# Maui County E9-1-1 Status Report

*November 1, 2023 – November 30, 2023*

# Maui County E9-1-1 Status Report

## November 1, 2023 - November 30, 2023

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6348 Walker Lane

Alexandria, VA 22310        November 2023        Inspiring the Performance of Tomorrow

# Maui County E9-1-1 Status Report

## November 1, 2023 - November 30, 2023

### 1. PSAP OPERATIONS

#### 9-1-1 CALL VOLUME MAUI PSAP – NOVEMBER 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 |
| **NOV** | 8,627 | 586 | 6.79% | 7,079 | 82.06% | 21.50% | 78.50% | 295 | 3.42% | 49 | 0.57% | 0 | 0.00% | 617 | 7.15% | 1 | 0.01% |

### CALL VOLUME MAUI PSAP NOTES:

**\*Calls with No ALI for November 2023 = 0.57% - Statewide average for 2022 = 0.05%**

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

| 9-1-1 Call Volume | | | | | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **MAUI PSAP** | | **Wireline** | | **Wireless** | | | | **VOIP** | | **Calls with No ALI** | | **Admin Calls** | | **Abandoned Calls** | | **Other Calls** |
| **2023** | Total 9-1-1 Calls Processed | No. of Wireline Calls | % of Total Calls | No. of Wireless Calls | % of Total Calls | % of Wireless WPH1 Calls | % of Wireless WPH2 Calls | No. of VoIP Calls | % of Total Calls | No. of Calls with No ALI | % of Total Calls | No. of Admin Calls | % of Total Calls | No. of 9-1-1 Abandoned | % of Total Calls | Other Calls | % of Total Calls |
| **JAN** | 14,122 | 973 | 6.89% | 11,521 | 81.58% | 21.90% | 78.10% | 364 | 2.58% | 0 | 0.00% | 0 | 0.00% | 1,264 | 8.95% | 0 | 0.00% |
| **FEB** | 12,516 | 881 | 7.04% | 10,158 | 81.16% | 25.75% | 74.25% | 344 | 2.75% | 5 | 0.04% | 0 | 0.00% | 1,128 | 9.01% | 0 | 0.00% |
| **MAR** | 15,621 | 971 | 6.22% | 12,929 | 82.77% | 24.19% | 75.81% | 400 | 2.56% | 0 | 0.00% | 0 | 0.00% | 1,321 | 8.46% | 0 | 0.00% |
| **APR** | 14,202 | 919 | 6.47% | 11,821 | 83.23% | 24.72% | 75.28% | 289 | 2.03% | 2 | 0.01% | 0 | 0.00% | 1,171 | 8.25% | 0 | 0.00% |
| **MAY** | 14,820 | 894 | 6.03% | 12,392 | 83.62% | 24.40% | 75.60% | 337 | 2.27% | 7 | 0.05% | 0 | 0.00% | 1,190 | 8.03% | 0 | 0.00% |
| **JUNE** | 13,969 | 795 | 5.69% | 11,705 | 83.79% | 23.55% | 76.45% | 320 | 2.29% | 18 | 0.13% | 0 | 0.00% | 1,131 | 8.10% | 0 | 0.00% |
| **JULY** | 10,928 | 809 | 7.40% | 8,919 | 81.62% | 22.40% | 77.60% | 335 | 3.07% | 11 | 0.10% | 0 | 0.00% | 854 | 7.81% | 0 | 0.00% |
| **AUG** | 11,838 | 761 | 6.43% | 9,894 | 83.58% | 23.44% | 76.56% | 343 | 2.90% | 1 | 0.01% | 0 | 0.00% | 838 | 7.08% | 1 | 0.01% |
| **SEPT** | 8,135 | 548 | 6.74% | 6,704 | 82.41% | 22.34% | 77.66% | 286 | 3.52% | 21 | 0.26% | 0 | 0.00% | 576 | 7.08% | 0 | 0.00% |
| **OCT** | 8,650 | 535 | 6.18% | 7,150 | 82.66% | 22.15% | 77.85% | 271 | 3.13% | 36 | 0.42% | 0 | 0.00% | 658 | 7.61% | 0 | 0.00% |
| **NOV** | 8,627 | 586 | 6.79% | 7,079 | 82.06% | 21.50% | 78.50% | 295 | 3.42% | 49 | 0.57% | 0 | 0.00% | 617 | 7.15% | 1 | 0.01% |
| **DEC** | | | | | | | | | | | | | | | | | |
| **YTD** | 133,428 | 8,672 | | 110,272 | | | | 3,584 | | 150 | | 0 | | 10,748 | | 2 | |
| **MON AVG** | 12,130 | 788 | 6.54% | 10,025 | 82.59% | 23.31% | 76.69% | 326 | 2.77% | 14 | 0.14% | 0 | 0.00% | 977 | 7.96% | 0.18 | 0.00% |

