Maui County E9-1-1 Status Report

March 1, 2023 – March 31, 2023

FEDERAL & DEFENSE SERVICES

Maui County E9-1-1 Status Report

March 1, 2023 - March 31, 2023

TABLE OF CONTENTS

Maui County E9-1-1 Status Report

March 1, 2023 - March 31, 2023

1. PSAP OPERATIONS

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

CALL VOLUME MAUI PSAP NOTES:

***Calls with No ALI for March 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	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																	
MAY																	
JUNE																	
JULY																	
AUG																	
SEPT																	
OCT																	
NOV																	
DEC																	
YTD	42,259	2,825		34,608				1,108		5		0		3,713		0	
MON AVG	14,086	942	6.71%	11,536	81.84%	23.95%	76.05%	369	2.63%	2	0.01%	0	0.00%	1,238	8.81%	0.00	0.00%

Maui County E9-1-1 Status Report

March 1, 2023 - March 31, 2023

9-1-1 CALL VOLUME MOLOKAI PSAP – MARCH 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
MAR	1,091	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%

CALL VOLUME MOLOKAI PSAP NOTES:

* Calls with No ALI for March 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																	
MAY																	
JUNE																	
JULY																	
AUG																	
SEPT																	
OCT																	
NOV																	
DEC																	
YTD	3,031	746		1,400				40		1		0		844		0	
MON AVG	1010	249	24.50%	467	46.36%	32.66%	67.34%	13.33	1.35%	0	0.04%	0	0.00%	281.33	27.76%	0	0.00%

Maui County E9-1-1 Status Report

March 1, 2023 - March 31, 2023

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

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																
MAY																
JUNE																
JULY																
AUG																
SEPT																
OCT																
NOV																
DEC																
YTD	45,290	3,571		36,008				1,148		6		0		4,557		0	
MON AVG	15,097	1,190	7.92%	12,003	79.44%	24.29%	75.71%	383	2.54%	2	0.01%	0.00	0.00%	1,519	10.09%	0	0.00%

6348 Walker Lane

Alexandria, VA 22310

March 2023

Inspiring the Performance of Tomorrow

Maui County E9-1-1 Status Report

March 1, 2023 - March 31, 2023

PSAP OPERATION NOTES:

- **Abandoned Calls represent the number of incoming 9-1-1 calls for which the caller had hung up before a call-taker answered. Dropped Calls are hang ups after transfers.**
- **Abandoned Calls are included in the Wireline and Wireless total counts respectively.**
- **All VoIP (Voice over Internet Protocol) 911 calls are combined in the Call Volume statistic.**
- **A New Class of Service (COS): FIXD = Wireless 911 calls to the PSAP via fixed indoor antennas.**
- 0 (911) call with the COS of FIXD were added to the Wireless Phase I (WPH 1) percentage total.
- **A New Class of Service (COS): WDL1/WDL2 = Wireless 911 calls to the PSAP via fixed indoor antennas with a general location i.e., pool area (WDL1) or a specific area i.e., room 101 (WDL2).**
- 0 (911) call with the COS of WDL1, or WDL2 were added to the Wireless Phase I or Phase II percentage total.

FOR YOUR INFORMATION

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

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

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

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

Maui County E9-1-1 Status Report

March 1, 2023 - March 31, 2023

TEXT TO 911 – CURRENT MONTH – MARCH 2023

TEXT TO 911 Maui County PSAPs 2023		
Month	Received at Maui	Received at Molokai
January	21	6
February	30	0
March	39	2
April		
May		
June		
July		
August		
September		
October		
November		
December		
YTD	90	8
Monthly Avg.	30	3

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 – MARCH 2023

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

NOTES:

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

March 2023

Inspiring the Performance of Tomorrow

Maui County E9-1-1 Status Report

March 1, 2023 - March 31, 2023

2. MSAG (MASTER STREET ADDRESS GUIDE)

MSAG TRANSACTIONS CURRENT MONTH/YEAR – MARCH 2023

MAUI COUNTY	9-1-1 TRANSACTIONS								
	Total	Dispatchable Location Transactions Submitted	MSAG	ALI Submitted		Open ALI Discrepancy Records			Customer Addresses Affected
2023		DL (A)	MSAG (B)	TN CR (C)	ALI DR (D)	TNCR	ALI DR	VoIP DR	
JANUARY	335	330	5	0	0	1,006	0	1	10
FEBRUARY	364	354	9	0	1	1,111	0	0	42
MARCH	253	244	9	0	0	1,181	0	0	28
APRIL									
MAY									
JUNE									
JULY									
AUGUST									
SEPTEMBER									
OCTOBER									
NOVEMBER									
DECEMBER									
TOTAL YTD	952	928	23	0	1	3,298	0	1	80
AVG PER MONTH	317	309	8	0	0	1,099	0	0	27

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

March 1, 2023 - March 31, 2023

MSAG CURRENT MONTH NOTES:

A total of **253** MSAG transactions were processed in 9-1-1 Net during the current month. Nine **(9)** 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 **28** customer ANI/ALI (telephone number/address) records updated as a direct result.

TELEPHONE RECORD (ALI) TRANSACTIONS CURRENT MONTH NOTES:

VSE (formerly Akimeka) submitted two hundred and forty-four (**244**) TN CRs related to the Dispatchable Location Project during the current month.

OPEN TELEPHONE RECORD (ALI) DISCREPANCY STATUS:

- **There are currently 1,181 Open TN CR Transactions.**
- **Refer to chart in the next section "TNCR Current Status"**

1,181 Open TN CR transactions are a direct result of the Dispatchable Location Project and are awaiting approval from Hawaiian Telcom, Inc. VSE (formerly Akimeka) continues to monitor and track the progress of the Referred records. Once a telephone number is submitted to Intrado for correction, it must be verified against HT records and/or approved by the customer. Intrado's internal process requires calling each telephone customer individually for approval to update an address in the 9-1-1 database.

- **There is one open VoIP DR as of March 31, 2023**
- **There are no open ALI DRs as of March 31, 2023**

Maui County E9-1-1 Status Report

March 1, 2023 - March 31, 2023

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

NOTE:

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

PSAP 9-1-1 Telephone Number Location Change Request (Telephone Number Change Request (TNCR) Status)				
County	**TOTAL TNCR RECORDS SUBMITTED BY VSE (formerly AKIMEKA)**	**OPENED TNCRS PENDING FURTHER ACTION BY INTRADO**	**OPENED TNCRS REFERRED TO TELCO BY INTRADO**	**TOTAL UNOPENED TNCR RECORDS**
MAUI	1,177	0	592	585
MOLOKAI	4	0	4	0
TOTAL	1,181	0	596	585

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

Maui County E9-1-1 Status Report

March 1, 2023 - March 31, 2023

DISPATCHABLE LOCATION – STATUS AS OF – MARCH 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 244 Dispatchable Locations submitted in March 2023 and 421 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**
March	Multi Bus, 2200 Main St, Wailuku	101	23
	Kaahumanu Church, 2287 Main St, Wailuku	1	0
	Dr Cynthia Albury, 2307 Main St, Wailuku	1	1
	Maui Architectural Group 2331Main St, Wailuku	5	0
	Maui Historical Society, 2375 Main St, Wailuku	4	4
	Lisa M Toma Yoshida CPA, 30 Maluhia Dr, Wailuku	4	0
	Law Offices Joy Yanagida, 33 Maluhia Dr, Wailuku	7	0
	MFA Insurance, 73 Maluhia Dr, Wailuku	3	0
	Aloha Patio Cover & Awning, 83 Maluhia Dr, Wailuku	2	0
	Pampering At Lorraine's, 92 Maluhia Dr, Wailuku	3	1
	Ekahi Automotive Center, 236 Mamo Pl, Wailuku	2	0
	Auto Solutions Maui, 265 Mamo Pl, Wailuku	2	0
	Request, 10 Market St, Wailuku	1	0
	Maui Land Broker & Property, 104 Market St, Wailuku	8	0
	Multi Bus, 105 Market St, Wailuku	19	2

