

Oahu Civilian E9-1-1

Status Report

November 1, 2023 – November 30, 2023



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1. PSAP OPERATIONS

9-1-1 CALL VOLUME CIVILIAN PSAPS – NOVEMBER 2023

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	
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	No. of Other Calls	% of Total Calls
November																	

9-1-1 CALL VOLUME CIVILIAN PSAPS – CALENDAR YEAR 2023

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	
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	No. of Total Call Received	% of Total Calls
JAN	84,014	11,930	14.20%	69,345	82.54%	16.53%	66.01%	2,688	3.20%	50	0.06%	1,601	1.91%	12,888	15.34%	987	1.17%
FEB	77,214	11,242	14.56%	63,323	82.01%	16.91%	65.10%	2,641	3.42%	8	0.01%	1,484	1.92%	12,058	15.62%	970	1.26%
MAR	87,551	13,387	15.29%	71,407	81.56%	16.98%	64.58%	2,749	3.14%	9	0.01%	1,586	1.81%	13,201	15.08%	1,015	1.16%
APR	85,169	11,327	13.30%	71,227	83.63%	17.51%	66.12%	2,606	3.06%	9	0.01%	1,573	1.85%	13,362	15.69%	992	1.16%
MAY	87,967	11,612	13.20%	73,470	83.52%	17.04%	66.48%	2,868	3.26%	18	0.02%	1,539	1.75%	13,852	15.75%	984	1.12%
JUNE	83,712	10,790	12.89%	70,000	83.62%	16.88%	66.74%	2,913	3.48%	8	0.01%	1,495	1.79%	12,889	15.40%	944	1.13%
JULY	80,974	11,361	14.03%	66,731	82.41%	15.58%	66.83%	2,883	3.56%	0	0.00%	1,634	2.02%	11,998	14.82%	967	1.19%
AUG	81,108	11,607	14.31%	66,541	82.04%	14.93%	67.11%	2,952	3.64%	8	0.01%	1,742	2.15%	9,750	12.02%	963	1.19%
SEPT	77,302	10,683	13.82%	63,233	81.80%	15.27%	66.53%	2,721	3.52%	665	0.86%	1,731	2.24%	9,659	12.50%	992	1.19%
OCT	81,147	10,444	12.87%	66,468	81.91%	14.84%	67.07%	2,856	3.52%	1,379	1.70%	1,925	2.37%	11,357	14.00%	952	1.17%
NOV	***																
DEC																	
YTD	826,158	114,383		681,745				27,877		2,154		16,310		121,014		9,766	

*** Accurate 911 call statistics were not available from the Intrado Viper MIS for November. Systems error being addressed.

NOTE:

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

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9-1-1 CALL VOLUME BY AGENCY – NOVEMBER 2023

2023	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									
November																			

2023	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
November								

9-1-1 CALL VOLUME BY AGENCY – CALENDAR YEAR 2023

2023	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	70,996	84.50%	19,189	37,552	1,367	12,888	2,997	3.57%	112	36	8,970	10.68%	67	123	64	0.08%	55	0	
FEB	65,766	85.17%	18,339	34,085	1,284	12,058	2,527	3.27%	122	28	7,910	10.24%	43	102	41	0.05%	35	0	
MAR	74,289	84.85%	21,545	38,167	1,376	13,201	2,853	3.26%	106	46	9,341	10.67%	60	108	53	0.06%	44	0	
APR	72,368	84.97%	21,154	36,503	1,349	13,362	2,757	3.24%	135	71	9,020	10.59%	62	116	32	0.04%	27	0	
MAY	75,704	86.06%	21,841	38,670	1,341	13,852	2,520	2.86%	103	37	8,714	9.91%	53	120	45	0.05%	42	0	
JUNE	71,632	85.57%	21,298	36,184	1,261	12,889	2,798	3.34%	125	38	8,294	9.91%	67	70	44	0.05%	42	0	
JULY	68,576	84.69%	17,734	37,426	1,418	11,998	2,577	3.18%	121	31	8,828	10.90%	72	94	26	0.03%	23	0	
AUG	66,290	81.73%	16,595	38,477	1,468	9,750	4,946	6.10%	155	70	8,858	10.92%	71	111	51	0.06%	48	0	
SEPT	64,060	82.87%	16,032	36,804	1,565	9,659	3,439	4.45%	124	50	8,849	11.45%	11	138	32	0.04%	31	0	
OCT	67,241	82.86%	15,646	38,729	1,509	11,357	3,853	4.75%	122	42	9,050	11.15%	246	245	51	0.06%	48	0	
NOV																			
DEC																			
YTD	696,922		189,373	372,597	13,938	121,014	31,267		1,225	449	87,834		752	1,227	439		395	0	
MON AVG	69,692	84.33%	18,937	37,260	1,394	12,101	3,127	3.80%	123	45	8,783	10.64%	75	123	44	0.05%	40	0	