# Maui County E9-1-1 Status Report

## November 1, 2023 - November 30, 2023

## 9-1-1 CALL VOLUME MOLOKAI PSAP – NOVEMBER 2023

**Source:  Intrado Viper system**

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

| | | Wireline | | Wireless | | | | VOIP | | Calls With No ALI | | Admin Calls | | Abandoned Calls | | Other Calls | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **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 |
| **NOV** | 565 | 94 | 16.64% | 344 | 60.88% | 33.43% | 66.57% | 3 | 0.53% | 0 | 0.00% | 0 | 0.00% | 124 | 21.95% | 0 | 0.00% |

## CALL VOLUME MOLOKAI PSAP NOTES:

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

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

| | | Wireline | | Wireless | | | | VOIP | | Calls with No ALI | | Admin Calls | | Abandoned Calls | | Other Calls | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **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** | 697 | 117 | 16.79% | 479 | 68.72% | 33.82% | 66.18% | 3 | 0.43% | 0 | 0.00% | 0 | 0.00% | 98 | 14.06% | 0 | 0.00% |
| **JULY** | 601 | 135 | 22.46% | 356 | 59.23% | 27.25% | 72.75% | 8 | 1.33% | 0 | 0.00% | 0 | 0.00% | 102 | 16.97% | 0 | 0.00% |
| **AUG** | 1007 | 68 | 6.75% | 767 | 76.17% | 64.80% | 35.20% | 21 | 2.09% | 0 | 0.00% | 0 | 0.00% | 151 | 15.00% | 0 | 0.00% |
| **SEPT** | 668 | 152 | 22.75% | 332 | 49.70% | 37.95% | 62.05% | 0 | 0.00% | 0 | 0.00% | 0 | 0.00% | 184 | 27.54% | 0 | 0.00% |
| **OCT** | 644 | 141 | 21.89% | 359 | 55.75% | 41.23% | 58.77% | 2 | 0.31% | 3 | 0.47% | 0 | 0.00% | 139 | 21.58% | 0 | 0.00% |
| **NOV** | 565 | 94 | 16.64% | 344 | 60.88% | 33.43% | 66.57% | 3 | 0.53% | 0 | 0.00% | 0 | 0.00% | 124 | 21.95% | 0 | 0.00% |
| **DEC** | | | | | | | | | | | | | | | | | |
| **YTD** | 9,336 | 1,905 | | 5,065 | | | | 87 | | 4 | | 0 | | 2275 | | 0 | |
| **MON AVG** | 849 | 173 | 20.36% | 460 | 55.15% | 36.88% | 63.12% | 7.91 | 0.88% | 0 | 0.05% | 0 | 0.00% | 206.82 | 23.56% | 0 | 0.00% |

# Maui County E9-1-1 Status Report

## November 1, 2023 - November 30, 2023

## 9-1-1 CALL VOLUME (COMBINED MAUI & MOLOKAI PSAPS) – NOVEMBER 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 |
| NOV | 9,192 | 680 | 7.40% | 7,423 | 80.76% | 22.05% | 77.95% | 298 | 3.24% | 49 | 0.53% | 0 | 0.00% | 741 | 8.06% | 1 | 0.01% |

