Maui County E9-1-1 Status Report

January 1, 2023 – January 31, 2023

TABLE OF CONTENTS

Maui County E9-1-1 Status Report

January 1, 2023 - January 31, 2023

1. PSAP OPERATIONS

9-1-1 CALL VOLUME MAUI PSAP – JANUARY 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
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%

CALL VOLUME MAUI PSAP NOTES:

*Calls with No ALI for January 2023 = 0.00% - 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																	
MAR																	
APR																	
MAY																	
JUNE																	
JULY																	
AUG																	
SEPT																	
OCT																	
NOV																	
DEC																	
YTD	14,122	973		11,521				364		0		0		1,264		0	
MON AVG	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%	0.00	0.00%

Maui County E9-1-1 Status Report

January 1, 2023 - January 31, 2023

9-1-1 CALL VOLUME MOLOKAI PSAP – JANUARY 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%

CALL VOLUME MOLOKAI PSAP NOTES:

* Calls with No ALI for January 2023 = 0.11% - 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																	
MAR																	
APR																	
MAY																	
JUNE																	
JULY																	
AUG																	
SEPT																	
OCT																	
NOV																	
DEC																	
YTD	923	194		468				22		1		0		238		0	
MON AVG	923	194	21.02%	468	50.70%	31.41%	68.59%	22.00	2.38%	1	0.11%	0	0.00%	238	25.79%	0	0.00%

Maui County E9-1-1 Status Report

January 1, 2023 - January 31, 2023

9-1-1 CALL VOLUME (COMBINED MAUI & MOLOKAI PSAPS) – JANUARY 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
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%

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																	
MAR																	
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SEPT																	
OCT																	
NOV																	
DEC																	
YTD	15,045	1,167		11,989				386		1		0		1,502		0	
MON AVG	15,045	1,167	7.76%	11,989	79.69%	22.27%	77.73%	386	2.57%	1	0.01%	0.00	0.00%	1,502	9.98%	0	0.00%

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.**

Maui County E9-1-1 Status Report

January 1, 2023 - January 31, 2023

AKIMEKA

FOR YOUR INFORMATION

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

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

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

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

Maui County E9-1-1 Status Report

January 1, 2023 - January 31, 2023

TEXT TO 911 – CURRENT MONTH – JANUARY 2023

TEXT TO 911 Maui County PSAPs 2023		
Month	Received at Maui	Received at Molokai
January	21	6
February		
March		
April		
May		
June		
July		
August		
September		
October		
November		
December		
YTD	21	6
Monthly Avg.	21	6

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 – JANUARY 2023

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

NOTES:

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

Maui County E9-1-1 Status Report

January 1, 2023 - January 31, 2023

2. MSAG (MASTER STREET ADDRESS GUIDE)

MSAG TRANSACTIONS CURRENT MONTH/YEAR – JANUARY 2023

MAUI COUNTY 2023	Total	9-1-1 TRANSACTIONS							
		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	
JANUARY	335	330	5	0	0	1,006	0	1	10
FEBRUARY									
MARCH									
APRIL									
MAY									
JUNE									
JULY									
AUGUST									
SEPTEMBER									
OCTOBER									
NOVEMBER									
DECEMBER									
TOTAL YTD	**335**	**330**	**5**	**0**	**0**	**1,006**	**0**	**1**	**10**
AVG PER MONTH	335	330	5	0	0	1,006	0	1	10

Definitions
(A) **D**ispatchable **L**ocation - is defined in the FCC 15-9 Docket as the verified or corroborated street address of the calling party plus additional information such as floor, suite, apartment or similar information that may be needed to adequately identify the location of the calling party. Please see Dispatchable Location Section for more information.
(B) **M**aster **S**treet **A**ddress **G**uide - Represents corrections made to street records including, street names, address ranges, MSAG Communities and ESNs.
(C) **T**elephone **N**umber **C**hange **R**equest - Represents address corrections on a specific TN or group of TNs. These "invalid" TNs usually have an associated ESN 399 attached to them which indicates the need for validation.
(D) **A**utomatic **L**ocation **I**nformation **D**iscrepancy **R**ecord - Represents an address discrepancy discovered during a live 9-1-1 call, from a landline OR a VoIP phone. These record corrections are treated with a higher priority and should be processed within 48 hours if wireline, and 72 hours if a VoIP phone, as a general guideline.

