

Oahu Civilian E9-1-1

Status Report

December 1, 2024 – December 31, 2024



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Oahu Civilian E9-1-1 Status Report

December 1, 2024 - December 31, 2024

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1. PSAP OPERATIONS

9-1-1 CALL VOLUME CIVILIAN PSAPS – DECEMBER 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
December	87,853	10,938	12.45%	73,217	83.34%	13.07%	70.27%	3,321	3.78%	378	0.43%	1,663	1.89%	16,051	18.27%	1,440	1.64%

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	82,586	11,166	13.52%	68,043	82.39%	12.83%	69.56%	2,915	3.53%	462	0.56%	1,706	2.07%	14,802	17.92%	1,246	1.51%
DEC	87,853	10,938	12.45%	73,217	83.34%	13.07%	70.27%	3,321	3.78%	378	0.43%	1,663	1.89%	16,051	18.27%	1,440	1.64%
YTD	974,278	158,155		772,639				34,811		9,543		19,344		156,982		13,231	
MON AVG	81,190	13,180	16.46%	64,387	79.09%	13.21%	65.88%	2,901	3.56%	795	0.99%	1,612	1.99%	13,082	16.08%	1,103	1.35%

NOTE:

- *911 Calls with No ALI for December 2024 = 0.43% - 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 – DECEMBER 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
December	73,780	83.98%	17,451	38,870	1,408	16,051	3,249	3.70%	71	51

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
December	9,344	10.64%	145	327	40	0.05%	39	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	69,138	83.72%	16,616	36,265	1,455	14,802	3,231	3.91%	103	59	8,915	10.79%	93	273	56	0.07%	55	0
DEC	73,780	83.98%	17,451	38,870	1,408	16,051	3,249	3.70%	71	51	9,344	10.64%	145	327	40	0.05%	39	0
YTD	813,854		193,967	446,229	16,676	156,982	37,585		1,365	556	109,076		818	2,874	532		485	0
MON AVG	67,821	83.54%	16,164	37,186	1,390	13,082	3,132	3.85%	114	46	9,090	11.21%	68	240	44	0.06%	40	0

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PSAP OPERATION NOTES:

- **A New Class of Service (COS): FIXD** = Wireless 911 calls to the PSAP via fixed indoor antennas.
- x (911) calls with the COS of FIXD were added to the Wireless Phase I (WPH 1) percentage total.
- **A New Class of Service (COS): WDL1/WDL2** = Wireless 911 calls to the PSAP via fixed indoor antennas with a general location i.e., pool area (WDL1) or a specific area i.e., room 101 (WDL2).
- x (911) calls with the COS of WDL1, or WDL2 were added to the Wireless Phase I or Phase II percentage total.

FOR YOUR INFORMATION

FYI.....For Your Information										
PSAP Operations										
Statewide 911 Call Volumes										
PSAP	2024		2023		2022		2021		2020	
Oahu Civilian	974,278	73.07%	988,670	68.33%	971,113	69.45%	1,052,026	68.91%	991,016	71.11%
RDC Pearl Harbor	25,072	1.88%	36,916	2.55%	31,827	2.28%	39,253	2.58%	37,014	2.66%
Hawaii County	182,298	13.67%	207,715	14.35%	199,811	14.29%	214,220	14.00%	188,329	13.51%
Maui County	111,385	8.35%	152,397	10.54%	140,524	10.05%	160,241	10.51%	125,626	9.01%
Kauai County	40,310	3.03%	61,197	4.23%	54,923	3.93%	60,986	4.00%	51,653	3.71%
Total	1,333,343	100.00%	1,446,895	100.00%	1,398,198	100.00%	1,526,726	100.00%	1,393,638	100.00%

911 Call Volume % decrease from 2023 to 2024	
Oahu	-1.46%
RDC	-32.08%
Hawaii	-12.24%
Maui	-26.91%
Kauai	-34.13%
State of Hawaii	-21.36%

911 Calls with No ALI % average for 2024	
Oahu	0.99%
RDC	0.01%
Hawaii	0.15%
Maui	0.19%
Kauai	0.74%
State of Hawaii average	0.42%