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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	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	

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TEXT TO 911 OAHU CIVILIAN PSAPS – CURRENT MONTH – NOVEMBER 2023

TEXT TO 911 Oahu Civilian PSAPs 2023						
Month	Total	HPD	HFD	EMS	OS	911 (handled)
January	274	204	1	4	0	65
February	239	167	2	0	0	70
March	238	193	1	7	0	37
April	322	238	2	0	0	82
May	161	136	1	2	0	22
June	138	98	2	2	0	36
July	223	153	5	2	0	63
August	314	198	5	6	0	105
September	223	172	1	3	0	47
October	213	134	1	3	0	75
November	172	124	0	5	0	43
December						
YTD	2,517	1,817	21	34	0	645
Monthly Avg.	228.8	165.2	1.9	3.1	0.0	58.6

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 – NOVEMBER 2023

OAHU CIVILIAN - NOVEMBER 2023						
Date	WSP	Sites Tested	Sectors Tested	Tested By:	Test Pass/Fail	Comments:

NOTES:

- There were no (0) scheduled Wireless 911 Tests for the Oahu Civilian PSAP in November 2023.

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2. MSAG (MASTER STREET ADDRESS GUIDE)

OAHU CIVILIAN MSAG TRANSACTIONS CURRENT MONTH/YEAR – NOVEMBER 2023

OAHU CIVILIAN	9-1-1 TRANSACTIONS								
	Total	MSAG	ALI Submitted			Open ALI Discrepancy Records			Customer Addresses Affected
2023		MSAG (A)	TN CR (B)	ALI DR (C)	VoIP (D)	TNCR	ALI DR	VoIP DR	
JANUARY	580	9	571	0	0	4,112	0	0	422
FEBRUARY	443	22	421	0	0	3,900	0	0	1,713
MARCH	201	7	194	0	0	3,825	0	0	1,337
APRIL	435	3	432	0	0	3,849	0	0	0
MAY	352	28	324	0	0	3,784	0	0	3,548
JUNE	408	9	399	0	0	3,749	0	0	767
JULY	426	36	389	1	0	3,692	0	0	2,194
AUGUST	344	20	324	0	0	3,719	0	0	1,325
SEPTEMBER	323	7	316	0	0	3,861	0	0	988
OCTOBER	513	3	510	0	0	3,759	0	0	208
NOVEMBER	344	4	340	0	0	3,720	0	0	418
DECEMBER									
TOTAL YTD	4,369	148	4,220	1	0				12,920
AVG PER MONTH	397	13	384	0	0				1,175

Definitions

- (A) **Master Street Address Guide** - Represents corrections made to street records including, street names, address ranges, MSAG Communities and ESNs.
- (B) **Telephone Number Change Request** - 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) **Automatic Location Information Discrepancy Record** - 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) **Voice over Internet Protocol Discrepancy Record** - 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.

