Maui County E9-1-1 Status Report

November 1, 2024 – November 30, 2024

**TRUSTED WHEREVER
THE MISSION LEADS**

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1. PSAP OPERATIONS

9-1-1 CALL VOLUME MAUI PSAP – NOVEMBER 2024

Source: Intrado Viper system

9-1-1 Call Volume																
MAUI PSAP		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	Other Calls	% of Total Calls
NOV	8,562	548	6.40%	7,106	82.99%	19.84%	80.16%	346	4.04%	1	0.01%	0	0.00%	561	6.55%	0	0.00%

CALL VOLUME MAUI PSAP NOTES:

*Calls with No ALI for November 2024 = 0.01% - Statewide average for 2023 = 0.14%

9-1-1 CALL VOLUME MAUI PSAP – CALENDAR YEAR 2024

9-1-1 Call Volume																
MAUI PSAP		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	Other Calls	% of Total Calls
JAN	8,987	696	7.74%	7,303	81.26%	22.32%	77.68%	317	3.53%	12	0.13%	0	0.00%	658	7.32%	1	0.01%
FEB	7,714	559	7.25%	6,298	81.64%	20.96%	79.04%	308	3.99%	14	0.18%	0	0.00%	535	6.94%	0	0.00%
MAR	8,500	585	6.88%	6,768	79.62%	25.58%	74.42%	326	3.84%	78	0.92%	0	0.00%	742	8.73%	1	0.01%
APR	8,496	581	6.84%	6,962	81.94%	21.10%	78.90%	355	4.18%	13	0.15%	0	0.00%	584	6.87%	1	0.01%
MAY	8,594	581	6.76%	7,054	82.08%	21.19%	78.81%	328	3.82%	15	0.17%	0	0.00%	615	7.16%	1	0.01%
JUNE	8,075	495	6.13%	6,686	82.80%	20.01%	79.99%	329	4.07%	15	0.19%	0	0.00%	549	6.80%	1	0.01%
JULY	8,916	524	5.88%	7,403	83.03%	20.22%	79.78%	375	4.21%	23	0.26%	0	0.00%	586	6.57%	5	0.06%
AUG	8,950	614	6.86%	7,324	81.83%	19.01%	80.99%	387	4.32%	25	0.28%	0	0.00%	600	6.70%	0	0.00%
SEPT	8,644	517	5.98%	7,243	83.79%	20.36%	79.64%	272	3.15%	6	0.07%	0	0.00%	605	7.00%	1	0.01%
OCT	8,711	535	6.14%	7,270	83.46%	19.48%	80.52%	357	4.10%	1	0.01%	0	0.00%	543	6.23%	5	0.06%
NOV	8,562	548	6.40%	7,106	82.99%	19.84%	80.16%	346	4.04%	1	0.01%	0	0.00%	561	6.55%	0	0.00%
DEC																	
YTD	94,149	6,235		77,417				3,700		203		0		6,578		16	
MON AVG	8,559	567	6.62%	7,038	82.22%	20.92%	79.08%	336	3.93%	18	0.22%	0	0.00%	598	6.99%	1.45	0.02%

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9-1-1 CALL VOLUME MOLOKAI PSAP – NOVEMBER 2024

Source: Intrado Viper system

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

9-1-1 Call Volume															
MOLOKAI PSAP	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	Other Calls	% of Total Calls
NOV	517	96	18.57%	312	60.35%	31.41%	68.59%	13	2.51%	0	0.00%	0	0.00%	96	18.57%	0	0.00%

CALL VOLUME MOLOKAI PSAP NOTES:

* Calls with No ALI for November 2024 = 0.00% - Statewide average for 2023 = 0.14%