Maui County E9-1-1 Status Report

January 1, 2023 - January 31, 2023

MSAG CURRENT MONTH NOTES:

A total of **335** 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 **10** customer ANI/ALI (telephone number/address) records updated as a direct result.

TELEPHONE RECORD (ALI) TRANSACTIONS CURRENT MONTH NOTES:

One (**1**) ALI DRs were submitted as the result of 9-1-1 calls. One (**1**) call was made from a VoIP business phone in Kahului, Maui.

Akimeka submitted three hundred and thirty (**330**) TN CRs related to the Dispatchable Location Project during the current month.

OPEN TELEPHONE RECORD (ALI) DISCREPANCY STATUS:

- **There are currently 1,006 Open TN CR Transactions.**
- **Refer to chart in the next section "TNCR Current Status"**

1,006 Open TN CR transactions are a direct result of the Dispatchable Location Project and are awaiting approval from Hawaiian Telcom, Inc. Akimeka continues to monitor and track the progress of the Referred records. Once a telephone number is submitted to Intrado for correction, it must be verified against HT records and/or approved by the customer. Intrado's internal process requires calling each telephone customer individually for approval to update an address in the 9-1-1 database.

- **There is one (1) open VoIP DRs as of January 31, 2023**
- **There are no open ALI DRs as of January 31, 2023**

Maui County E9-1-1 Status Report

January 1, 2023 - January 31, 2023

TNCR (TELEPHONE NUMBER CHANGE REQUEST) CURRENT STATUS – JANUARY 2023

NOTE:

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

PSAP 9-1-1 Telephone Number Location Change Request (Telephone Number Change Request (TNCR) Status)				
County	TOTAL TNCR RECORDS SUBMITTED BY AKIMEKA	OPENED TNCRS PENDING FURTHER ACTION BY INTRADO	OPENED TNCRS REFERRED TO TELCO BY INTRADO	TOTAL UNOPENED TNCR RECORDS
MAUI	1,002	0	495	507
MOLOKAI	4	0	4	0
TOTAL	1,006	0	499	507

STATUS
TOTAL TNCRs SUBMITTED - The total number of TNCR requests for modification that have been submitted in 9-1-1
PENDING STATUS - TNCRs assigned this status are requests which have been reviewed by the 9-1-1 Database Service Provider Data Analyst, and are pending investigation whether the request is valid or invalid, and/or whether the request requires additional information to validate.
REFERRED STATUS - TNCRs assigned this status are requests which have been reviewed by the 9-1-1 Database Service Provider Data Analyst, and the request requires additional information to validate. The Intrado Data Analysts assigns this status to a TNCR and the request is referred to the telephone service providers for further research.
TOTAL UNOPENED TNCR RECORDS STATUS - The request is submitted by 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

January 1, 2023 - January 31, 2023

DISPATCHABLE LOCATION – STATUS AS OF – JANUARY 2023

NARRATIVE:

During the August 2015 State of Hawaii 911 Board meeting, 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, 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), Akimeka standardized an additional information data format to proceed with this project. During the month of August 2015, 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. 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, 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 330 Dispatchable Locations submitted in January 2023 and 397 were processed by Intrado. (see next pages)

Dispatchable Location			
2023 **Quarter 1**	**Common Name Place** **MSAG Address**	**TNCR* Transactions Submitted**	**Transactions Processed***
2022 Carryover		**18,079**	**16,922**
January	Wailuku Florist, 1898 Main St, Wailuku	1	1
	Multi Bus, 1900 Main St, Wailuku	31	11
	Multi Bus, 1935 Main St, Wailuku	37	3
	Multi Bus, 1942 Main St, Wailuku	4	1
	Multi Bus, 1955 Main St, Wailuku	27	11
	HSG/Adult Mental Health, 1977 Main St, Wailuku	4	0
	Multi Bus, 1980 Main St, Wailuku	2	1
	Dowling Company, 2005 Main St, Wailuku	5	3
	Queen Of Hearts, 2010 Main St, Wailuku	1	0
	Hawaii Public Adjusters, 2020 Main St, Wailuku	8	0
	Multi Bus, 2035 Main St, Wailuku	2	1
	Stewart Law Offices A Law Corp, 2041 Main St, Wailuku	1	1
	Longevity Health Center Ltd, 2045 Main St, Wailuku	3	3
	Multi Bus, 2050 Main St, Wailuku	130	0
	808 On Main, 2051 Main St, Wailuku	2	0
	Multi Bus, 2065 Main St, Wailuku	57	22