Maui County E9-1-1 Status Report

March 1, 2023 - March 31, 2023

Dispatchable Location			
2023	**Common Name Place** **MSAG Address**	**TNCR*** **Transactions** **Submitted**	**Transactions** **Processed****
Quarter 1			
2022 Carryover		**18,079**	**16,922**
March	E C M, 130 Market St, Wailuku	5	0
	Multi Bus, 133 Market St, Wailuku	24	1
	Multi Bus, 140 Market St, Wailuku	52	6
	Kamauhalii Way Apts, 5-21 Kamauhalii Way, Wailuku	0	1
	Lorna Silkwood, 11 Leoole Way, Wailuku	0	1
	Sand Hills Estates Comm Assoc, 12 Keoneloa St, Wailuku	0	1
	Kaalea Way Apts, 11-33 Kaalea Way, Wailuku	0	1
	Grace Pacific Roadway Solutions, 23 Laa St, Wailuku	0	1
	Multi Bus, 34 Laa St, Wailuku	0	2
	Gulson's, 35 Lunalilo St, Wailuku	0	1
	US Funding Group Hawaii, 35 Lunalilo St, Wailuku	0	1
	Happy Valley Sales & Service, 42 Kaniela St, Wailuku	0	1
	Iao Parkside Apts, 45-85 Kapi Ln, Wailuku	0	6
	Realty 1St Inc, 47 Kolopua Pl, Wailuku	0	1
	Lite Electric Inc, 50 Kaniela St, Wailuku	0	1
	Multi Bus, 53 Lunalilo St, Wailuku	0	6
	COM/Maui Police Dept-MPD, 55 Mahalani St, Wailuku	0	1
	Iao Parkside Apts, 45-85 Kapi Ln, Wailuku	0	1
	Multi Bus, 59 Kanoa St, Wailuku	0	1
	Multi Bus, 71 Kanoa St, Wailuku	0	2
	Multi Bus, 95 Mahalani St, Wailuku	0	34
	Maui Economic Opportunity, 97 Mahalani St, Wailuku	0	2
	Maui Economic Opportunity, 99 Mahalani St, Wailuku	0	15
	Wailuku Federal Credit Union, 133 Maa St, Wailuku	0	18
	Multi Bus, 135 Kehalani Village Dr, Wailuku	0	1
	VA Vet Center, 157 Maa St, Wailuku	0	6
	Time Warner Cable, 158 Maa St, Wailuku	0	1

March 2023

Inspiring the Performance of Tomorrow

Maui County E9-1-1 Status Report

March 1, 2023 - March 31, 2023

Dispatchable Location			
2023 **Quarter 1**	**Common Name Place** **MSAG Address**	**TNCR*** **Transactions** **Submitted**	**Transactions** **Processed****
2022 Carryover		18,079	16,922
March	Maui Lani Physicians and Surgeon, 165 Maa St, Wailuku	0	1
	Sand Hills Estates Comm Assoc,177 Keoneloa St,Wailuku	0	1
	Boy/Girl Scouts of America Maui,200 Liholiho St,Wailuku	0	1
	Multi Bus, 220 Imi Kala St, Wailuku	0	1
	Tamura's Market, 230 Imi Kala St, Wailuku	0	1
	Pacific Island Medical, 246 Lau Oliwa Loop, Wailuku	0	1
	Towne Realty Of Hawaii, 258 Lau Oliwa Loop, Wailuku	0	1
	Multi Bus, 255 Kehalani Village Dr, Wailuku	0	1
	Stanford Carr Development, 332 Kuikahi Dr, Wailuku	0	1
	Multi Bus, 370 Kehalani Village Dr, Wailuku	0	1
	Liholiho St Apts, 495 Liholiho St, Wailuku	0	5
	Patao Gas & Go, 744 Lower Main St, Wailuku	0	1
	R&R Auto/Wailuku Tire Ctr, 762 Lower Main St, Wailuku	0	1
	Alden's Automotive Svc, 774 Lower Main St, Wailuku	0	2
	Multi Bus, 781 Kolu St, Wailuku	0	8
	Multi Bus, 800 Kolu St, Wailuku	0	1
	Pacific Rest Sply\Maui Hotel & Rest, 830 Kolu St,Wailuku	0	2
	United Public Workers, 841 Kolu St, Wailuku	0	1
	Multi Bus, 850 Kolu St, Wailuku	0	1
	Multi Bus, 871 Kolu St, Wailuku	0	1
	Eddie Boys Light & Heavy, 928 Lower Main St, Wailuku	0	1
	Multi Bus, 1063 Lower Main St, Wailuku	0	8
	Multi Bus, 1129 Lower Main St, Wailuku	0	1
	Multi Bus, 1322 Lower Main St, Wailuku	0	1
	Multi Bus, 1371 Lower Main St, Wailuku	0	2
	Shell/Mid Pac Petroleum, 1495 Lower Main St, Wailuku	0	1
	Multi Bus, 1498 Lower Main St, Wailuku	0	2

Maui County E9-1-1 Status Report

March 1, 2023 - March 31, 2023

DISPATCHABLE LOCATION – STATUS AS OF – MARCH 2023 – CONTINUED

Dispatchable Location			
2023 **Quarter 1**	**Common Name Place** **MSAG Address**	**TNCR* Transactions Submitted**	**Transactions Processed****
2022 Carryover		18,079	16,922
March	Hale Makua Home Health, 1520 Lower Main St, Wailuku	0	1
	Baldwin High School, 1650 Kaahumanu Ave, Wailuku	0	1
	Multi Bus, 1710 Kaahumanu Ave, Wailuku	0	1
	Kahanu Aina Organic Sprouts, 1768 Kalawi Pl, Wailuku	0	1
	Wailuku Market, 1833 Kaohu St, Wailuku	0	1
	Lokenani Hale, 1889 Loke St, Wailuku	0	5
	Maui Shiatsu Therapy, 1959 Kaohu St, Wailuku	0	1
	Wailuku Country Estate, 1961 Kamaile St, Wailuku	0	1
	Multi Bus, 2105 Main St, Wailuku	0	1
	McDonald'S Restaurants, 2138 Main St, Wailuku	0	2
	Multi Bus/COM, 2145 Kaohu St, Wailuku	0	1
	Multi Bus, 2158 Main St, Wailuku	0	14
	Multi Bus, 2180 Main St, Wailuku	0	196
	Agape' Design, 2850 Kamaile Pl, Wailuku	0	1
	County of Maui, 3535 Kehalani Mauka Pkwy, Wailuku	0	1
Q1		928	1,066
Total		19,007	17,988

Maui County E9-1-1 Status Report

March 1, 2023 - March 31, 2023

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

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

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

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

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

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

Maui County E9-1-1 Status Report

March 1, 2023 - March 31, 2023

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

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

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

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

Maui County E9-1-1 Status Report

March 1, 2023 - March 31, 2023

3. GEOGRAPHIC INFORMATION SYSTEM (GIS) – MARCH 2023

MAPPING LAYERS UPDATED (PART I)