9-1-1 CALL VOLUME MOLOKAI PSAP – CALENDAR YEAR 2024

9-1-1 Call Volume																
MOLOKAI PSAP	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	Other Calls	% of Total Calls
JAN	748	207	27.67%	390	52.14%	40.77%	59.23%	6	0.80%	0	0.00%	0	0.00%	145	19.39%	0	0.00%
FEB	635	261	41.10%	283	44.57%	43.11%	56.89%	6	0.94%	0	0.00%	0	0.00%	85	13.39%	0	0.00%
MAR	696	209	30.03%	372	53.45%	40.59%	59.41%	10	1.44%	0	0.00%	0	0.00%	105	15.09%	0	0.00%
APR	786	236	30.03%	423	53.82%	38.77%	61.23%	5	0.64%	0	0.00%	0	0.00%	122	15.52%	0	0.00%
MAY	665	184	27.67%	348	52.33%	33.62%	66.38%	8	1.20%	0	0.00%	0	0.00%	125	18.80%	0	0.00%
JUNE	782	143	18.29%	453	57.93%	46.36%	53.64%	2	0.26%	0	0.00%	0	0.00%	184	23.53%	0	0.00%
JULY	576	83	14.41%	407	70.66%	42.75%	57.25%	5	0.87%	0	0.00%	0	0.00%	81	14.06%	0	0.00%
AUG	664	136	20.48%	395	59.49%	38.23%	61.77%	6	0.90%	2	0.30%	0	0.00%	125	18.83%	0	0.00%
SEPT	830	140	16.87%	533	64.22%	39.21%	60.79%	8	0.96%	1	0.12%	0	0.00%	148	17.83%	0	0.00%
OCT	662	99	14.95%	437	66.01%	32.27%	67.73%	11	1.66%	0	0.00%	0	0.00%	115	17.37%	0	0.00%
NOV	517	96	18.57%	312	60.35%	31.41%	68.59%	13	2.51%	0	0.00%	0	0.00%	96	18.57%	0	0.00%
DEC																	
YTD	7,561	1,794		4,353				80		3		0		1331		0	
MON AVG	687	163	23.64%	396	57.72%	38.83%	61.17%	7.27	1.11%	0	0.04%	0	0.00%	121	17.49%	0	0.00%

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9-1-1 CALL VOLUME (COMBINED MAUI & MOLOKAI PSAPS) – NOVEMBER 2024

9-1-1 Call Volume																
MAUI 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	Other Calls	% of Total Calls
NOV	9,079	644	7.09%	7,418	81.71%	20.33%	79.67%	359	3.95%	1	0.01%	0	0.00%	657	7.24%	0	0.00%

9-1-1 CALL VOLUME (COMBINED MAUI & MOLOKAI PSAPS) – CALENDAR YEAR 2024

9-1-1 Call Volume																
MAUI 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	Other Calls	% of Total Calls
JAN	9,735	903	9.28%	7,693	79.02%	23.25%	76.75%	323	3.32%	12	0.12%	0	0.00%	803	8.25%	1	0.01%
FEB	8,349	820	9.82%	6,581	78.82%	21.91%	78.09%	314	3.76%	14	0.17%	0	0.00%	620	7.43%	0	0.00%
MAR	9,196	794	8.63%	7,140	77.64%	26.36%	73.64%	336	3.65%	78	0.85%	0	0.00%	847	9.21%	1	0.01%
APR	9,282	817	8.80%	7,385	79.56%	22.11%	77.89%	360	3.88%	13	0.14%	0	0.00%	706	7.61%	1	0.01%
MAY	9,259	765	8.26%	7,402	79.94%	21.78%	78.22%	336	3.63%	15	0.16%	0	0.00%	740	7.99%	1	0.01%
JUNE	8,857	638	7.20%	7,139	80.60%	21.68%	78.32%	331	3.74%	15	0.17%	0	0.00%	733	8.28%	1	0.01%
JULY	9,492	607	6.39%	7,810	82.28%	21.40%	78.60%	380	4.00%	23	0.24%	0	0.00%	667	7.03%	5	0.05%
AUG	9,614	750	7.80%	7,719	80.29%	19.99%	80.01%	393	4.09%	27	0.28%	0	0.00%	725	7.54%	0	0.00%
SEPT	9,474	657	6.93%	7,776	82.08%	21.66%	78.34%	280	2.96%	7	0.07%	0	0.00%	753	7.95%	1	0.01%
OCT	9,373	634	6.76%	7,707	82.23%	20.20%	79.80%	368	3.93%	1	0.01%	0	0.00%	658	7.02%	5	0.00%
NOV	9,079	644	7.09%	7,418	81.71%	20.33%	79.67%	359	3.95%	1	0.01%	0	0.00%	657	7.24%	0	0.00%
DEC																	
YTD	101,710	8,029		81,770				3,780		206		0		7,909		16	
MON AVG	9,246	730	7.91%	7,434	80.38%	21.88%	78.12%	344	3.72%	19	0.20%	0.00	0.00%	719	7.78%	1	0.01%

