

Maui County E9-1-1 Status Report

May 1, 2024 – May 31, 2024



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Maui County E9-1-1 Status Report

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1. PSAP OPERATIONS

9-1-1 CALL VOLUME MAUI PSAP – MAY 2024

Source: Intrado Viper system

9-1-1 Call Volume																	
MAUI PSAP		Wireline		Wireless				VOIP		Calls With No ALI		Admin Calls		Abandoned Calls		Other Calls	
2024	Total 9-1-1 Calls Processed	No. of Wireline Calls	% of Total Calls	No. of Wireless Calls	% of Total Calls	% of Wireless WPH1 Calls	% of Wireless WPH2 Calls	No. of VoIP Calls	% of Total Calls	No. of Calls with No ALI	% of Total Calls	No. of Admin Calls	% of Total Calls	No. of 9-1-1 Abandoned	% of Total Calls	Other Calls	% of Total Calls
MAY	8,594	581	6.76%	7,054	82.08%	21.19%	78.81%	328	3.82%	15	0.17%	0	0.00%	615	7.16%	1	0.01%

CALL VOLUME MAUI PSAP NOTES:

*Calls with No ALI for May 2024 = 0.17% - Statewide average for 2023 = 0.14%

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

9-1-1 Call Volume																	
MAUI PSAP		Wireline		Wireless				VOIP		Calls with No ALI		Admin Calls		Abandoned Calls		Other Calls	
2024	Total 9-1-1 Calls Processed	No. of Wireline Calls	% of Total Calls	No. of Wireless Calls	% of Total Calls	% of Wireless WPH1 Calls	% of Wireless WPH2 Calls	No. of VoIP Calls	% of Total Calls	No. of Calls with No ALI	% of Total Calls	No. of Admin Calls	% of Total Calls	No. of 9-1-1 Abandoned	% of Total Calls	Other Calls	% of Total Calls
JAN	8,987	696	7.74%	7,303	81.26%	22.32%	77.68%	317	3.53%	12	0.13%	0	0.00%	658	7.32%	1	0.01%
FEB	7,714	559	7.25%	6,298	81.64%	20.96%	79.04%	308	3.99%	14	0.18%	0	0.00%	535	6.94%	0	0.00%
MAR	8,500	585	6.88%	6,768	79.62%	25.58%	74.42%	326	3.84%	78	0.92%	0	0.00%	742	8.73%	1	0.01%
APR	8,496	581	6.84%	6,962	81.94%	21.10%	78.90%	355	4.18%	13	0.15%	0	0.00%	584	6.87%	1	0.01%
MAY	8,594	581	6.76%	7,054	82.08%	21.19%	78.81%	328	3.82%	15	0.17%	0	0.00%	615	7.16%	1	0.01%
JUNE																	
JULY																	
AUG																	
SEPT																	
OCT																	
NOV																	
DEC																	
YTD	42,291	3,002		34,385				1,634		132		0		3,134		4	
MON AVG	8,458	600	7.09%	6,877	81.31%	22.23%	77.77%	327	3.87%	26	0.31%	0	0.00%	627	7.40%	0.80	0.01%





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9-1-1 CALL VOLUME MOLOKAI PSAP – MAY 2024

Source: Intrado Viper system

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

9-1-1 Call Volume																	
MOLOKAI PSAP		Wireline		Wireless			VOIP		Calls With No ALI		Admin Calls		Abandoned Calls		Other Calls		
2024	Total 9-1-1 Calls Processed	No. of Wireline Calls	% of Total Calls	No. of Wireless Calls	% of Total Calls	% of Wireless WPH1 Calls	% of Wireless WPH2 Calls	No. of VoIP Calls	% of Total Calls	No. of Calls with No ALI	% of Total Calls	No. of Admin Calls	% of Total Calls	No. of 9-1-1 Abandoned	% of Total Calls	Other Calls	% of Total Calls
MAY	665	184	27.67%	348	52.33%	33.62%	66.38%	8	1.20%	0	0.00%	0	0.00%	125	18.80%	0	0.00%

CALL VOLUME MOLOKAI PSAP NOTES:

