Maui County E9-1-1 Status Report

May 1, 2023 – May 31, 2023

VSE

FEDERAL & DEFENSE SERVICES

Maui County E9-1-1 Status Report

May 1, 2023 - May 31, 2023

TABLE OF CONTENTS

Maui County E9-1-1 Status Report

May 1, 2023 - May 31, 2023

1. PSAP OPERATIONS

9-1-1 CALL VOLUME MAUI PSAP – MAY 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
MAY	14,820	894	6.03%	12,392	83.62%	24.40%	75.60%	337	2.27%	7	0.05%	0	0.00%	1,190	8.03%	0	0.00%

CALL VOLUME MAUI PSAP NOTES:

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

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

9-1-1 Call Volume																
MAUI PSAP		Wireline		Wireless				VOIP		Calls with No ALI		Admin Calls		Abandoned Calls		Other Calls	
2023	Total 9-1-1 Calls Processed	No. of Wireline Calls	% of Total Calls	No. of Wireless Calls	% of Total Calls	% of Wireless WPH1 Calls	% of Wireless WPH2 Calls	No. of VoIP Calls	% of Total Calls	No. of Calls with No ALI	% of Total Calls	No. of Admin Calls	% of Total Calls	No. of 9-1-1 Abandoned	% of Total Calls	Other Calls	% of Total Calls
JAN	14,122	973	6.89%	11,521	81.58%	21.90%	78.10%	364	2.58%	0	0.00%	0	0.00%	1,264	8.95%	0	0.00%
FEB	12,516	881	7.04%	10,158	81.16%	25.75%	74.25%	344	2.75%	5	0.04%	0	0.00%	1,128	9.01%	0	0.00%
MAR	15,621	971	6.22%	12,929	82.77%	24.19%	75.81%	400	2.56%	0	0.00%	0	0.00%	1,321	8.46%	0	0.00%
APR	14,202	919	6.47%	11,821	83.23%	24.72%	75.28%	289	2.03%	2	0.01%	0	0.00%	1,171	8.25%	0	0.00%
MAY	14,820	894	6.03%	12,392	83.62%	24.40%	75.60%	337	2.27%	7	0.05%	0	0.00%	1,190	8.03%	0	0.00%
JUNE																	
JULY																	
AUG																	
SEPT																	
OCT																	
NOV																	
DEC																	
YTD	71,281	4,638		58,821				1,734		14		0		6,074		0	
MON AVG	14,256	928	6.53%	11,764	82.47%	24.19%	75.81%	347	2.44%	3	0.02%	0	0.00%	1,215	8.54%	0.00	0.00%

May 2023

Inspiring the Performance of Tomorrow

Maui County E9-1-1 Status Report

May 1, 2023 - May 31, 2023

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

Source: Intrado Viper system

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

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
MAY — 1212	234	19.31%	577	47.61%	33.10%	66.90%	7	0.58%	0	0.00%	0	0.00%	394	32.51%	0	0.00%

CALL VOLUME MOLOKAI PSAP NOTES:

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

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

MOLOKAI PSAP 2023	Total 9-1-1 Calls Processed	No. of Wireline Calls	% of Total Calls	No. of Wireless Calls	% of Total Calls	% of Wireless WPH1 Calls	% of Wireless WPH2 Calls	No. of VoIP Calls	% of Total Calls	No. of Calls with No ALI	% of Total Calls	No. of Admin Calls	% of Total Calls	No. of 9-1-1 Abandoned	% of Total Calls	Other Calls	% of Total Calls
JAN	923	194	21.02%	468	50.70%	31.41%	68.59%	22	2.38%	1	0.11%	0	0.00%	238	25.79%	0	0.00%
FEB	1017	281	27.63%	443	43.56%	33.63%	66.37%	2	0.20%	0	0.00%	0	0.00%	291	28.61%	0	0.00%
MAR	1091	271	24.84%	489	44.82%	32.92%	67.08%	16	1.47%	0	0.00%	0	0.00%	315	28.87%	0	0.00%
APR	911	218	23.93%	451	49.51%	36.14%	63.86%	3	0.33%	0	0.00%	0	0.00%	239	26.23%	0	0.00%
MAY	1212	234	19.31%	577	47.61%	33.10%	66.90%	7	0.58%	0	0.00%	0	0.00%	394	32.51%	0	0.00%
JUNE																	
JULY																	
AUG																	
SEPT																	
OCT																	
NOV																	
DEC																	
YTD	5,154	1,198		2,428				50		1		0		1477		0	
MON AVG	1031	240	23.34%	486	47.24%	33.44%	66.56%	10.00	0.99%	0	0.02%	0	0.00%	295.4	28.40%	0	0.00%

