

# Hawaii County E9-1-1 Status Report

*October 1, 2024 – October 31, 2024*



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# Hawaii County E9-1-1 Status Report

October 1, 2024 – October 31, 2024

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## 1. PSAP OPERATIONS

### 9-1-1 CALL VOLUME HAWAII COUNTY PSAPS – OCTOBER 2024

Source: Intrado Viper system (\*) Totals are based on calls to Primary PSAP.

| 9-1-1 Call Volume   |                             |                       |                  |                       |                  |                          |                          |                   |                  |                          |                  |                    |                  |                        |                  |                    |                  |
|---------------------|-----------------------------|-----------------------|------------------|-----------------------|------------------|--------------------------|--------------------------|-------------------|------------------|--------------------------|------------------|--------------------|------------------|------------------------|------------------|--------------------|------------------|
| HAWAII 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 |
| OCT                 | 15,164                      | 1,520                 | 10.02%           | 12,060                | 79.53%           | 20.16%                   | 79.84%                   | 565               | 3.73%            | 4                        | 0.03%            | 0                  | 0.00%            | 1,012                  | 6.67%            | 3                  | 0.02%            |

### 9-1-1 CALL VOLUME – CALENDAR YEAR 2024

| 9-1-1 Call Volume   |                             |                       |                  |                       |                  |                          |                          |                   |                  |                          |                  |                    |                  |                        |                  |                    |                  |
|---------------------|-----------------------------|-----------------------|------------------|-----------------------|------------------|--------------------------|--------------------------|-------------------|------------------|--------------------------|------------------|--------------------|------------------|------------------------|------------------|--------------------|------------------|
| HAWAII 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 |
| JAN                 | 16,434                      | 1,793                 | 10.91%           | 12,541                | 76.31%           | 17.23%                   | 82.77%                   | 777               | 4.73%            | 29                       | 0.18%            | 0                  | 0.00%            | 1,294                  | 7.87%            | 0                  | 0.00%            |
| FEB                 | 14,445                      | 1,771                 | 12.26%           | 10,885                | 75.35%           | 17.38%                   | 82.62%                   | 550               | 3.81%            | 18                       | 0.12%            | 0                  | 0.00%            | 1,221                  | 8.45%            | 0                  | 0.00%            |
| MAR                 | 15,084                      | 1,738                 | 11.52%           | 11,638                | 77.15%           | 16.11%                   | 83.89%                   | 666               | 4.42%            | 15                       | 0.10%            | 0                  | 0.00%            | 1,027                  | 6.81%            | 0                  | 0.42%            |
| APR                 | 14,340                      | 1,545                 | 10.77%           | 11,279                | 78.65%           | 17.73%                   | 82.27%                   | 573               | 4.00%            | 21                       | 0.15%            | 0                  | 0.00%            | 921                    | 6.42%            | 1                  | 0.01%            |
| MAY                 | 15,033                      | 1,730                 | 11.51%           | 11,703                | 77.85%           | 17.04%                   | 82.96%                   | 601               | 4.00%            | 45                       | 0.30%            | 0                  | 0.00%            | 954                    | 6.35%            | 0                  | 1.40%            |
| JUNE                | 14,312                      | 1,325                 | 9.26%            | 11,341                | 79.24%           | 17.04%                   | 82.96%                   | 586               | 4.09%            | 33                       | 0.23%            | 0                  | 0.00%            | 1,025                  | 7.16%            | 2                  | 0.01%            |
| JULY                | 15,330                      | 1,540                 | 10.05%           | 12,114                | 79.02%           | 18.53%                   | 81.47%                   | 570               | 3.72%            | 58                       | 0.38%            | 0                  | 0.00%            | 1,048                  | 6.84%            | 0                  | 0.00%            |
| AUG                 | 15,937                      | 1,584                 | 9.94%            | 12,612                | 79.14%           | 16.94%                   | 83.06%                   | 582               | 3.65%            | 23                       | 0.14%            | 0                  | 0.00%            | 1,135                  | 7.12%            | 1                  | 0.01%            |
| SEPT                | 13,987                      | 1,248                 | 8.92%            | 11,069                | 79.14%           | 16.10%                   | 83.90%                   | 645               | 4.61%            | 10                       | 0.07%            | 0                  | 0.00%            | 1,014                  | 7.25%            | 1                  | 0.01%            |
| OCT                 | 15,164                      | 1,520                 | 10.02%           | 12,060                | 79.53%           | 20.16%                   | 79.84%                   | 565               | 3.73%            | 4                        | 0.03%            | 0                  | 0.00%            | 1,012                  | 6.67%            | 3                  | 0.02%            |
| NOV                 |                             |                       |                  |                       |                  |                          |                          |                   |                  |                          |                  |                    |                  |                        |                  |                    |                  |
| DEC                 |                             |                       |                  |                       |                  |                          |                          |                   |                  |                          |                  |                    |                  |                        |                  |                    |                  |
| YTD                 | 150,066                     | 15,794                |                  | 117,242               |                  |                          |                          | 6,115             |                  | 256                      |                  | 0                  |                  | 10,651                 |                  | 8                  |                  |
| MON AVG             | 15,007                      | 1,579                 | 10.52%           | 11,724                | 78.14%           | 17.43%                   | 82.57%                   | 612               | 4.07%            | 26                       | 0.17%            | 0                  | 0.00%            | 1,065                  | 7.09%            | 1                  | 0.19%            |

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





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## CALL VOLUME HAWAII COUNTY PSAP NOTES:

\*911 Calls with No ALI in October 2024 = 0.03% - Statewide average for 2023 = 0.14%

## 9-1-1 CALL VOLUME BY AGENCY – OCTOBER 2024

| 2024    | 9-1-1 Call Volume by Agency    |                  |                       |                                   |                       |                                |                  |                       |                                   |                       |
|---------|--------------------------------|------------------|-----------------------|-----------------------------------|-----------------------|--------------------------------|------------------|-----------------------|-----------------------------------|-----------------------|
|         | Hawaii Police Department       |                  |                       |                                   |                       | Hawaii Fire Department         |                  |                       |                                   |                       |
|         | Number of Total Calls Received | % of Total Calls | Number of Admin Calls | Number of Abandoned Dropped Calls | Number of Other Calls | Number of Total Calls Received | % of Total Calls | Number of Admin Calls | Number of Abandoned Dropped Calls | Number of Other Calls |
| October | 12,277                         | 80.96%           | 0                     | 949                               | 2                     | 1,872                          | 12.35%           | 0                     | 63                                | 1                     |

Hawaii Fire Department “Number of Total Calls Received” was extracted from the Intrado Viper MIS from the Fire Dispatch Center and the Hawaii Police Dispatch Supervisor’s Workstation (HIPDWKS7). Calls were merged together by the class of service for the month of October.

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

| 2024      | 9-1-1 Call Volume by Agency    |                  |                       |                                   |                       |                                |                  |                       |                                   |                       |
|-----------|--------------------------------|------------------|-----------------------|-----------------------------------|-----------------------|--------------------------------|------------------|-----------------------|-----------------------------------|-----------------------|
|           | Hawaii Police Department       |                  |                       |                                   |                       | Hawaii Fire Department         |                  |                       |                                   |                       |
|           | Number of Total Calls Received | % of Total Calls | Number of Admin Calls | Number of Abandoned Dropped Calls | Number of Other Calls | Number of Total Calls Received | % of Total Calls | Number of Admin Calls | Number of Abandoned Dropped Calls | Number of Other Calls |
| January   | 14,216                         | 86.50%           | 0                     | 1,217                             | 0                     | 2,218                          | 13.50%           | 0                     | 77                                | 0                     |
| February  | 11,432                         | 79.14%           | 0                     | 1,159                             | 0                     | 1,792                          | 12.41%           | 0                     | 62                                | 0                     |
| March     | 13,047                         | 86.50%           | 0                     | 949                               | 0                     | 2,037                          | 13.50%           | 0                     | 78                                | 0                     |
| April     | 11,548                         | 80.53%           | 0                     | 860                               | 1                     | 1,870                          | 13.04%           | 0                     | 61                                | 0                     |
| May       | 12,117                         | 80.60%           | 0                     | 852                               | 0                     | 1,962                          | 13.05%           | 0                     | 102                               | 0                     |
| June      | 11,772                         | 82.25%           | 0                     | 927                               | 2                     | 1,515                          | 10.59%           | 0                     | 98                                | 0                     |
| July      | 12,283                         | 80.12%           | 0                     | 986                               | 0                     | 1,999                          | 13.04%           | 0                     | 62                                | 0                     |
| August    | 12,971                         | 81.39%           | 0                     | 992                               | 1                     | 1,831                          | 11.49%           | 0                     | 143                               | 0                     |
| September | 11,606                         | 82.98%           | 0                     | 927                               | 1                     | 1,366                          | 9.77%            | 0                     | 87                                | 0                     |
| October   | 12,277                         | 80.96%           | 0                     | 949                               | 2                     | 1,872                          | 12.35%           | 0                     | 63                                | 1                     |
| November  |                                |                  |                       |                                   |                       |                                |                  |                       |                                   |                       |
| December  |                                |                  |                       |                                   |                       |                                |                  |                       |                                   |                       |
| YTD       | 123,269                        |                  | 0                     | 9,818                             | 7                     | 18,462                         |                  | 0                     | 833                               | 1                     |
| MON AVG   | 12,327                         | 82.10%           | 0                     | 982                               | 1                     | 1,846                          | 12.27%           | 0                     | 83                                | 0                     |





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## PSAP OPERATION NOTES:

- **Abandoned Calls** represent the number of incoming 9-1-1 calls for which the caller had hung up before a call-taker answered.
- **All VoIP (Voice over Internet Protocol) types of 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.
- X (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).
- X (911) call with the COS of WDL1, or WDL2 were added to the Wireless Phase I or Phase II percentage total.

## FOR YOUR INFORMATION

| FYI.....For Your Information |           |         |           |         |           |         |           |         |           |         |           |         |
|------------------------------|-----------|---------|-----------|---------|-----------|---------|-----------|---------|-----------|---------|-----------|---------|
| PSAP Operations              |           |         |           |         |           |         |           |         |           |         |           |         |
| Statewide 911 Call Volumes   |           |         |           |         |           |         |           |         |           |         |           |         |
| PSAP                         | 2023      |         | 2022      |         | 2021      |         | 2020      |         | 2019      |         | 2018      |         |
| Oahu Civilian                | 988,670   | 68.33%  | 971,113   | 69.45%  | 1,052,026 | 68.91%  | 991,016   | 71.11%  | 1,075,726 | 69.67%  | 1,034,190 | 70.62%  |
| RDC Pearl Harbor             | 36,916    | 2.55%   | 31,827    | 2.28%   | 39,253    | 2.58%   | 37,014    | 2.66%   | 37,905    | 2.45%   | 37,068    | 2.53%   |
| Hawaii County                | 207,715   | 14.35%  | 199,811   | 14.29%  | 214,220   | 14.00%  | 188,329   | 13.51%  | 211,611   | 13.70%  | 206,648   | 14.11%  |
| Maui County                  | 152,397   | 10.54%  | 140,524   | 10.05%  | 160,241   | 10.51%  | 125,626   | 9.01%   | 157,127   | 10.18%  | 133,869   | 9.14%   |
| Kauai County                 | 61,197    | 4.23%   | 54,923    | 3.93%   | 60,986    | 4.00%   | 51,653    | 3.71%   | 61,754    | 4.00%   | 52,623    | 3.60%   |
| Total                        | 1,446,895 | 100.00% | 1,398,198 | 100.00% | 1,526,726 | 100.00% | 1,393,638 | 100.00% | 1,544,123 | 100.00% | 1,464,398 | 100.00% |