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

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

9-1-1 Call Volume																	
MOLOKAI PSAP		Wireline		Wireless			VOIP		Calls with No ALI		Admin Calls		Abandoned Calls		Other Calls		
2024	Total 9-1-1 Calls Processed	No. of Wireline Calls	% of Total Calls	No. of Wireless Calls	% of Total Calls	% of Wireless WPH1 Calls	% of Wireless WPH2 Calls	No. of VoIP Calls	% of Total Calls	No. of Calls with No ALI	% of Total Calls	No. of Admin Calls	% of Total Calls	No. of 9-1-1 Abandoned	% of Total Calls	Other Calls	% of Total Calls
JAN	748	207	27.67%	390	52.14%	40.77%	59.23%	6	0.80%	0	0.00%	0	0.00%	145	19.39%	0	0.00%
FEB	635	261	41.10%	283	44.57%	43.11%	56.89%	6	0.94%	0	0.00%	0	0.00%	85	13.39%	0	0.00%
MAR	696	209	30.03%	372	53.45%	40.59%	59.41%	10	1.44%	0	0.00%	0	0.00%	105	15.09%	0	0.00%
APR	786	236	30.03%	423	53.82%	38.77%	61.23%	5	0.64%	0	0.00%	0	0.00%	122	15.52%	0	0.00%
MAY	665	184	27.67%	348	52.33%	33.62%	66.38%	8	1.20%	0	0.00%	0	0.00%	125	18.80%	0	0.00%
JUNE																	
JULY																	
AUG																	
SEPT																	
OCT																	
NOV																	
DEC																	
YTD	3,530	1,097		1,816				35		0		0		582		0	
MON AVG	706	219	31.30%	363	51.26%	39.37%	60.63%	7.00	1.00%	0	0.00%	0	0.00%	116.4	16.44%	0	0.00%





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

9-1-1 Call Volume																	
MAUI COUNTY PSAPs		Wireline		Wireless				VOIP Calls		Calls With No ALI		Admin Calls		Abandoned Calls		Other Calls	
2024	Total 9-1-1 Calls Processed	No. of Wireline Calls	% of Total Calls	No. of Wireless Calls	% of Total Calls	% of Wireless WPH1 Calls	% of Wireless WPH2 Calls	No. of VoIP Calls	% of Total Calls	No. of Calls with No ALI	% of Total Calls	No. of Admin Calls	% of Total Calls	No. of 9-1-1 Abandoned	% of Total Calls	Other Calls	% of Total Calls
MAY	9,259	765	8.26%	7,402	79.94%	21.78%	78.22%	336	3.63%	15	0.16%	0	0.00%	740	7.99%	1	0.01%

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

9-1-1 Call Volume																	
MAUI COUNTY PSAPs		Wireline		Wireless				VOIP		Calls with No ALI		Admin Calls		Abandoned Calls		Other Calls	
2024	Total 9-1-1 Calls Processed	No. of Wireline Calls	% of Total Calls	No. of Wireless Calls	% of Total Calls	% of Wireless WPH1 Calls	% of Wireless WPH2 Calls	No. of VoIP Calls	% of Total Calls	No. of Calls with No ALI	% of Total Calls	No. of Admin Calls	% of Total Calls	No. of 9-1-1 Abandoned	% of Total Calls	Other Calls	% of Total Calls
JAN	9,735	903	9.28%	7,693	79.02%	23.25%	76.75%	323	3.32%	12	0.12%	0	0.00%	803	8.25%	1	0.01%
FEB	8,349	820	9.82%	6,581	78.82%	21.91%	78.09%	314	3.76%	14	0.17%	0	0.00%	620	7.43%	0	0.00%
MAR	9,196	794	8.63%	7,140	77.64%	26.36%	73.64%	336	3.65%	78	0.85%	0	0.00%	847	9.21%	1	0.01%
APR	9,282	817	8.80%	7,385	79.56%	22.11%	77.89%	360	3.88%	13	0.14%	0	0.00%	706	7.61%	1	0.01%
MAY	9,259	765	8.26%	7,402	79.94%	21.78%	78.22%	336	3.63%	15	0.16%	0	0.00%	740	7.99%	1	0.01%
JUNE																	
JULY																	
AUG																	
SEPT																	
OCT																	
NOV																	
DEC																	
YTD	45,821	4,099		36,201				1,669		132		0		3,716		4	
MON AVG	9,164	820	8.96%	7,240	79.00%	23.08%	76.92%	334	3.65%	26	0.29%	0.00	0.00%	743	8.10%	1	0.01%

