

# Oahu Civilian E9-1-1

## Status Report

*October 1, 2024 – October 31, 2024*



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**Oahu Civilian E9-1-1 Status Report**  
**October 1, 2024 - October 31, 2024**

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## 1. PSAP OPERATIONS

### 9-1-1 CALL VOLUME CIVILIAN PSAPS – OCTOBER 2024

Source: Intrado Viper system

9-1-1 Primary PSAP Call Volume																	
Honolulu City & County PSAPs		Wireline		Wireless				VOIP		Calls With No ALI		Admin Calls		Abandoned Calls		Other Calls	
2024	Total 9-1-1 Calls Processed	No. of Wireline Calls	% of Total Calls	No. of Wireless Calls	% of Total Calls	% of Wireless WPH1 Calls	% of Wireless WPH2 Calls	No. of VoIP Calls	% of Total Calls	No. of Calls with No ALI	% of Total Calls	No. of Admin Calls	% of Total Calls	No. of 9-1-1 Abandoned	% of Total Calls	No. of Other Calls	% of Total Calls
October	85,252	10,784	12.65%	70,938	83.21%	12.45%	70.76%	3,069	3.60%	460	0.54%	1,508	1.77%	14,696	17.24%	1,245	1.46%

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

9-1-1 Primary PSAP Call Volume																	
Honolulu City & County PSAPs		Wireline		Wireless				VOIP Calls		Calls with No ALI		Admin Calls		Abandoned Calls		Other Calls	
2024	Total 9-1-1 Calls Processed	No. of Wireline Calls	% of Total Calls	No. of Wireless Calls	% of Total Calls	% of Wireless WPH1 Calls	% of Wireless WPH2 Calls	No. of VoIP Calls	% of Total Calls	No. of Calls with No ALI	% of Total Calls	No. of Admin Calls	% of Total Calls	No. of 9-1-1 Abandoned	% of Total Calls	No. of Total Call Received	% of Total Calls
JAN	83,354	10,994	13.19%	67,433	80.90%	18.49%	62.41%	3,418	4.10%	1,509	1.81%	1,700	2.04%	12,847	15.41%	1,055	1.27%
FEB	74,426	9,623	12.93%	60,784	81.67%	13.75%	67.92%	2,776	3.73%	1,243	1.67%	1,458	1.96%	11,199	15.05%	887	1.19%
MAR	78,162	10,888	13.93%	63,710	81.51%	14.37%	67.14%	2,955	3.78%	610	0.78%	1,468	1.88%	11,616	14.86%	1,034	1.32%
APR	76,192	42,340	55.57%	32,656	42.86%	7.20%	35.66%	1,471	1.93%	594	0.78%	1,787	2.35%	11,552	15.16%	899	1.18%
MAY	81,040	10,446	12.89%	66,291	81.80%	13.52%	68.28%	2,974	3.67%	1,329	1.64%	1,662	2.05%	12,322	15.20%	954	1.18%
JUNE	79,304	9,715	12.25%	65,434	82.51%	13.54%	68.97%	3,021	3.81%	1,134	1.43%	1,453	1.83%	12,830	16.18%	1,013	1.28%
JULY	81,843	10,140	12.39%	67,946	83.02%	13.97%	69.05%	2,914	3.56%	843	1.03%	1,603	1.96%	12,932	15.80%	1,112	1.36%
AUG	84,065	10,727	12.76%	69,740	82.96%	13.09%	69.87%	3,018	3.59%	580	0.69%	1,755	2.09%	13,166	15.66%	1,182	1.41%
SEPT	80,201	10,394	12.96%	66,447	82.85%	12.22%	70.63%	2,959	3.69%	401	0.50%	1,581	1.97%	12,969	16.17%	1,164	1.45%
OCT	85,252	10,784	12.65%	70,938	83.21%	12.45%	70.76%	3,069	3.60%	460	0.54%	1,508	1.77%	14,696	17.24%	1,245	1.46%
NOV																	
DEC																	
YTD	803,839	136,051	17.15%	631,379	78.33%	13.26%	65.07%	28,575	3.55%	8,703	1.09%	15,975	1.99%	126,129	15.67%	10,545	1.31%
MON AVG	80,384	13,605	17.15%	63,138	78.33%	13.26%	65.07%	2,858	3.55%	870	1.09%	1,598	1.99%	12,613	15.67%	1,055	1.31%

**NOTE:**

- **911 Calls with No ALI for October 2024 = 0.54% - Statewide average for 2023 = 0.14%**
- **Total call volumes do not include Administrative Calls. Administrative calls = Calls originating on Administrative lines that required 911 service.**
- **Abandoned Calls represent the number of incoming 9-1-1 calls for which the caller had hung up before a call-taker answered. Dropped Calls are hang ups after transfers.**
- **Abandoned Calls are not included in the Wireline and Wireless total counts respectively.**
- **All VoIP (Voice over Internet Protocol) types of 911 calls are combined in the Call Volume statistic.**





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

2024	9-1-1 Call Volume by Agency									
	Honolulu Police Department						Honolulu Fire Department			
	No. of Total Calls Received	% of Total Calls	Number of Emergency Calls	Number of Non Emergency Calls	Number of Admin Calls	Number of Dropped Calls	No. of Total Calls Received	% of Total Calls	Number of Admin Calls	Number of Dropped Calls
October	71,600	83.99%	17,607	37,974	1,323	14,696	3,453	4.05%	107	58

2024	9-1-1 Call Volume by Agency							
	Emergency Medical Services				Ocean Safety			
	Number of Total Calls Received	% of Total Calls	Number of Admin Calls	Number of Dropped Calls	Number of Total Calls Received	% of Total Calls	Number of Admin Calls	Number of Dropped Calls
October	8,907	10.45%	34	225	47	0.06%	44	0

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

2024	9-1-1 Call Volume by Agency																	
	Honolulu Police Department						Honolulu Fire Department				Emergency Medical Services				Ocean Safety			
	Number of Total Calls Received	% of Total Calls	No. of Emergency Calls	No. of Non Emergency Calls	No. of Admin Calls	No. of Dropped Calls	No. of Total Calls Received	% of Total Calls	No. of Admin Calls	No. of Dropped Calls	No. of Total Calls Received	% of Total Calls	No. of Admin Calls	No. of Dropped Calls	No. of Total Calls Received	% of Total Calls	No. of Admin Calls	No. of Dropped Calls
JAN	69,341	83.19%	15,763	39,205	1,526	12,847	3,078	3.69%	102	32	9,841	11.81%	33	224	39	0.05%	39	0
FEB	62,284	83.69%	14,711	35,072	1,302	11,199	2,692	3.62%	102	32	8,518	11.44%	16	145	45	0.06%	38	0
MAR	65,155	83.36%	15,163	37,155	1,221	11,616	2,799	3.58%	140	27	9,129	11.68%	64	230	45	0.06%	43	0
APR	64,048	84.06%	15,025	35,877	1,594	11,552	2,709	3.56%	112	44	8,489	11.14%	41	230	47	0.06%	40	0
MAY	68,010	83.92%	16,791	37,489	1,408	12,322	2,757	3.40%	147	39	9,284	11.46%	75	214	35	0.04%	32	0
JUNE	65,948	83.16%	15,571	36,321	1,226	12,830	3,043	3.84%	136	38	9,274	11.69%	74	221	26	0.03%	17	0
JULY	68,011	83.10%	16,501	37,281	1,297	12,932	3,219	3.93%	121	67	9,442	11.54%	134	301	59	0.07%	51	0
AUG	69,710	82.92%	16,705	38,347	1,492	13,166	3,978	4.73%	121	67	9,138	10.87%	89	333	57	0.07%	53	0
SEPT	66,829	83.33%	16,063	36,373	1,424	12,969	3,377	4.21%	103	42	8,795	10.97%	20	151	36	0.04%	34	0
OCT	71,600	83.99%	17,607	37,974	1,323	14,696	3,453	4.05%	107	58	8,907	10.45%	34	225	47	0.06%	44	0
NOV																		
DEC																		
YTD	670,936		159,900	371,094	13,813	126,129	31,105		1,191	446	90,817		580	2,274	436		391	0
MON AVG	67,094	83.47%	15,990	37,109	1,381	12,613	3,111	3.86%	119	45	9,082	11.31%	58	227	44	0.05%	39	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	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 OAHU CIVILIAN PSAPS – CURRENT MONTH – OCTOBER 2024

