Oahu Civilian E9-1-1

Status Report

March 1, 2024 – March 31, 2024

V2X

**TRUSTED WHEREVER
THE MISSION LEADS**

Oahu Civilian E9-1-1 Status Report

March 1, 2024 - March 31, 2024

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1. PSAP OPERATIONS

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9-1-1 CALL VOLUME CIVILIAN PSAPS – MARCH 2024

Source: Intrado Viper system

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

9-1-1 Primary PSAP Call Volume																
Honolulu City & 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	No. of Other Calls	% of Total Calls
March	78,162	10,888	13.93%	63,710	81.51%	14.37%	67.14%	2,955	3.78%	610	0.78%	1,468	1.88%	11,616	14.86%	1,034	1.32%

9-1-1 CALL VOLUME CIVILIAN PSAPS – CALENDAR YEAR 2024

9-1-1 Primary PSAP Call Volume																
Honolulu City & 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	No. of Total Call Received	% of Total Calls
JAN	83,354	10,994	13.19%	67,433	80.90%	18.49%	62.41%	3,418	4.10%	1,509	1.81%	1,700	2.04%	12,847	15.41%	1,055	1.27%
FEB	74,426	9,623	12.93%	60,784	81.67%	13.75%	67.92%	2,776	3.73%	1,243	1.67%	1,458	1.96%	11,199	15.05%	887	1.19%
MAR	78,162	10,888	13.93%	63,710	81.51%	14.37%	67.14%	2,955	3.78%	610	0.78%	1,468	1.88%	11,616	14.86%	1,034	1.32%
APR																	
MAY																	
JUNE																	
JULY																	
AUG																	
SEPT																	
OCT																	
NOV																	
DEC																	
YTD	235,942	31,505		191,927				9,149		3,362		4,626		35,662		2,976	
MON AVG	78,647	10,502	13.35%	63,976	81.36%	15.54%	65.82%	3,050	3.87%	1,121	1.42%	1,542	1.96%	11,887	15.11%	992	1.26%

NOTE:

- ***911 Calls with No ALI for March 2024 = 0.78% - Statewide average for 2023 = 0.14%**
- **Total call volumes do not include Administrative Calls. Administrative calls = Calls originating on Administrative lines that required 911 service.**
- **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 not included in the Wireline and Wireless total counts respectively.**
- **All VoIP (Voice over Internet Protocol) types of 911 calls are combined in the Call Volume statistic.**

9-1-1 CALL VOLUME BY AGENCY – MARCH 2024

Trusted Wherever The Mission Leads

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2024	9-1-1 Call Volume by Agency									
	Honolulu Police Department						Honolulu Fire Department			
	No. of Total Calls Received	% of Total Calls	Number of Emergency Calls	Number of Non Emergency Calls	Number of Admin Calls	Number of Dropped Calls	No. of Total Calls Received	% of Total Calls	Number of Admin Calls	Number of Dropped Calls
March	65,155	83.36%	15,163	37,155	1,221	11,616	2,799	3.58%	140	27

2024	9-1-1 Call Volume by Agency							
	Emergency Medical Services				Ocean Safety			
	Number of Total Calls Received	% of Total Calls	Number of Admin Calls	Number of Dropped Calls	Number of Total Calls Received	% of Total Calls	Number of Admin Calls	Number of Dropped Calls
March	9,129	11.68%	64	230	45	0.06%	43	0

9-1-1 CALL VOLUME BY AGENCY – CALENDAR YEAR 2024

2024	9-1-1 Call Volume by Agency																	
	Honolulu Police Department						Honolulu Fire Department				Emergency Medical Services				Ocean Safety			
	Number of Total Calls Received	% of Total Calls	No. of Emergency Calls	No. of Non Emergency Calls	No. of Admin Calls	No. of Dropped Calls	No. of Total Calls Received	% of Total Calls	No. of Admin Calls	No. of Dropped Calls	No. of Total Calls Received	% of Total Calls	No. of Admin Calls	No. of Dropped Calls	No. of Total Calls Received	% of Total Calls	No. of Admin Calls	No. of Dropped Calls
JAN	69,341	83.19%	15,763	39,205	1,526	12,847	3,078	3.69%	102	32	9,841	11.81%	33	224	39	0.05%	39	0
FEB	62,284	83.69%	14,711	35,072	1,302	11,199	2,692	3.62%	102	32	8,518	11.44%	16	145	45	0.06%	38	0
MAR	65,155	83.36%	15,163	37,155	1,221	11,616	2,799	3.58%	140	27	9,129	11.68%	64	230	45	0.06%	43	0
APR																		
MAY																		
JUNE																		
JULY																		
AUG																		
SEPT																		
OCT																		
NOV																		
DEC																		
YTD	196,780		45,637	111,432	4,049	35,662	8,569		344	91	27,488		113	599	129		120	0
MON AVG	65,593	83.41%	15,212	37,144	1,350	11,887	2,856	3.63%	115	30	9,163	11.64%	38	200	43	0.06%	40	0