"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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PSAP OPERATION NOTES:

- **Abandoned Calls represent the number of incoming 9-1-1 calls for which the caller had hung up before a call-taker answered. Dropped Calls are hang ups after transfers.**
- **Abandoned Calls are included in the Wireline and Wireless total counts respectively.**
- **All VoIP (Voice over Internet Protocol) 911 calls are combined in the Call Volume statistic.**
- **A New Class of Service (COS): FIXD = Wireless 911 calls to the PSAP via fixed indoor antennas.**
- **0** (911) call with the COS of FIXD were added to the Wireless Phase I (WPH 1) percentage total.
- **A New Class of Service (COS): WDL1/WDL2 = Wireless 911 calls to the PSAP via fixed indoor antennas with a general location i.e., pool area (WDL1) or a specific area i.e., room 101 (WDL2).**
- **0** (911) call with the COS of WDL1, or WDL2 were added to the Wireless Phase I or Phase II percentage total.

FOR YOUR INFORMATION

FYI……………For Your Information											
PSAP Operations											
Statewide 911 Call Volumes											
PSAP	**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 – NOVEMBER 2024

TEXT TO 911 Maui County PSAPs 2024		
Month	Received at Maui	Received at Molokai
January	38	2
February	21	1
March	16	3
April	32	0
May	27	1
June	25	4
July	32	2
August	35	0
September	36	1
October	39	1
November	40	1
December		
YTD	341	16
Monthly Avg.	31	1

NOTE:

- Although there is a "Text to 911" plot on the MapFlex, the location of the plot is not dependable. Text to 911 Dispatchers should use their skills to ascertain the exact location of the emergency response.

WIRELESS PSAP TESTING – NOVEMBER 2024

MAUI COUNTY - NOVEMBER 2024						
Date	WSP	Sites Tested	Sectors Tested	Tested By:	Test Pass/Fail	Comments:

NOTES:

- There were no (0) scheduled Wireless 911 tests conducted in November 2024 for the Maui and Molokai PSAPs.

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2. MSAG (MASTER STREET ADDRESS GUIDE)

MSAG TRANSACTIONS CURRENT MONTH/YEAR – NOVEMBER 2024

MAUI COUNTY		9-1-1 TRANSACTIONS							
	Total	Dispatchable Location Transactions Submitted	MSAG	ALI Submitted		Open ALI Discrepancy Records			Customer Addresses Affected
2024		DL (A)	MSAG (B)	TN CR (C)	ALI DR (D)	TNCR	ALI DR	VoIP DR	
JANUARY	234	229	5	0	0	751	0	0	0
FEBRUARY	79	67	12	0	0	707	0	0	41
MARCH	72	71	1	0	0	872	0	0	6
APRIL	137	132	4	1	0	859	0	0	1
MAY	123	116	7	0	1	934	0	0	0
JUNE	79	68	10	1	0	944	0	0	0
JULY	69	68	1	0	0	820	0	0	0
AUGUST	47	36	11	0	0	767	0	0	43
SEPTEMBER	53	48	4	0	1	853	0	0	143
OCTOBER	104	101	1	2	0	713	0	0	68
NOVEMBER	61	56	3	2	0	768	0	0	21
DECEMBER									
TOTAL YTD	1,058	992	59	6	2	8,988	0	0	323
AVG PER MONTH	96	90	5	1	0	817	0	0	29