6348 Walker Lane

Alexandria, VA 22310 — May 2023 — Inspiring the Performance of Tomorrow

Maui County E9-1-1 Status Report

May 1, 2023 - May 31, 2023

9-1-1 CALL VOLUME (COMBINED MAUI & MOLOKAI PSAPS) – MAY 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
MAY	16,032	1,128	7.04%	12,969	80.89%	24.79%	75.21%	344	2.15%	7	0.04%	0	0.00%	1,584	9.88%	0	0.00%

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

9-1-1 Call Volume																
MAUI COUNTY PSAPs	Wireline		Wireless				VOIP		Calls with No ALI		Admin Calls		Abandoned Calls		Other Calls	
2023	Total 9-1-1 Calls Processed	No. of Wireline Calls	% of Total Calls	No. of Wireless Calls	% of Total Calls	% of Wireless WPH1 Calls	% of Wireless WPH2 Calls	No. of VoIP Calls	% of Total Calls	No. of Calls with No ALI	% of Total Calls	No. of Admin Calls	% of Total Calls	No. of 9-1-1 Abandoned	% of Total Calls	Other Calls	% of Total Calls
JAN	15,045	1,167	7.76%	11,989	79.69%	22.27%	77.73%	386	2.57%	1	0.01%	0	0.00%	1,502	9.98%	0	0.00%
FEB	13,533	1,162	8.59%	10,601	78.33%	26.08%	73.92%	346	2.56%	5	0.04%	0	0.00%	1,419	10.49%	0	0.00%
MAR	16,712	1,242	7.43%	13,418	80.29%	24.51%	75.49%	416	2.49%	0	0.00%	0	0.00%	1,636	9.79%	0	0.00%
APR	15,113	1,137	7.52%	12,272	81.20%	25.14%	74.86%	292	1.93%	2	0.01%	0	0.00%	1,410	9.33%	0	0.00%
MAY	16,032	1,128	7.04%	12,969	80.89%	24.79%	75.21%	344	2.15%	7	0.04%	0	0.00%	1,584	9.88%	0	0.00%
JUNE																	
JULY																	
AUG																	
SEPT																	
OCT																	
NOV																	
DEC																	
YTD	76,435	5,836		61,249				1,784		15		0		7,551		0	
MON AVG	15,287	1,167	7.67%	12,250	80.08%	24.56%	75.44%	357	2.34%	3	0.02%	0.00	0.00%	1,510	9.89%	0	0.00%

May 2023

Inspiring the Performance of Tomorrow

Maui County E9-1-1 Status Report

May 1, 2023 - May 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

May 1, 2023 - May 31, 2023

TEXT TO 911 – CURRENT MONTH – MAY 2023

TEXT TO 911 Maui County PSAPs 2023		
Month	Received at Maui	Received at Molokai
January	21	6
February	30	0
March	39	2
April	25	1
May	32	1
June		
July		
August		
September		
October		
November		
December		
YTD	147	10
Monthly Avg.	29	2

NOTE:

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

WIRELESS PSAP TESTING – MAY 2023

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

NOTES:

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

May 2023

Inspiring the Performance of Tomorrow

Maui County E9-1-1 Status Report

May 1, 2023 - May 31, 2023

2. MSAG (MASTER STREET ADDRESS GUIDE)

MSAG TRANSACTIONS CURRENT MONTH/YEAR – MAY 2023

MAUI COUNTY 2023	Total	Dispatchable Location Transactions Submitted DL (A)	MSAG MSAG (B)	ALI Submitted TN CR (C)	ALI Submitted ALI DR (D)	Open ALI Discrepancy Records TNCR	Open ALI Discrepancy Records ALI DR	Open ALI Discrepancy Records VoIP DR	Customer Addresses Affected
JANUARY	335	330	5	0	0	1,006	0	1	10
FEBRUARY	364	354	9	0	1	1,111	0	0	42
MARCH	253	244	9	0	0	1,181	0	0	28
APRIL	328	323	2	1	2	977	0	0	0
MAY	146	129	11	4	2	899	0	0	28
JUNE									
JULY									
AUGUST									
SEPTEMBER									
OCTOBER									
NOVEMBER									
DECEMBER									
TOTAL YTD	1,426	1,380	36	5	5	5,174	0	1	108
AVG PER MONTH	285	276	7	1	1	1,035	0	0	22

9-1-1 TRANSACTIONS (column group header)

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

May 1, 2023 - May 31, 2023

MSAG CURRENT MONTH NOTES:

A total of **146** MSAG transactions were processed in 9-1-1 Net during the current month. Eleven **(11)** 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:

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

VSE (formerly Akimeka) submitted one hundred and twenty-nine (**129**) TN CRs related to the Dispatchable Location Project during the current month.

OPEN TELEPHONE RECORD (ALI) DISCREPANCY STATUS:

- **There are currently 899 Open TN CR Transactions.**
- **Refer to chart in the next section "TNCR Current Status"**

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

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

Maui County E9-1-1 Status Report

May 1, 2023 - May 31, 2023

TNCR (TELEPHONE NUMBER CHANGE REQUEST) CURRENT STATUS – MAY 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	895	0	594	301
MOLOKAI	4	0	4	0
TOTAL	899	0	598	301

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

May 1, 2023 - May 31, 2023

DISPATCHABLE LOCATION – STATUS AS OF – MAY 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 129 Dispatchable Locations submitted in May 2023 and 159 were processed by Intrado. (see next pages)

Dispatchable Location			
2023 Quarter 2	**Common Name Place** **MSAG Address**	**TNCR* Transactions Submitted**	**Transactions Processed****
Quarter 1 Carryover		**19,007**	**17,988**
May	Multi Bus, 16 S Market St, Wailuku	8	5
	Noble Travel, 160 N Market St, Wailuku	10	10
	Mental Health Kokua, 167 N Market St, Wailuku	4	3
	Kamehameha Schools, 175 N Market St, Wailuku	3	0
	Yoshizu Dental Lab, 18 S Market St, Wailuku	1	0
	Maui Ki-Aikido Society, 194 S Market St, Wailuku	1	0
	Multi Bus, 197 N Market St, Wailuku	3	3
	Studio 20, 20 S Market St, Wailuku	1	1
	Multi Bus, 210 S Market St, Wailuku	3	0
	Multi Bus, 22 N Market St, Wailuku	3	0
	Multi Bus, 22 S Market St, Wailuku	2	1
	Hale Malu Integrative Wellness, 233 S Market St, Wailuku	1	1
	Paul M Hutchinson CPA, 24 N Market St, Wailuku	2	0