PSAP OPERATION NOTES:

- **A New Class of Service (COS): FIXD** = Wireless 911 calls to the PSAP via fixed indoor antennas.

- x (911) calls 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).**
- x (911) calls 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	

TEXT TO 911 OAHU CIVILIAN PSAPS – CURRENT MONTH – MARCH 2024

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TEXT TO 911 Oahu Civilian PSAPs 2024						
Month	Total	HPD	HFD	EMS	OS	911 (handled)
January	279	221	1	6	0	51
February	292	227	4	1	0	60
March	272	199	5	6	0	62
April						
May						
June						
July						
August						
September						
October						
November						
December						
YTD	843	647	10	13	0	173
Monthly Avg.	281.0	215.7	3.3	4.3	0.0	57.7

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.
- The 9-1-1 handled texts were incidents in which the Division conducted testing or the texter texted 911 in error.

911 WIRELESS OAHU CIVILIAN PSAP TESTING – MARCH 2024

OAHU CIVILIAN - MARCH 2024						
Date	WSP	Sites Tested	Sectors Tested	Tested By:	Test Pass/Fail	Comments:
3/7/2024	T-Mobile			T-Mobile	Pass	LBR (Location Based Routing)

NOTES:

- There was one (1) scheduled Wireless 911 Tests for the Oahu Civilian PSAP in March 2024.

2. MSAG (MASTER STREET ADDRESS GUIDE)

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OAHU CIVILIAN MSAG TRANSACTIONS CURRENT MONTH/YEAR – MARCH 2024

OAHU CIVILIAN	9-1-1 TRANSACTIONS								
	Total	MSAG	ALI Submitted			Open ALI Discrepancy Records			Customer Addresses Affected
2024		MSAG (A)	TN CR (B)	ALI DR (C)	VoIP (D)	TNCR	ALI DR	VoIP DR	
JANUARY	729	5	724	0	0	4,098	0	0	175
FEBRUARY	319	2	317	0	0	3,690	0	0	0
MARCH	160	0	160	0	0	4,062	0	0	0
APRIL									
MAY									
JUNE									
JULY									
AUGUST									
SEPTEMBER									
OCTOBER									
NOVEMBER									
DECEMBER									
TOTAL YTD	1,208	7	1,201	0	0				175
AVG PER MONTH	403	2	400	0	0				58

* TNCR Note
V2X submitted an additional **693** transactions that Intrado has not processed in the month of **March** due to personnel issues

Definitions
(A)**M**aster **S**treet **A**ddress **G**uide - Represents corrections made to street records including, street names, address ranges, MSAG Communities and ESNs.
(B) **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 199 attached to them which indicates the need for validation.
(C) **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. These record corrections are treated with a higher priority and should be processed within 48 hours as a general guideline.
(D) **V**oice **o**ver **I**nternet **P**rotocol **D**iscrepancy **R**ecord - Represents an address discrepancy discovered during a live 9-1-1 call, from a VoIP phone. These record corrections are treated with a higher priority and should be processed within 72 hours as a general guideline per Time Warner Operations Center. MSR tracking effective April 2014.

OAHU CIVILIAN MSAG CURRENT MONTH NOTES:

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A total of **zero** MSAG transactions were processed in 9-1-1 Net during the current reporting month. No requests were processed relating to the MSAG database which include: changes to high – low street ranges, combining street records, deletion of invalid records, splitting street records to align with Police, Fire, EMS, and Military response areas, and inserting new MSAG records.

There were no customer ANI/ALI (telephone/address) records updated as a direct result.

OAHU CIVILIAN TELEPHONE RECORD (ALI) TRANSACTIONS CURRENT MONTH NOTES:

V2X (formerly Akimeka) processed zero **(0)** TN CRs related to the Dispatchable Location Project during the current month.