TEXT TO 911 Oahu Civilian PSAPs 2024						
Month	Total	HPD	HFD	EMS	OS	911 (handled)
January	279	221	1	6	0	51
February	292	227	4	1	0	60
March	272	199	5	6	0	62
April	293	201	5	6	0	81
May	308	221	3	3	0	81
June	262	175	6	7	0	74
July	239	187	4	10	0	38
August	255	182	4	2	0	67
September	316	201	6	8	0	101
October	130	87	2	2	0	39
November						
December						
YTD	2,646	1,901	40	51	0	654
Monthly Avg.	264.6	190.1	4.0	5.1	0.0	65.4

On 10/14/2024 Hawaiian Tel notified of an issue with the Text to 911 statistics.

### 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 – OCTOBER 2024

OAHU CIVILIAN - 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 Oahu Civilian PSAP in October 2024.







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## 2. MSAG (MASTER STREET ADDRESS GUIDE)

### OAHU CIVILIAN MSAG TRANSACTIONS CURRENT MONTH/YEAR – OCTOBER 2024

OAHU CIVILIAN	9-1-1 TRANSACTIONS								
	Total	MSAG	ALI Submitted			Open ALI Discrepancy Records			Customer Addresses Affected
		MSAG (A)	TNCR (B)	ALI DR (C)	VoIP (D)	TNCR	ALI DR	VoIP DR	
2024									
JANUARY	729	5	724	0	0	4,098	0	0	175
FEBRUARY	319	2	317	0	0	3,690	0	0	0
MARCH	160	0	160	0	0	4,062	0	0	0
APRIL	232	0	232	0	0	4,094	0	0	0
MAY	233	11	222	0	0	4,404	0	0	5
JUNE	232	4	228	0	0	4,370	0	0	75
JULY	435	0	435	0	0	3,725	0	0	0
AUGUST	313	3	310	0	0	3,669	0	0	4
SEPTEMBER	31	2	29	0	0	4,229	0	0	0
OCTOBER	596	5	591	0	0	3,538	0	0	100
NOVEMBER									
DECEMBER									
<b>TOTAL YTD</b>	<b>3,280</b>	<b>32</b>	<b>3,248</b>	<b>0</b>	<b>0</b>				<b>359</b>
<b>AVG PER MONTH</b>	<b>328</b>	<b>3</b>	<b>325</b>	<b>0</b>	<b>0</b>				<b>36</b>

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### 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 **596** MSAG transactions were processed in 9-1-1 Net during the current reporting month. Five (**5**) 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 one hundred customer ANI/ALI (telephone/address) records updated as a direct result.

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

V2X (formerly Akimeka) processed five hundred ninety-one (**591**) TN CRs related to the Dispatchable Location Project during the current month.

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

- **There are currently 3,538 Open TN CRs.**

**3,538** Open TN CR transactions are a result of the Dispatchable Location project. V2X (formerly Akimeka) continues to monitor and track the progress of the Referred records. Once a telephone number is submitted to Intrado for correction, it must be verified against HT records and/or approved by the customer. Intrado's internal process requires calling each telephone customer individually for approval to update an address in the 9-1-1 database.

- **There are no Open ALI-DRs as of October 31, 2024**
- **There is 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.

<b>PSAP 9-1-1 Telephone Number Location Change Request (Telephone Number Change Request (TNCR) Status)</b>				
<b>PSAP</b>	<b>TOTAL TNCR RECORDS SUBMITTED BY V2X FORMERLY AKIMEKA</b>	<b>OPENED TNCRS PENDING FURTHER ACTION BY INTRADO</b>	<b>OPENED TNCRS REFERRED TO TELCO BY INTRADO</b>	<b>TOTAL UNOPENED TNCR RECORDS</b>
<b>OAHU CIVILIAN</b>	<b>3,538</b>	<b>28</b>	<b>3,510</b>	<b>0</b>

<b>STATUS</b>
<b><u>TOTAL TNCRs SUBMITTED</u></b> - The total number of TNCR requests for modification that have been submitted in 9-1-1
<b><u>PENDING STATUS</u></b> - 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.
<b><u>REFERRED STATUS</u></b> - 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.
<b><u>TOTAL UNOPENED TNCR RECORDS STATUS</u></b> - 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.

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 0 transactions submitted and 524 processed in October 2024. (see next pages)

Dispatchable Location			
2024	Common Name Place MSAG Address	TNCR*	Transactions
Quarter 4		Transactions Submitted	Processed**
Quarter 3 Carryover		38,694	23,335
October	Waialae School, 1045 19th Ave, Kaimuki	0	1
	Kaimuki Switch Bldg, 1103 9th Ave, Kaimuki	0	267
	Kaimuki Jade Bldg, 1139 9th Ave, Kaimuki	0	4
	The Salvation Army, 845 22nd Ave, Kaimuki	0	39
	Bank of Hawaii, 4634 Kilauea Ave, Kaimuki	0	25
	John H Wilson Elementary School, 4945 Kilauea Ave, Waialae	0	12
	Kuono Marketplace, 4210 Waialae Ave, Waialae	0	27
	Zippy's, 4134 Waialae Ave, Waialae	0	2
	Kahala Towers, 4300 Waialae Ave, Waialae	0	21
	The Regency At Kahala, 4340 Pahoa Ave, Kaimuki	0	13
	US Post Office, 4354 Pahoa Ave, Kaimuki	0	3
	First Hawaiian Bank, 1348 Hunakai St, Waialae	0	4
	Central Pacific Bank Kaimuki Plaza, 3465 Waialae Ave, Kaimuki	0	18
	Bank of Hawaii, 3600 Waialae Ave, Kaimuki	0	15



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DISPATCHABLE LOCATION – STATUS AS OF – OCTOBER 2024 - CONTINUED

Dispatchable Location			
2024	Common Name Place MSAG Address	TNCR* Transactions Submitted	Transactions Processed**
Quarter 4			
Quarter 3 Carryover		<b>38,694</b>	<b>23,335</b>
<b>October</b>	The Waiialae Building, 3660 Waiialae Ave, Kaimuki	0	62
	Kahala Senior Living, 4389 Malia St, Waiialae	0	10
	Zippy's Kaimuki, 3345 Waiialae Ave, Kaimuki	0	1
<b>November</b>			
<b>December</b>			
<b>Q4</b>		<b>0</b>	<b>524</b>
<b>Total</b>		<b>38,694</b>	<b>23,859</b>



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## 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) 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.