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OAHU CIVILIAN MSAG CURRENT MONTH NOTES:

A total of **344** MSAG transactions were processed in 9-1-1 Net during the current reporting month. Four (**4**) 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 **418** customer ANI/ALI (telephone/address) records updated as a direct result.

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

VSE (formerly Akimeka) processed three hundred and thirty-seven (**337**) TN CRs related to the Dispatchable Location Project during the current month.

OAHU CIVILIAN OPEN TELEPHONE RECORD (ALI) DISCREPANCY STATUS:

- **There are currently 3,720 Open TN CRs.**

3,720 Open TN CR transactions are a result of the Dispatchable Location project. 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 ALI-DRs as of November 30, 2023**
- **There is no Open VoIP DRs as of November 30, 2023**

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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)				
PSAP	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
OAHU CIVILIAN	3,720	0	3,432	288

STATUS
<u>TOTAL TNCRs SUBMITTED</u> - The total number of TNCR requests for modification that have been submitted in 9-1-1
<u>PENDING STATUS</u> - 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.
<u>REFERRED STATUS</u> - 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.
<u>TOTAL UNOPENED TNCR RECORDS STATUS</u> - The request is submitted by VSE (formerly Akimeka) on behalf of 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 – 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.

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 **288** transactions submitted and **337** processed in November 2023.

Dispatchable Location			
2023	Common Name Place MSAG Address	TNCR* Transactions Submitted	Transactions Processed**
Quarter 4			
Quarter 3 Carryover		35,547	21,086
November	The Arc in Hawaii, 3989 Diamond Head Rd, Kahala	0	1
	Hawaiian Sunshine Nursery, 410436 Hihimanu St, Waimanalo	0	2
	Hawaii Job Corps, 410467 Hihimanu St, Waimanalo	0	163
	Hui Malama O Ke Kai Foundation, 410477 Hihimanu St, Waimanalo	0	3
	Rocky Rd Products, 410520 Hihimanu St, Waimanalo	0	7
	US Dept of Agriculture, 410650 Ahiki St, Waimanalo	0	14
	Waste Treatment Plant, 411060 Kalaniana'ole Hwy, Waimanalo	0	3
	Kapiolani Community College, 4303 Diamond Head Rd, Kahala	0	9
	Koko Marina Center, 7192 Kalaniana'ole Hwy, Hawaii Kai	0	135
	Hawaii Kai Shopping Center, 377 Keahole St, Hawaii Kai	80	0
	Post Office, 7040 Hawaii Kai Dr, Hawaii Kai	31	0
	KCAA Kuapa Preschool, 6774 Hawaii Kai Dr, Hawaii Kai	3	0
	Plaza Hawaii Kai, 6770 Hawaii Kai Dr, Hawaii Kai	34	0
	Naniwa Gardens, 6750 Hawaii Kai Dr, Hawaii Kai	26	0
	Heritage House Condos, 6710 Hawaii Kai Dr, Hawaii Kai	86	0
Mauna Luan Condos, 501 Hahaione St, Hawaii Kai	28	0	
December			
Q4		620	761
Total		36,167	21,847

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

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

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

*Spectrum (Charter) 9-1-1 VoIP Database Verification Project					
PSAP	TOTAL RECORDS SUBMITTED BY SPECTRUM (A)	TOTAL RECORDS MATCHING & VERIFIED WITH 911 DATABASES (B)	TOTAL RECORDS NOT MATCHING	NON MATCHING RECORDS CORRECTED BY VSE (formerly AKIMEKA) (C)	PERCENT COMPLETED
HAWAII County	22,044	21,638 (98%)	406	406	100.00%
KAUAI County	8,936	8,695 (97%)	241	241	100.00%
MAUI County	18,256	17,517 (96%)	739	739	100.00%
OAHU 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

** 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)	Verification Process Completed.

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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
HAWAII County	2,126	97	16	106	93.81%
KAUAI County	555	75	3	73	93.59%
MAUI County	1,794	60	14	69	93.24%
OAHU Civilian	12,898	1,556	44	1,590	99.38%
OAHU 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)	Verification Process Completed.