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

| 9-1-1 Call Volume | | | | | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| MAUI COUNTY PSAPs | | Wireline | | Wireless | | | | VOIP | | Calls with No ALI | | Admin Calls | | Abandoned Calls | | Other Calls | |
| 2023 | Total 9-1-1 Calls Processed | No. of Wireline Calls | % of Total Calls | No. of Wireless Calls | % of Total Calls | % of Wireless WPH1 Calls | % of Wireless WPH2 Calls | No. of VoIP Calls | % of Total Calls | No. of Calls with No ALI | % of Total Calls | No. of Admin Calls | % of Total Calls | No. of 9-1-1 Abandoned | % of Total Calls | Other Calls | % of Total Calls |
| JAN | 15,045 | 1,167 | 7.76% | 11,989 | 79.69% | 22.27% | 77.73% | 386 | 2.57% | 1 | 0.01% | 0 | 0.00% | 1,502 | 9.98% | 0 | 0.00% |
| FEB | 13,533 | 1,162 | 8.59% | 10,601 | 78.33% | 26.08% | 73.92% | 346 | 2.56% | 5 | 0.04% | 0 | 0.00% | 1,419 | 10.49% | 0 | 0.00% |
| MAR | 16,712 | 1,242 | 7.43% | 13,418 | 80.29% | 24.51% | 75.49% | 416 | 2.49% | 0 | 0.00% | 0 | 0.00% | 1,636 | 9.79% | 0 | 0.00% |
| APR | 15,113 | 1,137 | 7.52% | 12,272 | 81.20% | 25.14% | 74.86% | 292 | 1.93% | 2 | 0.01% | 0 | 0.00% | 1,410 | 9.33% | 0 | 0.00% |
| MAY | 16,032 | 1,128 | 7.04% | 12,969 | 80.89% | 24.79% | 75.21% | 344 | 2.15% | 7 | 0.04% | 0 | 0.00% | 1,584 | 9.88% | 0 | 0.00% |
| JUNE | 14,666 | 912 | 6.22% | 12,184 | 83.08% | 23.96% | 76.04% | 323 | 2.20% | 18 | 0.12% | 0 | 0.00% | 1,229 | 8.38% | 0 | 0.00% |
| JULY | 11,529 | 944 | 8.19% | 9,275 | 80.45% | 22.59% | 77.41% | 343 | 2.98% | 11 | 0.10% | 0 | 0.00% | 956 | 8.29% | 0 | 0.00% |
| AUG | 12,845 | 829 | 6.45% | 10,661 | 83.00% | 26.41% | 73.59% | 364 | 2.83% | 1 | 0.01% | 0 | 0.00% | 989 | 7.70% | *1 | 0.01% |
| SEPT | 8,803 | 700 | 7.95% | 7,036 | 79.93% | 23.08% | 76.92% | 286 | 3.25% | 21 | 0.24% | 0 | 0.00% | 760 | 8.63% | 0 | 0.00% |
| OCT | 9,294 | 676 | 7.27% | 7,509 | 80.79% | 23.07% | 76.93% | 273 | 2.94% | 39 | 0.42% | 0 | 0.00% | 797 | 8.58% | 0 | 0.00% |
| NOV | 9,192 | 680 | 7.40% | 7,423 | 80.76% | 22.05% | 77.95% | 298 | 3.24% | 49 | 0.53% | 0 | 0.00% | 741 | 8.06% | *1 | 0.01% |
| DEC | | | | | | | | | | | | | | | | | |
| YTD | 142,764 | 10,577 | | 115,337 | | | | 3,671 | | 154 | | 0 | | 13,023 | | 0 | |
| MON AVG | 12,979 | 962 | 7.44% | 10,485 | 80.76% | 24.00% | 76.00% | 334 | 2.65% | 14 | 0.14% | 0.00 | 0.00% | 1,184 | 9.01% | 0 | 0.00% |

*1 (911) call received with the class of service "TSP".  HwnTel/Intrado informed for clarification.
Received confirmation from Intrado that the class of service for "TSP" is a Telematics call.