OAHU CIVILIAN OPEN TELEPHONE RECORD (ALI) DISCREPANCY STATUS:

- **There are currently 4,062 Open TN CRs.**

  4,062 Open TN CR transactions are a result of the Dispatchable Location project. 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 ALI-DRs as of March 31, 2024**

- **There is no Open VoIP DRs as of March 31, 2024**

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

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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)**				
PSAP	**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**
OAHU CIVILIAN	**4,062**	**2**	**3,367**	**693**

STATUS
TOTAL TNCRs SUBMITTED - The total number of TNCR requests for modification that have been submitted in 9-1-1
PENDING STATUS - TNCRs assigned this status are requests which have been reviewed by the 9-1-1 Database Service Provider Data Analyst, and are pending investigation whether the request is valid or invalid, and/or whether the request requires additional information to validate.
REFERRED STATUS - TNCRs assigned this status are requests which have been reviewed by the 9-1-1 Database Service Provider Data Analyst, and the request requires additional information to validate. The Intrado Data Analysts assigns this status to a TNCR and the request is referred to the telephone service providers for further research.
TOTAL UNOPENED TNCR RECORDS STATUS - The request is submitted by V2X formerly Akimeka on behalf the PSAP; however, processing by the 9-1-1 Database Service Provider Data Analyst has not begun.

DISPATCHABLE LOCATION – STATUS AS OF – MARCH 2024

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> 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.

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. The Windward Mall will be the pilot location starting in May 2018. There were 160 transactions submitted and 0 processed in March 2024.

Dispatchable Location				
2024 **Quarter 1**	**Common Name Place** **MSAG Address**		**TNCR* Transactions Submitted**	**Transactions Processed****
2023 carryover			36,339	22,110
March	John H Wilson Elementary School, 4945 Kilauea Ave, Waialae		12	0
	Wilson Community Park, 4901 Kilauea Ave, Waialae		1	0
	Kahala Mall, 4211 Waialae Ave, Kaimuki		147	0
Q1			**1,201**	**647**
Total			**37,540**	**22,757**

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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.

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 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%**

*Title: *Spectrum (Charter) 9-1-1 VoIP Database Verification Project*

* 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)	Verifcation Process Completed.

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

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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.

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
*Bandwidth 9-1-1 VoIP Database Verification Project ***(Updated)					
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 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)	Verifcation Process Completed.

3. GEOGRAPHIC INFORMATION SYSTEM (GIS) – MARCH 2024

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MAPPING LAYERS UPDATED (PART I)

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

OAHU CIVILIAN PSAPS		
Type of Layer	**V2X formerly Akimeka GIS Server** **Date Created/ Edits Performed**	**Other/Remarks**
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE **(Listed Alphabetically)**		
Address Points	**3/22/2024 To 3/31/2024**	Next Delivery 4/5/2024
		Added new address point for ninety-eight (98) records in Hawaii Kai
		Corrected routing ID for twenty-six (26) records in Ewa Beach
		Added new address point for three (3) records in Kaneohe
		Added location name, added location type for one (1) record in Hawaii Kai
		Added routing ID for one (1) record in Hawaii Kai
		Corrected spatial, added location name, added location type for eleven (11) records in Hawaii Kai
		Added new address point for two (2) records in Aiea
		Corrected civic house for two (2) records in Kalaeloa
		Corrected location name for two (2) records in Hawaii Kai
		Corrected location type for one (1) record in Kalaeloa
		Added routing ID for one (1) record in Wahiawa
		Corrected house number, corrected street, corrected routing ID for one (1) record in Makiki
		Added new address point for one (1) record in Manoa
		Added new address point for one (1) record in Kapolei
		Added Tritech name for twelve (12) records in Ewa Beach
		Corrected name for one (1) record in Kalihi
		Corrected civic house for four hundred and thirty-eight (438) records in Ewa Beach
		Added new address point for two (2) records in Kalihi
		Added new address point for three (3) records in Waipahu
		Added routing ID, new AP for one (1) record in McCully

MAPPING LAYERS UPDATED (PART II)