State of Hawaii 2024	
TEXT TO 911	
Oahu Civilian	3,146
RDC Pearl Harbor	39
Hawaii County	1,186
Maui County	408
Kauai County	276
*Total	5,055
*Totals may include PSAP training, testing, and 911 Texting errors	

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TEXT TO 911 OAHU CIVILIAN PSAPS – CURRENT MONTH – DECEMBER 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	221	152	4	1	0	64
December	279	187	3	2	0	87
YTD	3,146	2,240	47	54	0	805
Monthly Avg.	262.2	186.7	3.9	4.5	0.0	67.1

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 – DECEMBER 2024

OAHU CIVILIAN - DECEMBER 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 December 2024.

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2. MSAG (MASTER STREET ADDRESS GUIDE)

OAHU CIVILIAN MSAG TRANSACTIONS CURRENT MONTH/YEAR – DECEMBER 2024

OAHU CIVILIAN	9-1-1 TRANSACTIONS								
	Total	MSAG	ALI Submitted			Open ALI Discrepancy Records			Customer Addresses Affected
		2024	MSAG (A)	TN CR (B)	ALI DR (C)	VoIP (D)	TNCR	ALI DR	VoIP DR
JANUARY	729	5	724	0	0	4,098	0	0	175
FEBRUARY	319	2	317	0	0	3,690	0	0	0
MARCH	160	0	160	0	0	4,062	0	0	0
APRIL	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	362	3	359	0	0	3,602	0	0	49
DECEMBER	591	4	587	0	0	3,602	0	0	64
TOTAL YTD	4,233	39	4,194	0	0				472
AVG PER MONTH	353	3	350	0	0				39

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Definitions
<p>(A) Master Street Address Guide - Represents corrections made to street records including, street names, address ranges, MSAG Communities and ESNs.</p> <p>(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.</p> <p>(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.</p> <p>(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.</p>

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OAHU CIVILIAN MSAG CURRENT MONTH NOTES:

A total of **591** MSAG transactions were processed in 9-1-1 Net during the current reporting month. Four (**4**) requests were processed relating to the MSAG database which include: changes to high – low street ranges, combining street records, deletion of invalid records, splitting street records to align with Police, Fire, EMS and Military response areas, and inserting new MSAG records.

There were sixty-four 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 eighty-seven (**587**) TN CRs related to the Dispatchable Location Project during the current month.

OAHU CIVILIAN OPEN TELEPHONE RECORD (ALI) DISCREPANCY STATUS:

- **There are currently 3,602 Open TN CRs.**

3,602 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 December 31, 2024**
- **There is no Open VoIP DRs as of December 31, 2024**

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TNCR (TELEPHONE NUMBER CHANGE REQUEST) CURRENT STATUS – DECEMBER 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)				
PSAP	TOTAL TNCR RECORDS SUBMITTED BY V2X FORMERLY AKIMEKA	OPENED TNCRS PENDING FURTHER ACTION BY INTRADO	OPENED TNCRS REFERRED TO TELCO BY INTRADO	TOTAL UNOPENED TNCR RECORDS
OAHU CIVILIAN	3,602	28	3,574	0

STATUS
<p><u>TOTAL TNCRS SUBMITTED</u> - The total number of TNCR requests for modification that have been submitted in 9-1-1</p>
<p><u>PENDING STATUS</u> - TNCRs assigned this status are requests which have been reviewed by the 9-1-1 Database Service Provider Data Analyst, and are pending investigation whether the request is valid or invalid, and/or whether the request requires additional information to validate.</p>
<p><u>REFERRED STATUS</u> - TNCRs assigned this status are requests which have been reviewed by the 9-1-1 Database Service Provider Data Analyst, and the request requires additional information to validate. The Intrado Data Analysts assigns this status to a TNCR and the request is referred to the telephone service providers for further research.</p>
<p><u>TOTAL UNOPENED TNCR RECORDS STATUS</u> - 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.</p>

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DISPATCHABLE LOCATION – STATUS AS OF – DECEMBER 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 **484** transactions submitted and **585** processed in December 2024.