## 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 | |

6348 Walker Lane

Alexandria, VA 22310     November 2023     Inspiring the Performance of Tomorrow

# Maui County E9-1-1 Status Report

## November 1, 2023 - November 30, 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 | 48 | 6 |
| July | 46 | 0 |
| August | 225 | 24 |
| September | 16 | 0 |
| October | 24 | 2 |
| November | 50 | 0 |
| December | | |
| YTD | 556 | 42 |
| Monthly Avg. | 51 | 4 |

**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 – NOVEMBER 2023

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

**NOTES:**

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

6348 Walker Lane

Alexandria, VA 22310                    November 2023                    Inspiring the Performance of Tomorrow

# Maui County E9-1-1 Status Report

## November 1, 2023 - November 30, 2023

## 2. MSAG (MASTER STREET ADDRESS GUIDE)

### MSAG TRANSACTIONS CURRENT MONTH/YEAR – NOVEMBER 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 | 110 | 108 | 1 | 1 | 0 | 849 | 0 | 0 | 356 |
| JULY | 90 | 81 | 9 | 0 | 0 | 796 | 0 | 0 | 450 |
| AUGUST | 93 | 87 | 5 | 0 | 1 | 806 | 0 | 0 | 67 |
| SEPTEMBER | 171 | 170 | 1 | 0 | 0 | 778 | 0 | 0 | 13 |
| OCTOBER | 178 | 174 | 4 | 0 | 0 | 764 | 0 | 0 | 60 |
| NOVEMBER | 208 | 205 | 3 | 0 | 0 | 839 | 0 | 0 | 43 |
| DECEMBER | | | | | | | | | |
| TOTAL YTD | 2,276 | 2,205 | 59 | 6 | 6 | 10,006 | 0 | 1 | 1,097 |
| AVG PER MONTH | 207 | 200 | 5 | 1 | 1 | 910 | 0 | 0 | 100 |

| 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

## November 1, 2023 - November 30, 2023

### MSAG CURRENT MONTH NOTES:

A total of **208** MSAG transactions were processed in 9-1-1 Net during the current month.  Three **(3)** 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 **43** 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 five (**205**) TN CRs related to the Dispatchable Location Project during the current month.

### OPEN TELEPHONE RECORD (ALI) DISCREPANCY STATUS:

- **There are currently 839 Open TN CR Transactions.**
- **Refer to chart in the next section "TNCR Current Status"**

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

- **There are no open VoIP DRs as of November 30, 2023**
- **There are no open ALI DRs as of November 30, 2023**

TNCR (TELEPHONE NUMBER CHANGE REQUEST) CURRENT STATUS – NOVEMBER 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** | 835 | 0 | 565 | 270 |
| **MOLOKAI** | 4 | 0 | 4 | 0 |
| **TOTAL** | 839 | 0 | 569 | 270 |

| 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

## November 1, 2023 - November 30, 2023

### DISPATCHABLE LOCATION – STATUS AS OF – NOVEMBER 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 205 Dispatchable Locations submitted in November 2023 and 127 were processed by Intrado. (see next pages)