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

MAUI COUNTY		
Type of Layer	**VSE (formerly Akimeka) GIS Server** **Date Created/ Edits Performed**	**Other/Remarks**
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE **(Listed Alphabetically)**		
Address Points	**3/22/2023 To 3/31/2023**	**Next Delivery 4/5/2023**
		Corrected civic name for nine (9) records in Haiku
		Added address for one (1) record in Wailuku
		Spatially corrected one (1) record in Kaunakakai
		Added address for two (2) records in Waihee
		Added address for one (1) record in Kula
		Added address for four (4) records in Hana
		Added address for eighteen (18) records in Haiku
		Corrected ESN for one (1) record in Kihei
		Added address for one (1) record in Kaanapali
		Spatially corrected one (1) record in Wailuku
		Spatially corrected two (2) records in Haiku
	3/8/2023 To 3/21/2023	**Delivered 3/22/2023**
		Removed location name for one (1) record in Wailea
		Spatially corrected one (1) record in Lanai
		Added address two (2) records in Haiku
		Removed location name for three (3) records in Lahaina
		Added address six (6) records in Wailuku
		Spatially corrected one (1) record in Pukalani
		Added address for two (2) records in Paia
		Spatially corrected two (2) records in Kula
		Added address for one (1) record in Waiehu
		Added location type for ninety-six (96) records in Haiku
		Added location type for one hundred and nine (109) records in Hana
		Added address for one (1) record in Maalaea

Maui County E9-1-1 Status Report

March 1, 2023 - March 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** **Date Created/ Edits Performed**	**Other/Remarks**
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE **(Listed Alphabetically)**		
Address Points	**3/8/2023 To 3/21/2023**	Added location type for forty-seven (47) records in Waihee
		Spatially corrected one (1) record in Wailuku
		Added location type for eighteen (18) records in Waiehu
		Added address for two (2) records in Hana
		Added location type for sixteen (16) records in Waikapu
		Added address for five (5) records in Kula
		Added address for five (5) records in Makawao
		Added location type for two hundred and twenty-two (222) records in Makawao
		Updated location name for one (1) record in Hoolehua
		Added location type for one hundred and fifty-two (152) records in Kaanapali
		Added address for two (2) records in Pukalani
		Spatially corrected one (1) record in Kualapuu
		Corrected street type for twenty-one (21) records in Waiehu
		Added address for two (2) records in Lahaina
		Added location type for two hundred and fifty-three (253) records in Kula
		Added location type for forty (40) records in Kapalua
		Added location type for thirty (30) records in Pukalani
		Added address for one (1) record in Kihei
		Removed location name for five (5) records in Kaunakakai
		Spatially corrected one (1) record in Haiku
		Added address for two (2) records in Maunaloa
		Corrected civic street for eighteen (18) records in Lahaina

Maui County E9-1-1 Status Report

March 1, 2023 - March 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** **Date Created/ Edits Performed**	**Other/Remarks**
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE **(Listed Alphabetically)**		
Address Points	3/8/2023 To 3/21/2023	Added location type for twenty-eight (28) records in Kaluakoi
		Updated location name for one (1) record in Kualapuu
		Added location type for four hundred and sixty-three (463) records in Lahaina
		Spatially corrected five hundred and one (501) records in Lahaina
		Added location type for six hundred and eighteen (618) records in Wailuku
		Spatially corrected one (1) record in Waihee
		Spatially corrected thirty-seven (37) records in Kihei
		Added location type for one hundred and forty-six (146) records in Kaunakakai
		Added location type for forty-one (41) records in Maalaea
		Added location type for nineteen (19) records in Maunaloa
		Updated location name for two (2) records in Kahului
		Added location type for fifty-four (54) records in Paia
		Removed location name for one (1) record in Paia
		Added location type for two hundred and ninety-seven (297) records in Wailea
		Added location type for one hundred and five (105) records in Lanai
		Spatially corrected one (1) record in Wailuku
		Updated location name for two (2) records in Kaunakakai
		Spatially corrected two (2) records in Kula
		Spatially corrected two (2) records in Wailuku
		Added location type for one hundred and ninety-two (192) records in Napili

Maui County E9-1-1 Status Report

March 1, 2023 - March 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** **Date Created/ Edits Performed**	**Other/Remarks**
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE **(Listed Alphabetically)**		
Address Points	3/8/2023 To 3/21/2023	Updated location name for two (2) records in Wailuku
		Added location type for eighteen (18) records in Kualapuu
		Removed location name for one (1) record in Makawao
		Spatially corrected twenty-two (22) records in Makawao
		Spatially corrected one (1) record in Waihee
		Added location type for six hundred and twenty (620) records in Kihei
		Updated location name for three (3) records in Kihei
		Spatially corrected two (2) records in Wailea
		Spatially corrected one (1) record in Kaunakakai
		Added location type for seven hundred and thirty-six (736) records in Kahului
		Added location type for eleven (11) records in Pukoo
		Added location type for twenty-nine (29) records in Hoolehua
		Spatially corrected sixteen (16) records in Kualapuu
		Added location type for seven (7) records in Spreckelsville
		Added location type for seven (7) records in Haliimaile
		Spatially corrected two (2) records in Paia
Airports		
Bridges		
Building Footprints		
Bus Stops		
Churches		
Coastal Names		
Coastline		
Common Places		

Maui County E9-1-1 Status Report

March 1, 2023 - March 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** **Date Created/ Edits Performed**	**Other/Remarks**
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE **(Listed Alphabetically)**		
Correctional Facilities		
Emergency Callboxes		
Emergency Operation Centers		
Emergency Shelters		
ESZ/ESN	3/22/2023 To 3/31/2023	**Next Delivery 4/5/2023**
		Modified boundary for four (4) records
	3/8/2023 To 3/21/2023	**Delivered 3/22/2023**
		Modified boundary for two (2) records
Fire Beats		
Fire Districts		
Fire Response Areas		
Fire Stations		
Food & Beverage		
Gas Stations		
Gate Codes		
Government Buildings		
Harbors		
Helipads		
Hiking Trails		
Hospitals		
Hydrants		
Hyrdology Layers		
Incident Response Areas		

6348 Walker Lane

Alexandria, VA 22310   March 2023   Inspiring the Performance of Tomorrow

Maui County E9-1-1 Status Report

March 1, 2023 - March 31, 2023

MAPPING LAYERS UPDATED (PART VI)

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

MAUI COUNTY		
Type of Layer	**VSE (formerly Akimeka) GIS Server** **Date Created/ Edits Performed**	**Other/Remarks**
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE **(Listed Alphabetically)**		
Lodging	3/1/2023 To 3/7/2023	**Delivered 3/8/2023** Added one (1) record in Wailea
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	3/1/2023 To 3/7/2023	**Delivered 3/8/2023** Updated subclass for one (1) record in Kualapuu Updated subclass for nine (9) records in Wailea Updated subclass for one (1) record in Waiehu Updated subclass for one (1) record in Kaluakoi Updated subclass for eleven (11) records in Lanai Updated POI name for one (1) record in Kaunakakai Updated class & subclass for one (1) record in Napili Updated class & subclass for one (1) record in Waihee

Maui County E9-1-1 Status Report

March 1, 2023 - March 31, 2023

MAPPING LAYERS UPDATED (PART VII)

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

MAUI COUNTY		
Type of Layer	**VSE (formerly Akimeka) GIS Server** **Date Created/ Edits Performed**	**Other/Remarks**
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE **(Listed Alphabetically)**		
Points of Interest	3/1/2023 To 3/7/2023	Updated class & subclass for one (1) record in Paia
		Updated subclass for fifteen (15) records in Kahului
		Updated POI name for one (1) record in Wailuku
		Added POI for one (1) record in Kahului
		Updated class & subclass for one (1) record in Lahaina
		Added POI for one (1) record in Lahaina
		Updated class & subclass for two (2) records in Hana
		Updated subclass for one (1) record in Haiku
		Updated POI name for one (1) record in Makawao
		Updated class & subclass for two (2) records in Kaunakakai
		Updated class & subclass for one (1) record in Pukoo
		Updated subclass for two (2) records in Maalaea
		Updated subclass for one (1) record in Hana
		Updated subclass for eighteen (18) records in Kaanapali
		Updated class & subclass for two (2) records in Kahului
		Updated subclass for one (1) record in Waikapu
		Updated subclass for eight (8) records in Kaunakakai
		Updated subclass for seventy-six (76) records in Kihei
		Updated subclass for one (1) record in Paia
		Added POI for one (1) record in Wailea
		Updated subclass for six (6) records in Kapalua
		Added POI for one (1) record in Waihee
		Updated subclass for two (2) records in Maunaloa
		Updated subclass for twenty-eight (28) records in Lahaina

March 2023

Inspiring the Performance of Tomorrow

Maui County E9-1-1 Status Report

March 1, 2023 - March 31, 2023

MAPPING LAYERS UPDATED (PART VIII)

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.