DISPATCHABLE LOCATION – STATUS AS OF – MAY 2023 – CONTINUED

Dispatchable Location			
2023 **Quarter 2**	**Common Name Place** **MSAG Address**	**TNCR* Transactions Submitted**	**Transactions Processed****
Quarter 1 Carryover		19,007	17,988
May	Wailuku Coffee Company, 26 N Market St, Wailuku	1	1
	Tony Novak-Clifford Photo, 26 S Market St, Wailuku	1	0
	First Hawaiian Bank, 27 N Market St, Wailuku	3	0
	Paradise Pawn Shop, 30 S Market St, Wailuku	1	1
	Calvary Chapel Central Maui, 31 N Market St, Wailuku	1	1
	Banana Bungalow Maui Hostel, 310 N Market St, Wailuku	2	2
	Multi Bus, 313 N Market St, Wailuku	3	1
	Stephanie's Beauty Salon, 32 S Market St, Wailuku	1	0
	Multi Bus, 33 N Market St, Wailuku	14	8
	Still Smokin, 346 N Market St, Wailuku	2	2
	Takamiya Market Inc, 359 N Market St, Wailuku	2	2
	Valley Hardware Inc, 368 N Market St, Wailuku	1	1
	Green Ti Boutique & Massage, 40 N Market St, Wailuku	1	1
	Multi Bus, 44 N Market St, Wailuku	5	5
	Wai Bar, 45 N Market St, Wailuku	1	0
	Multi Bus, 54 N Market St, Wailuku	2	1
	Lokahi Pacific\62 Market St Inc, 62 N Market St, Wailuku	17	14
	Maui Onstage at the Iao, 68 N Market St, Wailuku	3	3
	American Savings Bank, 69 N Market St, Wailuku	5	0
	County of Maui, 70 N Market St, Wailuku	1	0
	Hawaii State Govt\Mystery Maui, 81 N Market St, Wailuku	20	0
	Multi Bus, 2050 Main St, Wailuku	0	17
	Multi Bus, 2200 Main St, Wailuku	0	45
	Multi Bus, 140 Market St, Wailuku	0	15

DISPATCHABLE LOCATION – STATUS AS OF – MAY 2023 – CONTINUED

Dispatchable Location			
2023 **Quarter 2**	**Common Name Place** **MSAG Address**	**TNCR* Transactions Submitted**	**Transactions Processed****
Quarter 1 Carryover		19,007	17,988
May	Multi Bus, 2180 Main St, Wailuku	0	3
	Multi Bus, 392 N Market St, Wailuku	0	1
	Multi Bus, 1063 Lower Main St, Wailuku	0	2
	Multi Bus, 1129 Lower Main St, Wailuku	0	1
	Maui Land Broker & Property, 104 Market St, Wailuku	0	8
June			
Q2		249	482
Total		19,256	18,470

Maui County E9-1-1 Status Report

May 1, 2023 - May 31, 2023

SPECTRUM (CHARTER) 9-1-1 VOIP DATABASE VERIFICATION PROJECT – MAY 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.

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 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

May 1, 2023 - May 31, 2023

BANDWIDTH 9-1-1 VOIP DATABASE VERIFICATION PROJECT – MAY 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%
HU Cilivian	12,898	1,556	44	1,590	99.38%
HU 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.

May 2023

Inspiring the Performance of Tomorrow

3. GEOGRAPHIC INFORMATION SYSTEM (GIS) – MAY 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	**5/31/2023**	**Next Delivery 6/14/2023**
		Spatially corrected one (1) record in Waihee
		Added address for one (1) record in Haiku
		Added address for one (1) record in Kula
		Added address for one (1) record in Waihee
	5/17/2023 To 5/30/2023	**Delivered 5/31/2023**
		Added address for two (2) records in Lahaina
		Added address for one (1) record in Paia
		Added address for one (1) record in Makawao
		Added address for two (2) records in Kula
		Spatially corrected one (1) record in Makawao
		Added address for one (1) record in Haiku
		Updated address for two (2) records in Lanai
		Spatially corrected two (2) records in Haiku
	5/3/2023 To 5/16/2023	**Delivered 5/17/2023**
		Added location name for one (1) record in Kaunakakai
		Added address for two (2) records in Lahaina
		Added address for one (1) record in Makawao
		Added neighborhood info for one (1) record in Haiku
		Added address for six (6) records in Kahului
		Added address for two (2) records in Haiku
		Spatially corrected one (1) record in Kahului
		Added address for one (1) record in Hana
		Updated routing ID for six (6) records in Paia