Definitions
(A) **D**ispatchable **L**ocation - is defined in the FCC 15-9 Docket as the verified or corroborated street address of the calling party plus additional information such as floor, suite, apartment or similar information that may be needed to adequately identify the location of the calling party. Please see Dispatchable Location Section for more information.
(B) **M**aster **S**treet **A**ddress **G**uide - Represents corrections made to street records including, street names, address ranges, MSAG Communities and ESNs.
(C) **T**elephone **N**umber **C**hange **R**equest - Represents address corrections on a specific TN or group of TNs.   These "invalid" TNs usually have an associated ESN 399 attached to them which indicates the need for validation.
(D) **A**utomatic **L**ocation **I**nformation **D**iscrepancy **R**ecord - Represents an address discrepancy discovered during a live 9-1-1 call, from a landline OR a VoIP phone. These record corrections are treated with a higher priority and should be processed within 48 hours if wireline, and 72 hours if a VoIP phone, as a general guideline.

MSAG CURRENT MONTH NOTES:

A total of **61** MSAG transactions were processed in 9-1-1 Net during the current month. Three **(3)** requests were processed relating to the MSAG database. Changes include: changes to high – low street ranges, combining street records, deletion of invalid records, splitting street records to align with Police, Fire, EMS, and inserting new MSAG records.

There were **21** customer ANI/ALI (telephone number/address) record updated as a direct result.

TELEPHONE RECORD (ALI) TRANSACTIONS CURRENT MONTH NOTES:

V2X (formerly Akimeka) submitted fifty-six **(56)** TN CRs related to the Dispatchable Location Project during the current month.

OPEN TELEPHONE RECORD (ALI) DISCREPANCY STATUS:

- **There are currently 768 Open TN CR Transactions.**
- **Refer to chart in the next section "TNCR Current Status"**

768 Open TN CR transactions are a direct result of the Dispatchable Location Project and are awaiting approval from Hawaiian Telcom, Inc. 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 VoIP DRs as of November 30, 2024**
- **There are no open ALI DRs as of November 30, 2024**

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TNCR (TELEPHONE NUMBER CHANGE REQUEST) CURRENT STATUS – NOVEMBER 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**
MAUI	762	0	413	349
MOLOKAI	6	0	6	0
TOTAL	768	0	419	349

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.

DISPATCHABLE LOCATION – STATUS AS OF – NOVEMBER 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 August 2015, V2X (formerly Akimeka) started a pilot project, entering additional location information to a verified MSAG address with multiple telephone numbers. Specifically, the Queen Kaahumanu Shopping Center at 275 Kaahumanu Ave. The "Dispatchable Location" data is entered into the "Driving Directions" field in the 9-1-1 Net system and will display on the Viper Power 911 ALI Screen in the "Exact" field should a 911 call be received from that telephone number. Screen shots of the "Before" ALI screen, and the "After" ALI screen with the updated "Dispatchable Location" information visible, were presented to the Dispatch Supervisors. V2X (formerly Akimeka) received positive feedback from the 911 Dispatch Personnel because the information that the 911 Call Takers will receive, will certainly cut down on the process of determining the exact location of the 911 caller. In addition to this, V2X (formerly Akimeka) was informed that the Mobile Dispatch Terminals (MDTs) in the Police Vehicles, also are able to view this "Dispatchable Location" information which will reduce the response times for Public Safety. There were 56 Dispatchable Locations submitted in November 2024 and 1 was processed by Intrado.