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

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

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

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



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### TEXT TO 911 – CURRENT MONTH – OCTOBER 2024

| TEXT TO 911 Hawaii County PSAPs 2024 |                    |                  |
|--------------------------------------|--------------------|------------------|
| Month                                | Received at Police | Received at Fire |
| January                              | 186                | 8                |
| February                             | 20                 | 0                |
| March                                | 42                 | 5                |
| April                                | 33                 | 2                |
| May                                  | 44                 | 1                |
| June                                 | 323                | 22               |
| July                                 | 172                | 20               |
| August                               | 72                 | 4                |
| September                            | 80                 | 3                |
| October                              | 76                 | 1                |
| November                             |                    |                  |
| December                             |                    |                  |
| YTD                                  | 1048               | 66               |
| Monthly Avg.                         | 104.80             | 6.60             |

#### NOTE:

- 911 Text messages received at the Fire Department are transfers from the Police Department.
- 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 – OCTOBER 2024

| HAWAII COUNTY - OCTOBER 2024 |     |              |                |            |                |           |
|------------------------------|-----|--------------|----------------|------------|----------------|-----------|
| Date                         | WSP | Sites Tested | Sectors Tested | Tested By: | Test Pass/Fail | Comments: |
|                              |     |              |                |            |                |           |

#### NOTES:

- There were no (0) scheduled Wireless 911 Tests for the month of October 2024.





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## 2. MSAG (MASTER STREET ADDRESS GUIDE)

MSAG TRANSACTIONS CURRENT MONTH/YEAR – OCTOBER 2024

| HAWAII COUNTY    | 9-1-1 TRANSACTIONS |  |           |               |            |                              |          |          |                             |
|------------------|--------------------|--|-----------|---------------|------------|------------------------------|----------|----------|-----------------------------|
|                  | Total              | Dispatchable Location Transactions Submitted | MSAG      | ALI Submitted |            | Open ALI Discrepancy Records |          |          | Customer Addresses Affected |
|                  |                    | DL (A)                                       | MSAG (B)  | TN CR (C)     | ALI DR (D) | TNCR                         | ALI DR   | VoIP DR  |                             |
| 2024             |                    |  |           |               |            |                              |          |          |                             |
| JANUARY          | 268                | 246  | 13        | 9             | 0          | 474                          | 0        | 0        | 14                          |
| FEBRUARY         | 316                | 311  | 5         | 0             | 0          | 536                          | 0        | 0        | 0                           |
| MARCH            | 106                | 98   | 8         | 0             | 0          | 843                          | 0        | 0        | 4                           |
| APRIL            | 176                | 167  | 5         | 4             | 0          | 680                          | 0        | 0        | 16                          |
| MAY              | 234                | 224  | 4         | 6             | 0          | 890                          | 0        | 0        | 0                           |
| JUNE             | 65                 | 61   | 0         | 4             | 0          | 822                          | 0        | 0        | 0                           |
| JULY             | 131                | 120  | 9         | 2             | 0          | 706                          | 0        | 0        | 10                          |
| AUGUST           | 66                 | 59   | 2         | 5             | 0          | 713                          | 0        | 0        | 2                           |
| SEPTEMBER        | 170                | 160  | 9         | 1             | 0          | 872                          | 0        | 0        | 41                          |
| OCTOBER          | 151                | 147  | 3         | 1             | 0          | 596                          | 0        | 0        | 18                          |
| NOVEMBER         |                    |  |           |               |            |                              |          |          |                             |
| DECEMBER         |                    |  |           |               |            |                              |          |          |                             |
| <b>TOTAL YTD</b> | <b>1,683</b>       | <b>1,593</b>                                 | <b>58</b> | <b>32</b>     | <b>0</b>   | <b>7,132</b>                 | <b>0</b> | <b>0</b> | <b>105</b>                  |
| AVG PER MONTH    | 168                | 159  | 6         | 3             | 0          | 713                          | 0        | 0        | 11                          |

| Definitions   |
|---|
| (A) <b>Dispatchable Location</b> - 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) <b>Master Street Address Guide</b> - Represents corrections made to street records including, street names, address ranges, MSAG Communities and ESNs.  |
| (C) <b>Telephone Number Change Request</b> - Represents address corrections on a specific TN or group of TNs. These "invalid" TNs usually have an associated ESN 299 attached to them which indicates the need for validation.  |
| (D) <b>Automatic Location Information Discrepancy Record</b> - Represents an address discrepancy discovered during a live 9-1-1 call, from a landline OR a VoIP phone. These record corrections are treated with a higher priority and should be processed within 48 hours if wireline, and 72 hours if a VoIP phone, as a general guideline.                           |



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### MSAG CURRENT MONTH NOTES:

A total of **151** 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 Military response areas, and inserting new MSAG records.