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





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PSAP OPERATION NOTES:

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

FOR YOUR INFORMATION

FYI.....For Your Information												
PSAP Operations												
Statewide 911 Call Volumes												
PSAP	2023		2022		2021		2020		2019		2018	
Oahu Civilian	988,670	68.33%	971,113	69.45%	1,052,026	68.91%	991,016	71.11%	1,075,726	69.67%	1,034,190	70.62%
RDC Pearl Harbor	36,916	2.55%	31,827	2.28%	39,253	2.58%	37,014	2.66%	37,905	2.45%	37,068	2.53%
Hawaii County	207,715	14.35%	199,811	14.29%	214,220	14.00%	188,329	13.51%	211,611	13.70%	206,648	14.11%
Maui County	152,397	10.54%	140,524	10.05%	160,241	10.51%	125,626	9.01%	157,127	10.18%	133,869	9.14%
Kauai County	61,197	4.23%	54,923	3.93%	60,986	4.00%	51,653	3.71%	61,754	4.00%	52,623	3.60%
Total	1,446,895	100.00%	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%

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

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

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

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





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TEXT TO 911 – CURRENT MONTH – MAY 2024

TEXT TO 911 Maui County PSAPs 2024		
Month	Received at Maui	Received at Molokai
January	38	2
February	21	1
March	16	3
April	32	0
May	27	1
June		
July		
August		
September		
October		
November		
December		
YTD	134	7
Monthly Avg.	27	1

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 2024

MAUI COUNTY - MAY 2024						
Date	WSP	Sites Tested	Sectors Tested	Tested By:	Test Pass/Fail	Comments:

NOTES:

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





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2. MSAG (MASTER STREET ADDRESS GUIDE)

MSAG TRANSACTIONS CURRENT MONTH/YEAR – MAY 2024

MAUI COUNTY	9-1-1 TRANSACTIONS								
	Total	Dispatchable Location Transactions Submitted	MSAG	ALI Submitted		Open ALI Discrepancy Records			Customer Addresses Affected
		DL (A)	MSAG (B)	TN CR (C)	ALI DR (D)	TNCR	ALI DR	VoIP DR	
2024									
JANUARY	234	229	5	0	0	751	0	0	0
FEBRUARY	79	67	12	0	0	707	0	0	41
MARCH	72	71	1	0	0	872	0	0	6
APRIL	137	132	4	1	0	859	0	0	1
MAY	123	116	7	0*	1	934	0	0	0
JUNE									
JULY									
AUGUST									
SEPTEMBER									
OCTOBER									
NOVEMBER									
DECEMBER									
TOTAL YTD	645	615	29	1	1	4,123	0	0	48
AVG PER MONTH	129	123	6	0	0	825	0	0	10

* TNCR Note

V2X submitted **381** transactions that Intrado has not processed in the month of **May** due to personnel issues

Definitions

- (A) **Dispatchable Location** - is defined in the FCC 15-9 Docket as the verified or corroborated street address of the calling party plus additional information such as floor, suite, apartment or similar information that may be needed to adequately identify the location of the calling party. Please see Dispatchable Location Section for more information.
- (B) **Master Street Address Guide** - Represents corrections made to street records including, street names, address ranges, MSAG Communities and ESNs.
- (C) **Telephone Number Change Request** - Represents address corrections on a specific TN or group of TNs. These "invalid" TNs usually have an associated ESN 399 attached to them which indicates the need for validation.
- (D) **Automatic Location Information Discrepancy Record** - Represents an address discrepancy discovered during a live 9-1-1 call, from a landline OR a VoIP phone. These record corrections are treated with a higher priority and should be processed within 48 hours if wireline, and 72 hours if a VoIP phone, as a general guideline.



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MSAG CURRENT MONTH NOTES:

A total of **123** MSAG transactions were processed in 9-1-1 Net during the current month. Seven (**7**) 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 **no** customer ANI/ALI (telephone number/address) record updated as a direct result.

TELEPHONE RECORD (ALI) TRANSACTIONS CURRENT MONTH NOTES:

One (**1**) ALI DR was submitted as the result of a 9-1-1 call. One (**1**) call was made from a business phone in Wailuku, Maui.