# Oahu Civilian 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 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.





# Oahu Civilian 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.*

OAHU CIVILIAN PSAPS		
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 (Listed Alphabetically)</b>		
Address Points	10/18/2024 To 10/31/2024	<b>Next Delivery 11/15/2024</b>
		Corrected spatial for five (5) records in Nanakuli
		Added new address point for thirty-five (35) records in Waianae
		Corrected spatial for one (1) record in Waianae
		Added new address point for one (1) record in Aiea
		Added new address point for three hundred and five (305) records in Kailua
		Added new address point for one (1) record in Sunset
		Added new address point for one hundred and fifty-six (156) records in Nanakuli
		Added new address point for one (1) record in Kalihi
		Added new address point for one (1) record in Waipahu
		Corrected routing ID for ninety (90) records in Kahuku
		Corrected house number for one (1) record in Kapahulu
		Added new address point for three (3) records in Wahiawa
		Added new address point for one (1) record in Mililani
		Corrected spatial for three (3) records in Kaneohe
		Added new address point for one (1) record in Hawaii Kai
		Added new address point for one (1) record in Haleiwa
		Added new address point for one (1) record in Waikiki
		Corrected spatial, corrected spatial for one (1) record in Kaneohe
		Added new address point for two (2) records in Waipio
Added new address point for one (1) record in Kaimuki		
Added new address point for three hundred and seventeen (317) records in Kaneohe		







# Oahu Civilian 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.*

OAHU CIVILIAN PSAPS			
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 (Listed Alphabetically)</b>			
Address Points	<b>10/18/2024 To 10/31/2024</b>	Corrected spatial, corrected location name for two (2) records in Kaneohe	
		Added new address point for one (1) record in Ewa Beach	
		Corrected spatial for seven (7) records in Aiea	
		Added new address point for one (1) record in Punaluu	
		Corrected routing ID, corrected spatial for one (1) record in Kaneohe	
		Added new address point for one (1) record in Kahala	
		Corrected spatial for one (1) record in Haleiwa	
		Added new address point for one (1) record in Moanalua V	
		Corrected routing ID, corrected spatial, corrected location name for one (1) record in Kaneohe	
		Corrected spatial for one (1) record in Kailua	
		Added new address point for one (1) record in Pearl City	
		Added new address point for four (4) records in Manoa	
		Corrected location name, corrected spatial for three (3) records in Kaneohe	
		Corrected census tract for three (3) records in Nanakuli	
	<b>10/4/2024 To 10/17/2024</b>	<b>Delivered 10/18/2024</b>	
		Added new address point for one (1) record in Nuuanu	
		Corrected spatial for two (2) records in Kaneohe	
		Added new address point for three (3) records in Waianae	
		Added new address point for one hundred and thirty-six (136) records in Aiea	
		Removed location name for two (2) records in Haleiwa	
	Added new address point for three (3) records in Kailua		





# Oahu Civilian 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.

OAHU CIVILIAN PSAPS		
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 (Listed Alphabetically)</b>		
Address Points	10/4/2024 To 10/17/2024	Added new address point for one (1) record in Hauula
		Corrected spatial for eleven (11) records in Pearl City
		Added new address point for one (1) record in Sunset
		Added apartment for one (1) record in Makaha
		Added new address point for five (5) records in Kalihi
		Added new address point for one (1) record in Waipahu
		Added new address point for three (3) records in Hawaii Kai
		Added new address point for two (2) records in Wahiawa
		Corrected spatial for one (1) record in Makaha
		Added new address point for two (2) records in Waimanalo
		Corrected routing ID for thirty-three (33) records in Aiea
		Corrected spatial, added location name, added location type, corrected routing ID for one (1) record in Aiea
		Added new address point for one (1) record in Kapahulu
		Corrected routing ID for one (1) record in Waianae
		Corrected ESN for one (1) record in Kalihi
		Added new address point for one (1) record in Manoa
		Corrected location name for two hundred and ten (210) records in Aiea
		Added new address point for seventy-three (73) records in Kaneohe
		Added new address point for ten (10) records in Makaha
		Corrected spatial, corrected location name for one (1) record in Kaneohe
Added new address point for three (3) records in Ewa Beach		
Corrected spatial for six (6) records in Aiea		
Corrected routing ID for one (1) record in Kalihi		





# Oahu Civilian 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.*

OAHU CIVILIAN PSAPS		
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 (Listed Alphabetically)</b>		
Address Points	10/4/2024 To 10/17/2024	Added new address point for four (4) records in Kaimuki
		Corrected routing ID for eighty-eight (88) records in Pearl City
		Corrected spatial, added location name, added location type for three (3) records in Aiea
		Added new address point for four (4) records in Makiki
		Corrected spatial for one (1) record in Punchbowl
		Added new address point for fourteen (14) records in Pearl City
		Added new address point for three (3) records in Waipio
		Corrected routing ID, corrected location name for twenty-four (24) records in Aiea
		Corrected routing ID, corrected census tract for six (6) records in Aiea
		<b>Delivered 10/4/2024</b>
	10/1/2024 To 10/3/2024	Added new address point for one (1) record in Nuuanu
		Corrected spatial for one (1) record in Kalihi
		Added new address point for one (1) record in Aiea
		Added new address point for fourteen (14) records in Kailua
		Corrected spatial for one (1) record in Salt Lake
		Added new address point for two (2) records in Kalihi
		Added new address point for two (2) records in Aiea Haina
		Added new address point for one (1) record in Hawaii Kai
		Added new address point for two (2) records in Wahiawa
		Corrected routing ID, corrected spatial, corrected location name for one (1) record in Waikiki
Corrected routing ID for four (4) records in Aiea		





# Oahu Civilian 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.*

OAHU CIVILIAN PSAPS		
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 (Listed Alphabetically)</b>		
Address Points	10/1/2024 To 10/3/2024	Added new address point for one hundred and eighty-eight (188) records in Waikiki
		Corrected routing ID, corrected spatial for one (1) record in Waikiki
		Corrected routing ID, corrected spatial, added location name, added location type, corrected house number for two (2) records in Waikiki
		Added new address point for two (2) records in Mokuleia
		Added new address point for one (1) record in Ewa Beach
		Corrected spatial for one (1) record in Waikiki
		Added new address point for seventy-four (74) records in Salt Lake
		Corrected routing ID for forty-eight (48) records in Pearl City
		Corrected spatial for one (1) record in Kailua
		Added new address point for five (5) records in Pearl City
		Added new address point for one (1) record in Manoa
		Corrected spatial for four hundred and nineteen (419) records in Aiea
Airports		
AMR Response Areas		
Bridges		
Building Footprints		
Bus Stops		
Churches		
Coastal Names		
Coastline		
Common Places		
Correctional Facilities		
Emergency Callboxes		
Emergency Operation Centers		





# Oahu Civilian 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.*

OAHU CIVILIAN PSAPS		
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 (Listed Alphabetically)</b>		
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		
Major Roads		
Medic Beats		
Medic Districts		
Medic Response Areas		
Medic Stations		
Medical Facilities		
Milepost Markers		