There were **18** customer ANI/ALI (telephone number/address) records updated as a direct result.

### TELEPHONE RECORD (ALI) TRANSACTIONS CURRENT MONTH NOTES:

**1** Telephone Number Change Requests (TN CR) transactions were processed in 9-1-1 Net with valid MSAG addresses, as a result of the ESN 299 clean-up effort.

ESN 299 TN CRs must be validated against HT records and approved by the end user Hawaiian Telcom customer before updating the ALI record.

V2X (formerly Akimeka) submitted one hundred and forty-seven (**147**) TN CRs related to the Dispatchable Location Project during the current month.

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

- **There are currently 596 Open TN CR Transactions.**
- **Refer to chart in the next section “TNCR Current Status”**

**596** Open TN CR transactions are a direct result of the Dispatchable Location Project and ESN 299 clean-up, both are awaiting approval from Hawaiian Telcom, Inc. Once a telephone number is submitted to Intrado for correction, it is verified against HT records and/or by the customer. Intrado's internal process requires calling each telephone customer individually for verification to update an address in the 9-1-1 database. V2X (formerly Akimeka) continues to monitor and track the progress of the remaining 596 Referred records.

- **There are currently no Open ALI-DRs as of October 31, 2024**
- **There are currently no Open VoIP DRs as of October 31, 2024**



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## TNCR (TELEPHONE NUMBER CHANGE REQUEST) CURRENT STATUS – OCTOBER 2024

### NOTE:

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

### PSAP 9-1-1 Telephone Number Location Change Request (Telephone Number Change Request (TNCR) Status)

| County | TOTAL TNCR RECORDS SUBMITTED BY V2X FORMERLY AKIMEKA | OPENED TNCRS PENDING FURTHER ACTION BY INTRADO | OPENED TNCRS REFERRED TO TELCO BY INTRADO | TOTAL UNOPENED TNCR RECORDS |
|--------|--|--|---|-----------------------------|
| HAWAII | 596  | 0  | 257                                       | 339                         |

### STATUS

**TOTAL TNCRs SUBMITTED** - The total number of TNCR requests for modification that have been submitted in 9-1-1 NET.

**PENDING STATUS** - TNCRs assigned this status are requests which have been reviewed by the 9-1-1 Database Service Provider Data Analyst, and are pending investigation whether the request is valid or invalid, and/or whether the request requires additional information to validate.

**REFERRED STATUS** - TNCRs assigned this status are requests which have been reviewed by the 9-1-1 Database Service Provider Data Analyst, and the request requires additional information to validate. The Intrado Data Analysts assigns this status to a TNCR and the request is referred to the telephone service providers for further research.

**TOTAL UNOPENED TNCR RECORDS STATUS** - The request is submitted by V2X formerly Akimeka on behalf the PSAP; however, processing by the 9-1-1 Database Service Provider Data Analyst has not begun.





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DISPATCHABLE LOCATION – STATUS AS OF – OCTOBER 2024

**NARRATIVE:**

During the August 2015 State of Hawaii 911 Board meeting, V2X (formerly Akimeka) provided a “State of Hawaii PSAPs Proposed ALI Compliancy with FCC 15-9” presentation. Based on the 9-1-1 Board’s confirmation to add the “Dispatchable Location” information into the ALI database, V2X (formerly Akimeka) researched the format standards of each pertinent field and tested the delivery of the data to the PSAP. After a few configuration adjustments (eliminating the TelCo comments field from appearing on the ALI Screen), V2X (formerly Akimeka) standardized an additional information data format to proceed with this project. During the month of September 2015, V2X (formerly Akimeka) started a pilot project, entering additional location information to a verified MSAG address with multiple telephone numbers. Specifically, the **Kings Shops at 690250 Waikoloa Beach Dr., Waikoloa**. 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. There are a total of **17,867** Dispatchable Locations processed to date. There were **147** Dispatchable locations submitted and **430** were processed in October 2024.

| Dispatchable Location |  |                                 |                          |
|-----------------------|--|---------------------------------|--------------------------|
| 2024                  | Common Name Place<br>MSAG Address                      | TNCR*<br>Transactions Submitted | Transactions Processed** |
| Quarter 4             |  |                                 |                          |
| Quarter 3 Carryover   |  | <b>18,253</b>                   | <b>17,437</b>            |
| <b>October</b>        | Multi Bus, 50 E Puainako St, Hilo                      | 137                             | 159                      |
|                       | CU Hawaii Federal Credit, 50 E Puainako St, Hilo       | 1                               | 0                        |
|                       | Hiro's Place, 50 E Puainako St, Hilo                   | 1                               | 0                        |
|                       | Hughes Network Systems, 50 E Puainako St, Hilo         | 1                               | 0                        |
|                       | Jack in the Box, 50 E Puainako St, Hilo                | 1                               | 0                        |
|                       | K Taniguchi, 50 E Puainako St, Hilo                    | 5                               | 0                        |
|                       | Sum Leung Chinese Kitchen, 50 E Puainako St, Hilo      | 1                               | 0                        |
|                       | Waiakeawaena Elementary School, 2420 Kilauea Ave, Hilo | 0                               | 135                      |
|                       | Multi Bus/HSG UH Hilo, 920 Stainback Hwy, Hilo         | 0                               | 25                       |
|                       | Waiakea Elementary School/HSG, 180 W Puainako St, Hilo | 0                               | 111                      |
| <b>November</b>       |  |                                 |                          |
| <b>December</b>       |  |                                 |                          |
| <b>Q4 Total</b>       |  | <b>147</b>                      | <b>430</b>               |
| <b>Total</b>          |  | <b>18,400</b>                   | <b>17,867</b>            |