Dispatchable Location			
2024	Common Name Place MSAG Address	TNCR*	Transactions Processed**
Quarter 4			
Quarter 3 Carryover		38,694	23,335
December	Business Plaza, 1123 11th Ave, Kaimuki	0	15
	Foodland Corp Office, 3536 Harding Ave, Kaimuki	484	484
	Texaco, 3541 Harding Ave, Kaimuki	0	2
	Harding Square, 3566 Harding Ave, Kaimuki	0	10
	Kaimuki Business Plaza, 3615 Harding Ave, Kaimuki	0	71
	Kahala Senior Living, 4389 Malia St, Waialae	0	3
Q4		852	1411
Total		39,546	24,746



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SPECTRUM (CHARTER) 9-1-1 VOIP DATABASE VERIFICATION PROJECT – DECEMBER 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 Civilian	87,414	85,329 (98%)	2,085	2,085	100.00%
OAHU Military	3,663	710 (19%)	2,953	2,953	100.00%
TOTAL	140,313	**133,889	6,424	6,424	100.00%

* Spectrum VoIP Database received on June 21st, 2017

** 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.



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

*Bandwidth					
9-1-1 VoIP Database Verification Project *** (Updated)					
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 Civilian	12,898	1,556	44	1,590	99.38%
OAHU Military	173	156	11	163	97.60%
TOTAL	17,546	1,944	88	2,001	95.52%

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

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

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

(A)	VoIP Database records submitted by Bandwidth to 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.

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3. GEOGRAPHIC INFORMATION SYSTEM (GIS) – DECEMBER 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	
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)		
Address Points	12/27/2024 To 12/31/2024	Next Delivery 1/10/2024
		Corrected TMK for one (1) record in Pearl City
		Added new address point for one (1) record in Waimanalo
		Added new address point for twenty-one (21) records in Makiki
		Added new address point for two (2) records in Kailua
		Corrected spatial for eleven (11) records in Makiki
		Added building, corrected apartment for one hundred and twelve (112) records in Ala Moana
		Added new address point for one (1) record in Pearl City
		Added Tritech name for one (1) record in Makiki
		Added new address point for one (1) record in Kapolei
		Added location type for one (1) record in Kalihi
		Added new address point for one (1) record in Kalihi
		Corrected spatial, corrected location name for one (1) record in Makiki
		Corrected location name for one (1) record in Ala Moana
	Corrected location name for one (1) record in Waikiki	
	Added new address point for one (1) record in Waipahu	
	12/13/2024 To 12/26/2024	Delivered 12/27/2024
		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 five (5) records in Kailua
		Corrected spatial for two (2) records in Makiki
		Corrected census tract for two (2) records in Makiki
		Corrected location name for one (1) record in Kapahulu

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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	
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)		
Address Points	12/13/2024 To 12/26/2024	Removed location name for three (3) records in Kapahulu
		Added new address point for three hundred and twenty-four (324) records in Kalihi
		Added new address point for one (1) record in Waipahu
		Added location type for one (1) record in Pearl City
		Corrected spatial, added location name, added location type for one (1) record in Makiki
		Added new address point for one (1) record in Wahiawa
		Added new address point for one (1) record in Waimanalo
		Corrected location name for two (2) records in Kaimuki
		Added new address point for one (1) record in Kapahulu
		Added new address point for seventy-two (72) records in Honolulu
		Corrected routing ID for one (1) record in Waipio
		Added Tritech name for one (1) record in Kaaawa
		Added location name for two (2) records in Kaimuki
		Added location name for two (2) records in Kapahulu
		Added new address point for two (2) records in Kaneohe
		Added location type for one (1) record in Waipahu
		Corrected spatial, corrected apartment for four (4) records in Makiki
		Corrected ESN for fifteen (15) records in Ewa Beach
		Added new address point for one (1) record in Waialua
		Corrected location name, routing ID for one (1) record in Waipahu
Corrected spatial, added location name, added location type for seven (7) records in Kalihi		
Corrected spatial, added location name for one (1) record in Kalihi		