Dispatchable Location			
2024 **Quarter 4**	**Common Name Place** **MSAG Address**	**TNCR*** **Transactions** **Submitted**	**Transactions** **Processed***
Quarter 3 Carryover		21,033	20,250
November	Multi Bus, 1830 Wells St, Wailuku	18	0
	Dr. Shirota DDS, 1839 Wells St, Wailuku	3	0
	Multi Bus, 1944 Wells St, Wailuku	3	0
	Central Pacific Bank, 2061 Wells St, Wailuku	17	0
	Hrorvitz Tilley, 2073 Wells St, Wailuku	14	1
	Duponte, 2087 Wells St, Wailuku	1	0
December			
Q4		157	237
Total		21,190	20,487

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Maui County E9-1-1 Status Report

November 1, 2024 - November 30, 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.

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

* Spectrum VoIP Database received on June 21st, 2017

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

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

Trusted Wherever The Mission Leads

Maui County E9-1-1 Status Report

November 1, 2024 - November 30, 2024

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

PSAP	TOTAL RECORDS SUBMITTED BY BANDWIDTH (A)	TOTAL NO MATCHING RECORDS IDENTIFIED BY V2X (FORMERLY AKIMEKA)	BANDWIDTH FALLOUT RECORDS (B)	NON MATCHING RECORDS CORRECTED BY V2X (FORMERLY AKIMEKA) (C)	PERCENT COMPLETED
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 Cilivian	12,898	1,556	44	1,590	99.38%
OAHU Military	173	156	11	163	97.60%
TOTAL	17,546	1,944	88	2,001	95.52%

*Bandwidth 9-1-1 VoIP Database Verification Project ***(Updated)

*Bandwidth VoIP Database received on April 5th, 2018
**Updated Bandwidth VoIP Database received on September 6th, 2018
*** Updated Bandwidth VoIP Database received on October 1st, 2021

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

3. GEOGRAPHIC INFORMATION SYSTEM (GIS) – NOVEMBER 2024

MAPPING LAYERS UPDATED (PART I)

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

MAUI COUNTY		
Type of Layer	**V2X formerly Akimeka GIS Server** **Date Created/ Edits Performed**	**Other/Remarks**
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE **(Listed Alphabetically)**		
Address Points	**11/13/2024 To 11/26/2024**	**Delivered 11/27/2024**
		Added address for three (3) records in Lahaina
		Added address for fifteen (15) records in Kahului
		Spatially corrected four (4) records in Kula
		Added address for two (2) records in Haiku
		Added address for two (2) records in Kula
		Spatially corrected one (1) record in Lahaina
		Added neighborhood info for ninety-four (94) records in Kahului
		Corrected civic street for one (1) record in Haiku
		Spatially corrected one (1) record in Haiku
		Added address for one (1) record in Kapalua
		Spatially corrected one (1) record in Wailuku
	11/1/2024 To 11/12/2024	**Delivered 11/13/2027**
		Added address for eleven (11) records in Lahaina
		Spatially corrected one (1) record in Kualapuu
		Added address for two (2) records in Pukalani
		Added address for one (1) record in Kapalua
		Added address for two (2) records in Makawao
		Added address for one (1) record in Maalaea
		Added address for one (1) record in Kahului
		Spatially corrected two (2) records in Makawao
		Spatially corrected one (1) record in Pukalani
		Spatially corrected seven (7) records in Lahaina
		Added address for one (1) record in Kualapuu
		Spatially corrected five (5) records in Haiku

MAPPING LAYERS UPDATED (PART II)