# Hawaii County E9-1-1 Status Report

October 1, 2024 – October 31, 2024

## SPECTRUM (CHARTER) 9-1-1 VOIP DATABASE VERIFICATION PROJECT - OCTOBER 2024

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

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

| <b>*Spectrum (Charter)<br/>9-1-1 VoIP Database Verification Project</b> |  |   |                                   |   |                          |
|---|--|---|-----------------------------------|---|--------------------------|
| <b>PSAP</b>   | <b>TOTAL RECORDS SUBMITTED BY SPECTRUM (A)</b> | <b>TOTAL RECORDS MATCHING &amp; VERIFIED WITH 911 DATABASES (B)</b> | <b>TOTAL RECORDS NOT MATCHING</b> | <b>NON MATCHING RECORDS CORRECTED BY V2X FORMERLY AKIMEKA (C)</b> | <b>PERCENT COMPLETED</b> |
| <b>HAWAII County</b>  | <b>22,044</b>                                  | <b>21,638 (98%)</b>   | <b>406</b>                        | <b>406</b>  | <b>100.00%</b>           |
| <b>KAUAI County</b>   | <b>8,936</b>                                   | <b>8,695 (97%)</b>  | <b>241</b>                        | <b>241</b>  | <b>100.00%</b>           |
| <b>MAUI County</b>  | <b>18,256</b>                                  | <b>17,517 (96%)</b>   | <b>739</b>                        | <b>739</b>  | <b>100.00%</b>           |
| <b>OAHU Civilian</b>  | <b>87,414</b>                                  | <b>85,329 (98%)</b>   | <b>2,085</b>                      | <b>2,085</b>  | <b>100.00%</b>           |
| <b>OAHU Military</b>  | <b>3,663</b>                                   | <b>710 (19%)</b>  | <b>2,953</b>                      | <b>2,953</b>  | <b>100.00%</b>           |
| <b>TOTAL</b>  | <b>140,313</b>                                 | <b>**133,889</b>  | <b>6,424</b>                      | <b>6,424</b>  | <b>100.00%</b>           |

\* Spectrum VoIP Database received on June 21st, 2017

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

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





# Hawaii County E9-1-1 Status Report

October 1, 2024 – October 31, 2024

## BANDWIDTH 9-1-1 VOIP DATABASE VERIFICATION PROJECT – OCTOBER 2024

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

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

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

| <b>*Bandwidth<br/>9-1-1 VoIP Database Verification Project *** (Updated)</b> |   |   |                                      |   |                          |
|--|---|---|--------------------------------------|---|--------------------------|
| <b>PSAP</b>  | <b>TOTAL RECORDS SUBMITTED BY BANDWIDTH (A)</b> | <b>TOTAL NO MATCHING RECORDS IDENTIFIED BY V2X (FORMERLY AKIMEKA)</b> | <b>BANDWIDTH FALLOUT RECORDS (B)</b> | <b>NON MATCHING RECORDS CORRECTED BY V2X (FORMERLY AKIMEKA) (C)</b> | <b>PERCENT COMPLETED</b> |
| 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%                   |
| <b>TOTAL</b>   | <b>17,546</b>                                   | <b>1,944</b>  | <b>88</b>                            | <b>2,001</b>  | <b>95.52%</b>            |

\*Bandwidth VoIP Database received on April 5th, 2018

\*\*Updated Bandwidth VoIP Database received on September 6th, 2018

\*\*\*Updated Bandwidth VoIP Database received on October 1st, 2021

|     |   |
|-----|---|
| (A) | VoIP Database records submitted by Bandwidth to V2X formerly Akimeka for research and MSAG address validation.  |
| (B) | VoIP records identified by Bandwidth as fallout records. These records contain invalid MSAG addressing information which can include house number, street name/suffix, or MSAG community. |
| (C) | Verification Process Completed.   |





## Hawaii County E9-1-1 Status Report

October 1, 2024 – October 31, 2024

### 3. GEOGRAPHIC INFORMATION SYSTEM (GIS) – OCTOBER 2024

#### 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.*

| HAWAII COUNTY  |  |  |
|--|--|--|
| Type of Layer  | V2X formerly Akimeka GIS Server                  | Other/Remarks  |
|  | Date Created/Edits Performed                     |  |
| <b>CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH &amp; RESPONSE<br/>(Listed Alphabetically)</b> |  |  |
| <b>Address Points</b>  | <b>10/29/2024<br/>To<br/>10/31/2024</b>          | <b>Next Delivery 11/12/2024</b>  |
|  |  | Corrected spatial for two (2) records in Kailua Kona   |
|  |  | Corrected spatial for sixteen (16) records in Keauhou  |
|  |  | <b>Delivered 10/29/2024</b>  |
|  |  | Added address for two (2) records in Naalehu   |
|  |  | Added address for seven (7) records in Pahoa   |
|  |  | Added address for one (1) record in Pepeekeo   |
|  |  | Added address for one (1) record in Waikoloa   |
|  |  | Corrected spatial for eleven (11) records in Holualoa  |
|  |  | Added address for one (1) record in Keauhou  |
|  |  | Corrected spatial for sixty-one (61) records in Waikoloa   |
|  |  | Added address for one (1) record in Papaikou   |
|  |  | Added address for seven (7) records in Volcano   |
|  | <b>10/15/2024<br/>To<br/>10/28/2024</b>          | Updated TMK for fourteen (14) records in Waikoloa  |
|  |  | Updated housenumber and updated alias for three (3) records in Volcano   |
|  |  | Updated routingID, updated streetname, updated housenumber, and updated alias for one (1) record in Kurtistown |
|  |  | Corrected spatial for twenty (20) records in Kailua Kona   |
|  |  | Added address for fourteen (14) records in Ocean View  |
|  |  | Added address for one (1) record in Hilo   |
|  |  | Added address for one (1) record in Kealakekua   |
|  | Added address for one (1) record in Hawi         |  |
|  | Added address for two (2) records in Kailua Kona |  |
|  | Edited spatial for one (1) record in Kamuela     |  |