Type of Layer	VSE (formerly Akimeka) GIS Server — Date Created/ Edits Performed	Other/Remarks
MAUI COUNTY		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)		
Points of Interest	3/1/2023 To 3/7/2023	Spatially corrected one (1) record in Kahului
		Added POI for one (1) record in Pukalani
		Updated subclass for fifty-three (53) records in Wailuku
		Updated POI name for two (2) records in Maalaea
		Updated subclass for thirty-six (36) records in Napili
		Updated subclass & POI name for one (1) record in Wailea
		Updated subclass for one (1) record in Hoolehua
		Updated subclass for one (1) record in Waihee
Police Beats	3/22/2023 To 3/31/2023	**Next Delivery 4/5/2023**
		Modified boundary for four (4) records
Police Districts		
Police Response Areas	3/22/2023 To 3/31/2023	**Next Delivery 4/5/2023**
		Modified boundary for ten (10) records
Police Stations		
Post Offices		
Schools		
Street Centerlines	3/22/2023 To 3/31/2023	**Next Delivery 4/5/2023**
		Corrected civic name for one (1) record in Haiku
		Corrected range for one (1) record in Wailuku
		Modified range for one (1) record in Kula
		Corrected range for one (1) record in Spreckelsville
		Corrected parity for one (1) record in Kahului
		Updated ESN for two (2) records in Waikapu
		Spatially corrected two (2) records in Haiku

March 2023

Maui County E9-1-1 Status Report

March 1, 2023 - March 31, 2023

MAPPING LAYERS UPDATED (PART IX)

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.

Type of Layer	VSE (formerly Akimeka) GIS Server — Date Created/ Edits Performed	Other/Remarks
MAUI COUNTY		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)		
Street Centerlines	3/8/2023 To 3/21/2023	**Delivered 3/22/2023**
		Modified range, corrected parity for one (1) record in Lahaina
		Corrected parity for one (1) record in Lahaina
		Corrected street type for one (1) record in Waiehu
		Spatially corrected, updated range for two (2) records in Haiku
		Split centerline one (1) record in Kula
		Partial spatial correction for three (3) records in Kahului
		Split segment, modified range for two (2) records in Wailuku
		Spatially corrected, updated range for one (1) record in Kula
		Updated range for one (1) record in Kula
		Corrected parity for one (1) record in Kula
		Updated elevation for three (3) records in Kahului
		Updated ESN for one (1) record in Kahului
		Corrected parity for one (1) record in Kahului
		Spatially corrected eight (8) records in Haiku
		Updated ESN for one (1) record in Wailuku
		Partial spatial correction for one (1) record in Kula
		Correted parity, updated range for one (1) record in Paia
	3/1/2023 To 3/7/2023	**Delivered 3/8/2023**
		Updated ESN for one (1) record in Pukalani
Subdivisions		
Tow Jurisdictions		
Tsunami Evacuation Zones		
Tsunami Heights		
Waste Water Plants		

Maui County E9-1-1 Status Report

March 1, 2023 - March 31, 2023

MAPPING LAYERS UPDATED (PART X)

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

MAUI COUNTY		
Type of Layer	**VSE (formerly Akimeka) GIS Server** **Date Created/ Edits Performed**	**Other/Remarks**
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE **(Listed Alphabetically)**		
WSP Cell Sectors	3/22/2023 To 3/31/2023	**Next Delivery 4/5/2023** Added four (4) sectors per AT&T CRS Added twelve (12) sectors per Verizon Wireless CRS
	3/8/2023 To 3/21/2023	**Delivered 3/22/2023** Updated twelve (12) sectors per Verizon Wireless CRS
WSP Cell Towers	3/22/2023 To 3/31/2023	**Next Delivery 4/5/2023** Added one (1) tower per AT&T CRS Added one (1) tower per Verizon Wireless CRS
	3/8/2023 To 3/21/2023	**Delivered 3/22/2023** Updated one (1) tower per Verizon Wireless 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.

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
3/30/2023	Delivered 32 requested layers to EagleView for the development of the Pictometry Connect accounts for Public Safety officials.
3/22/2023	Delivered updated data for MapFlex which included Address Points, ESN, Points of Interest, Street Centerlines, WSP Cell Sectors, and WSP Cell Towers.
3/22/2023	Delivered .map, .rte, and .str files for Intergraph CAD 9.4 with updated data which included Address Points, Cell Towers, Common Places Lookup table, Points Of Interest, Street Centerlines, and RMS files.
3/9/2023	Delivered Address Points, Coastal Names, Fire Beats, Fire RA, Medic Beats, Medic RA, Impound Boundaries, Points of Interest, Police Districts, Police RA, Rescue Tubes, Street Centerlines, Subdivisions, and Tow Boundaries for P1 of Motorola CAD implementation.
3/8/2023	Delivered updated data for MapFlex which included Address Points, Lodging, Points of Interest, Street Centerlines, WSP Cell Sectors, and WSP Cell Towers.
3/8/2023	Delivered .map, .rte, and .str files for Intergraph CAD 9.4 with updated data which included Address Points, Cell Towers, Common Places Lookup table, Lodging, Points Of Interest, Street Centerlines, and RMS files.

GIS FOR 911

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

6348 Walker Lane

Alexandria, VA 22310   March 2023   Inspiring the Performance of Tomorrow

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. March 8th, 2023 – VSE (formerly Akimeka) delivered an updated Intergraph CAD map which included:
    i.   .map, .rte, and .str
    ii. Address Points, Common Name Lookup Table, Lodging, Points Of Interest, Street Centerlines, and WSP Cell Towers.
    iii. RMS files

2. VSE (formerly Akimeka) delivered an updated Intergraph CAD map March 22nd, 2023, which included:
    i.   .map, .rte, and .str
    ii. Address Points, Common Name Lookup Table, Points Of Interest, Street Centerlines, and WSP Cell Towers
    iii. RMS files

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

MOTOROLA PREMIER ONE PROJECT

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

MAPFLEX SYSTEM

VSE (formerly Akimeka) delivered GIS data to the MapFlex system on the following dates in March 2023.
Hawaii County – March 7, 2023, and March 21, 2023
Maui County – March 8, 2023, and March 22, 2023
Kauai County – March 9, 2023, and March 23, 2023
Honolulu – March 10, 2023, and March 24, 2023

MAPFLEX ISSUES

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

6348 Walker Lane

Alexandria, VA 22310   March 2023   Inspiring the Performance of Tomorrow

Maui County E9-1-1 Status Report

March 1, 2023 - March 31, 2023

4. SERVICE REQUESTS TRANSACTIONS

OPEN SERVICE REQUESTS – MAUI COUNTY PSAPS - MARCH 2023

			MAUI COUNTY			
#	Date	Ticket #	Description	PSAP	Urgency	Comments
			None			

NOTE:

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

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

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

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

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

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)

The database synchronization process is an essential ongoing and continuous process to ensure the E9-1-1 databases used in the Selective Router (SR), and the MPD 9-1-1 GIS layers used for location determination are exactly matched. This process ensures that the 9-1-1 databases and the GIS data remain current, exactly matched, and are synchronized and useful for 9-1-1. This process also prepares the GIS data for use in Next Generation 9-1-1 (NG911) systems, operations, and applications.