V2X (formerly Akimeka) submitted one-hundred and sixteen (**116**) TN CRs related to the Dispatchable Location Project during the current month.

OPEN TELEPHONE RECORD (ALI) DISCREPANCY STATUS:

- **There are currently 934 Open TN CR Transactions.**
- **Refer to chart in the next section “TNCR Current Status”**

934 Open TN CR transactions are a direct result of the Dispatchable Location Project and are awaiting approval from Hawaiian Telcom, Inc. V2X (formerly Akimeka) continues to monitor and track the progress of the Referred records. Once a telephone number is submitted to Intrado for correction, it must be verified against HT records and/or approved by the customer. Intrado's internal process requires calling each telephone customer individually for approval to update an address in the 9-1-1 database.

- **There are no open VoIP DRs as of May 31, 2024**
- **There are no open ALI DRs as of May 31, 2024**



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TNCR (TELEPHONE NUMBER CHANGE REQUEST) CURRENT STATUS – MAY 2024

NOTE:

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

PSAP 9-1-1 Telephone Number Location Change Request (Telephone Number Change Request (TNCR) Status)				
County	TOTAL TNCR RECORDS SUBMITTED BY V2X FORMERLY AKIMEKA	OPENED TNCRS PENDING FURTHER ACTION BY INTRADO	OPENED TNCRS REFERRED TO TELCO BY INTRADO	TOTAL UNOPENED TNCR RECORDS
MAUI	928	0	547	381
MOLOKAI	6	0	6	0
TOTAL	934	0	553	381

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 V2X formerly Akimeka on behalf the PSAP; however, processing by the 9-1-1 Database Service Provider Data Analyst has not begun.





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DISPATCHABLE LOCATION – STATUS AS OF – MAY 2024

NARRATIVE:

During the August 2015 State of Hawaii 911 Board meeting, V2X (formerly Akimeka) provided a “State of Hawaii PSAPs Proposed ALI Compliancy with FCC 15-9” presentation. Based on the 9-1-1 Board’s confirmation to add the “Dispatchable Location” information into the ALI database, V2X (formerly Akimeka) researched the format standards of each pertinent field and tested the delivery of the data to the PSAP. After a few configuration adjustments (eliminating the TelCo comments field from appearing on the ALI Screen), V2X (formerly Akimeka) standardized an additional information data format to proceed with this project. During the month of August 2015, V2X (formerly Akimeka) started a pilot project, entering additional location information to a verified MSAG address with multiple telephone numbers. Specifically, the Queen Kaahumanu Shopping Center at 275 Kaahumanu Ave. The “Dispatchable Location” data is entered into the “Driving Directions” field in the 9-1-1 Net system and will display on the Viper Power 911 ALI Screen in the “Exact” field should a 911 call be received from that telephone number. Screen shots of the “Before” ALI screen, and the “After” ALI screen with the updated “Dispatchable Location” information visible, were presented to the Dispatch Supervisors. V2X (formerly Akimeka) received positive feedback from the 911 Dispatch Personnel because the information that the 911 Call Takers will receive, will certainly cut down on the process of determining the exact location of the 911 caller. In addition to this, V2X (formerly Akimeka) was informed that the Mobile Dispatch Terminals (MDTs) in the Police Vehicles, also are able to view this “Dispatchable Location” information which will reduce the response times for Public Safety. There were 116 Dispatchable Locations submitted in May 2024 and 43 were processed by Intrado. (see next pages)

Dispatchable Location			
2024	Common Name Place MSAG Address	TNCR*	Transactions
Quarter 2		Transactions Submitted	Processed**
Quarter 1 Carryover		20,546	19,854
May	Multi Bus, 2065 Main St, Wailuku	35	19
	Kihei Charter School, 2086 Main St, Wailuku	2	2
	Bank of Hawaii/Pentecostal Ch, 2105 Main St, Wailuku	12	0
	McDonald's Restaurants, 2138 Main St, Wailuku	2	2
	HSG/Judiciary, 2145 Main St, Wailuku	22	0
	Multi Bus, 2065 Main St, Wailuku	11	0
	Maui Medical Group, 2180 Main St, Wailuku	15	0
	Multi Bus, 2200 Main St, Wailuku	10	0
	Business Ins Svc/Fusato CPA, 140 Market St, Wailuku	7	0
	Servicemaster/Terminix, 891 Eha St, Wailuku	0	4
	Multi Bus, 1885 Main St, Wailuku	0	4