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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		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Address Points	12/13/2024 To 12/26/2024	Corrected spatial, added location name, added location type for one (1) record in Honolulu	
		Added new address point for one (1) record in Kaimuki	
		Corrected spatial, added location name, added location type, added floor, corrected apartment for one (1) record in Honolulu	
		Added new address point for one hundred and twenty-four (124) records in Makiki	
		Corrected spatial, added location type for one (1) record in Makiki	
		Added new address point for two (2) records in Pearl City	
		Corrected spatial, added floor, corrected apartment, added location name, added location type for five (5) records in Makiki	
	12/1/2024 To 12/12/2024	Delivered 12/13/2024	
		Added new address point for one (1) record in Nuuanu	
		Corrected spatial, corrected routing ID for six (6) records in Kaneohe	
		Corrected civic street name for one (1) record in Kaimuki	
		Corrected census tract for one (1) record in Kaneohe	
		Added new address point for two (2) records in Aiea	
		Added new address point for one (1) record in Kailua	
		Corrected spatial for four (4) records in Makiki	
		Added new address point for two (2) records in Kapolei	
		Added new address point for one hundred and two (102) records in Kalihi	
		Corrected census tract for three (3) records in Waimanalo	
		Added new address point for sixty-six (66) records in Punchbowl	
		Added new address point for two (2) records in Hawaii Kai	
		Corrected spatial, corrected location name for one (1) record in Kalihi	



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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	
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)		
Address Points	12/1/2024 To 12/12/2024	Corrected spatial for two (2) records in Manoa
		Corrected spatial for two (2) records in Waimanalo
		Added new address point for one (1) record in Waimanalo
		Added new address point for one (1) record in Waialae
		Added new address point for one (1) record in Pearl City
		Corrected spatial for one (1) record in Kaneohe
		Corrected census tract for one (1) record in Salt Lake
		Corrected routing ID for ten (10) records in Kailua
		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 two (2) records in Kaneohe
		Added new address point for one (1) record in Makaha
		Corrected routing ID for fifty (50) records in Kalaeloa
		Added location name, added location type for one (1) record in Makiki
		Corrected routing ID for three (3) records in Kahaluu
		Corrected routing ID for one hundred and five (105) records in Kaneohe
		Added new address point for one (1) record in Ewa Beach
		Corrected civic street name for one (1) record in Ewa Beach
		Corrected routing ID for two (2) records in Sunset
		Added new address point for twenty-four (24) records in Salt Lake
Corrected routing ID for two (2) records in Kalihi		
Corrected spatial, added location type for one (1) record in Kalihi		
Added new address point for one hundred and eighty-seven (187) records in Makiki		
Corrected spatial, added location type for two (2) records in Makiki		



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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	
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)		
Address Points	12/1/2024 To 12/12/2024	Corrected spatial for three (3) records in Punchbowl
		Corrected spatial, corrected location name for two (2) records in Makiki
		Added new address point for one hundred and thirty-six (136) records in Downtown
		Corrected routing ID for two (2) records in Kapolei
		Added new address point for one hundred and twenty-five (125) records in Manoa
		Corrected routing ID for one (1) record in Waimanalo
		Corrected spatial, added floor, corrected apartment for four (4) records in Manoa
Airports		
AMR Response Areas		
Bridges		
Building Footprints		
Bus Stops		
Churches		
Coastal Names		
Coastline		
Common Places		
Correctional Facilities		
Emergency Callboxes		
Emergency Operation Centers		
Emergency Shelters		
ESZ/ESN		

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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	
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)		
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		
Military Response Areas		
MSAG Communities		