In 9-1-1, Public Safety Agencies (PSAs) are allocated Emergency Service Zones (ESZs) by the Telephone Company for their Selective Router (SR) programming use. The entire County Jurisdiction Zone is referred to as an Administrative ESZ. Each PSA is required by Tariff to assign their Response Areas (RAs) based on their operational requirements and assignments within the ESZ. Smaller and more accurate ESZs are created for the geographic areas that have the same PSAs and assigned an Emergency Service Number (ESNs) which are known as a Routing ESNs, or ESNs.

The street names and associated addresses within the ESNs must be translated into a data format that is useful to the SR, the public safety agencies, and their 9-1-1 systems. Translated addresses for 9-1-1 must include the house numbers, street names, street name suffixes, MSAG Communities and are assigned to each of the PSA response areas. These translated addresses are referred to as "valid MSAG addresses" and are applied to both the MSAG and GIS databases. The data must be formatted to traverse throughout 9-1-1 networks & systems. This must also be done for the Public Safety Agencies to ensure there is no loss of data characters or data truncation for their internal and external 9-1-1 systems.

These MSAG street names and MSAG Communities might not be recognized in the County's authoritative addressing Agency and are intended for Public Safety Agency use only. Since neither database is static in nature, the synchronization process will never remain at a 100 percent match rate. It can be expected that the match rate percentage will fluctuate by a small degree each month. As such, NENA's recommended match rate between these critical databases is minimum 98%.

As part of VSE (Formerly Akimeka LLC's) value added services, VSE conducts four quarterly, in-depth 9-1-1 Database Synchronization audits per year for the Maui Police Department. They are conducted in March, June, September, and December of each Calendar Year while under contract with VSE (Formerly Akimeka LLC).

The results of the **March 31, 2023,** database synchronization audits are presented below.

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

VSE's (Formerly Akimeka LLC) two-way database comparison service provides for comparing the Local Exchange Carriers (LECs) MSAG Database to the Maui Police Department's 9-1-1 GIS Street Centerline layer. This ensures the Telephone or VoIP Telephone Company device information is accurate and correct. This information is utilized to route the 9-1-1 call to the PSAP, and the associated location information delivered ALI Datastream is used to dispatch appropriate emergency responders. This also ensures the necessary data elements for 9-1-1 caller location based on street name, MSAG Community, and Emergency Service Numbers (ESNs) are delivered to the PSAP, in the exact format that matches the MPD 9-1-1 GIS layers.
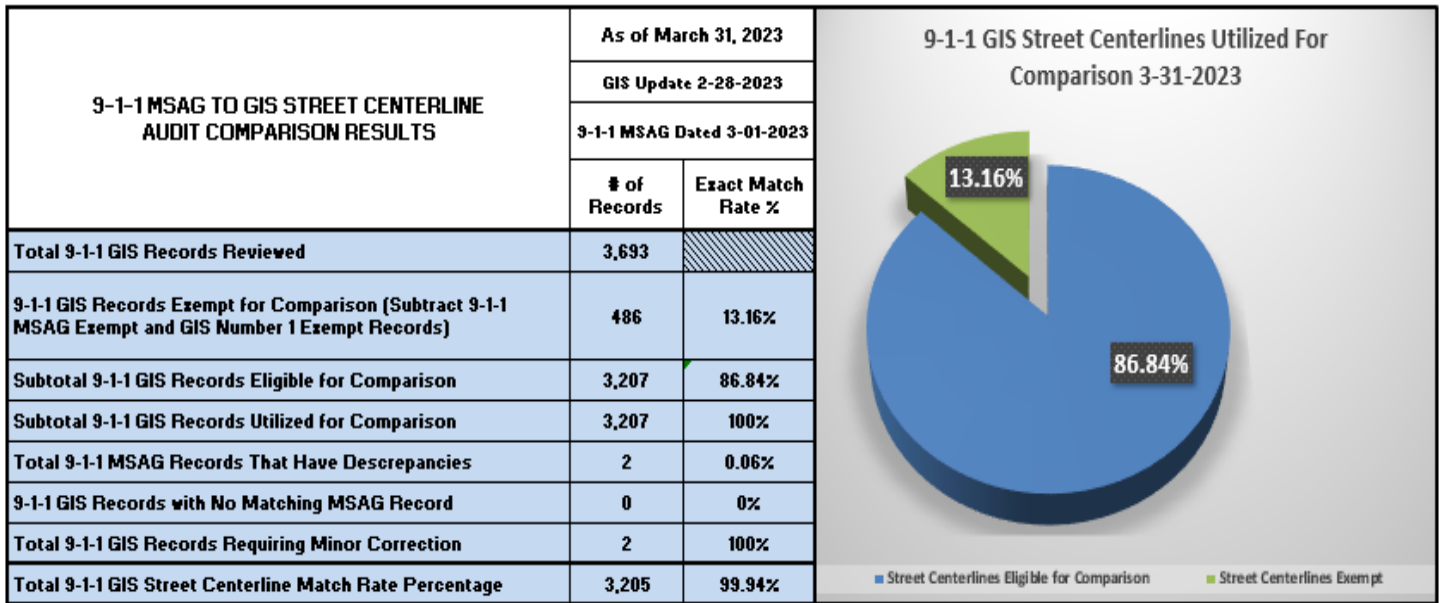
Maui County E9-1-1 Status Report

March 1, 2023 - March 31, 2023

9-1-1 GIS Street Centerlines Utilized For Comparison

A total number of **3,693** GIS Street Centerline Records are maintained for the Maui Police Department's 9-1-1 GIS database by VSE (Formerly Akimeka LLC). For this comparison, **486** GIS street records were excluded as database exemptions. VSE (Formerly Akimeka LLC) excludes GIS Street Centerlines records from the comparison that do not have the possibility of generating a telephone company 9-1-1 wireline call. Those would include roadways that do not have an MSAG address such as, Freeways, Ramps, and alleys. The remaining **3,207** GIS street records called "Valid 9-1-1 GIS Street Centerline records" and are compared against the Valid MSAG Records. The results of the GIS to MSAG Records comparison analysis are provided below:

9-1-1 MSAG TO GIS STREET CENTERLINE AUDIT COMPARISON RESULTS	# of Records	Exact Match Rate %
As of March 31, 2023		
GIS Update 2-28-2023		
9-1-1 MSAG Dated 3-01-2023		
Total 9-1-1 GIS Records Reviewed	3,693	
9-1-1 GIS Records Exempt for Comparison (Subtract 9-1-1 MSAG Exempt and GIS Number 1 Exempt Records)	486	13.16%
Subtotal 9-1-1 GIS Records Eligible for Comparison	3,207	86.84%
Subtotal 9-1-1 GIS Records Utilized for Comparison	3,207	100%
Total 9-1-1 MSAG Records That Have Descrepancies	2	0.06%
9-1-1 GIS Records with No Matching MSAG Record	0	0%
Total 9-1-1 GIS Records Requiring Minor Correction	2	100%
Total 9-1-1 GIS Street Centerline Match Rate Percentage	3,205	99.94%

9-1-1 GIS Street Centerlines Utilized For Comparison 3-31-2023

13.16% 86.84%

■ Street Centerlines Eligible for Comparison   ■ Street Centerlines Exempt

9-1-1 GIS Street Centerline to MSAG Record Comparison

A total of **3,276 9-1-1 MSAG Records** are maintained for the Maui Police Department's 9-1-1 GIS database by VSE (Formerly Akimeka LLC). VSE (Formerly Akimeka LLC) removed **68** MSAG street records from this comparison as exemptions These exemptions are the MSAG Records utilized for wireless 9-1-1 Call routing, 9-1-1 VoIP Call Routing, and 9-1-1 GIS Street Centerline record that are known and approved exemptions such as Freeways or Roadways with no chance of generating a 9-1-1 call. These MSAG Records are known as "Valid MSAG records". Valid MSAG Records are Street Names that have undergone a 9-1-1 Street translation process to ensure they can be utilized in the 9-1-1 system. These translated street names, MSAG Communities, and their assigned Emergency Service Numbers (ESNs) are provided to the telephone company and 9-1-1 Service Provider for Public Safety Agencies 9-1-1 use. The total number of MSAG records utilized for this comparison audit was **3,208 MSAG Records**.