DISPATCHABLE LOCATION – STATUS AS OF – JANUARY 2023 – CONTINUED

Dispatchable Location			
2023 **Quarter 1**	**Common Name Place MSAG Address**	**TNCR* Transactions Submitted**	**Transactions Processed****
2022 Carryover		**18,079**	**16,922**
January	Uptown Chevron Service, 2085 Main St, Wailuku	13	0
	Kihei Charter School, 2086 Main St, Wailuku	2	0
	Hawaii State Govt/Dept Education, 54 S High St, Wailuku	0	1
	Kaalea Way Apts, 11-33 Kaalea Way, Wailuku	0	1
	Mr Appliance, 2072 Kamaile St, Wailuku	0	1
	Kamauhalii Way Apts, 5-21 Kamauhalii Way, Wailuku	0	3
	Multi Bus, 71 Kanoa St, Wailuku	0	1
	J D Painting & Decorating, 70 Kanoa St, Wailuku	0	1
	Alii Mortgage, 2112 Kaohu St, Wailuku	0	1
	Studios Maui Film/Paradise Beverges, 21 Laa St, Wailuku	0	1
	Multi Bus, 1464 Lower Main St, Wailuku	0	1
	Tutu And Me Traveling Pre-Scl, 35 Lunalilo St, Wailuku	0	2
	HSG Attorney General, 35 Lunalilo St, Wailuku	0	2
	Hawaii State Government, 35 Lunalilo St, Wailuku	0	61
	CSEA/Maui Branch, 35 Lunalilo St, Wailuku	0	4
	Jacob's Ladder, 101 Lunalilo St, Wailuku	0	1
	Multi Bus, 357 Mahalani St, Wailuku	0	2
	Multi Bus, 355 Mahalani St, Wailuku	0	2
	Maria Lolita Cavan, 325 Mahalani St, Wailuku	0	1
	Maui Memorial Med Ctr/Kaiser,221 Mahalani St,Wailuku	0	146
	Hawaii State Government, 121 Mahalani St, Wailuku	0	57
	COM/Maui Police Dept-MPD, 55 Mahalani St, Wailuku	0	13
	Multi Bus, 95 Mahalani St, Wailuku	0	3
	Georgette Torricer, 2173 Mahinakea St, Wailuku	0	1
	Daniel Alfonso, 2140 Mahinakea St, Wailuku	0	1
	Dain & Wendy Kane, 2249 Mahinalani Pl, Wailuku	0	1

Maui County E9-1-1 Status Report

January 1, 2023 - January 31, 2023

DISPATCHABLE LOCATION – STATUS AS OF – JANUARY 2023 – CONTINUED

Dispatchable Location			
2023 **Quarter 1**	**Common Name Place** **MSAG Address**	**TNCR* Transactions Submitted**	**Transactions Processed****
2022 Carryover		18,079	16,922
January	Jose & Estrelita Lampitoc, 595 Maika St, Wailuku	0	1
	Multi Bus, 426 Maika St, Wailuku	0	1
	Elizabeth Mcgregor, 404 Maika St, Wailuku	0	1
	Stephanie Stark, 353 Maika St, Wailuku	0	1
	Multi Bus, 1885 Main St, Wailuku	0	26
	Community Clinic Of Maui, 1870 Main St, Wailuku	0	1
February			
March			
Q1		330	397
Total		18,409	17,319

Maui County E9-1-1 Status Report

January 1, 2023 - January 31, 2023

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

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 Akimeka has access to these ALI Records, Akimeka is researching and verifying the VoIP records against an MSAG valid address and the GIS data. This research is a validation of the ALI Record to ensure that the location as provided by the VoIP provider matches the GIS Information utilized by the Public Safety Agencies within their specific County 9-1-1 Service Area. This validation reduces the potential of address or location dispute during a 9-1-1 call.

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

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

* Spectrum VoIP Database received on June 21st, 2017
** Akimeka provided VoIP Records with Latitude/Longitude coordinates

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

Maui County E9-1-1 Status Report

January 1, 2023 - January 31, 2023

BANDWIDTH 9-1-1 VOIP DATABASE VERIFICATION PROJECT – JANUARY 2023

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 Akimeka has access to these ALI Records, 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.

Akimeka will update the chart below as we receive updated ALI records from Bandwidth.