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DISPATCHABLE LOCATION – STATUS AS OF – MAY 2024 – CONTINUED

Dispatchable Location			
2024	Common Name Place MSAG Address	TNCR*	Transactions
Quarter 2		Transactions Submitted	Processed**
Quarter 1 Carryover		20,546	19,854
May	Multi Bus, 1900 Main St, Wailuku	0	2
	Multi Bus, 2050 Main St, Wailuku	0	1
	Multi Bus, 2158 Main St, Wailuku	0	9
June			
Q2		248	183
Total		20,794	20,037





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

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

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

*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 V2X 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 Civilian	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

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

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





Maui County E9-1-1 Status Report

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BANDWIDTH 9-1-1 VOIP DATABASE VERIFICATION PROJECT – MAY 2024

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

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

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

*Bandwidth 9-1-1 VoIP Database Verification Project ***(Updated)					
PSAP	TOTAL RECORDS SUBMITTED BY BANDWIDTH (A)	TOTAL NO MATCHING RECORDS IDENTIFIED BY V2X (FORMERLY AKIMEKA)	BANDWIDTH FALLOUT RECORDS (B)	NON MATCHING RECORDS CORRECTED BY V2X (FORMERLY AKIMEKA) (C)	PERCENT COMPLETED
WAIH County	2,126	97	16	106	93.81%
MAUI County	555	75	3	73	93.59%
AUI County	1,794	60	14	69	93.24%
HU Civilian	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 V2X formerly Akimeka for research and MSAG address validation.
(B)	VoIP records identified by Bandwidth as fallout records. These records contain invalid MSAG addressing information which can include house number, street name/suffix, or MSAG community.
(C)	Verification Process Completed.





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3. GEOGRAPHIC INFORMATION SYSTEM (GIS) – MAY 2024

MAPPING LAYERS UPDATED (PART I)

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

MAUI COUNTY		
Type of Layer	V2X formerly Akimeka GIS Server	Other/Remarks
	Date Created/Edits Performed	
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)		
Address Points	5/29/2024 To 5/31/2024	Next Delivery 6/12/2024
		Added location name per MPD for ten (10) records in Wailuku
		Added address for two (2) records in Lahaina
		Spatially corrected two (2) records in Kahului
		Added address for one (1) record in Kahului
	5/15/2024 To 5/28/2024	Delivered 5/29/2024
		Updated neighborhood info for thirty-four (34) records in Kaanapali
		Added address for one (1) record in Kula
		Added location type for one (1) record in Wailuku
		Added address for three (3) records in Haiku
		Corrected civic street name for forty (40) records in Waikapu
		Corrected civic street name for fifteen (15) records in Lanai
		Updated neighborhood info for three hundred and twenty-four (324) records in Wailuku
		Corrected civic street name for thirty-five (35) records in Kula
		Corrected civic street name for fifteen (15) records in Wailea
		Added address for three (3) records in Kahului
		Corrected civic street name for twenty-nine (29) records in Waihee
		Removed location name for one (1) record in Kihei
		Added address for one (1) record in Hoolehua
		Added address for one (1) record in Lahaina
		Corrected civic street name for one (1) record in Wailuku
		Added address for one (1) record in Kihei
		Updated address for three (3) records in Wailuku





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MAPPING LAYERS UPDATED (PART II)

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

MAUI COUNTY			
Type of Layer	V2X formerly Akimeka GIS Server	Other/Remarks	
	Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Address Points	5/15/204 To 5/28/2024	Corrected civic street name for forty (40) records in Kihei	
		Updated location name for one (1) record in Kahului	
		Spatially corrected one (1) record in Kula	
		Corrected civic street name for two (2) records in Lahaina	
		Corrected civic street name for twenty-nine (29) records in Kahului	
		Updated location type for three (3) records in Wailuku	
		Updated location type for one (1) record in Makawao	
		Added address for fifty-one (51) records in Kapalua	
		Corrected civic street name for one (1) record in Kaunakakai	
		Added address for one (1) record in Pukalani	
		Added address for one (1) record in Makawao	
		Added address for one (1) record in Wailea	
		Spatially corrected, added location name for one (1) record in Kahului	
		Corrected civic street name for fourteen (14) records in Haiku	
		Spatially corrected one (1) record in Hoolehua	
		Corrected civic street name for twenty-one (21) records in Wailuku	
		Added address for three (3) records in Wailuku	
		Spatially corrected two (2) records in Wailuku	
	5/1/2024 To 5/14/2024	Delivered 5/15/2024	
		Updated location name for one (1) record in Kahului	
		Added address for three (3) records in Kihei	
		Added neighborhood info for two (2) records in Kihei	
		Added address for two (2) records in Wailea	
		Removed location name for four (4) records in Wailuku	
	Removed location name for two (2) records in Wailea		