# Oahu Civilian E9-1-1 Status Report

October 1, 2024 - October 31, 2024

## MAPPING LAYERS UPDATED (PART VII)

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

OAHU CIVILIAN PSAPS		
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 (Listed Alphabetically)</b>		
Military Response Areas		
MSAG Communities		
Net Junctions		
Ocean Rescue Boundaries		
Ocean Safety		
Parcels		
Parks		
Parks Polygon		
Points of Interest	10/4/2024 To 10/17/2024	Delivered 10/18/2024 Corrected Tritech name for one (1) record in Haleiwa
Police Beats		
Police Districts		
Police Response Areas		
Police Stations		
Post Offices		
Schools		
Street Centerlines	10/18/2024 To 10/31/2024	Next Delivery 11/15/2024
		Split segment, corrected range for two (2) records in Kahuku
		Added ingress for nine (9) records in Kahuku
	10/4/2024 To 10/17/2024	Delivered 10/18/2024
		Corrected range for one (1) record in Kalihi
	Added ingress for two (2) records in Aiea	
	Corrected range for three (3) records in Ewa Beach	





# Oahu Civilian E9-1-1 Status Report

October 1, 2024 - October 31, 2024

## MAPPING LAYERS UPDATED (PART VIII)

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

OAHU CIVILIAN PSAPS			
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 (Listed Alphabetically)</b>			
Street Centerlines	10/4/2024 To 10/17/2024	Removed MSAG no 1 for three (3) records in Kalihi	
		Split segment, corrected range for three (3) records in Aiea	
		Split segment, corrected range for five (5) records in Pearl City	
		Added ingress for three (3) records in Pearl City	
	10/1/2024 To 10/3/2024	<b>Delivered 10/4/2024</b>	
		Corrected range for one (1) record in Kalihi	
		Corrected spatial, oneway for one (1) record in Kalaeloa	
		Split segment, corrected range for two (2) records in Pearl City	
		Added ingress for two (2) records in Pearl City	
		Corrected spatial for one (1) record in Kalaeloa	
		Split segment, corrected range for one (1) record in Aiea	
		Added ingress for one (1) record in Aiea	
	Corrected range for one (1) record in Downtown		
	Subdivisions		
Tow Jurisdictions			
Tsunami Evacuation Zones			
Tsunami Heights			
Waste Water Plants			
WSP Cell Sectors	10/18/2024 To 10/31/2024	<b>Next Delivery 11/15/2024</b>	
		Updated two (2) sectors per AT&T CRS	
		Added twenty-one (21) sectors per AT&T CRS	
		Added three (3) sectors per T-Mobile CRS	
		Added fifty-three (53) sectors per Verizon Wireless CRS	
Updated seventy-nine (79) sectors per Verizon Wireless CRS			





# Oahu Civilian E9-1-1 Status Report

October 1, 2024 - October 31, 2024

## MAPPING LAYERS UPDATED (PART IX)

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

OAHU CIVILIAN PSAPS		
Type of Layer	V2X formerly Akimeka GIS Server	Other/Remarks
	Date Created/Edits Performed	
<b>CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH &amp; RESPONSE (Listed Alphabetically)</b>		
WSP Cell Sectors	10/4/2024 To 10/17/2024	<b>Delivered 10/18/2024</b>
		Added eight (8) sectors per Verizon Wireless CRS
		Added thirteen (13) sectors per AT&T CRS
	Updated twenty (20) sectors per Verizon Wireless CRS	
WSP Cell Towers	10/1/2024 To 10/3/2024	<b>Delivered 10/4/2024</b>
		Added eight (8) sectors per AT&T CRS





# Oahu Civilian E9-1-1 Status Report

October 1, 2024 - October 31, 2024

## GEOGRAPHIC INFORMATION SYSTEM (GIS) NARRATIVE

### GIS KEY ACTIVITIES/UPDATES

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

Date	Key Activities/Updates
10/4/2024	Delivered data update for Central Square including Streets, Police Beats, and Address Points (with and without the apartment records).
10/4/2024	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.
10/4/2024	Delivered Street Centerlines, Address Points, Fire Response Areas, Medic Response Areas, and Display Address Points to HFD, EMS, and Ocean Safety for TriTech CAD.
10/18/2024	Delivered data update for Central Square including Streets, Police Beats, and Address Points (with and without the apartment records).
10/18/2024	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.
10/18/2024	Delivered Street Centerlines, Address Points, Fire Response Areas, Medic Response Areas, and Display Address Points to HFD, EMS, and Ocean Safety for TriTech CAD.

### 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.



# Oahu Civilian E9-1-1 Status Report

October 1, 2024 - October 31, 2024

## HONOLULU POLICE DEPARTMENT TRITECH CAD PROJECT

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

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

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

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

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



# Oahu Civilian 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.

### 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 October 2024.

### ROUTING ID UPDATES

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

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

1. During the month of October 2024, there were no Routing IDs added. As of May 2024, 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, V2X (formerly Akimeka) prepared a map of the requested area and provided to EMS on December 12, 2017.
2. Considering the additional response areas will certainly require the creation of additional ESZ/ESNs; HPD, EMS, and V2X (formerly Akimeka) will be coordinating so that the project can be mapped out on a timeline so that the changes can take place while maintaining an above 99% synchronization level between GIS, MSAG, and ALI.
3. An operational consideration has already begun a discussion, in that the military ESNs will be reallocated to a new numbering so that both civilian and military responses will have enough ESNs to support their individual operations.
4. During the first half of 2018, there will be further discussion on the creation of the new Response Areas, allocation of military ESNs, and creation of new ESZs/ESNs.
5. 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.
6. 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.
7. During the month of January 2022, there was a quarterly update to the Honolulu Medic Response Area.
8. During the month of May 2022, there was a quarterly update to the Honolulu Medic Response Area.
9. During the month of November 2022, there was a quarterly update to the Honolulu Medic Response Area.
10. During the month of May 2023, there was a quarterly update to the Honolulu Medic Response Area.
11. During the month of August 2023, there was a quarterly update to the Honolulu Medic Response Area.
12. During the month of January 2024, EMS requested an additional EMS District (District 4). The new boundaries include EMS Station Response Areas Kahuku, Waialua, Wahiawa, Waipio, and Aiea. There are now four (4) Medic Districts



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## 4. SERVICE REQUESTS TRANSACTIONS

### OPEN SERVICE REQUESTS - OCTOBER 2024

#	Date	Description	Category	Comments
1	9/18/2024	Request for Service	VoIP	Working with Charter to confirm valid 911 address

NOTE:

There is one (1) open service requests for October 2024.

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

Oahu PSAPs				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	7	6	1	0	0	0	0	7	6
October	3	3	1	0	0	0	0	3	3
November									
December									
<b>TOTAL</b>	<b>10</b>	<b>9</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>10</b>	<b>9</b>

Note:

\* The 2023 Carryover row indicates the number of Service Requests that were opened in 2023; however, were brought forward into 2024 in an effort to track the service request until completion.

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.



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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)**

The database synchronization process is an essential ongoing and continuous process to ensure the E9-1-1 databases used in the Selective Router (SR), and the Honolulu Police Department (HPD) 9-1-1 GIS layers used for location determination are exactly matched. This process ensures that the 9-1-1 databases and the GIS data remain current, exactly matched, and are synchronized and useful for 9-1-1 purposes. This process also prepares the GIS data for use in Next Generation 9-1-1 (NG911) systems, operations, and applications.