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3. GEOGRAPHIC INFORMATION SYSTEM (GIS) – NOVEMBER 2023

MAPPING LAYERS UPDATED (PART I)

9-1-1 GIS layers provided by VSE (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	VSE (formerly Akimeka) GIS Server	Other/Remarks
	Date Created/ Edits Performed	
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)		
Address Points	11/17/2023 To 11/30/2023	Next Delivery 12/1/2023
		Corrected spatial for seven (7) records in Kalihi
		Corrected location name, added building for four hundred and thirty (430) records in Waikiki
		Added new address point for one (1) record in Kalihi
		Added new address point for twelve (12) records in Punchbowl
		Added new address point for one hundred and thirty-five (135) records in Hawaii Kai
		Corrected spatial, added location type for one (1) record in Waikiki
		Corrected spatial for one (1) record in Honolulu
		Added new address point for forty-two (42) records in Honolulu
		Added new address point for seventy-three (73) records in McCully
		Added new address point for five hundred and twenty-five (525) records in Waikiki
		Corrected spatial for one (1) record in Kaimuki
		Added new address point for sixty-one (61) records in Kaimuki
		Added new address point for forty-six (46) records in Kaneohe
		Corrected routing ID for twenty-three (23) records in Manoa
		Corrected spatial for four (4) records in Waikiki
		Corrected spatial for two (2) records in McCully
		Corrected spatial, added location name for one (1) record in Waikiki
Added floor, corrected apartment, corrected spatial for three (3) records in McCully		

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MAPPING LAYERS UPDATED (PART II)

9-1-1 GIS layers provided by VSE (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	VSE (formerly Akimeka) GIS Server	Other/Remarks	
	Date Created/Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Address Points	11/17/2023 To 11/30/2023	Corrected spatial for one (1) record in Hawaii Kai	
		Corrected spatial for one (1) record in Punchbowl	
		Corrected location name, corrected spatial for one (1) record in Kaneohe	
		Corrected location name, corrected spatial for one (1) record in Waikiki	
		Delivered 11/17/2023	
	11/3/2023 To 11/16/2023	Added new address point for two (2) records in Nuuanu	
		Corrected spatial for six (6) records in Kalihi	
		Added new address point for one (1) record in Kaaawa	
		Added new address point for one (1) record in Punchbowl	
		Corrected floor, corrected apartment for one (1) record in Makiki	
		Corrected spatial for one (1) record in Downtown	
		Added new address point for six (6) records in Kailua	
		Corrected spatial for one (1) record in Makiki	
		Corrected apartment for eighty-two (82) records in Makiki	
		Added new address point for four (4) records in Nanakuli	
		Added new address point for eight (8) records in Kalihi	
		Corrected spatial, corrected location name for one (1) record in Honolulu	
		Added new address point for two (2) records in Aina Haina	
		Added new address point for two hundred and thirteen (213) records in Hawaii Kai	
		Added new address point for five (5) records in Punaluu	
Corrected location name, corrected spatial for one (1) record in Hawaii Kai			

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MAPPING LAYERS UPDATED (PART III)

9-1-1 GIS layers provided by VSE (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	VSE (formerly Akimeka) GIS Server	Other/Remarks
	Date Created/ Edits Performed	
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)		
Address Points	11/3/2023 To 11/16/2023	Added new address point for one (1) record in Wahiawa
		Corrected spatial for one (1) record in Manoa
		Corrected spatial for one (1) record in Waimanalo
		Added new address point for one (1) record in Waimanalo
		Corrected spatial for two (2) records in Kaneohe
		Corrected spatial for one (1) record in Honolulu
		Added new address point for two (2) records in Kapahulu
		Added new address point for thirty-three (33) records in Honolulu
		Added new address point for one (1) record in Pearl City
		Added new address point for two hundred and six (206) records in McCully
		Corrected spatial for six (6) records in Waipio
		Added new address point for six hundred and eighty-four (684) records in Waikiki
		Corrected routing ID for one (1) record in Kailua
		Added new address point for one (1) record in Waipio
		Corrected neighborhood for one (1) record in Waimanalo
		Added new address point for four (4) records in Kaimuki
		Added new address point for three (3) records in Kaneohe
Corrected spatial for four (4) records in Kahaluu		
Added floor, corrected apartment for fourteen (14) records in Makiki		
Added new address point for two (2) records in Ewa Beach		
Corrected spatial for three (3) records in Kahala		