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

MAUI COUNTY		
Type of Layer	**V2X formerly Akimeka GIS Server** **Date Created/ Edits Performed**	**Other/Remarks**
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE **(Listed Alphabetically)**		
Airports		
Bridges		
Building Footprints	**11/13/2024 To 11/26/2024**	**Delivered 11/27/2024**
		Added building footprint for thirty-three (33) records in Kula
		Added building footprint for thirteen (13) records in Wailuku
		Added building footprint for nineteen (19) records in Haiku
		Spatially corrected fifty-seven (57) records in Kahului
		Added building footprint for four (4) records in Kahului
		Spatially corrected eighteen (18) records in Haiku
		Spatially corrected thirty-seven (37) records in Wailuku
	11/1/2024 To 11/12/2024	**Delivered 11/13/2027**
		Spatially corrected one (1) record in Napili
		Spatially corrected twenty-eight (28) records in Lanai
		Added building footprint for ten (10) records in Napili
		Added building footprint for forty-two (42) records in Lanai
		Added building footprint for twenty-five (25) records in Haiku
Bus Stops		
Churches		
Coastal Names		
Coastline		
Common Places		
Correctional Facilities		
Emergency Callboxes		
Emergency Operation Centers		

MAPPING LAYERS UPDATED (PART III)

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

MAUI COUNTY		
Type of Layer	**V2X formerly Akimeka GIS Server** **Date Created/ Edits Performed**	**Other/Remarks**
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE **(Listed Alphabetically)**		
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		

MAPPING LAYERS UPDATED (PART IV)

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

MAUI COUNTY		
Type of Layer	**V2X formerly Akimeka GIS Server** **Date Created/ Edits Performed**	**Other/Remarks**
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE **(Listed Alphabetically)**		
MSAG Communities		
Net Junctions		
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	**11/13/2024 To 11/26/2024**	**Delivered 11/27/2024**
		Added neighborhood info for three (3) records in Kahului
	11/1/2024 To 11/12/2024	**Delivered 11/13/2027**
		Partial spatial correction for one (1) record in Lahaina
		Updated medic for one (1) record in Kualapuu
Subdivisions		
Tow Jurisdictions		
Tsunami Evacuation Zones		
Tsunami Heights		

MAPPING LAYERS UPDATED (PART V)

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

MAUI COUNTY		
Type of Layer	**V2X formerly Akimeka GIS Server** **Date Created/ Edits Performed**	**Other/Remarks**
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE **(Listed Alphabetically)**		
Waste Water Plants		
WSP Cell Sectors	**11/13/2024 To 11/26/2024**	**Delivered 11/27/2024**
		Updated two (2) sectors per AT&T audit
		Added one hundred and sixty-five (165) sectors per Dish Wireless audit
		Added seven (7) sectors per AT&T audit
		Added fifteen (15) sectors per AT&T CRS
WSP Cell Towers		

NOTE:

The Parcels layer is provided by Maui County. V2X (formerly Akimeka) performs edits on the spatial information of the layer for 9-1-1 purposes. Changes to the attribute table are made when needed. The Parcels layer uploaded to the PSAP GIS server is intended for 9-1-1 purposes only and should not be disseminated to other county agencies.

GEOGRAPHIC INFORMATION SYSTEM (GIS) NARRATIVES

GIS KEY ACTIVITIES/UPDATES

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

Date	Key Activities/Updates
11/13/2024	For Intrado MapFlex Delivered: AddressPoints, BuildingFootprints, StreetCenterlines, WSP Sectors, WSP Towers.
11/13/2024	For Hexagon CAD and map Delivered: AddressPoints, BuildingFootprints, StreetCenterlines, WSP Sectors, WSP Towers.
11/27/2024	For Intrado MapFlex Delivered: AddressPoints, BuildingFootprints, StreetCenterlines, WSP Sectors, WSP Towers.
11/27/2024	For Hexagon CAD and Map Delivered: AddressPoints, BuildingFootprints, StreetCenterlines, WSP Sectors, WSP Towers.

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.