In 9-1-1, Public Safety Agencies (PSAs) are allocated and assigned Emergency Service Zones (ESZs) identified by their respective Emergency Service Numbers. These ESZs and ESNs are maintained by the Primary PSAP for Selective Router (SR) programming use. The entire County Jurisdiction Zone is referred to as an Administrative ESZ. Each PSA is required by Tariff to assign their Response Areas (RAs) based on their operational requirements and assignments within the ESZ. Smaller and more accurate ESZs are created for the geographic areas that have the same PSAs and assigned an Emergency Service Number (ESNs) which are known as a Routing ESNs, or ESNs.

The street names and associated addresses within the ESNs must be translated into a data format that is useful to the SR, the public safety agencies, and their 9-1-1 systems. Translated addresses for 9-1-1 must include the house numbers, street names, street name suffixes, MSAG Communities and are assigned to each of the PSA response areas. These translated addresses are referred to as “valid MSAG addresses” and are applied to both the MSAG and GIS databases. The data must be formatted to traverse throughout 9-1-1 networks & systems. This must also be done for the Public Safety Agencies to ensure there is no loss of data characters or data truncation for their internal and external 9-1-1 systems.

These MSAG street names and MSAG Communities might not be recognized in the County’s authoritative addressing Agency and are intended for Public Safety Agency use only. Since neither database is static in nature, the synchronization process will never remain at a 100 percent match rate. It can be expected that the match rate percentage will fluctuate by a small degree each month. As such, NENA's recommended match rate between these critical databases is minimum 98%.

As part of V2X (formerly Akimeka)’s value added services, V2X (formerly Akimeka) conducts four quarterly, in-depth 9-1-1 Database Synchronization audits per year for the Honolulu Police Department. They are conducted in January, April, July, and October of each Calendar Year (CY) while under contract with V2X (formerly Akimeka). The database synchronization process is essential process to ensure the level of accuracy and synchronization of the E9-1-1 databases in preparation for Next Generation 9-1-1 (NG9-1-1) applications.

The results of the **OCTOBER 11, 2024**, database synchronization audit are reported below.

### TWO-WAY (2-WAY) COMPARISON

V2X Corporation (formerly Akimeka LLC)’s two-way database comparison service provides for comparing the Local Exchange Carriers (LECs) MSAG Database to the Honolulu Police Department’s 9-1-1 GIS Street Centerline layer. This ensures the Telephone or VoIP Telephone Company device information is accurate and correct. This information is utilized to route the 9-1-1 call to the PSAP, and the associated location information delivered ALI Datastream is used to dispatch appropriate emergency responders. This also ensures the necessary data elements for 9-1-1 caller location based on street name, MSAG Community, and Emergency Service Numbers (ESNs) are delivered to the PSAP, in the exact format that matches the HPD 9-1-1 GIS layers.

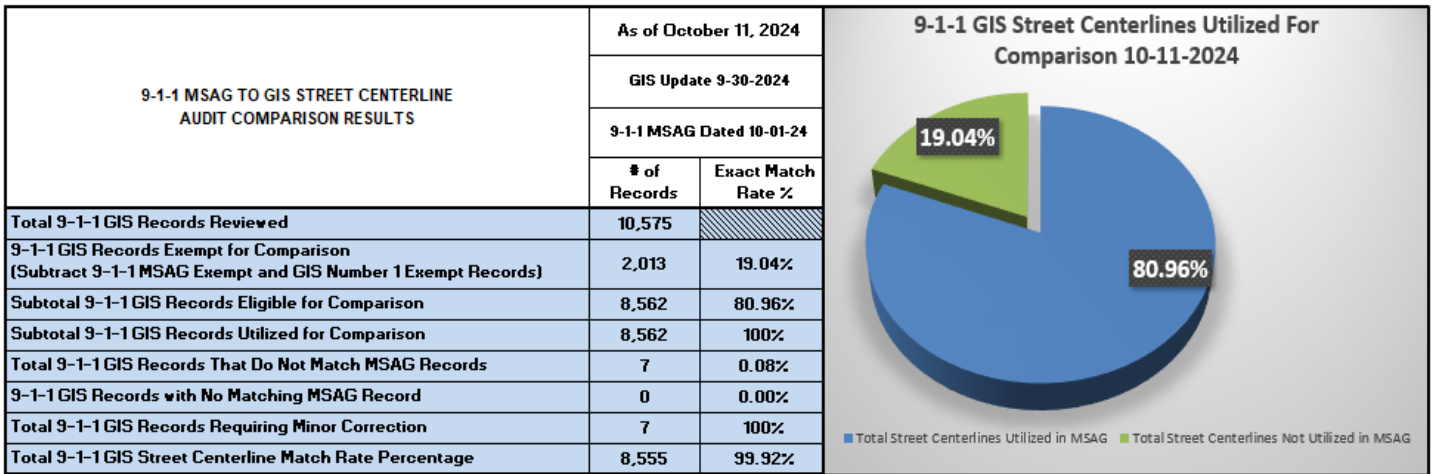
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## 9-1-1 GIS Street Centerlines Utilized For Comparison

A total number of **10,575** GIS Street Centerline Records are maintained for the Honolulu Police Department’s 9-1-1 GIS database by V2X (formerly Akimeka). For this comparison, **2,013** GIS street records were excluded as database exemptions. V2X (formerly Akimeka) excludes GIS Street Centerlines records from the comparison that do not have the possibility of generating a telephone company 9-1-1 wireline call. Those would include roadways that do not have an MSAG address such as, Freeways, Ramps, and alleys. The remaining **8,562** GIS street records called “Valid 9-1-1 GIS Street Centerline records” and are compared against the Valid MSAG Records. There are a total of **8,555** GIS Street Centerline Records that exactly match the MSAG Database.

The results of the GIS to MSAG Records comparison analysis are provided below:



## 9-1-1 GIS Street Centerline to MSAG Record Comparison

A total of **8,581 9-1-1 MSAG records** are maintained for the Honolulu Police Department’s 9-1-1 GIS database by V2X (formerly Akimeka). V2X (formerly Akimeka LLC) removed **19 MSAG records** from the comparison as exemptions. These exemptions are the MSAG Records utilized for wireless 9-1-1 Call routing, 9-1-1 VoIP Call Routing, and 9-1-1 GIS Street Centerline record that are known and approved exemptions such as Freeways or Roadways with no chance of generating a 9-1-1 call. These MSAG Records are known as “Valid MSAG records”. The remaining valid MSAG Records are Street Names that have undergone a 9-1-1 Street translation process to ensure they can be utilized in the 9-1-1 system. These translated street names, MSAG Communities, and their assigned Emergency Service Numbers (ESNs) are provided to the telephone company and other 9-1-1 Service Provider for Public Safety Agencies 9-1-1 addressing use. The total number of MSAG records utilized for this comparison audit was **8,562 MSAG records**. Of those Valid MSAG Records, there are a total of **8,555** MSAG Records that exactly match the 9-1-1 Street Centerline GIS Database.