*Bandwidth 9-1-1 VoIP Database Verification Project ***(Updated)					
PSAP	TOTAL RECORDS SUBMITTED BY BANDWIDTH (A)	TOTAL NO MATCHING RECORDS IDENTIFIED BY AKIMEKA	BANDWIDTH FALLOUT RECORDS (B)	NON MATCHING RECORDS CORRECTED BY AKIMEKA (C)	PERCENT COMPLETED
HAWAII County	2,126	97	16	106	93.81%
KAUAI County	555	75	3	73	93.59%
MAUI County	1,794	60	14	69	93.24%
OAHU Cilivian	12,898	1,556	44	1,590	99.38%
OAHU Military	173	156	11	163	97.60%
TOTAL	17,546	1,944	88	2,001	95.52%

*Bandwidth VoIP Database received on April 5th, 2018
**Updated Bandwidth VoIP Database received on September 6th, 2018
*** Updated Bandwidth VoIP Database received on October 1st, 2021

(A)	VoIP Database records submitted by Bandwidth to Akimeka for research and MSAG address validation.
(B)	VoIP records identified by Bandwidth as fallout records. These records contain invalid MSAG addressing information which can include house number, street name/suffix, or MSAG community.
(C)	Verifcation Process Completed.

3. GEOGRAPHIC INFORMATION SYSTEM (GIS) – JANUARY 2023

MAPPING LAYERS UPDATED (PART I)

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

MAUI COUNTY		
Type of Layer	**Akimeka GIS Server** **Date Created/ Edits Performed**	**Other/Remarks**
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE **(Listed Alphabetically)**		
Address Points	1/25/2023 To 1/31/2023	**Next Delivery 2/8/2023**
		Updated address for one (1) record in Hana
		Added address for two (2) records in Kihei
		Added address for two (2) records in Kahului
		Spatially corrected one (1) record in Hana
		Added address for one (1) record in Hana
		Added address for one (1) record in Kula
		Spatially corrected one (1) record in Kahului
	1/11/2023 To 1/24/2023	**Delivered 2/25/2023**
		Added address for one (1) record in Pukalani
		Updated location name for one (1) record in Lahaina
		Added POI address for one (1) record in Wailuku
		Added address for one (1) record in Kaluakoi
		Added address for one (1) record in Kahului
		Added address for two (2) records in Wailuku
		Added address for two (2) records in Kula
		Added address for one hundred and thirty-nine (139) records in Kihei
		Added address for four (4) records in Haiku
		Updated address for one (1) record in Waihee
		Spatially corrected one (1) record in Pukalani
		Added address for one (1) record in Hana
		Added alt location name for one (1) record in Waihee
		Added location name for one (1) record in Wailuku
		Spatially corrected one (1) record in Haiku
	1/1/2023 To 1/10/2023	**Delivered 1/11/2023**
		Added address for one (1) record in Napili
		Added address for one (1) record in Hana
		Added address for four (4) records in Haiku

Maui County E9-1-1 Status Report

January 1, 2023 - January 31, 2023

MAPPING LAYERS UPDATED (PART II)

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

MAUI COUNTY		
Type of Layer	**Akimeka GIS Server** **Date Created/ Edits Performed**	**Other/Remarks**
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE **(Listed Alphabetically)**		
Address Points	1/1/2023 To 1/10/2023	Updated routing ID for four (4) records in Kula
		Added address for three (3) records in Wailuku
		Spatially corrected twenty-four (24) records in Haiku
Airports		
Bridges		
Building Footprints	1/25/2023 To 1/31/2023	**Next Delivery 2/8/2023**
		Added building footprint for four (4) records in Kihei
	1/11/2023 To 1/24/2023	**Delivered 2/25/2023**
		Added building footprint for seven (7) records in Haiku
	1/1/2023 To 1/10/2023	**Delivered 1/11/2023**
		Added building footprint for eighty-three (83) records in Haiku
Bus Stops		
Churches		
Coastal Names		
Coastline		
Common Places		
Correctional Facilities		
Emergency Callboxes		
Emergency Operation Centers		
Emergency Shelters		
ESZ/ESN	1/11/2023 To 1/24/2023	**Delivered 2/25/2023**
		Modified boundary for two (2) records
Fire Beats		
Fire Districts		
Fire Response Areas		
Fire Stations		
Food & Beverage		