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

OAHU CIVILIAN PSAPS		
Type of Layer	**V2X formerly Akimeka GIS Server** **Date Created/ Edits Performed**	**Other/Remarks**
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE **(Listed Alphabetically)**		
Address Points	**3/8/2024 To 3/21/2024**	**Delivered 3/22/2024**
		Corrected routing ID, corrected civic house for twelve (12) records in Kapolei
		Added new address point for eighty (80) records in Makiki
		Added floor, added apartment, corrected spatial for one (1) record in Waikiki
		Added new address point for one (1) record in Kailua
		Corrected civic house for one (1) record in Waianae
		Corrected civic house, corrected apartment for eleven (11) records in Ewa Beach
		Added new address point for one (1) record in Kaimuki
		Corrected civic house for two hundred and twenty-nine (229) records in Kapolei
		Corrected civic house for two (2) records in Kunia
		Corrected civic house for three (3) records in Waipahu
		Corrected apartment, corrected civic house for five (5) records in Ewa Beach
		Added new address point for thirty-nine (39) records in Waikiki
		Corrected spatial, added apartment, added floor for one (1) record in Makiki
		Corrected civic house for ninety (90) records in Ewa Beach
		Corrected apartment for one (1) record in Kailua
		Corrected spatial, added floor, corrected apartment for one (1) record in Makiki

MAPPING LAYERS UPDATED (PART III)

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

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OAHU CIVILIAN PSAPS		
Type of Layer	**V2X formerly Akimeka GIS Server** **Date Created/ Edits Performed**	**Other/Remarks**
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE **(Listed Alphabetically)**		
Address Points	**3/8/2024 To 3/21/2024**	Added new address point for four hundred and sixteen (416) records in Kaneohe
		Added new address point for one (1) record in McCully
		Corrected routing ID, corrected civic house for one (1) record in Waipahu
		Corrected apartment, added alia for one (1) record in Hauula
		Corrected routing ID for two (2) records in Kaneohe
		Corrected civic house for thirty-six (36) records in Mililani
		Added floor, added apartment, corrected spatial for one (1) record in Makiki
		Corrected civic house for eleven (11) records in Aiea
		Corrected civic house for one hundred and thirty-nine (139) records in Waipio
		Corrected spatial, added floor, added apartment for one (1) record in Makiki
		Corrected civic house for one (1) record in Kalihi
		Corrected routing ID, corrected spatial for five (5) records in Kaneohe
		Added new address point for one (1) record in Salt Lake
		Corrected civic house for thirty-four (34) records in Makakilo
		Added alias for one (1) record in Kalihi
		Corrected routing ID, corrected spatial, corrected location name for three (3) records in Kaneohe
		Corrected house number for one (1) record in Ewa Beach
		Added new address point for one (1) record in Manoa

MAPPING LAYERS UPDATED (PART IV)

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

Oahu Civilian E9-1-1 Status Report

March 1, 2024 - March 31, 2024

OAHU CIVILIAN PSAPS		
Type of Layer	**V2X formerly Akimeka GIS Server** **Date Created/ Edits Performed**	**Other/Remarks**
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE **(Listed Alphabetically)**		
Address Points	**3/1/2024 To 3/7/2024**	**Delivered 3/8/2024**
		Added new address point for one hundred and twenty-six (126) records in Hawaii Kai
		Added new address point for one (1) record in Nuuanu
		Added new address point for one (1) record in Waialae
		Added new address point for three hundred and nine (309) records in Kaneohe
		Added new address point for one (1) record in Wahiawa
		Added new address point for two (2) records in Mokuleia
		Added new address point for nine (9) records in Kaaawa
		Added new address point for two (2) records in Aiea
		Corrected spatial for one (1) record in Kaneohe
		Added new address point for one hundred and forty-two (142) records in Makiki
		Corrected routing ID for one (1) record in Kaneohe
		Added new address point for one (1) record in Waipio
		Corrected routing ID, added routing ID for two (2) records in Kaneohe
		Corrected routing ID, corrected routing ID for two (2) records in Kaneohe
		Added new address point for one hundred and sixty (160) records in McCully
		Added new address point for one (1) record in Sunset
		Added new address point for one hundred and seventy-six (176) records in Waikiki

MAPPING LAYERS UPDATED (PART V)

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

Oahu Civilian E9-1-1 Status Report

March 1, 2024 - March 31, 2024

OAHU CIVILIAN PSAPS		
Type of Layer	**V2X formerly Akimeka GIS Server** **Date Created/ Edits Performed**	**Other/Remarks**
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE **(Listed Alphabetically)**		
Address Points	3/1/2024 To 3/7/2024	Added new address point for one (1) record in Kailua
		Added new address point for seventy-four (74) records in Punchbowl
		Corrected routing ID, corrected spatial for twenty-one (21) records in Kaneohe
Airports		
AMR Response Areas		
Bridges		
Building Footprints		
Bus Stops		
Churches		
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		