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MAPPING LAYERS UPDATED (PART III)

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

MAUI COUNTY		
Type of Layer	V2X formerly Akimeka GIS Server	Other/Remarks
	Date Created/Edits Performed	
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)		
Address Points	5/1/2024 To 5/14/2024	Updated location name for five (5) records in Kihei
		Removed location name for one (1) record in Haiku
		Removed location name for ten (10) records in Kahului
		Removed location name for one (1) record in Lahaina
		Spatially corrected one (1) record in Hoolehua
		Removed location name for thirteen (13) records in Kihei
		Added address for two (2) records in Hana
		Removed location name for one (1) record in Kaanapali
		Removed location name for one (1) record in Pukalani
		Added address for one (1) record in Haiku
		Updated location name for one (1) record in Lahaina
Airports		
Bridges		
Building Footprints		
Bus Stops		
Churches		
Coastal Names		
Coastline		
Common Places		
Correctional Facilities		
Emergency Callboxes		
Emergency Operation Centers		
Emergency Shelters		
ESZ/ESN		





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MAPPING LAYERS UPDATED (PART IV)

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

MAUI COUNTY		
Type of Layer	V2X formerly Akimeka GIS Server	Other/Remarks
	Date Created/Edits Performed	
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)		
Fire Beats		
Fire Districts		
Fire Response Areas		
Fire Stations		
Food & Beverage	5/29/2024 To 5/31/2024	Next Delivery 6/12/2024
		Added food truck lot for one (1) record in Kahului
	5/1/2024 To 5/14/2024	Delivered 5/15/2024
		Updated name for three (3) records in Kihei
		Updated name for one (1) record in Kahului
		Added restaurant for two (2) records in Wailea
		Updated cafe name for one (1) record in Lahaina
Added restaurant for three (3) records in Kihei		
Added restaurant for one (1) record in Wailuku		
Gas Stations		
Gate Codes		
Government Buildings		
Harbors		
Helipads		
Hiking Trails		
Hospitals		
Hydrants		
Hyrdology Layers		
Incident Response Areas		
Lodging	5/15/2024 To 5/28/2024	Delivered 5/29/2024
		Updated name for one (1) record in Kaanapali





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MAPPING LAYERS UPDATED (PART V)

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

MAUI COUNTY		
Type of Layer	V2X formerly Akimeka GIS Server	Other/Remarks
	Date Created/Edits Performed	
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)		
Major Roads		
Medic Beats		
Medic Districts		
Medic Response Areas		
Medic Stations		
Medical Facilities		
Milepost Markers		
MSAG Communities	5/15/204 To 5/28/2024	Delivered 5/29/2024
		Modified boundary for one (1) record in Kula
		Modified boundary for one (1) record in Hana
Net Junctions		
Ocean Rescue Boundaries		
Ocean Safety		
Parcels		
Parks		
Parks Polygon		
Points of Interest	5/29/2024 To 5/31/2024	Next Delivery 6/12/2024
		Added POI for one (1) record in Kahului
		Spatially corrected one (1) record in Kahului
	5/15/204 To 5/28/2024	Delivered 5/29/2024
		Updated description for two (2) records in Kahului
		Added POI for one (1) record in Kihei
		Corrected address for one (1) record in Kahului
		Updated POI for one (1) record in Kahului
Updated POI for one (1) record in Kaanapali		
Added POI for one (1) record in Wailuku		





Maui County E9-1-1 Status Report

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MAPPING LAYERS UPDATED (PART VI)