| Dispatchable Location | | | |
|---|---|---|---|
| **2023**<br>**Quarter 4** | **Common Name Place**<br>**MSAG Address** | **TNCR\***<br>**Transactions**<br>**Submitted** | **Transactions**<br>**Processed\*\*** |
| Quarter 3 Carryover | | 19,702 | 19,074 |
| **November** | Multi Bus, 200 Waiehu Beach Rd, Wailuku | 6 | 0 |
| | Multi Bus, 250 Waiehu Beach Rd, Wailuku | 46 | 42 |
| | Bowman Pest Control, 253 Waiehu Beach Rd, Wailuku | 4 | 4 |
| | Multi Bus, 270 Waiehu Beach Rd, Wailuku | 71 | 8 |
| | Sassy Elegance Boutique, 283 Waiehu Beach Rd, Wailuku | 1 | 1 |
| | Door of Faith Church, 432 Waiehu Beach Rd, Wailuku | 2 | 0 |
| | Iglesia Ni Cristo, 464 Waiehu Beach Rd, Wailuku | 2 | 1 |
| | Maui Electric Co, 2335 Waiinu Rd, Wailuku | 3 | 0 |
| | Multi Bus, 66 Wailani Stwailuku | 4 | 4 |
| | Hale Makana O Waiale, 106-195 Waimaluhia Ln, Wailuku | 26 | 17 |
| | Multi Residence, 70 Waimaluhia Ln, Wailuku | 2 | 1 |
| | Multi Residence, 90 Waimaluhia Ln, Wailuku | 2 | 2 |

DISPATCHABLE LOCATION – STATUS AS OF – NOVEMBER 2023 – CONTINUED

| Dispatchable Location | | | |
|---|---|---|---|
| **2023** **Quarter 4** | **Common Name Place** **MSAG Address** | **TNCR* Transactions Submitted** | **Transactions Processed**** |
| Quarter 3 Carryover | | 19,702 | 19,074 |
| November | Iao Parkside Apts, 11-60 Waipaa Ln, Wailuku | 21 | 16 |
| | Multi Residence, 23-56 Waipono Ln, Wailuku | 10 | 9 |
| | Faith Family Fellowship, 420 Wakea Ave, Wailuku | 5 | 5 |
| | Yoshizu Dental Lab, 18 S Market St, Wailuku | 0 | 1 |
| | Multi Bus, 22 S Market St, Wailuku | 0 | 1 |
| | Multi Bus, 22 N Market St, Wailuku | 0 | 3 |
| | Tony Novak-Clifford Photo, 26 S Market St, Wailuku | 0 | 1 |
| | First Hawaiian Bank, 27 N Market St, Wailuku | 0 | 3 |
| | Stephanie's Beauty Salon, 32 S Market St, Wailuku | 0 | 1 |
| | Kamehameha Schools, 175 N Market St, Wailuku | 0 | 3 |
| | Maui Ki-Aikido Society, 194 S Market St, Wailuku | 0 | 1 |
| | Multi Bus, 210 S Market St, Wailuku | 0 | 3 |
| December | | | |
| | | | |
| | | | |
| Q4 | | 379 | 315 |
| Total | | 20,081 | 19,389 |

# Maui County E9-1-1 Status Report

## November 1, 2023 - November 30, 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 | 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 |
|---|---|---|---|---|---|
| *Spectrum (Charter) 9-1-1 VoIP Database Verification Project | | | | | |
| 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

## November 1, 2023 - November 30, 2023

### BANDWIDTH 9-1-1 VOIP DATABASE VERIFICATION PROJECT – NOVEMBER 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

## November 1, 2023 - November 30, 2023

### 3. GEOGRAPHIC INFORMATION SYSTEM (GIS) – NOVEMBER 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**<br>**Date Created/ Edits Performed** | **Other/Remarks** |
| **CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE**<br>**(Listed Alphabetically)** | | |
| **Address Points** | **11/15/2023 To 11/28/2023** | **Delivered 11/29/2023** |
| | | Added address for two hundred and twenty-seven (227) records in Lahaina |
| | | Added address for one (1) record in Kihei |
| | | Added address for one (1) record in Kaluakoi |
| | | Added address for two (2) records in Kahului |
| | | Added address for one (1) record in Kula |
| | | Added address for one (1) record in Hana |
| | | Spatially corrected one (1) record in Kahului |
| | | Added address for one (1) record in Kaanapali |
| | | Added address for one (1) record in Pukalani |
| | **11/1/2023 To 11/14/2023** | **Delivered 11/15/2023** |
| | | Spatially corrected one (1) record in Kaluakoi |
| | | Spatially corrected one (1) record in Kualapuu |
| | | Added address for four (4) records in Kihei |
| | | Spatially corrected eight (8) records in Kaunakakai |
| | | Added address for one (1) record in Makawao |
| | | Added address for twenty-six (26) records in Lahaina |
| | | Added address for one (1) record in Kaluakoi |
| | | Added address for two (2) records in Haiku |
| | | Added address for two (2) records in Kaunakakai |
| | | Spatially corrected one (1) record in Kahului |
| | | Spatially corrected one (1) record in Kihei |