MAPPING LAYERS UPDATED (PART VI)

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

Oahu Civilian E9-1-1 Status Report

March 1, 2024 - March 31, 2024

Type of Layer	V2X formerly Akimeka GIS Server Date Created/ Edits Performed	Other/Remarks
OAHU CIVILIAN PSAPS		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)		
Gas Stations		
Gate Codes		
Government Buildings		
Harbors		
Helipads		
Hiking Trails		
Hospitals		
Hydrants		
Hyrdology Layers		
Incident Response Areas		
Lodging		
Major Roads		
Medic Beats		
Medic Districts		
Medic Response Areas		
Medic Stations		
Medical Facilities		
Milepost Markers		
Military Response Areas		
MSAG Communities		
Net Junctions		
Ocean Rescue Boundaries		
Ocean Safety		
Parcels		

MAPPING LAYERS UPDATED (PART VII)

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

Oahu Civilian E9-1-1 Status Report

March 1, 2024 - March 31, 2024

OAHU CIVILIAN PSAPS		
Type of Layer	**V2X formerly Akimeka GIS Server** **Date Created/ Edits Performed**	**Other/Remarks**
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)		
Parks		
Parks Polygon		
Points of Interest	3/22/2024 To 3/31/2024	**Next Delivery 4/5/2024**
		Corrected name for two (2) records in Hawaii Kai
		Corrected name for one (1) record in Kalihi
	3/8/2024 To 3/21/2024	**Delivered 3/22/2024**
		Corrected spatial for one (1) record in Aiea
Police Beats		
Police Districts		
Police Response Areas		
Police Stations		
Post Offices		
Schools		
Street Centerlines	3/8/2024 To 3/21/2024	**Delivered 3/22/2024**
		Split segment, corrected range for three (3) records in Kaneohe
		Added ingress for three (3) records in Kaneohe
	3/1/2024 To 3/7/2024	**Delivered 3/8/2024**
		Split segment, corrected street range for five (5) records in Kaneohe
		Added ingress for four (4) records in Kaneohe
Subdivisions		
Tow Jurisdictions		
Tsunami Evacuation Zones		
Tsunami Heights		
Waste Water Plants		

MAPPING LAYERS UPDATED (PART VIII)

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

Oahu Civilian E9-1-1 Status Report

March 1, 2024 - March 31, 2024

OAHU CIVILIAN PSAPS		
Type of Layer	**V2X formerly Akimeka GIS Server** **Date Created/ Edits Performed**	**Other/Remarks**
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE **(Listed Alphabetically)**		
WSP Cell Sectors	3/22/2024 To 3/31/2024	**Next Delivery 4/5/2024**
		Added two (2) sectors per AT&T CRS
	3/8/2024 To 3/21/2024	**Delivered 3/22/2024**
		Updated nine (9) sectors per AT&T CRS
		Added ten (10) sectors per AT&T CRS
		Updated nine (9) sectors per Verizon Wireless CRS
	3/1/2024 To 3/7/2024	**Delivered 3/8/2024**
		Added twenty (20) sectors per Verizon Wireless CRS
		Updated fifteen (15) sectors per Verizon Wireless CRS
WSP Cell Towers	3/22/2024 To 3/31/2024	**Next Delivery 4/5/2024**
		Added one (1) tower per AT&T CRS
		Updated one (1) tower per AT&T CRS
	3/8/2024 To 3/21/2024	**Delivered 3/22/2024**
		Updated one (1) tower per Verizon Wireless CRS
		Updated two (2) towers per AT&T CRS
	3/1/2024 To 3/7/2024	**Delivered 3/8/2024**
		Updated two (2) towers per Verizon Wireless CRS
		Added one (1) tower per Verizon Wireless CRS

GEOGRAPHIC INFORMATION SYSTEM (GIS) NARRATIVE

GIS KEY ACTIVITIES/UPDATES

- **GIS Key activities include the events such as GIS deliverables, meetings, agreements, etc.**