Maui County E9-1-1 Status Report

May 1, 2023 - May 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	5/3/2023 To 5/16/2023	Added address for two (2) records in Wailuku
		Updated location name for one (1) record in Kaunakakai
		Spatially corrected two (2) records in Wailuku
	5/1/2023 To 5/2/2023	**Delivered 5/3/2023**
		Added address for one (1) record in Kihei
		Added address for four (4) records in Makawao
		Spatially corrected eight (8) records in Haliimaile
		Spatially corrected three (3) records in Makawao
		Added TMK for six (6) records in Makawao
		Spatially corrected one (1) record in Kihei
Airports		
Bridges		
Building Footprints	5/31/2023	**Next Delivery 6/14/2023**
		Spatially corrected one (1) record in Kahului
		Added building footprint for eleven (11) records in Kahului
	5/3/2023 To 5/16/2023	**Delivered 5/17/2023**
		Spatially corrected twenty-three (23) records in Kaunakakai
		Added building footprint for ten (10) records in Kaunakakai
		Spatially corrected two (2) records in Makawao
		Spatially corrected three (3) records in Kahului
		Added building footprint for nine (9) records in Makawao
		Added building footprints for two (2) records in Kaunakakai
	5/1/2023 To 5/2/2023	**Delivered 5/3/2023**
		Added building footprint for eighteen (18) records in Makawao
		Spatially corrected two (2) records in Makawao

Maui County E9-1-1 Status Report

May 1, 2023 - May 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.

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)**		
Bus Stops		
Churches	5/3/2023 To 5/16/2023	**Delivered 5/17/2023** Updated church name for one (1) record in Kaunakakai Added church for one (1) record in Kaunakakai
Coastal Names		
Coastline		
Common Places		
Correctional Facilities		
Emergency Callboxes		
Emergency Operation Centers		
Emergency Shelters		
ESZ/ESN		
Fire Beats		
Fire Districts		
Fire Response Areas		
Fire Stations		
Food & Beverage		
Gas Stations		
Gate Codes		
Government Buildings		
Harbors		
Helipads		
Hiking Trails		

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)**		
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	5/17/2023 To 5/30/2023	**Delivered 5/31/2023** Added POI for one (1) record in Haiku
	5/3/2023 To 5/16/2023	**Delivered 5/17/2023** Added POI for one (1) record in Kaunakakai Updated POI name for one (1) record in Kaunakakai

Maui County E9-1-1 Status Report

May 1, 2023 - May 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)**		
Police Beats		
Police Districts		
Police Response Areas		
Police Stations		
Post Offices		
Schools		
Street Centerlines	5/3/2023 To 5/16/2023	**Delivered 5/17/2023**
		Added street centerline for one (1) record in Paia
		Split centerline, modified range for two (2) records in Paia
		Spatially corrected two (2) records in Kaunakakai
		Spatially corrected, updated range for one (1) record in Paia
		Modified range for one (1) record in Kaunakakai
Subdivisions		
Tow Jurisdictions		
Tsunami Evacuation Zones		
Tsunami Heights		
Waste Water Plants		
WSP Cell Sectors	5/17/2023 To 5/30/2023	**Delivered 5/31/2023**
		Added fifteen (15) sectors per AT&T CRS
		Added three (3) sectors per T-Mobile CRS
	5/3/2023 To 5/16/2023	**Delivered 5/17/2023**
		Added seventeen (17) sectors per Verizon Wireless CRS
		Updated seventeen (17) sectors per Verizon Wireless CRS
	5/1/2023 To 5/2/2023	**Delivered 5/3/2023**
		Added ninety-nine (99) sectors per Dish Wireless CRS