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

MAUI COUNTY			
Type of Layer	V2X formerly Akimeka GIS Server	Other/Remarks	
	Date Created/Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Points of Interest	5/15/2024 To 5/28/2024	Updated description for one (1) record in Napili	
		Added POI for two (2) records in Kahului	
		Updated subclass for one (1) record in Lahaina	
		Added description for one (1) record in Kahului	
		Spatially corrected two (2) records in Kahului	
		Updated subclass for one (1) record in Makawao	
		Updated subclass for three (3) records in Wailuku	
		Added address for one (1) record in Kahului	
	5/1/2024 To 5/14/2024	Delivered 5/15/2024	
		Added POI for two (2) records in Kihei	
		Updated name for one (1) record in Kahului	
		Updated name for four (4) records in Kihei	
		Updated address for one (1) record in Kihei	
		Added POI for two (2) records in Wailea	
		Updated name for one (1) record in Lahaina	
		Spatially corrected one (1) record in Kahului	
		Spatially corrected one (1) record in Kihei	
		Added neighborhood for one (1) record in Kaanapali	
		Added restaurant for one (1) record in Kihei	
		Spatially corrected two (2) records in Wailuku	
Police Beats	5/15/2024 To 5/28/2024	Delivered 5/29/2024	
		Modified boundary for two (2) records	
Police Districts			
Police Response Areas			
Police Stations			





Maui County E9-1-1 Status Report

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MAPPING LAYERS UPDATED (PART VII)

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

MAUI COUNTY		
Type of Layer	V2X formerly Akimeka GIS Server	Other/Remarks
	Date Created/ Edits Performed	
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)		
Post Offices		
Schools		
Street Centerlines	5/29/2024 To 5/31/2024	Next Delivery 6/12/2024
		Partial spatial correction for two (2) records in Kula
		Spatially corrected one (1) record in Kula
	5/15/2024 To 5/28/2024	Delivered 5/29/2024
		Corrected civic street name for four (4) records in Wailuku
		Corrected civic street name for three (3) records in Wailea
		Corrected civic street name for three (3) records in Lahaina
		Updated neighborhood info, updated range for one (1) record in Wailuku
		Corrected civic street name for two (2) records in Kihei
		Spatially corrected one (1) record in Waihee
		Split street centerline, modified range for two (2) records in Kapalua
		Added street centerline for one (1) record in Kapalua
		Corrected civic street name for three (3) records in Kahului
		Corrected civic street name for four (4) records in Waikapu
		Corrected civic street name for two (2) records in Kula
		Corrected civic street name for one (1) record in Waihee
		Corrected civic street name for two (2) records in Kaunakakai
		Corrected civic street name for two (2) records in Haiku
		Updated neighborhood info, corrected range for one (1) record in Wailuku
		Corrected civic street name for two (2) records in Lanai
Updated neighborhood info for five (5) records in Wailuku		
Updated street centerline range for two (2) records in Kahului		





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MAPPING LAYERS UPDATED (PART VIII)

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

MAUI COUNTY		
Type of Layer	V2X formerly Akimeka GIS Server	Other/Remarks
	Date Created/Edits Performed	
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)		
Street Centerlines	5/1/2024 To 5/14/2024	Delivered 5/15/2024
		Partial spatial correction for three (3) records in Kihei
Subdivisions	5/15/204 To 5/28/2024	Delivered 5/29/2024
		Added subdivision for one (1) record in Kahului
		Added subdivision for one (1) record in Wailuku
Tow Jurisdictions		
Tsunami Evacuation Zones		
Tsunami Heights		
Waste Water Plants		
WSP Cell Sectors	5/1/2024 To 5/14/2024	Delivered 5/15/2024
		Added seven (7) sectors per AT&T CRS
WSP Cell Towers		

NOTE:

The Parcels layer is provided by Maui County. V2X (formerly Akimeka) performs edits on the spatial information of the layer for 9-1-1 purposes. Changes to the attribute table are made when needed. The Parcels layer uploaded to the PSAP GIS server is intended for 9-1-1 purposes only and should not be disseminated to other county agencies.