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MAPPING LAYERS UPDATED (PART IV)

9-1-1 GIS layers provided by VSE (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	VSE (formerly Akimeka) GIS Server	Other/Remarks
	Date Created/Edits Performed	
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)		
Address Points	11/3/2023 To 11/16/2023	Corrected spatial, added floor, corrected apartment for one (1) record in Honolulu
		Corrected spatial for three (3) records in Waikiki
		Corrected apartment, corrected spatial for one (1) record in Makiki
		Corrected routing ID for one hundred and two (102) records in Waipio
		Corrected routing ID for five (5) records in Kalihi
		Added new address point for three (3) records in Kahala
		Corrected spatial for two (2) records in Hawaii Kai
		Added new address point for one (1) record in Airport
		Corrected routing ID, corrected spatial for five (5) records in Kalihi
		Added new address point for ten (10) records in Kahaluu
		Added new address point for eleven (11) records in Makiki
		Corrected spatial for one (1) record in Punchbowl
		Added new address point for four (4) records in Downtown
		Added new address point for one (1) record in Haleiwa
		Added new address point for one (1) record in Maili
		Added new address point for three (3) records in Manoa
		Corrected spatial for two (2) records in McCully
	Corrected spatial for one (1) record in Kaimuki	
	Corrected spatial for one (1) record in Kapahulu	
	11/1/2023 To 11/2/2023	Delivered 11/3/2023
		Corrected civic street for fifteen (15) records in Ewa Beach
		Added new address point for thirty-seven (37) records in Nuuanu
		Corrected spatial for one (1) record in Nanakuli

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MAPPING LAYERS UPDATED (PART V)

9-1-1 GIS layers provided by VSE (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	VSE (formerly Akimeka) GIS Server	Other/Remarks
	Date Created/ Edits Performed	
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)		
Address Points	11/1/2023 To 11/2/2023	Corrected location name for one (1) record in Nuuanu
		Added new address point for fourteen (14) records in Makiki
		Added new address point for four (4) records in Ewa Beach
		Corrected spatial for eleven (11) records in Ewa Beach
		Corrected spatial for one (1) record in Honolulu
		Corrected routing ID for fifteen (15) records in Mokuleia
		Added new address point for sixty-three (63) records in Honolulu
		Corrected routing ID for one (1) record in Haleiwa
		Added new address point for one (1) record in Manoa
		Corrected civic street for seventeen (17) records in Mokuleia
		Added new address point for one (1) record in Nanakuli
		Corrected house number, added location name, added location type, corrected spatial for one (1) record in Nuuanu
		Added new address point for one hundred and seven (107) records in Punchbowl
Airports		
AMR Response Areas		
Bridges		
Building Footprints		
Bus Stops		
Churches		
Coastal Names		
Coastline		

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MAPPING LAYERS UPDATED (PART VI)

9-1-1 GIS layers provided by VSE (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	VSE (formerly Akimeka) GIS Server	Other/Remarks
	Date Created/ Edits Performed	
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)		
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		
Incident Response Areas		
Lodging		

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MAPPING LAYERS UPDATED (PART VII)