Maui County E9-1-1 Status Report

January 1, 2023 - January 31, 2023

MAPPING LAYERS UPDATED (PART III)

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

Type of Layer	Akimeka GIS Server Date Created/ Edits Performed	Other/Remarks
MAUI COUNTY		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)		
Gas Stations		
Gate Codes		
Government Buildings		
Harbors		
Helipads		
Hiking Trails		
Hospitals		
Hydrants		
Hyrdology Layers		
Incident Response Areas		
Lodging		
Major Roads		
Medic Beats		
Medic Districts		
Medic Response Areas		
Medic Stations		
Medical Facilities		
Milepost Markers		
MSAG Communities		
Net Junctions		
Ocean Rescue Boundaries		
Ocean Safety		
Parcels		
Parks		
Parks Polygon		
Points of Interest	1/11/2023 To 1/24/2023	**Delivered 2/25/2023**
		Updated POI name for one (1) record in Lahaina
		Added POI for one (1) record in Wailuku
		Added POI for one (1) record in Waihee

Maui County E9-1-1 Status Report

January 1, 2023 - January 31, 2023

MAPPING LAYERS UPDATED (PART IV)

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

MAUI COUNTY		
Type of Layer	**Akimeka GIS Server** **Date Created/ Edits Performed**	**Other/Remarks**
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE **(Listed Alphabetically)**		
Police Beats		
Police Districts		
Police Response Areas		
Police Stations		
Post Offices		
Schools		
Street Centerlines	1/11/2023 To 1/24/2023	**Delivered 2/25/2023** Added street centerline for seven (7) records in Kihei
	1/1/2023 To 1/10/2023	**Delivered 1/11/2023** Updated street class & code for two (2) records in Kula Added street centerline for one (1) record in Kula Modified range for one (1) record in Napili
Subdivisions		
Tow Jurisdictions		
Tsunami Evacuation Zones		
Tsunami Heights		
Waste Water Plants		
WSP Cell Sectors		
WSP Cell Towers		

NOTE:

The Parcels layer is provided by Maui County. 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

January 1, 2023 - January 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
1/25/2023	Delivered updated data for MapFlex which included Address Points, Building Footprints, ESN, Points of Interest, Street Centerlines, WSP Cell Sectors, and WSP Cell Towers.
1/25/2023	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.
1/24/2023	Delivered the Street Ownership book for Maui County.
1/11/2023	Delivered updated data for MapFlex which included Address Points, Building Footprints, Points of Interest, Street Centerlines, WSP Cell Sectors, and WSP Cell Towers.
1/11/2023	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.

GIS FOR 911

As part of ensuring GIS data compatibility with 911 CAD systems, 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.

Maui County E9-1-1 Status Report

January 1, 2023 - January 31, 2023

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. January 11th, 2023 – Akimeka delivered an updated Intergraph CAD map which included:
   i. .map, .ply, .rte, and .str
   ii. Address Points, Building Footprints, Common Name Lookup Table, Points Of Interest, Street Centerlines, and WSP Cell Towers.
   iii. RMS files

2. Akimeka delivered an updated Intergraph CAD map January 25th, 2022, which included:
   i. .map, .ply, .rte, and .str
   ii. Address Points, Building Footprints, Common Name Lookup Table, Points Of Interest, Street Centerlines, and WSP Cell Towers
   iii. RMS files

During February 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.

MAPFLEX SYSTEM

Akimeka delivered GIS data to the MapFlex system on the following dates in January 2023.

Hawaii County – January 10, 2023, and January 24, 2023
Maui County – January 11, 2023, January 25, 2023
Kauai County – January 12 , 2023, January 26, 2023
Honolulu – January 13, 2023, January 27, 2023

MAPFLEX ISSUES

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

Maui County E9-1-1 Status Report

January 1, 2023 - January 31, 2023

4. SERVICE REQUESTS TRANSACTIONS

OPEN SERVICE REQUESTS – MAUI COUNTY PSAPS - JANUARY 2023

MAUI COUNTY						
#	Date	Ticket #	Description	PSAP	Urgency	Comments
6	1/22/2023	N/A	Incorrect Address	Maui PD	Normal	Confirmation pending from Vonage 01/31/2023 JBC

NOTE:

There is one (1) Open Service Request for the Maui County PSAPs for January 2023.

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

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

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

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

Page **24** of **25**

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 – March 2023

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

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

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