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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	
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)		
Net Junctions		
Ocean Rescue Boundaries		
Ocean Safety		
Parcels		
Parks		
Parks Polygon		
Points of Interest	12/13/2024 To 12/26/2024	Next Delivery 1/10/2024 Corrected routing ID for one (1) record in Waipahu
	12/1/2024 To 12/12/2024	Delivered 12/13/2024 Corrected routing ID for three (3) records in Laie
		Corrected routing ID for fifty-eight (58) records in Aiea
		Corrected routing ID for thirty-two (32) records in Pearl City
		Corrected routing ID for one (1) record in Ala Moana
		Corrected routing ID for six (6) records in Waipahu
		Corrected routing ID for forty-four (44) records in Ewa Beach
		Corrected routing ID for thirty-three (33) records in Waikiki
		Corrected routing ID for ninety-four (94) records in Kaneohe
		Corrected routing ID for eight (8) records in Kaimuki
		Corrected routing ID for twenty-six (26) records in Manoa
		Corrected routing ID for two (2) records in Kapolei
		Corrected routing ID, spatial for one (1) record in Hawaii Kai
		Corrected routing ID for twenty (20) records in Hawaii Kai
		Corrected spatial for one (1) record in Kaneohe
Corrected routing ID for one (1) record in Kalihi		



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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	
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)		
Police Beats		
Police Districts		
Police Response Areas		
Police Stations		
Post Offices		
Schools		
Street Centerlines	12/13/2024 To 12/26/2024	Delivered 12/27/2024
		Corrected MSAG community for one (1) record in Airport
		Added ingress for seven (7) records in Kaneohe
	12/1/2024 To 12/12/2024	Delivered 12/13/2024
		Corrected range: corrected census tract for one (1) record in Ewa Beach
		Split segment, corrected range for two (2) records in Kaneohe
Subdivisions		
Tow Jurisdictions		
Tsunami Evacuation Zones		
Tsunami Heights		
Waste Water Plants		
WSP Cell Sectors	12/27/2024 To 12/31/2024	Next Delivery 1/10/2024
		Added fifteen (15) sectors per AT&T CRS
	Updated ten (10) sectors per Verizon Wireless CRS	
	12/13/2024 To 12/26/2024	Delivered 12/27/2024
		Added thirty-five (35) sectors per Verizon Wireless CRS
		Added eight (8) sectors per AT&T CRS
Updated eighty-nine (89) sectors per Verizon Wireless CRS		



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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	
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)		
WSP Cell Sectors	12/1/2024 To 12/12/2024	Delivered 12/13/2024
		Added twenty-nine (29) sectors per Verizon Wireless CRS
		Added three (3) sectors per T-Mobile CRS
		Updated forty-eight (48) sectors per Verizon Wireless CRS
WSP Cell Towers		Added eighty-one (81) sectors per AT&T CRS

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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
12/12/2024	Provided rough drivetime response area for Honolulu Fire Department, to test response area assignment and compare to existing response areas.
12/13/2024	Delivered Street Centerlines, Address Points, Fire Response Areas, Medic Response Areas, and Display Address Points to HFD, EMS, and Ocean Safety for TriTech CAD.
12/13/2024	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.
12/13/2024	Delivered data update for Central Square including Streets, Police Beats, and Address Points (with and without the apartment records).
12/16/2024	Re-delivered data for HFD with corrected HFDRight field for Street centerline layer and to help with troubleshooting new CAD version.
12/27/2024	Delivered Street Centerlines, Address Points, Fire Response Areas, Medic Response Areas, and Display Address Points to HFD, EMS, and Ocean Safety for TriTech CAD.
12/27/2024	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.
12/27/2024	Delivered data update for Central Square including Streets, Police Beats, and Address Points (with and without the apartment records).

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.

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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.

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MAPFLEX SYSTEM

December 2024

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

Hawaii County – December 10, 2024, and December 24, 2024

Maui County – December 11, 2024, and December 24, 2024

Kauai County – December 12, 2024, and December 24, 2024

Honolulu – December 13, 2024, and December 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.

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 December 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 - DECEMBER 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 December 2024.

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

2024	Oahu PSAPs			MSAG SERVICE REQUEST CATEGORIES					
	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	4	4	1	0	0	0	0	4	4
December	2	2	1	0	0	0	0	2	2
TOTAL	16	15	1	0	0	0	0	16	15

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.



Oahu Civilian E9-1-1 Status Report

December 1, 2024 - December 31, 2024

5. E9-1-1 OAHU CIVILIAN DATABASE SYNCHRONIZATION

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

Next Scheduled Database Synchronization Report – January 2025

TWO-WAY (2-WAY) COMPARISION

THREE-WAY (3-WAY) COMPARISION

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