9-1-1 GIS layers provided by VSE (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	VSE (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		
Military Response Areas		
MSAG Communities		
Net Junctions		
Ocean Rescue Boundaries		
Ocean Safety		
Parcels		
Parks		
Parks Polygon		
Points of Interest	11/17/2023 To 11/30/2023	Next Delivery 12/1/2023
		Corrected spatial for five (5) records in Aiea
		Corrected spatial for eleven (11) records in Kaneohe
		Corrected spatial for two (2) records in Kalihi
Police Beats		
Police Districts		
Police Response Areas		
Police Stations		
Post Offices		

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MAPPING LAYERS UPDATED (PART VIII)

9-1-1 GIS layers provided by VSE (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	VSE (formerly Akimeka) GIS Server	Other/Remarks
	Date Created/Edits Performed	
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)		
Schools		
Street Centerlines	11/17/2023 To 11/30/2023	Next Delivery 12/1/2023
		Removed MSAG no 1 for six (6) records in Airport
		Added ingress for nine (9) records in Manoa
		Split segment, corrected range for four (4) records in Manoa
		Corrected parity for two (2) records in Makakilo
		Corrected parity for one (1) record in Ewa Beach
	11/3/2023 To 11/16/2023	Delivered 11/17/2023
		Corrected range for two (2) records in Waikiki
		Split segment, corrected range for six (6) records in Waipio
		Added ingress for twenty-six (26) records in Waipio
		Corrected spatial, split segment, corrected range for five (5) records in Waipio
		Corrected spatial for four (4) records in Waipio
		Corrected range for one (1) record in Kaneohe
		Split segment, corrected range, corrected spatial for two (2) records in Waipio
Subdivisions		
Tow Jurisdictions		
Tsunami Evacuation Zones		
Tsunami Heights		
Waste Water Plants		

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MAPPING LAYERS UPDATED (PART IX)

9-1-1 GIS layers provided by VSE (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	VSE (formerly Akimeka) GIS Server	Other/Remarks
	Date Created/Edits Performed	
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)		
WSP Cell Sectors	11/17/2023	Next Delivery 12/1/2023
	To 11/30/2023	Added eighteen (18) sectors per Verizon Wireless CRS
		Updated nine (9) sectors per Verizon Wireless CRS
WSP Cell Towers	11/17/2023	Next Delivery 12/1/2023
	To 11/30/2023	Updated one (1) tower per Verizon Wireless CRS
		Added one (1) tower per Verizon Wireless CRS

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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
11/17/2023	HPD TriTech Deliverable: Delivered data update for Central Square including Streets, Police Beats, and Address Points (with and without the apartment records).
11/17/2023	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.
11/17/2023	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.
11/3/2023	HPD TriTech Deliverable: Delivered data update for Central Square including Streets, Police Beats, and Address Points (with and without the apartment records).
11/3/2023	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.
11/3/2023	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.

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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.

HONOLULU POLICE DEPARTMENT TRITECH CAD PROJECT

On October 10, 2018, VSE (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, VSE (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.

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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.

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 pattern 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 **November 2023**.

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 November 2023, 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.**

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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, VSE (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 VSE (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.

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4. SERVICE REQUESTS TRANSACTIONS

OPEN SERVICE REQUESTS - NOVEMBER 2023

#	Date	Ticket #	Description	Category	Urgency	Comments
			None			

NOTE:

There are no (0) open service requests for November 2023.

SERVICE REQUEST YEAR-TO-DATE (YTD) SUMMARY – 2023

2023	Oahu PSAPs			MSAG SERVICE REQUEST CATEGORIES					
	TOTAL		Open	WIRESLINE		WIRELESS		VoIP	
	Created	Closed		Created	Closed	Created	Closed	Created	Closed
2022 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	0	0	0	0	0	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	0	0	0	0	0	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	0	0	0	0	0	0	0	0	0

<u>Note:</u>	* The 2022 Carryover 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.
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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 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 – January 2024

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

THREE-WAY (3-WAY) COMPARISON – JANUARY – TBA

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