Maui County E9-1-1 Status Report

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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
5/1/2024	Delivered for Intergraph AddressPoints, BuildingFootprints, GateCodes, PointsOfInterest, Schools, StreetCenterlines, WSP Sectors, WSP Towers
5/1/2024	Delivered updated data for MapFlex which included Address Points, Building Footprints, Points Of Interest, Street Centerlines, Schools, WSP Cell Sectors, and WSP Cell Towers.
5/13/2024	Delivered VoIP boundaries for the State of Hawaii to ComTech, specifically to clarify that VoIP calls on Lanai should be routed to Molokai.
5/15/2024	Delivered for Intergraph AddressPoints, PointsOfInterest, StreetCenterlines, Subdivisions, WSP Sectors, WSP Towers
5/15/2024	Delivered updated data for MapFlex which included Address Points, Building Footprints, Points Of Interest, Street Centerlines, Subdivisions, WSP Cell Sectors, and WSP Cell Towers.
5/29/2024	Delivered for Intergraph AddressPoints, Lodging, PointsOfInterest, PoliceBeats, StreetCenterlines, Subdivisions, WSP Sectors, WSP Towers
5/29/2024	Delivered updated data for MapFlex which included AddressPoints, FoodBeverage, Lodging, MSAGCommunities, PointsOfInterest, PoliceBeats, StreetCenterlines, Subdivisions, WSP Sectors, WSP Towers

GIS FOR 911

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

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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 1st, 2024 – V2X delivered an updated Intergraph CAD map which included:
 - a. .map, .ply, .rte, and .str
 - b. Address Points, Building Footprints, Common Name Lookup Table, Gate Codes, Points Of Interest, Street Centerlines, and WSP Cell Towers.
 - c. RMS files
2. V2X delivered an updated Intergraph CAD map May 16th, 2024, which included:
 - a. .map, .ply, .rte, and .str
 - b. Address Points, Common Name Lookup Table, Points Of Interest, Street Centerlines, Subdivisions, and WSP Cell Towers
 - c. RMS files
3. V2X delivered an updated Intergraph CAD map May 29th, 2024, which included:
 - a. .map, .ply, .rte, and .str
 - b. Address Points, Common Name Lookup Table, Lodging, Points Of Interest, Police Beats, Street Centerlines, Subdivisions, and WSP Cell Towers

During June 2024, the Intergraph CAD map will continue to be delivered every other week, which has been coordinated with all mapping system updates and synchronizations with other 911 databases.

MOTOROLA PREMIER ONE PROJECT

On Wednesday, February 15, 2023, and Thursday, February 16th, 2023, V2X (formerly Akimeka) participated in the GIS workshop with Motorola GIS staff. V2X will provide the first Motorola CAD GIS deliverable in mid-March, and work with Motorola to make any necessary updates to the schema and data, to ensure a successful implementation.

On Thursday, April 20th, 2023 V2X (formerly Akimeka) delivered GIS data updates for Motorola for the Premiere One CAD implementation.

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



Maui County E9-1-1 Status Report

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MAPFLEX SYSTEM

May 2024

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

Hawaii County – May 22, 2024, and May 28, 2024

Maui County – *May 1, 2024, May 22, 2024, and May 29, 2024

Kauai County – *May 2, 2024, May 22, 2024, and May 30, 2024

Honolulu – *May 3, 2024, May 22, 2024, and May 31, 2024

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

MAPFLEX ISSUES

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

MAUI EMS (AMR)

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



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4. SERVICE REQUESTS TRANSACTIONS

OPEN SERVICE REQUESTS – MAUI COUNTY PSAPS - MAY 2024

MAUI COUNTY						
#	Date	Ticket #	Description	PSAP	Urgency	Comments
			None			

NOTE:

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

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

MAUI COUNTY				MSAG SERVICE REQUEST CATEGORIES					
2024	TOTAL		Open	WIRELINE		WIRELESS		VoIP	
	Created	Closed		Created	Closed	Created	Closed	Created	Closed
2023 Carryover*			0						
January	0	0	0	0	0	0	0	0	0
February	0	0	0	0	0	0	0	0	0
March	0	0	0	0	0	0	0	0	0
April	0	0	0	0	0	0	0	0	0
May	1	1	0	1	1	0	0	0	0
June									
July									
August									
September									
October									
November									
December									
TOTAL	1	1	0	1	1	0	0	0	0

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



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5. E9-1-1 DATABASE SYNCHRONIZATION

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

Next Scheduled Database Synchronization Report – June 2024

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

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

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