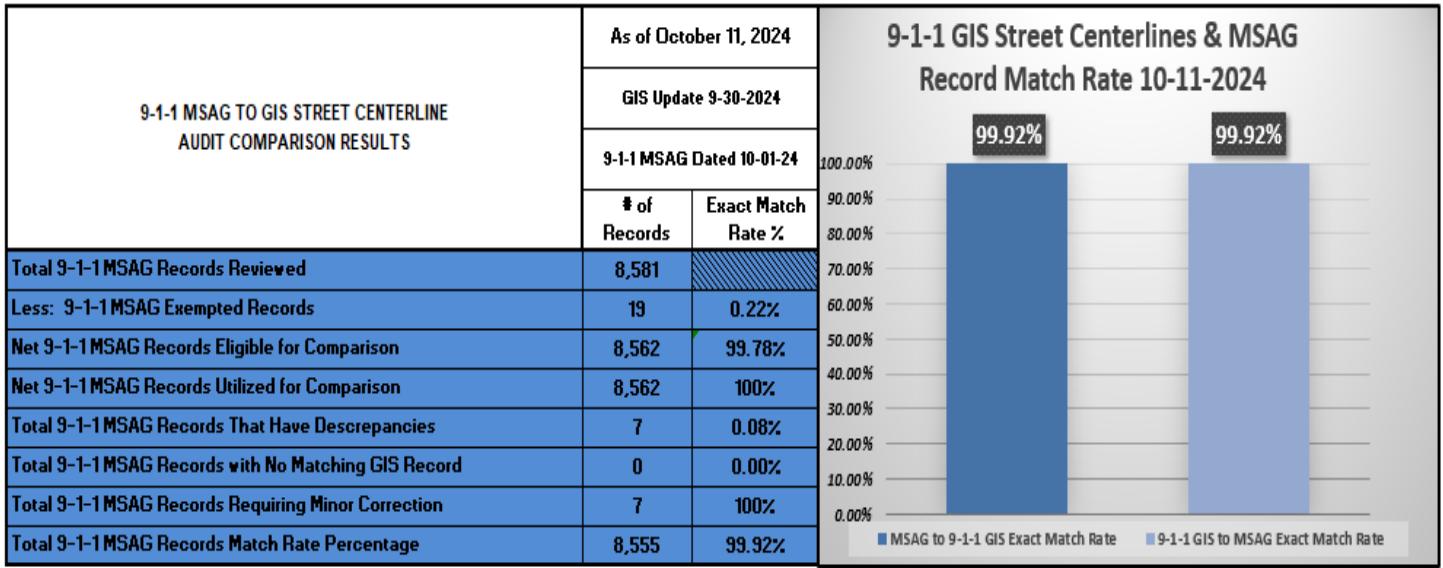


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The street name and MSAG Community translation process ensures that the full data characters within the delivered ALI datstream can transverse between the different systems in the 9-1-1 network without loss of data characters.

The results of the MSAG comparison analysis are provided below:



NENA Recommended Match Rate = 98%

## THREE-WAY (3-WAY) COMPARISON

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

The three-way database comparison services compare the Local Exchange Carriers (LECs) Automatic Location Identification (ALI) Database to the HPD’s 9-1-1 GIS Site Structure Points layer and the 9-1-1 Road Network (or 9-1-1 Street Centerline) layers.

This process ensures PSAP’s internal 9-1-1 equipment (i.e... the Computer Aided Dispatch systems (CADs), Records Management Systems (RMS), Automatic Vehicle Location (AVL) systems, and the Voice Recording Systems) will be able to display an accurate location on their GIS enabled systems. The internal PSAP 9-1-1 equipment will also log-in the delivered location data information as either a civic address or in a Geodetic (Lat/Long) format for 9-1-1 Dispatch and Response. It can be expected that the match rate percentage will fluctuate by a small degree. As such, NENA's recommended minimum exact match rate is 98%.



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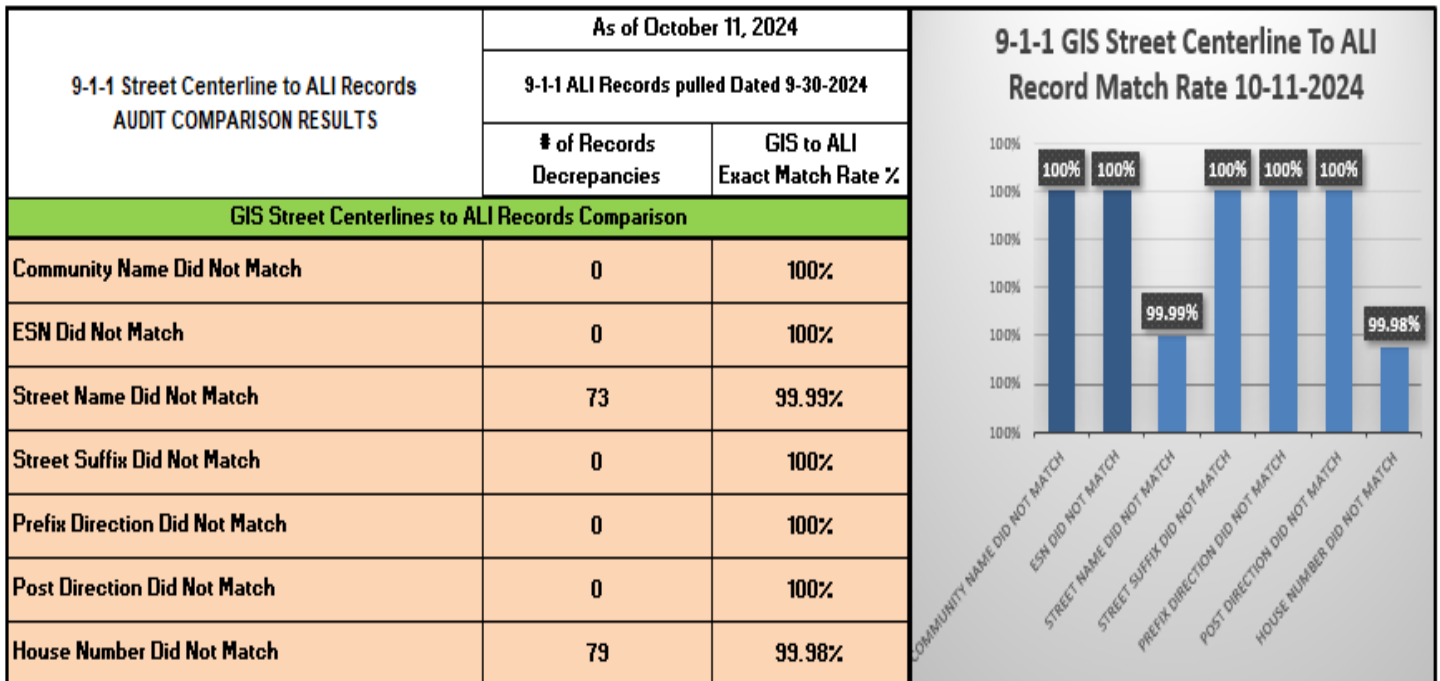
## 9-1-1 GIS Street Centerline To ALI Record Attribute Match Rate

The 9-1-1 GIS Street Centerline to ALI records attribute comparison is used to identify the “course location”, or main MSAG valid address that will geocode to the street centerline data. Geocoding is the process of assigning a geographic coordinate for a location and converting it to a valid address utilizing the tabular address information to geographic reference information. This is a proactive way to identify any inconsistencies and enhance the accuracy of all associated 9-1-1 databases, and to ensure the proper operation of the PSAP 9-1-1 systems such as Automatic Vehicle Location (AVL). There are seven (7) GIS and ALI Record attributes that are compared for an exact match.