Date	Key Activities/Updates
3/8/2024	HPD TriTech Deliverable: Delivered data update for Central Square including Streets, Police Beats, and Address Points (with and without the apartment records).
3/8/2024	TriTech Deliverable: Delivered Street Centerlines, Address Points, Fire Response Areas, Medic Response Areas, and Display Address Points to HFD, EMS, and Ocean Safety for TriTech CAD.
3/8/2024	MapFlex Civilian Deliverable: Delivered Address Points, Common Places, Street Centerlines, Police Response Areas, Fire Response Areas, Medic Response Areas, Ocean Safety Response Areas, ESN, MSAG Communities, Cell Towers, Cell Sectors to the Honolulu MapFlex system for HPD, HFD, EMS, and Ocean Safety.
3/22/2024	HPD TriTech Deliverable: Delivered data update for Central Square including Streets, Police Beats, and Address Points (with and without the apartment records).
3/22/2024	TriTech Deliverable: Delivered Street Centerlines, Address Points, Fire Response Areas, Medic Response Areas, and Display Address Points to HFD, EMS, and Ocean Safety for TriTech CAD.
3/22/2024	MapFlex Civilian Deliverable: Delivered Address Points, Common Places, Street Centerlines, Police Response Areas, Fire Response Areas, Medic Response Areas, Ocean Safety Response Areas, ESN, MSAG Communities, Cell Towers, Cell Sectors to the Honolulu MapFlex system for HPD, HFD, EMS, and Ocean Safety.

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.

HONOLULU POLICE DEPARTMENT TRITECH CAD PROJECT

On October 10, 2018, V2X (formerly Akimeka) participated along with the CAD project team of the Honolulu Police Department on a teleconference GIS kickoff meeting with the TriTech CAD Company. Items that were discussed were GIS requirements for the CAD and RMS systems.

On October 25, 2018, V2X (formerly Akimeka)'s initial delivery of 11 GIS layers to the TriTech FTP site included: Address Points, Airports, Coastline, Fire Response Areas, Medic Response Areas, MSAG Communities, Parks, Police Beats, State Boundary, Streams, and Street Centerlines.

Two spreadsheets describing the layers were also provided on the FTP site.

During the month of July 2022, the Honolulu Police Department (HPD) requested an updated map of the Police Sectors and Police Beats for District 8. The updates for District 8 have been loaded into the CAD as of July 22, 2022.

1. District 8 now consists of 4 sectors. Sector 3 was divided in two to create a new Sector 4.
   - Sector 1 includes Beats 850, 852, 854, 856.
   - Sector 2 includes Beats 857, 858, 860, 861, 863.
   - Sector 3 includes Beats 865, 867, 870, 871, 872.
   - Sector 4 includes Beats 874, 875, 876, 877, 878, 879.
2. The boundaries for the following beats were updated:
   - Beats 850 and 852 was updated to follow the south boundary of Makaha Valley Country Club instead of Noholio Rd and Makaha Valley Rd. Beat 852 takes care of everything north of Noholio Rd up to the south boundary of Makaha Valley Country Club.
   - Beats 857 and 858 was updated to follow Saint Johns Road down to Farrington Highway and to the shoreline of Maili Beach Park instead of following Mailiili Stream. Beat 857 takes care of everything west of Saint Johns Road and Beat 858 takes care of everything east of Saint Johns Road.
   - Beats 861 and 863 was updated to follow Nanakuli Avenue south to Farrington Highway then along the west fence line of Nanakuli Beach Park. Beat 861 takes care of everything west of Nanakuli Ave and Beat 863 takes care of everything east of Nanakuli Ave.
   - Beat 863 was updated to take care of Waimanalo Gulch. Everything east of Waimanalo Gulch up to Palailai Gulch has been assigned to Beat 865.
   - Ka Makana Alii mall in Kapolei has been assigned to Beat 871 instead of Beat 872.
   - Honouliuli Water Treatment has been assigned to Beat 874 instead of Beat 871.
   - Beats 872 and 879 has been updated to follow Kualakai Parkway as their division boundary instead of cutting through the newly developed area that continues to be developed.
   - Beat 874 has been updated to follow Kualakai Parkway instead of the western fence line along the Ewa Villages Golf Course.
   - Beats 877 and 878 has been updated to follow the NAVMAG West Loch fence line instead of cutting through the agriculture area near Iroquois Road.

MAPFLEX SYSTEM

March 2024

VSE (formerly Akimeka) delivered GIS data to the MapFlex system on the following dates in March 2024.