# Hawaii County E9-1-1 Status Report

October 1, 2024 – October 31, 2024

MAPPING LAYERS UPDATED (PART II)

*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.*

| HAWAII COUNTY  |                                 |   |  |
|--|---------------------------------|---|--|
| Type of Layer  | V2X formerly Akimeka GIS Server | Other/Remarks   |  |
|  | Date Created/Edits Performed    |   |  |
| <b>CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH &amp; RESPONSE<br/>(Listed Alphabetically)</b> |                                 |   |  |
| Address Points   | 10/15/2024<br>To<br>10/28/2024  | Added address for two (2) records in Holualoa   |  |
|  |                                 | Updated routingID, updated housenumber, updated streetname, and updated alias for one (1) record in Kailua Kona |  |
|  |                                 | Added address for twelve (12) records in Keaau  |  |
|  |                                 | Added address for seven (7) records in Mountain View  |  |
|  |                                 | Added address for one (1) record in Kamuela   |  |
|  |                                 | Added address for sixteen (16) records in Kurtistown  |  |
|  |                                 | <b>Delivered 10/15/2024</b>   |  |
|  | 10/1/2024<br>To<br>10/14/2024   | Updated routingID for one (1) record in Laupahoehoe   |  |
|  |                                 | Corrected spatial for two (2) records in Volcano  |  |
|  |                                 | Corrected spatial for five (5) records in Pahoia  |  |
|  |                                 | Updated alias for one (1) record in Laupahoehoe   |  |
|  |                                 | Corrected spatial for fourteen (14) records in Holualoa   |  |
|  |                                 | Corrected spatial for two (2) records in Kurtistown   |  |
|  |                                 | Updated routingID for one (1) record in Holualoa  |  |
|  |                                 | Added address for two (2) records in Holualoa   |  |
|  |                                 | Edited spatial for one (1) record in Hilo   |  |
|  |                                 | Corrected spatial for sixty-three (63) records in Kailua Kona   |  |
|  |                                 | Corrected spatial for three (3) records in Ocean View   |  |
|  |                                 | Corrected spatial for five (5) records in Mountain View   |  |
|  |                                 | Edited spatial for one (1) record in Kamuela  |  |
|  |                                 | Corrected spatial for five (5) records in Keaau   |  |
|  |                                 | Corrected spatial for twenty (20) records in Kamuela  |  |
|  |                                 | Updated routingID for one (1) record in Kealakekua  |  |







# Hawaii County E9-1-1 Status Report

October 1, 2024 – October 31, 2024

## 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.*

| HAWAII COUNTY  |                                 |  |
|--|---------------------------------|--|
| Type of Layer  | V2X formerly Akimeka GIS Server | Other/Remarks  |
|  | Date Created/Edits Performed    |  |
| <b>CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH &amp; RESPONSE<br/>(Listed Alphabetically)</b> |                                 |  |
| Address Points   | 10/1/2024<br>To<br>10/14/2024   | Added address for two (2) records in Keaau   |
|  |                                 | Corrected spatial for one (1) record in Naalehu  |
|  |                                 | Edited spatial for two (2) records in Kurtistown   |
|  |                                 | Updated routingID, updated housenumber and updated streetname for one (1) record in Keaau                        |
|  |                                 | Edited spatial for one (1) record in Keaau   |
|  |                                 | Corrected spatial for three (3) records in Hakalau   |
|  |                                 | Updated routingID, updated streetname, updated housenumber, and updated alias for one (1) record in Captain Cook |
| Airports   |                                 |  |
| Bridges  |                                 |  |
| Building Footprints  |                                 |  |
| Bus Stops  |                                 |  |
| Churches   |                                 |  |
| Coastal Names  |                                 |  |
| Coastline  |                                 |  |
| Common Places  |                                 |  |
| Correctional Facilities  |                                 |  |
| Emergency Callboxes  |                                 |  |
| Emergency Operation Centers  |                                 |  |
| Emergency Shelters   |                                 |  |
| ESZ/ESN  |                                 |  |
| Fire Beats   |                                 |  |





# Hawaii County E9-1-1 Status Report

October 1, 2024 – October 31, 2024

## 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.*

| HAWAII COUNTY  |                                 |               |
|--|---------------------------------|---------------|
| Type of Layer  | V2X formerly Akimeka GIS Server | Other/Remarks |
|  | Date Created/Edits Performed    |               |
| <b>CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH &amp; RESPONSE<br/>(Listed Alphabetically)</b> |                                 |               |
| 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  |                                 |               |
| Major Roads  |                                 |               |
| Medic Beats  |                                 |               |
| Medic Districts  |                                 |               |
| Medic Response Areas   |                                 |               |
| Medic Stations   |                                 |               |
| Medical Facilities   |                                 |               |
| Milepost Markers   |                                 |               |
| MSAG Communities   |                                 |               |
| Net Junctions  |                                 |               |