Items from the Databases that will be compared and audited will include these attributes:

- MSAG Community Name
- ESNs
- Street Names
- Street Name Suffix
- Prefix Direction
- Post Direction
- House Number

See chart below:



NENA Recommended Match Rate = 98%

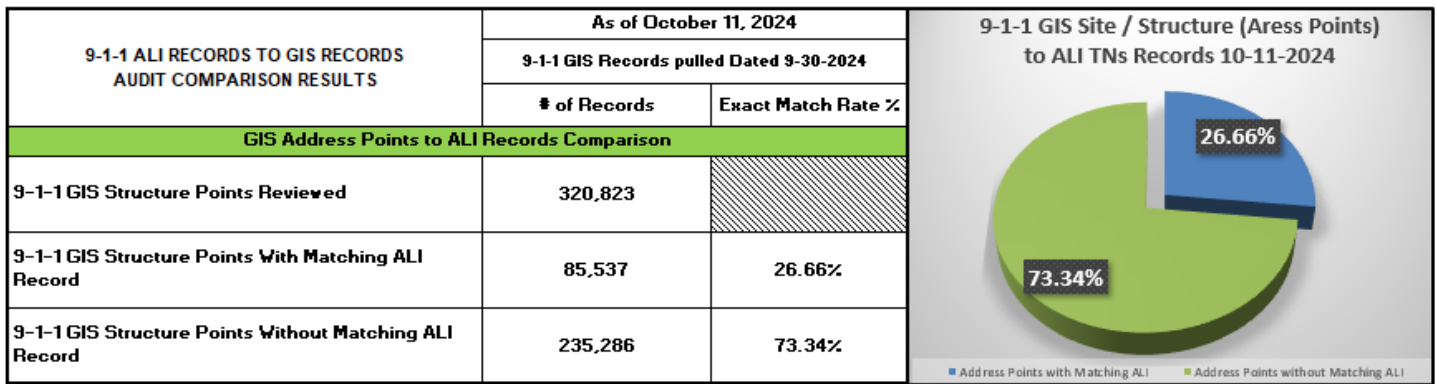
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## Total GIS Site/Structure (Address) Points and those with Matching ALI Records

The **9-1-1 Site/Structure Points (Address Points) GIS records with Matching ALI Records** comparison identifies the total number of Site/Structure Points (Address Points) that reside within the jurisdiction against the Wireline or VoIP Telephone Company’s ALI records. The Honolulu City & County Jurisdiction has approximately **320,823 total Site Structure Points** with approximately **85,537** Site Structure Points that have exact matching attributes with the ALI telephone records.

See chart below:



## 9-1-1 Site/Structure (Address) Points with Exact Matching ALI Records

The **9-1-1 Site/Structure (Address Points) GIS records with ALI Records** comparison represents the total number of Site/Structure (Address Points) GIS records that have exact matching ALI records at that location. The matching 9-1-1 GIS Site Structure (Address) Points with Exact Matching ALI Database comparison is used to identify the “dispatchable Location” that can be utilized to send 9-1-1 responders to locate a 9-1-1 caller’s exact location, or at least to the front of the property until a Dispatchable Location can be determined. The objective is to ensure that attributes between the ALI Records and the 9-1-1 Site /Structure Points ae exactly matched and accurate.

There are a total of **488,449** Automatic Location Identification (ALI) Records with the Wireline Provider. There are **487,475** ALI records that have an exact match with a GIS Site Structure Point. There are a total of **974** ALI Records that require reviewed to determine why they do not exactly match. This does not mean the ALI Records and Site Structure Point do not possess sufficient information to affect a 9-1-1 call. It indicates that these records require additional research and update to exactly match the two different database records.

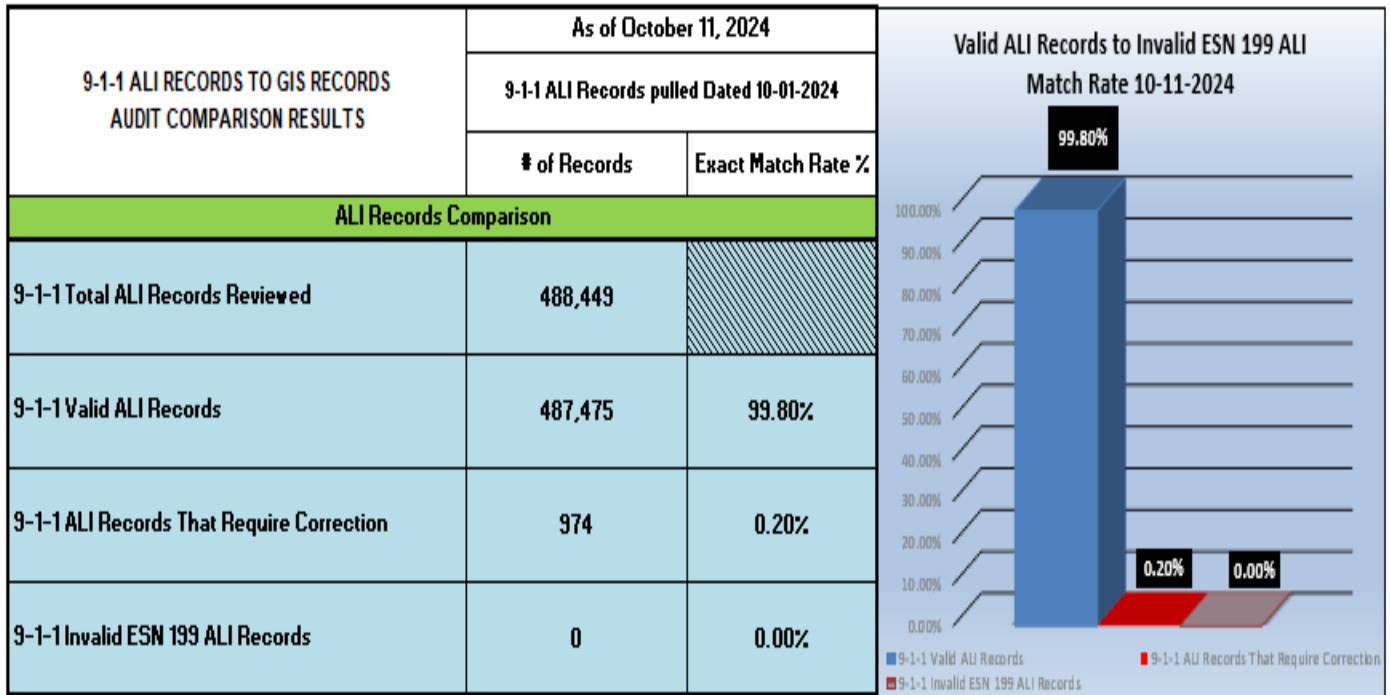
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Items from the Databases that will be compared during this audit will include these attributes:

- House Number
- House Number Suffix
- Prefix Direction
- Street Name
- Street Name Suffix
- Post Direction
- MSAG Community Name
- Postal Community Name
- ESNs
- Zip Codes