The street name and MSAG Community translation process ensures that the full data characters within the delivered ALI datastream can transverse between the different systems in the 9-1-1 network without loss of data characters. The results of the MSAG comparison analysis are provided below.

9-1-1 MSAG TO GIS STREET CENTERLINE AUDIT COMPARISON RESULTS	As of March 31, 2023	
	GIS Update 2-28-2023	
	9-1-1 MSAG Dated 3-01-2023	
	# of Records	Exact Match Rate %
Total 9-1-1 MSAG Records Reviewed	3,276	
Less: 9-1-1 MSAG Exemption Records	68	2.08%
Net 9-1-1 MSAG Records Eligible for Comparison	3,208	97.92%
Net 9-1-1 MSAG Records Utilized for Comparison	3,208	100%
Total 9-1-1 MSAG Records That Have Descrepancies	3	0.09%
Total 9-1-1 MSAG Records with No Matching GIS Record	2	67%
Total 9-1-1 MSAG Records Requiring Minor Correction	1	33%
Total 9-1-1 MSAG Records Match Rate Percentage	3,205	99.91%

NENA Recommended Match Rate = 98%

9-1-1 GIS Street Centerlines & MSAG Record Match Rate 3-31-2023

99.91% — 9-1-1 MSAG TO GIS MATCH RATE
99.94% — 9-1-1 GIS TO MSAG RECORDS MATCH RATE

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

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

The three-way database comparison services compare the Local Exchange Carriers (LECs) Automatic Location Identification (ALI) Database to the MPD's 9-1-1 GIS Site Structure Points layer and the 9-1-1 Road Network or Street Centerline layers.

This process ensures PSAP's internal 9-1-1 equipment (i.e... the Computer Aided Dispatch systems (CADs), Records Management Systems (RMS), Automatic Vehicle Location (AVL) systems, and the Voice Recording Systems) will be able to display an accurate location on their GIS enabled systems. The internal PSAP 9-1-1 equipment will also log-in the delivered location data information as either a civic address or in a Geodetic (Lat/Long) format for 9-1-1 Dispatch and Response. It can be expected that the match rate percentage will fluctuate by a small degree. As such, NENA's recommended minimum match rate is 98%.

Maui County E9-1-1 Status Report
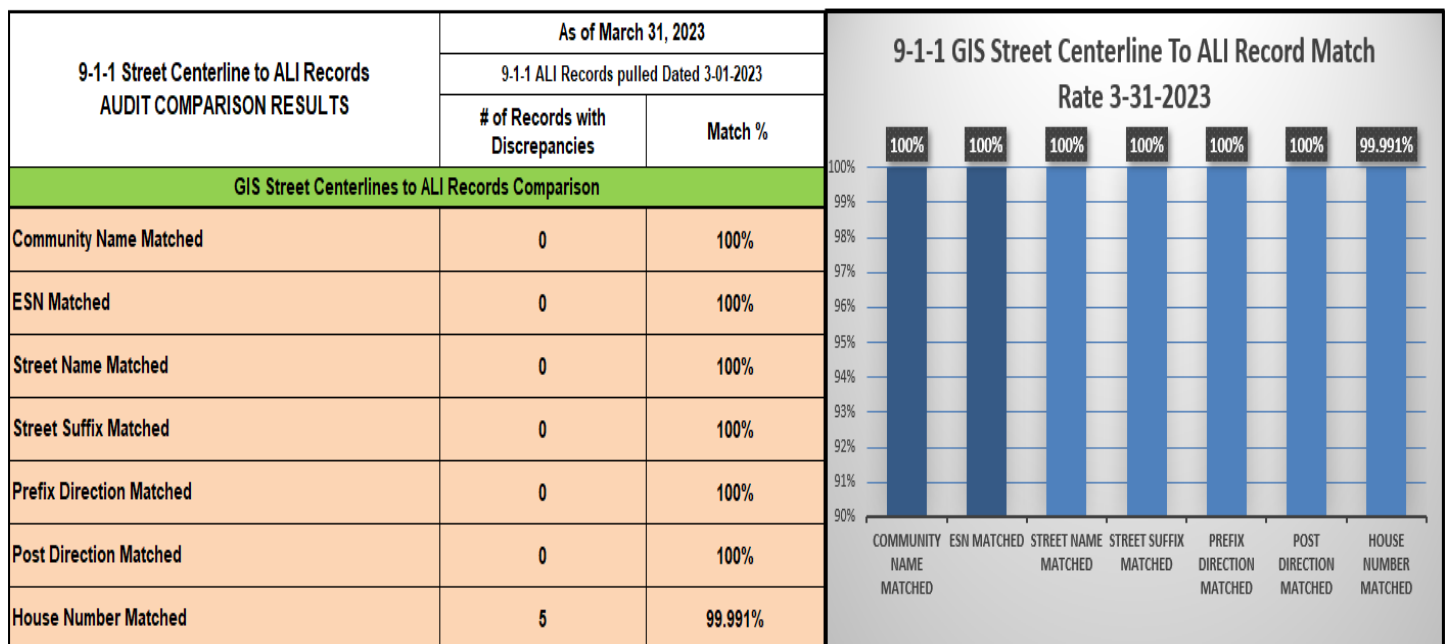
March 1, 2023 - March 31, 2023

9-1-1 GIS Street Centerline To ALI Record Attribute Match Rate

The 9-1-1 GIS Street Centerline to ALI records attribute comparison is used to identify the "course location", or main MSAG valid address that will geocode to the street centerline data. Geocoding is the process of assigning a geographic coordinate for a location and converting it to a valid address utilizing the tabular address information to geographic reference information. This is a proactive way to identify any inconsistencies and enhance the accuracy of all associated 9-1-1 databases, and to ensure the proper operation of the PSAP 9-1-1 systems such as Automatic Vehicle Location (AVL). There are seven (7) GIS and ALI Record attributes that are compared for an exact match.

Items from the Databases that will be compared and audited will include these attributes:

- MSAG Community Name
- ESNs
- Street Names
- Street Name Suffix
- Prefix Direction
- Post Direction
- House Number

See chart below:

9-1-1 Street Centerline to ALI Records AUDIT COMPARISON RESULTS	As of March 31, 2023	
	9-1-1 ALI Records pulled Dated 3-01-2023	
	# of Records with Discrepancies	Match %
GIS Street Centerlines to ALI Records Comparison		
Community Name Matched	0	100%
ESN Matched	0	100%
Street Name Matched	0	100%
Street Suffix Matched	0	100%
Prefix Direction Matched	0	100%
Post Direction Matched	0	100%
House Number Matched	5	99.991%

NENA Recommended Match Rate = 98%

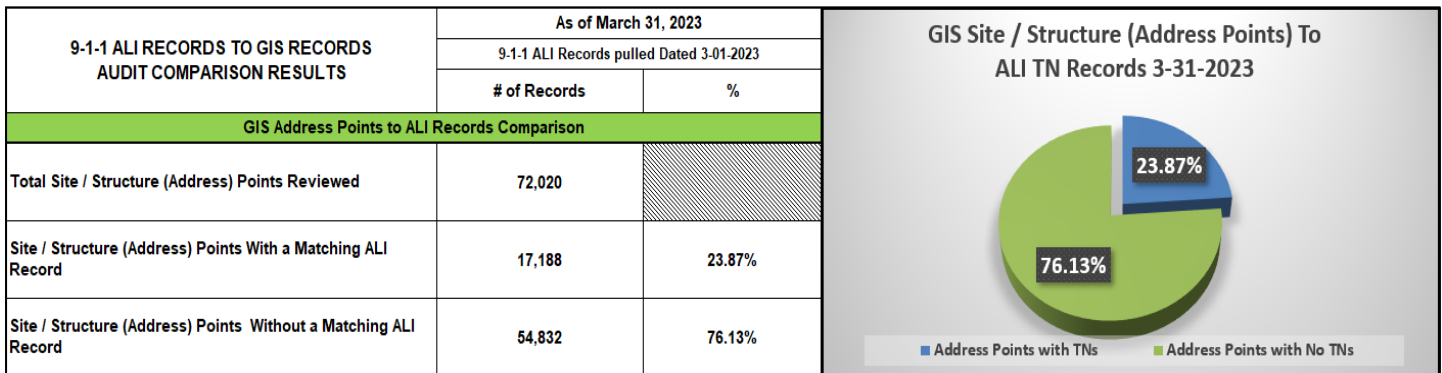9-1-1 GIS Street Centerline To ALI Record Match Rate 3-31-2023