# Hawaii County E9-1-1 Status Report

October 1, 2024 – October 31, 2024

## 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.*

| HAWAII COUNTY  |   |  |
|--|---|--|
| Type of Layer  | V2X formerly Akimeka GIS Server                   | Other/Remarks  |
|  | Date Created/Edits Performed                      |  |
| <b>CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH &amp; RESPONSE<br/>(Listed Alphabetically)</b> |   |  |
| Ocean Rescue Boundaries  |   |  |
| Ocean Safety   |   |  |
| Parcels  |   |  |
| Parks  |   |  |
| Parks Polygon  |   |  |
| Points of Interest   |   |  |
| Police Beats   |   |  |
| Police Districts   |   |  |
| Police Response Areas  |   |  |
| Police Stations  |   |  |
| Post Offices   |   |  |
| Schools  |   |  |
| Street Centerlines   | 10/29/2024<br>To<br>10/31/2024                    | <b>Next Delivery 11/12/2024</b>                                    |
|  |   | Split segment for and updated range for four (4) records in Pahoia |
|  |   | Added segment for one (1) record in Pahoia                         |
|  | 10/15/2024<br>To<br>10/28/2024                    | <b>Delivered 10/29/2024</b>  |
|  |   | Updated MSAG exception for five (5) records in Waikoloa            |
|  |   | Updated range for one (1) record in Holualoa                       |
|  |   | Edited segment one (1) record in Hilo                              |
|  |   | Updated range for one (1) record in Keauhou                        |
|  |   | Updated range for one (1) record in Kealahou                       |
|  | Updated MSAG exception for one (1) record in Hilo |  |





## Hawaii County E9-1-1 Status Report

October 1, 2024 – October 31, 2024

### 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.*

| HAWAII COUNTY  |                                  |   |  |
|--|----------------------------------|---|--|
| Type of Layer  | V2X formerly Akimeka GIS Server  | Other/Remarks   |  |
|  | Date Created/<br>Edits Performed |   |  |
| <b>CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH &amp; RESPONSE<br/>(Listed Alphabetically)</b> |                                  |   |  |
| Street Centerlines   | 10/1/2024<br>To<br>10/14/2024    | <b>Delivered 10/15/2024</b>   |  |
|  |                                  | Updated range for one (1) record in Holualoa                          |  |
|  |                                  | Split segment for and updated range for two (2) records in Kealakekua |  |
|  |                                  | Flipped segment one (1) record in Kamuela                             |  |
|  |                                  | Updated range for one (1) record in Mountain View                     |  |
| Subdivisions   |                                  |   |  |
| Tow Jurisdictions  |                                  |   |  |
| Tsunami Evacuation Zones   |                                  |   |  |
| Tsunami Heights  |                                  |   |  |
| Waste Water Plants   |                                  |   |  |
| WSP Cell Sectors   | 10/15/2024<br>To<br>10/28/2024   | <b>Delivered 10/29/2024</b>   |  |
|  |                                  | Added twenty-four (24) sectors per Verizon Wireless CRS               |  |
|  |                                  | Added two (2) sectors per AT&T CRS                                    |  |
|  |                                  |   | Updated eighteen (18) sectors per Verizon Wireless CRS |
|  | 10/1/2024<br>To<br>10/14/2024    | <b>Delivered 10/15/2024</b>   |  |
|  |                                  | Updated twenty (20) sectors per AT&T CRS                              |  |
|  |                                  | Added fourteen (14) sectors per Verizon Wireless CRS                  |  |
| Updated forty-three (43) sectors per Verizon Wireless CRS  |                                  |   |  |
|  |                                  | Added thirteen (13) sectors per AT&T CRS                              |  |
| WSP Cell Towers  |                                  |   |  |



# Hawaii County E9-1-1 Status Report

October 1, 2024 – October 31, 2024

## 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  |
|------------|---|
| 10/1/2024  | Delivered Address Points, Cell Sectors, Cell Towers, Points of Interest, Street Centerlines, ESN, MSAG Communities, MedicResponseAreas, and FireResponseAreas for Hawaii County Mapflex   |
| 10/1/2024  | Delivered Address Points, City, Common Names Alt Table, Display Streets, Fire EMS Zone, First In, Points of Interest, POI Alt Names, Police Zones, Street Centerlines, Street Alt Names, and Street Routes for Hawaii County Spillman |
| 10/15/2024 | Delivered Address Points, Cell Sectors, Cell Towers, Points of Interest, Street Centerlines, ESN, MSAG Communities, MedicResponseAreas, and FireResponseAreas for Hawaii County Mapflex   |
| 10/15/2024 | Delivered Address Points, City, Common Names Alt Table, Display Streets, Fire EMS Zone, First In, Points of Interest, POI Alt Names, Police Zones, Street Centerlines, Street Alt Names, and Street Routes for Hawaii County Spillman |
| 10/29/2024 | Delivered address points with civic addresses and postal communities for Hawaii County to Intrado, for upload to SCC.   |
| 10/29/2024 | Delivered Address Points, Cell Sectors, Cell Towers, Points of Interest, Street Centerlines, ESN, MSAG Communities, MedicResponseAreas, and FireResponseAreas for Hawaii County Mapflex   |
| 10/29/2024 | Delivered Address Points, City, Common Names Alt Table, Display Streets, Fire EMS Zone, First In, Points of Interest, POI Alt Names, Police Zones, Street Centerlines, Street Alt Names, and Street Routes for Hawaii County Spillman |

### 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.

# Hawaii County E9-1-1 Status Report

October 1, 2024 – October 31, 2024

## LAVA FLOW AND ALTERNATE ROUTES

Historical events are archived in the 2018 Monthly Status Reports. V2X (formerly Akimeka) will resume to deliver updates should the event start up again.