See chart below:



NENA Recommended Match Rate = 98%

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

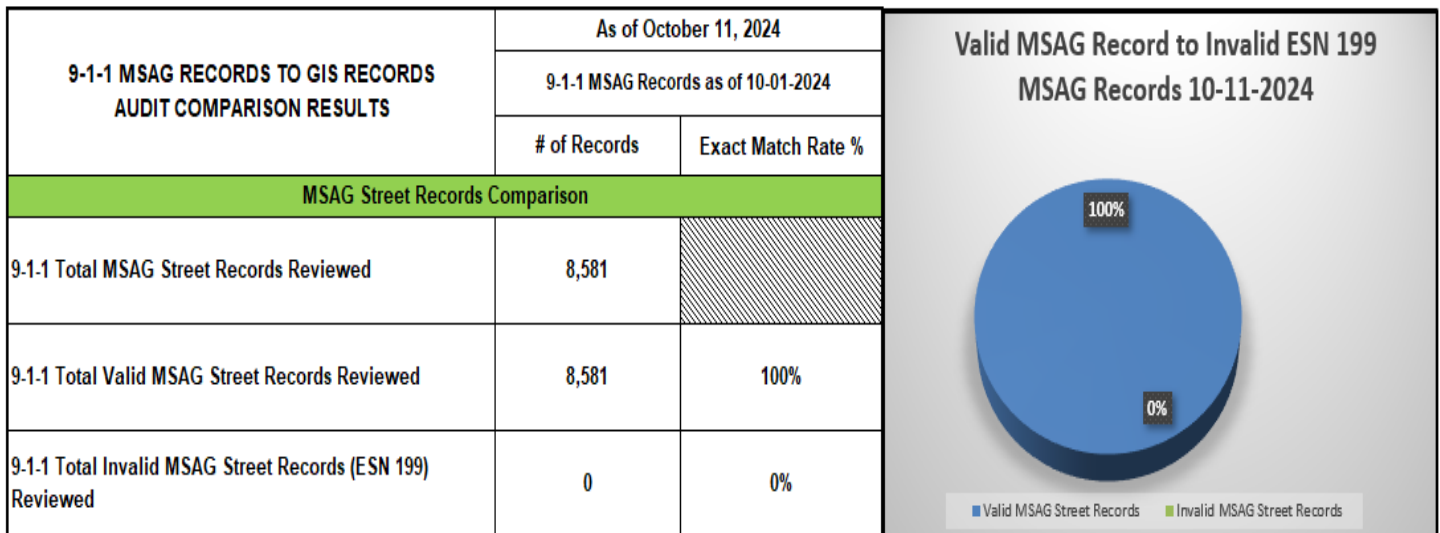
At the request of the Honolulu Police Department Chief of Police in 2016, Hawaiian Telcom, Inc. (HTI) provided V2X (formerly Akimeka), with access to the Honolulu City & County ESN 199 MSAG and ALI records. The ESN 199 MSAG Street Records represented and identified all the “known” invalid streets in the MSAG Database and their corresponding ALI Records.

The ESN 199 ALI Records represent all “known” invalid streets telephone device/home or office addresses in the ALI Database that were associated with the known invalid MSAG Street Records. These ALI records were required to be corrected to avoid dispatching 9-1-1 resources to erroneous address/locations.

V2X (formerly Akimeka) has completed the necessary investigation and required correction of the **339** MSAG Street Records identified at the start of the project. This service was provided without interruption of 9-1-1 service to the owners of the telephone devices while simultaneously producing temporary locations until the records were investigated and corrected accurately.

### Valid MSAG Records to Invalid ESN 199 MSAG Records

The ESN 199 MSAG Street Records represented the number of invalid MSAG Streets Records in Honolulu City & County that were on file with Hawaiian Telcom and their Database Maintenance Service Provider. The ESN 199 MSAG Records represented invalid MSAG Street Records that still had a valid telephone number that needs to be reassigned to a valid address. V2X (formerly Akimeka) conducted the research and corrected the MSAG Street Records to a valid location. This may have included moving any or all associated Automatic Location Identification (ALI) Records to an MSAG valid location. There are 0 ESN 199 MSAG Street Records that require attention in Honolulu City & County. Please see the chart below:

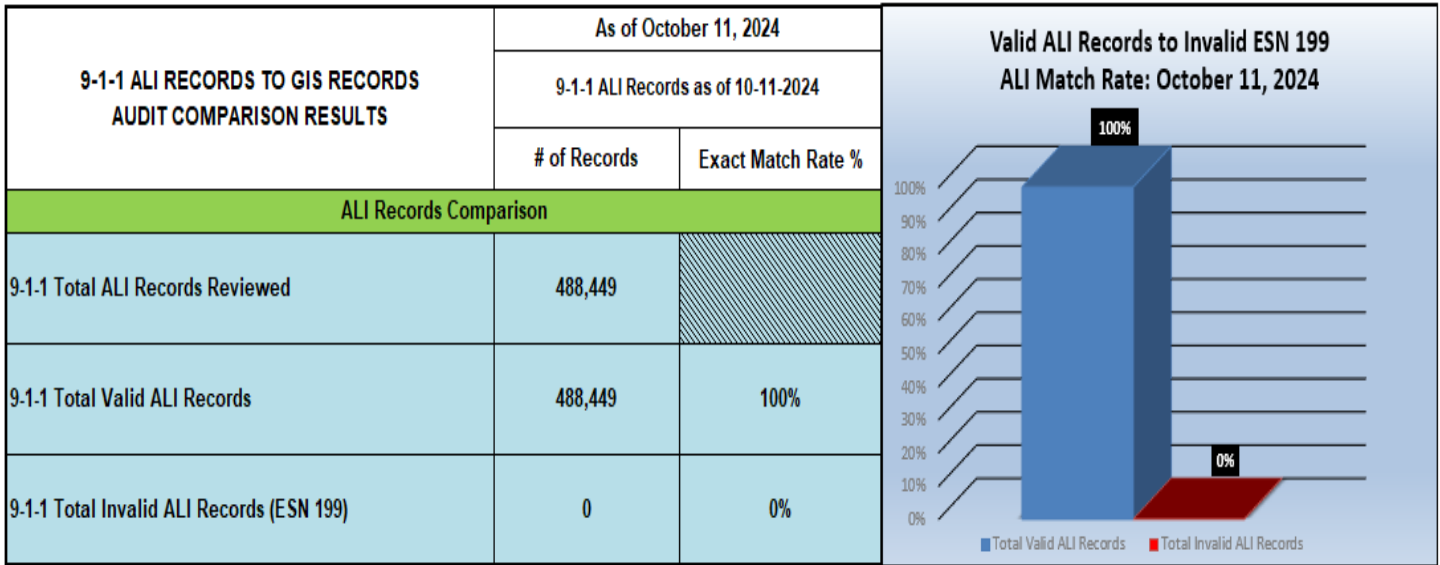


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**Valid ALI Records to Invalid ESN 199 ALI Records**

The ESN 199 Automatic Location Identification (ALI) Records represent the number of invalid TNs associated with the invalid ESN 199 MSAG Records. There are 0 ESN 199 ALI Records which represent 0.00% of the Total ALI records in Honolulu City & County.



NENA Recommended Match Rate = 98%