Maui County E9-1-1 Status Report

March 1, 2023 - March 31, 2023

Total GIS Site/Structure (Address) Points and those with Matching ALI Records

The **9-1-1 Site/Structure Points (Address Points) GIS records with Matching ALI Records** comparison identifies the total number of Site/Structure Points (Address Points) that reside within the jurisdiction against how many of those Site/Structure Points (Address Points) have been matched against a matching ALI record. The Maui Jurisdiction has approximately **72,020 total Site Structure Points** with approximately **17,188** Site Structure Points that have a matching ALI telephone record. These locations with a matching ALI record indicate a potential location from which a wireline 9-1-1 call may originate as provided by the Communication Service Provider (CSP).

See chart below:

9-1-1 ALI RECORDS TO GIS RECORDS AUDIT COMPARISON RESULTS	As of March 31, 2023	
	9-1-1 ALI Records pulled Dated 3-01-2023	
	# of Records	%
GIS Address Points to ALI Records Comparison		
Total Site / Structure (Address) Points Reviewed	72,020	
Site / Structure (Address) Points With a Matching ALI Record	17,188	23.87%
Site / Structure (Address) Points Without a Matching ALI Record	54,832	76.13%

GIS Site / Structure (Address Points) To ALI TN Records 3-31-2023

23.87% — Address Points with TNs
76.13% — Address Points with No TNs

9-1-1 Site/Structure (Address) Points with Exact Matching ALI Records

The **9-1-1 Site/Structure (Address Points) GIS records with ALI Records** comparison represents the total number of Site/Structure (Address Points) GIS records that have exact matching ALI records at that location. The matching 9-1-1 GIS Site Structure (Address) Points with Exact Matching ALI Database comparison is used to identify the "Dispatchable Location" that can be utilized to send 9-1-1 responders to locate a 9-1-1 caller's exact location, or at least to the front of the property until a Dispatchable Location can be determined. The objective is to ensure that attributes between the ALI Records and the 9-1-1 Site /Structure Points ae exactly matched and accurate.
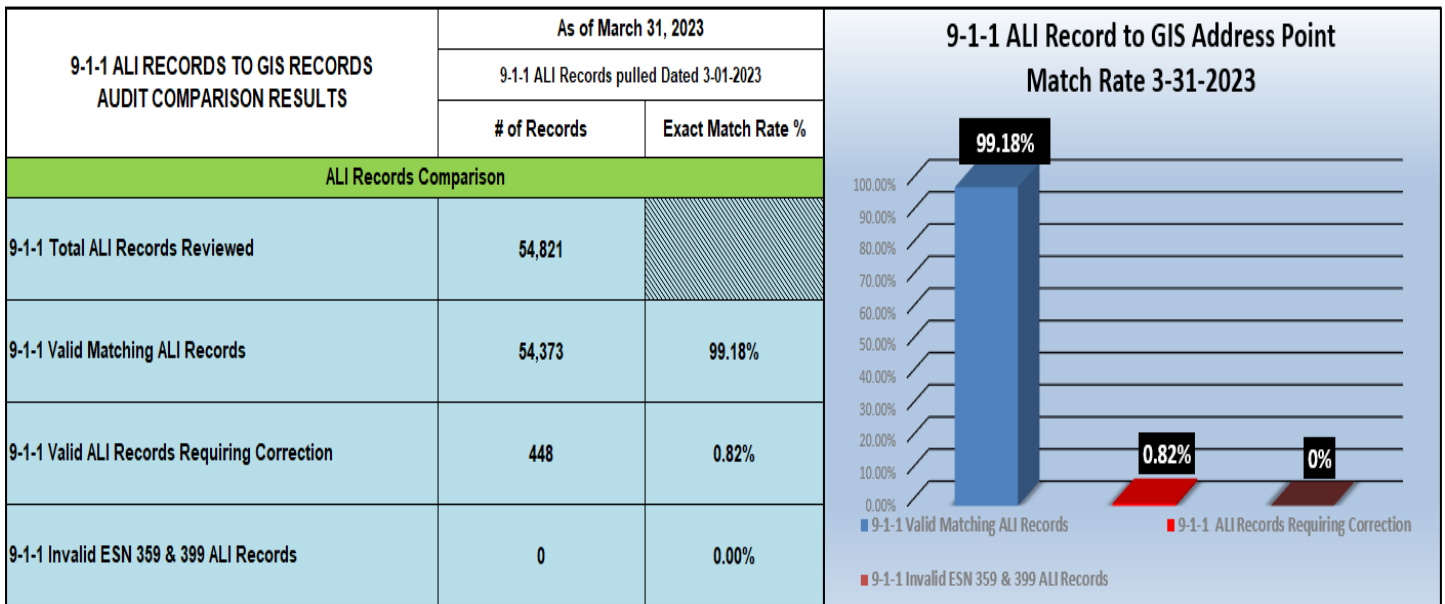
Maui County E9-1-1 Status Report

March 1, 2023 - March 31, 2023

There are **54,821 total Automatic Location Identification (ALI) Records** with the Wireline Provider. There are **54,373 Valid ALI records** that have an exact match with a GIS Site Structure Point. There are a total of **448 Valid ALI Records** that require reviewed and/or correction to achieve an exact match. This does not mean the Valid ALI Records and Site Structure Point do not possess sufficient information that will impact a 9-1-1 call or its location information. It indicates that these records require additional research and update to exactly match the two different database records. There are zero **0 ESN 359 & ESN 399 Invalid ALI Records** remaining that are in the process of determining a verified valid address. ESN 359 & ESN 399 ALI records are records that the 9-1-1 Database Maintenance Service Provider (DBMSP) could not determine an actual address for the Telephone Company.

Attributes from the two Databases that were compared during this audit include:

- House Number
- House Number Suffix
- Prefix Direction
- Street Name
- Street Name Suffix
- Post Direction
- MSAG Community Name
- Postal Community Name
- ESNs
- Zip Codes

See chart below:

9-1-1 ALI RECORDS TO GIS RECORDS AUDIT COMPARISON RESULTS	As of March 31, 2023 9-1-1 ALI Records pulled Dated 3-01-2023	
	# of Records	Exact Match Rate %
ALI Records Comparison		
9-1-1 Total ALI Records Reviewed	54,821	
9-1-1 Valid Matching ALI Records	54,373	99.18%
9-1-1 Valid ALI Records Requiring Correction	448	0.82%
9-1-1 Invalid ESN 359 & 399 ALI Records	0	0.00%