INTERGRAPH CAD UPGRADE

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

1. November 13th, 2024 – V2X delivered an updated Intergraph CAD map which included:
   a. .map, .ply, .rte, and .str
   b. Address Points, Building Footprints, Common Name Lookup Table, Points Of Interest, Street Centerlines, and WSP Cell Towers.
   c. RMS files

2. V2X delivered an updated Intergraph CAD map November 27th, 2024, which included:
   a. .map, .ply, .rte, and .str
   b. Address Points, Building Footprints, Common Name Lookup Table, Points Of Interest, Street Centerlines, Subdivisions, and WSP Cell Towers
   c. RMS files

During December 2024, the Intergraph CAD map will continue to be delivered every other week, which has been coordinated with all mapping system updates and synchronizations with other 911 databases.

MOTOROLA PREMIER ONE PROJECT

On Wednesday, February 15, 2023, and Thursday, February 16th, 2023, V2X (formerly Akimeka) participated in the GIS workshop with Motorola GIS staff. V2X will provide the first Motorola CAD GIS deliverable in mid-March, and work with Motorola to make any necessary updates to the schema and data, to ensure a successful implementation.
On Thursday, April 20th , 2023 V2X (formerly Akimeka) delivered GIS data updates for Motorola for the Premiere One CAD implementation.

On Wednesday, May 24, 2023, V2X (formerly Akimeka) met with the Maui Fire Department's executive staff along with the Maui Police Department Dispatch Director and Supervisor to discuss future growth of new Fire Stations in Maui County. New projected Fire Boundaries maps were provided my V2X (formerly Akimeka) to both agencies for review. Delivered to the Fire Department were also street intersection maps that poses a discrepancy with the Motorola CAD. The Fire Department will determine which jurisdiction they prefer to cover each intersection. V2X (formerly Akimeka) will adjust the maps according as determined by the Maui Fire Department

MAPFLEX SYSTEM

November 2024

V2X (formerly Akimeka) delivered GIS data to the MapFlex system on the following dates in November 2024
> **Hawaii County –** November 12, 2024, and November 26, 2024
> **Maui County –** November 13, 2024, and November 27, 2024
> **Kauai County –** November 14, 2024, and November 27, 2024
> **Honolulu –** November 1, 2024, November 15, 2024, and November 27, 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.

MAUI EMS (AMR)

On May 23, 2023, The Maui EMS Director contacted V2X (formerly Akimeka) to discuss new Medic boundaries for Molokai. AMR is planning to add a new Medic Station in Hoolehua in the near future. A projected new boundary map was provided to the AMR director for review.

4. SERVICE REQUESTS TRANSACTIONS

OPEN SERVICE REQUESTS – MAUI COUNTY PSAPS - NOVEMBER 2024

#	Date	Description	Category	Comments

NOTE:

There are no (0) Open Service Request for the Maui County PSAPs for November 2024.

MAUI PSAP SERVICE REQUESTS YEAR-TO-DATE (YTD) SUMMARY – 2024

MAUI 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	1	1	0	1	1	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	5	5	0	1	1	0	0	4	4
October	0	0	0	0	0	0	0	0	0
November	0	0	0	0	0	0	0	0	0
December									
TOTAL	**6**	**6**	**0**	**2**	**2**	**0**	**0**	**4**	**4**
Note:	*The 2023 Carry Over row indicates the number of Service Requests that were opened in 2023; however, were brought forward into 2024 in an effort to track the service request until completion.								

	Category	Description
Definitions:	**Wireline**	Telephone Number (ALI) Discrepancies from land line phones that have been submitted to Intrado via 9-1-1 Net for correction.
	Wireless	Telephone Number (ALI) Discrepancies from phones that were land lines at one time, and were ported out to a wireless carrier. However, the phone number was never removed from the MSAG database.
	VoIP	Received 911 (ALI) Discrepancies from VoIP providers and returned with a valid MSAG address for 911.

5. E9-1-1 DATABASE SYNCHRONIZATION

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

Next Scheduled Database Synchronization Report – December 2024

TWO-WAY (2-WAY) COMPARISION

THREE-WAY (3-WAY) COMPARISION

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