Maui County E9-1-1 Status Report

May 1, 2023 - May 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)**		
WSP Cell Towers	**5/17/2023 To 5/30/2023**	**Delivered 5/31/2023**
		Updated one (1) tower per AT&T CRS
		Added one (1) tower per T-Mobile CRS
	5/3/2023 To 5/16/2023	**Delivered 5/17/2023**
		Updated three (3) towers per Verizon Wireless CRS
	5/1/2023 To 5/2/2023	**Delivered 5/3/2023**
		Added one (1) tower per Dish 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
5/31/2023	Delivered .map, .ply, .rte, and .str files for Intergraph CAD 9.4 with updated data which included Address Points, Cell Towers, Common Places Lookup table, Points Of Interest, Street Centerlines, and RMS files.
5/31/2023	Delivered updated data for MapFlex which included Address Points, Points of Interest, Street Centerlines, WSP Cell Sectors, and WSP Cell Towers.
5/17/2023	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.
5/17/2023	Delivered updated data for MapFlex which included Address Points, Building Footprints, Churches, Points of Interest, Street Centerlines, WSP Cell Sectors, and WSP Cell Towers.
5/3/2023	Delivered updated data for MapFlex which included Address Points, Building Footprints, Lodging, Points of Interest, Street Centerlines, WSP Cell Sectors, and WSP Cell Towers.
5/3/2023	Delivered .map, .rte, and .str files for Intergraph CAD 9.4 with updated data which included Address Points, Building Footprints, 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.

Maui County E9-1-1 Status Report

May 1, 2023 - May 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. May 3rd, 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, Lodging, Points Of Interest, Street Centerlines, and WSP Cell Towers.
    iii. RMS files

2. Akimeka delivered an updated Intergraph CAD map May 17th, 2023, 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

3. Akimeka delivered an updated Intergraph CAD map May 31st, 2023, which included:
    i. .map, .ply, .rte, and .str
    ii. Address Points, Common Name Lookup Table, Points Of Interest, Street Centerlines, and WSP Cell Towers
    iii. RMS files

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

MOTOROLA PREMIER ONE PROJECT

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

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

MAPFLEX SYSTEM

VSE (formerly Akimeka) delivered GIS data to the MapFlex system on the following dates in May 2023
Hawaii County – May 2, 2023, May 16, 2023, and May 30,2023
Maui County – May 3, 2023, May 17, 2023, and May 31, 2023
Kauai County – May 4, 2023, and May 18, 2023
Honolulu – May 5, 2023, and May 19, 2023

MAPFLEX ISSUES

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

MAUI EMS (AMR)

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

Maui County E9-1-1 Status Report

May 1, 2023 - May 31, 2023

4. SERVICE REQUESTS TRANSACTIONS

OPEN SERVICE REQUESTS – MAUI COUNTY PSAPS - MAY 2023

			MAUI COUNTY			
#	Date	Ticket #	Description	PSAP	Urgency	Comments
			None			

NOTE:

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

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

	MAUI COUNTY			MSAG SERVICE REQUEST CATEGORIES					
2023	**TOTAL**		**Open**	**WIRELINE**		**WIRELESS**		**VoIP**	
	Created	**Closed**		**Created**	**Closed**	**Created**	**Closed**	**Created**	**Closed**
2022 Carryover*			0						
January	1	0	1	0	0	0	0	1	0
February	0	1	0	0	0	0	0	0	1
March	0	0	0	0	0	0	0	0	0
April	2	2	0	2	2	0	0	0	0
May	2	2	0	2	2	0	0	0	0
June									
July									
August									
September									
October									
November									
December									
TOTAL	**5**	**5**	**0**	**4**	**4**	**0**	**0**	**1**	**1**

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

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

5. E9-1-1 DATABASE SYNCHRONIZATION

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

Next Scheduled Database Synchronization Report – June 2023

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

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

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