NENA Recommended Match Rate = 98%

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

At the request of the Maui Chief of Police, Hawaiian Telcom, Inc. (HTI) provided Akimeka LLC, with access to the Maui County ESN 359 and ESN 399 MSAG and ALI records. The ESN 359 and ESN 399 MSAG Street Records represented the and identified all the "known" invalid streets in the MSAG Database.
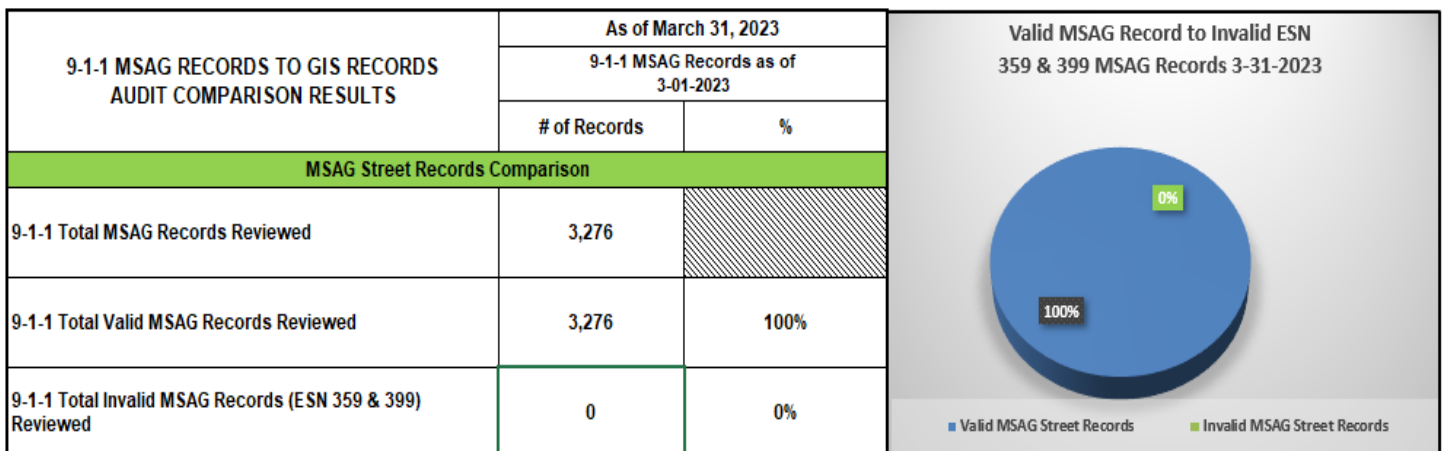
The ESN 359 and ESN 399 ALI Records represented the and identified all the "known" invalid streets telephone device/home or office addresses in the ALI Database that were associated with the known invalid MSAG Street Records. These ALI records were required to be corrected to ensure no 9-1-1 emergencies were dispatched to erroneous address/locations.

Akimeka LLC has completed the necessary investigation and required correction of the **378** MSAG Street Records identified at the start of the project. This service was provided without interruption of 9-1-1 service to the owners of the telephone devices while simultaneously producing temporary locations until the records were investigated and corrected accurately.

Valid MSAG Records to Invalid ESN 359 & ESN 399 MSAG Records

The ESN 359 and ESN 399 MSAG Street Records represented the number of invalid MSAG Streets Records in Maui County that were on file with Hawaiian Telcom and their Database Maintenance Service Provider. The ESN 359 (on Molokai), and ESN 399 MSAG Records represented invalid MSAG Street Records that still had a valid telephone number that needs to be reassigned to a valid address.

VSE (Formerly Akimeka LLC) conducted the research and corrected the MSAG Street Records to a valid location. This may have included moving any or all associated Automatic Location Identification (ALI) Records to an MSAG valid location. There are 0 ESN 359 and ESN 399 MSAG Street Records that require attention in Maui County. Please see the chart below:

9-1-1 MSAG RECORDS TO GIS RECORDS AUDIT COMPARISON RESULTS	As of March 31, 2023 9-1-1 MSAG Records as of 3-01-2023	
	# of Records	%
MSAG Street Records Comparison		
9-1-1 Total MSAG Records Reviewed	3,276	
9-1-1 Total Valid MSAG Records Reviewed	3,276	100%
9-1-1 Total Invalid MSAG Records (ESN 359 & 399) Reviewed	0	0%

Valid MSAG Record to Invalid ESN 359 & 399 MSAG Records 3-31-2023

6348 Walker Lane

Alexandria, VA 22310   March 2023   Inspiring the Performance of Tomorrow
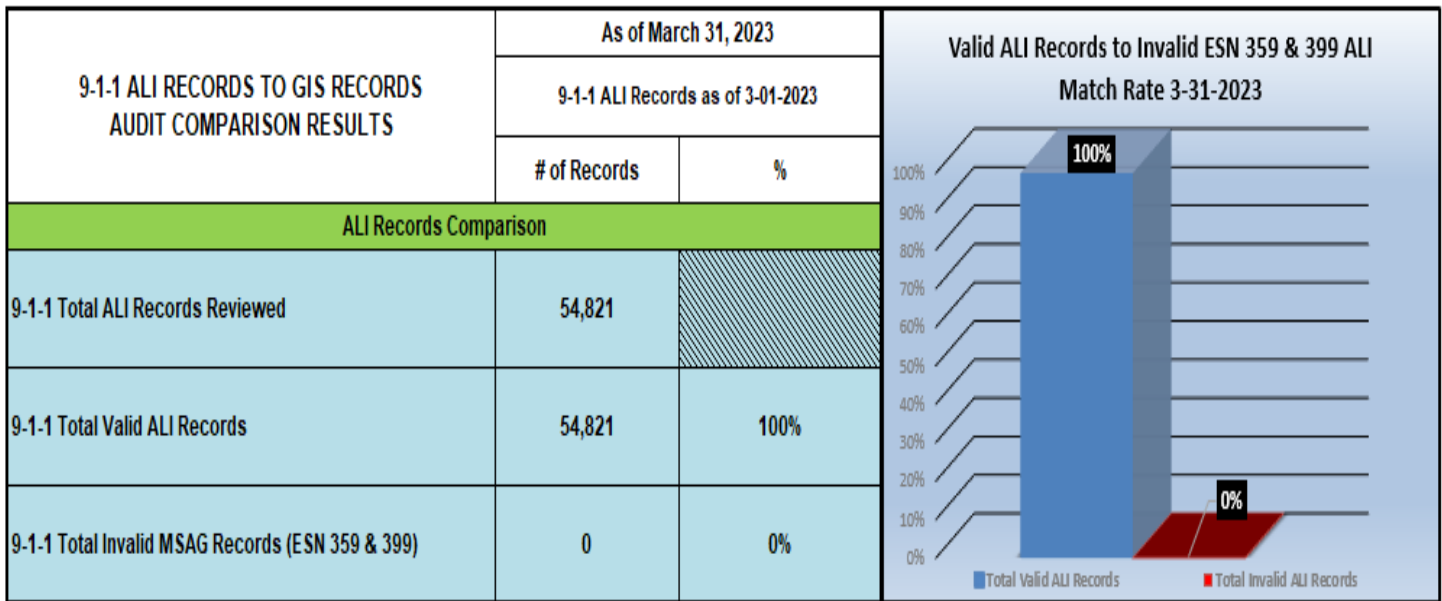
Maui County E9-1-1 Status Report

March 1, 2023 - March 31, 2023

Valid ALI Records to Invalid ESN 359 & ESN 399 ALI Records

The ESN 359 and ESN 399 invalid ALI records have been investigated and corrected. There are 0 ESN 359 and 0 ESN 399 ALI records. VSE (Formerly Akimeka LLC) has completed the research and has corrected all invalid ALI records within Maui County.

9-1-1 ALI RECORDS TO GIS RECORDS AUDIT COMPARISON RESULTS	As of March 31, 2023	
	9-1-1 ALI Records as of 3-01-2023	
	# of Records	%
ALI Records Comparison		
9-1-1 Total ALI Records Reviewed	54,821	
9-1-1 Total Valid ALI Records	54,821	100%
9-1-1 Total Invalid MSAG Records (ESN 359 & 399)	0	0%

NENA Recommended Match Rate = 98%

Valid ALI Records to Invalid ESN 359 & 399 ALI Match Rate 3-31-2023