# Maui County E9-1-1 Status Report

## November 1, 2023 - November 30, 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** <br> **Date Created/ Edits Performed** | **Other/Remarks** |
| **CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE** <br> **(Listed Alphabetically)** | | |
| **Address Points** | 11/1/2023 To 11/14/2023 | Added address for two (2) records in Wailuku |
| | | Added address for three (3) records in Kahului |
| | | Added address for one (1) record in Kualapuu |
| | | Added address for one (1) record in Haliimaile |
| **Airports** | | |
| **Bridges** | | |
| **Building Footprints** | 11/15/2023 To 11/28/2023 | **Delivered 11/29/2023** |
| | | Added building footprint for thirty-eight (38) records in Hana |
| | | Spatially corrected six (6) records in Paia |
| | | Spatially corrected one (1) record in Hana |
| | | Added building footprint for six (6) records in Haiku |
| | | Spatially corrected seven (7) records in Kahului |
| | | Added building footprint for thirteen (13) records in Paia |
| | | Added building footprint for two (2) records in Kahului |
| | | Spatially corrected three (3) records in Haiku |
| | 11/1/2023 To 11/14/2023 | **Delivered 11/15/2023** |
| | | Added building footprint for seventeen (17) records in Wailuku |
| | | Spatially corrected six (6) records in Kahului |
| | | Added building footprint for two (2) records in Kahului |
| | | Added building footprint for twenty-two (22) records in Makawao |
| | | Spatially corrected nine (9) records in Wailuku |
| **Bus Stops** | | |
| **Churches** | | |

## 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<br><br>Date Created/ Edits Performed | Other/Remarks |
|---|---|---|
| **MAUI COUNTY** | | |
| **CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE**<br>**(Listed Alphabetically)** | | |
| 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 | | |
| Hospitals | | |
| Hydrants | | |
| Hyrdology Layers | | |

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** <br> **Date Created/ Edits Performed** | **Other/Remarks** |
| **CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE** <br> **(Listed Alphabetically)** | | |
| 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 | 11/1/2023 To 11/14/2023 | **Delivered 11/15/2023** <br> Added POI for one (1) record in Makawao <br> Added POI for one (1) record in Haiku |
| Police Beats | | |
| Police Districts | | |
| Police Response Areas | | |
| Police Stations | | |

6348 Walker Lane

Alexandria, VA 22310        November 2023        Inspiring the Performance of Tomorrow

# Maui County E9-1-1 Status Report

## November 1, 2023 - November 30, 2023

*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** <br><br> **Date Created/ Edits Performed** | **Other/Remarks** |
| **CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE** <br> **(Listed Alphabetically)** | | |
| **Post Offices** | | |
| **Schools** | | |
| **Street Centerlines** | 11/15/2023 To 11/28/2023 | **Delivered 11/29/2023** |
| | | Added centerline for five (5) records in Lahaina |
| | 11/1/2023 To 11/14/2023 | **Delivered 11/15/2023** |
| | | Updated ESN for two (2) records in Lahaina |
| | | Split centerline one (1) record in Kahului |
| | | Partial spatial correction for one (1) record in Kahului |
| | | Modified range for one (1) record in Kihei |
| | | Added centerline for one (1) record in Lahaina |
| | | Spatially corrected one (1) record in Kihei |
| | | Modified range for one (1) record in Pukalani |
| **Subdivisions** | 11/1/2023 To 11/14/2023 | **Delivered 11/15/2023** |
| | | Added subdivision for one (1) record in Haiku |
| | | Added subdivision for one (1) record in Makawao |
| **Tow Jurisdictions** | | |
| **Tsunami Evacuation Zones** | | |
| **Tsunami Heights** | | |
| **Waste Water Plants** | | |
| **WSP Cell Sectors** | | |
| | | |
| **WSP Cell Towers** | | |
| | | |