## FIRE DEPARTMENT IMT (INCIDENT MANAGEMENT TEAM) MAP

Historical events are archived in the 2018 Monthly Status Reports. V2X (formerly Akimeka) will update these GIS layers upon request by the Hilo Fire Department.

## ADDRESS POINTS AND STREET CENTERLINES UPDATE COMPARISON

On a routine basis, upon receipt of Hawai'i County Planning Department's Address Points and Street Centerlines layer updates, V2X (formerly Akimeka) compares and incorporates any of the County's additions, changes, and deletions into the V2X (formerly Akimeka) Address Points and Street Centerlines layers that appear necessary for the dispatch and response of 911 personnel.

The new Address Points and Street Centerlines geodatabase comparative analysis was received from the Hawai'i County Planning Department on **October 31, 2024**. A new compare process was developed by V2X (formerly Akimeka) to perform this analysis.

| HAWAII COUNTY                 | Address Points Layer | Street Centerlines Layer |
|-------------------------------|----------------------|--------------------------|
| New Addresses Added           | 85                   |                          |
| Addresses Removed             | 0                    |                          |
| Address Street Name Changes   | 2                    |                          |
| Address Street Number Changes | 4                    |                          |
| New Street Segments Added     |                      | 2                        |
| Street Segments Removed       |                      | 0                        |
| Street Segment Range Changes  |                      | 7                        |
| Street Segment Name Changes   |                      | 0                        |

### NOTE:

**Some Address Points have multiple updates that are required, including Street Name and Street Number. These updates are counted as separate actions since the changes are required to make the GIS layers "9-1-1 capable" for CAD system recommendations affecting public safety dispatch and response operations.**



## Hawaii County E9-1-1 Status Report

October 1, 2024 – October 31, 2024

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### MAPFLEX SYSTEM

October 2024

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

**Hawaii County** – October 1, 2024, October 15, 2024, and October 29, 2024

**Maui County** – October 2, 2024, October 16, 2024, and October 30, 2024

**Kauai County** – October 3, 2024, October 17, 2024, and October 31, 2024

**Honolulu** – October 4, 2024, and October 18, 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.



## Hawaii County E9-1-1 Status Report

October 1, 2024 – October 31, 2024

### 4. SERVICE REQUESTS TRANSACTIONS

#### OPEN SERVICE REQUESTS – OCTOBER 2024

| # | Date | Description | Category | Comments |
|---|------|-------------|----------|----------|
|   |      |             |          |          |

NOTE\* THERE ARE NO (0) OPENED SERVICE REQUEST PENDING FOR OCTOBER 2024.

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

| HAWAII COUNTY   |           |           |          | MSAG SERVICE REQUEST CATEGORIES |          |          |          |           |           |
|-----------------|-----------|-----------|----------|---------------------------------|----------|----------|----------|-----------|-----------|
| 2024            | TOTAL     |           | Open     | WIRELINE                        |          | WIRELESS |          | VoIP      |           |
|                 | Created   | Closed    |          | Created                         | Closed   | Created  | Closed   | Received  | Returned  |
| 2023 Carryover* |           |           | 0        |                                 |          |          |          |           |           |
| January         | 0         | 0         | 0        | 0                               | 0        | 0        | 0        | 0         | 0         |
| February        | 0         | 0         | 0        | 0                               | 0        | 0        | 0        | 0         | 0         |
| March           | 0         | 0         | 0        | 0                               | 0        | 0        | 0        | 0         | 0         |
| April           | 0         | 0         | 0        | 0                               | 0        | 0        | 0        | 0         | 0         |
| May             | 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       | 10        | 10        | 0        | 0                               | 0        | 0        | 0        | 10        | 10        |
| October         | 2         | 2         | 0        | 0                               | 0        | 0        | 0        | 2         | 2         |
| November        |           |           |          |                                 |          |          |          |           |           |
| December        |           |           |          |                                 |          |          |          |           |           |
| <b>TOTAL</b>    | <b>12</b> | <b>12</b> | <b>0</b> | <b>0</b>                        | <b>0</b> | <b>0</b> | <b>0</b> | <b>12</b> | <b>12</b> |

|              |  |
|--------------|--|
| <b>Note:</b> | * The 2023 Carryover row indicated the number of Service Requests that were opened in 2023 and brought forward into 2024 in an effort to track the service request until completion. Detailed information on service tickets are available upon request. |
|--------------|--|

| Definitions: | Category | Description   |
|--------------|----------|---|
|              | 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     | Received 911 (ALI) Discrepancies from VoIP providers and returned with a valid MSAG address for 911.  |





## Hawaii County E9-1-1 Status Report

October 1, 2024 – October 31, 2024

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### 5. E9-1-1 DATABASE SYNCHRONIZATION

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

## Next Scheduled Database Synchronization Report – November 2024

TWO-WAY (2-WAY) COMPARISON

THREE-WAY (3-WAY) COMPARISON

INVALID MSAG STREETS AND ADDRESS RANGES – ESN 299 MSAG & ALI RECORDS