Hawaii County – March 5, 2024, and March 19, 2024
Maui County – March 6, 2024, and March 20, 2024
Kauai County – March 7, 2024, and March 21, 2024
Honolulu – March 8, 2024, and March 22, 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.

SPEED LIMIT UPDATES

Beginning in April 2017, and now that the Street Centerline data has achieved not only an above 98% synchronization rating but also a high degree of accuracy in the spatial accuracy, a new project to correct speed limits has begun. The project is beginning in Waimanalo and continuing in a counterclockwise patter around the island of Oahu. The initial focus is on Highways, Freeways, and other major roads, but also not limited to additional corrections, especially those which are immediately identified to positively impact vehicle routing, etc.

All updates are shared directly with the PSAPs and the agency most affected (positively) is HFD since they actively use vehicle routing, and this will assist in better CAD unit recommendations. During each GIS deliverable, a list of updates is being provided.

1. No updates received in March 2024.

ROUTING ID UPDATES

Beginning in July 2019, all Address Points and Points of Interests will be assigned a Routing ID to ensure that routing to these addresses are correct. The project is beginning in Waimanalo and continuing in a counterclockwise pattern around the island of Oahu.

All updates are shared directly with the PSAPs and the agency most affected (positively) is HFD since they actively use vehicle routing, and this will assist in better CAD unit recommendations. During each GIS deliverable, a list of updates is being provided.

1. During the month of March 2024, there were no Routing IDs added. As of August 2023, the Routing ID updates has been completed for all address points and points of interest. Any new address points and points of interest will be assigned a Routing ID.

HONOLULU EMS RESPONSE AREA

During the month of December 2017, EMS requested a high-resolution map of the Honolulu Response Area which will be divided into 5 separate response areas to better support the EMS operations and ambulance response times.

1. With HPD's approval, V2X (formerly Akimeka) prepared a map of the requested area and provided to EMS on December 12, 2017.
2. Considering the additional response areas will certainly require the creation of additional ESZ/ESNs; HPD, EMS, and V2X (formerly Akimeka) will be coordinating so that the project can be mapped out on a timeline so that the changes can take place while maintaining an above 99% synchronization level between GIS, MSAG, and ALI.
3. An operational consideration has already begun a discussion, in that the military ESNs will be reallocated to a new numbering so that both civilian and military responses will have enough ESNs to support their individual operations.
4. During the first half of 2018, there will be further discussion on the creation of the new Response Areas, allocation of military ESNs, and creation of new ESZs/ESNs.

During the month of October 2019, EMS requested an updated map of the Honolulu Medic Response Area which was divided based on drive time analysis. There are now 21 (twenty-one) Medic Response Areas in Oahu.

During the month of August 2021, EMS requested an updated map of the Honolulu Medic District and Honolulu Medic Response Area which were extended out from the coastline. A Medic District was also added. There are now three (3) Medic Districts.

During the month of January 2022, there was a quarterly update to the Honolulu Medic Response Area.

During the month of May 2022, there was a quarterly update to the Honolulu Medic Response Area.

During the month of November 2022, there was a quarterly update to the Honolulu Medic Response Area.

During the month of May 2023, there was a quarterly update to the Honolulu Medic Response Area.

During the month of August 2023, there was a quarterly update to the Honolulu Medic Response Area.

During the month of January 2024, EMS requested an additional EMS District (District 4). The new boundaries include EMS Station Response Areas Kahuku, Waialua, Wahiawa, Waipio, and Aiea. There are now four (4) Medic Districts

4. SERVICE REQUESTS TRANSACTIONS

OPEN SERVICE REQUESTS - MARCH 2024

#	Date	Ticket #	Description	Category	Urgency	Comments
			None			

NOTE:

There are no (0) open service requests for March 2024.

SERVICE REQUEST YEAR-TO-DATE (YTD) SUMMARY – 2024

2024	Oahu PSAPs TOTAL Created	Closed	Open	WIRELINE Created	Closed	WIRELESS Created	Closed	VoIP 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									
May									
June									
July									
August									
September									
October									
November									
December									
TOTAL	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**

Note:	* The 2023 Carryover 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.

	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 OAHU CIVILIAN 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 – April 2024

TWO-WAY (2-WAY) COMPARISION – APRIL 2024 - TBA

THREE-WAY (3-WAY) COMPARISION – APRIL 2024 - TBA

INVALID MSAG STREETS AND ADDRESS RANGES – ESN 199 MSAG & ALI RECORDS
PROJECT COMPLETED