# Maui County E9-1-1 Status Report

## November 1, 2023 - November 30, 2023

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**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 |
|------|------------------------|
| 11/29/2023 | 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. |
| 11/29/2023 | Delivered updated data for MapFlex which included Address Points, Building Footprints, Points of Interest, Street Centerlines, WSP Cell Sectors, and WSP Cell Towers. |
| 11/15/2023 | 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, Subdivisions, Street Centerlines, and RMS files. |
| 11/15/2023 | Delivered updated data for MapFlex which included Address Points, Building Footprints, Points of Interest, Street Centerlines, Subdivisions, WSP Cell Sectors, and WSP Cell Towers. |
| 11/1/2023 | 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. |
| 11/1/2023 | Delivered updated data for MapFlex which included Address Points, Building Footprint, Points of Interest, Street Centerlines, WSP Cell Sectors, and WSP Cell Towers. |

## GIS FOR 911

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

## INTERGRAPH CAD UPGRADE

From April through June 2014, the Maui Police Department worked to upgrade their Intergraph CAD system to the more recent 2014 version. Through this upgrade process, new improvements were identified and the overall functionality of the system from the Map Build process to the Production workstation made significant enhancements in order to streamline the deliverables and continue providing accurate data to the PSAP.

1. November 1st, 2023 – Akimeka delivered an updated Intergraph CAD map which included:
   a. .map, .ply, .rte, and .str
   b. Address Points, Building Footprints, Common Name Lookup Table, Points Of Interest, Street Centerlines, and WSP Cell Towers.
   c. RMS files

2. Akimeka delivered an updated Intergraph CAD map November 15th, 2023, which included:
   a. .map, .ply, .rte, and .str
   b. Address Points, Building Footprints, Common Name Lookup Table, Points Of Interest, Street Centerlines, Subdivisions, and WSP Cell Towers
   c. RMS files
3. Akimeka delivered an updated Intergraph CAD map November 29th, 2023, which included:
   a. .map, .ply, .rte, and .str
   b. Address Points, Building Footprints, Common Name Lookup Table, Points Of Interest, Street Centerlines, and WSP Cell Towers
   c. RMS files

During December 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.

# Maui County E9-1-1 Status Report

## November 1, 2023 - November 30, 2023

## 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 November 2023
> **Hawaii County –** November 14, 2023, and November 28, 2023
> **Maui County –** November 1, 2023, November 15, 2023, and November 29, 2023
> **Kauai County –** November 2, 2023,  November 16, 2023, and November 30, 2023
> **Honolulu –** November 3, 2023, and November 17, 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

## November 1, 2023 - November 30, 2023

## 4. SERVICE REQUESTS TRANSACTIONS

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

| | | | MAUI COUNTY | | | |
|---|---|---|---|---|---|---|
| # | Date | Ticket # | Description | PSAP | Urgency | Comments |
| | | | None | | | |
| | | | | | | |

NOTE:

**There are no (0) Open Service Request for the Maui County PSAPs for November 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 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| July | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| August | 1 | 1 | 0 | 1 | 1 | 0 | 0 | 0 | 0 |
| September | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| October | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| November | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| December | | | | | | | | | |
| **TOTAL** | **6** | **6** | **0** | **5** | **5** | **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 |
|---|

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

# Next Scheduled Database Synchronization Report – December 2023

| TWO-WAY (2-WAY) COMPARISION – DECEMBER 2023 - TBA |
|---|

| THREE-WAY (3-WAY) COMPARISION – DECEMBER 2023 - TBA |
|---|

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