		
Ocean Rescue Boundaries		
Ocean Safety		
Parcels		
Parks		
Parks Polygon		
Points of Interest	8/9/2023 To 8/22/2023	Delivered 8/23/2023 Added POI for one (1) record in Wailuku
	8/1/2023 To 8/8/2023	Delivered 8/9/2023 Added POI for one (1) record in Wailea

# Maui County E9-1-1 Status Report

August 1, 2023 - August 31, 2023

## 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	Other/Remarks
	Date Created/ Edits Performed	
<b>CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH &amp; RESPONSE (Listed Alphabetically)</b>		
Police Beats		
Police Districts		
Police Response Areas		
Police Stations		
Post Offices		
Schools		
Street Centerlines	8/23/2023 To 8/31/2023	<b>Next Delivery 9/6/2023</b>
		Modified range for one (1) record in Kula
		Spatially corrected one (1) record in Kula
	8/9/2023 To 8/22/2023	<b>Delivered 8/23/2023</b>
		Spatially corrected fourteen (14) records in Kualapuu
		Partial spatial correction for one (1) record in Kapalua
		Added street centerline for eleven (11) records in Wailuku
		Partial spatial correction for one (1) record in Kualapuu
	8/1/2023 To 8/8/2023	<b>Delivered 8/9/2023</b>
		Assigned range for three (3) records in Wailuku
Subdivisions	8/1/2023 To 8/8/2023	<b>Delivered 8/9/2023</b>
		Added subdivision for one (1) record in Wailea
Tow Jurisdictions		
Tsunami Evacuation Zones		
Tsunami Heights		

# Maui County E9-1-1 Status Report

**August 1, 2023 - August 31, 2023**

**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	Other/Remarks	
	Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
<b>Waste Water Plants</b>			
<b>WSP Cell Sectors</b>	<b>8/23/2023 To 8/31/2023</b>	<b>Next Delivery 9/6/2023</b>	
		Added fifteen (15) sectors per Verizon Wireless CRS	
		Updated twelve (12) sectors per Verizon Wireless CRS	
			Added seven (7) sectors per AT&T CRS
	<b>8/9/2023 To 8/22/2023</b>	<b>Delivered 8/23/2023</b>	
		Added ten (10) sectors per Verizon Wireless CRS	
		Updated ten (10) sectors per Dish Wireless CRS	
		Updated three (3) sectors per Verizon Wireless CRS	
		Updated three (3) sectors per AT&T CRS	
		Added thirty (30) sectors per AT&T CRS	
<b>WSP Cell Towers</b>	<b>8/23/2023 To 8/31/2023</b>	<b>Next Delivery 9/6/2023</b>	
		Updated two (2) towers per Verizon Wireless CRS	
		Updated three (3) towers per AT&T CRS	
	<b>8/9/2023 To 8/22/2023</b>	<b>Delivered 8/23/2023</b>	
		Added one (1) tower per AT&T CRS	
		Updated one (1) tower per Verizon Wireless CRS	
		Updated one (1) tower per Dish Wireless CRS	
		Updated two (2) towers per AT&T CRS	
		Added one (1) tower per T-Mobile CRS	

**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

**August 1, 2023 - August 31, 2023**

**GEOGRAPHIC INFORMATION SYSTEM (GIS) NARRATIVES**

**GIS KEY ACTIVITIES/UPDATES**

- **GIS Key activities include the events such as GIS deliverables, meetings, agreements, etc.**

Date	Key Activities/Updates
8/24/2023	Delivered updated cell sectors for the Verizon towers in Lahaina, to Intrado for immediate load into MapFlex.
8/23/2023	Delivered .map, .ply, .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.
8/23/2023	Delivered updated data for MapFlex which included Address Points, Points of Interest, Street Centerlines, WSP Cell Sectors, and WSP Cell Towers.
8/22/2023	Delivered updated cell sectors for the Verizon towers in Lahaina, to Intrado for immediate load into MapFlex.
8/21/2023	Delivered updated cell sectors for the temporary AT&T COWs in Lahaina, to Intrado for immediate load into MapFlex.
8/17/2023	Delivered the address points and street centerlines for Lahaina and Kula MSAG to the EOC at the request of the Maui County Real Property staff, for disaster relief.
8/16/2023	Delivered updated cell sectors for the temporary AT&T COWs in Lahaina, to Intrado for immediate load into MapFlex.
8/14/2023	Delivered updated cell sectors to include the temporary Verizon and T-Mobile COWs in Lahaina, to Intrado for immediate load into MapFlex.
8/14/2023	Delivered the address points and street centerlines for Lahaina and KULA MSAG to Esri and FEMA for disaster relief.
8/9/2023	Delivered .map, .ply, .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, Subdivisions, and RMS files.
8/9/2023	Delivered updated data for MapFlex which included Address Points, Points of Interest, Street Centerlines, Subdivisions, WSP Cell Sectors, and WSP Cell Towers.



# Maui County E9-1-1 Status Report

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## 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.

## 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. August 9<sup>th</sup>, 2023 – Akimeka delivered an updated Intergraph CAD map which included:
  - a. .map, .ply, .rte, and .str
  - b. Address Points, Common Name Lookup Table, Points Of Interest, Street Centerlines, Subdivisions, and WSP Cell Towers.
  - c. RMS files
  
2. Akimeka delivered an updated Intergraph CAD map August 23<sup>rd</sup>, 2023, which included:
  - a. .map, .ply, .rte, and .str
  - b. Address Points, Common Name Lookup Table, Points Of Interest, Street Centerlines, and WSP Cell Towers
  - c. RMS files

During September 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 16<sup>th</sup>, 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 20<sup>th</sup>, 2023 VSE (formerly Akimeka) delivered GIS data updates for Motorola for the Premiere One CAD implementation.

On Wednesday, May 24, 2023, VSE (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 VSE (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. VSE (formerly Akimeka) will adjust the maps according as determined by the Maui Fire Department.

# Maui County E9-1-1 Status Report

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## MAPFLEX SYSTEM

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

**Hawaii County** – August 8, 2023, and August 22, 2023

**Maui County** – August 9, 2023, and August 23, 2023

**Kauai County** – August 10, 2023, and August 24, 2023

**Honolulu** – August 11, 2023, and August 25, 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 EMS (AMR)

On May 23, 2023, The Maui EMS Director contacted VSE (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

**August 1, 2023 - August 31, 2023**

## 4. SERVICE REQUESTS TRANSACTIONS

### OPEN SERVICE REQUESTS – MAUI COUNTY PSAPS - AUGUST 2023

MAUI COUNTY						
#	Date	Ticket #	Description	PSAP	Urgency	Comments
			None			

NOTE:

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

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

2023	MAUI COUNTY			MSAG SERVICE REQUEST CATEGORIES					
	TOTAL		Open	WIREFLINE		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	2	2	0	2	2	0	0	0	0
June	0	0	0	0	0	0	0	0	0
July	0	0	0	0	0	0	0	0	0
August	1	1	0	1	1	0	0	0	0
September									
October									
November									
December									
<b>TOTAL</b>	<b>6</b>	<b>6</b>	<b>0</b>	<b>5</b>	<b>5</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>1</b>

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
<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

August 1, 2023 - August 31, 2023

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## 5. E9-1-1 DATABASE SYNCHRONIZATION

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

### Next Scheduled Database Synchronization Report – September 2023

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

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

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