

# Hawaii County E9-1-1 Status Report

*March 1, 2025 – March 31, 2025*



GO TOWARDS TOMORROW > go V2X

# Hawaii County E9-1-1 Status Report

March 1, 2025 – March 31, 2025

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## 1. PSAP OPERATIONS

### 9-1-1 CALL VOLUME HAWAII COUNTY PSAPS – MARCH 2025

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

9-1-1 Call Volume																	
HAWAII COUNTY PSAPs		Wireline		Wireless				VOIP		Calls With No ALI		Admin Calls		Abandoned Calls		Other Calls	
2025	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
MAR	16,717	2,149	12.86%	12,842	76.82%	16.11%	83.89%	735	4.40%	1	0.01%	0	0.00%	985	5.89%	5	0.03%

### 9-1-1 CALL VOLUME – CALENDAR YEAR 2025

9-1-1 Call Volume																	
HAWAII COUNTY PSAPs		Wireline		Wireless				VOIP		Calls with No ALI		Admin Calls		Abandoned Calls		Other Calls	
2025	Total 9-1-1 Calls Processed	No. of Wireline Calls	% of Total Calls	No. of Wireless Calls	% of Total Calls	% of Wireless WPH1 Calls	% of Wireless WPH2 Calls	No. of VoIP Calls	% of Total Calls	No. of Calls with No ALI	% of Total Calls	No. of Admin Calls	% of Total Calls	No. of 9-1-1 Abandoned	% of Total Calls	No. of Other Calls	% of Total Calls
JAN	18,627	2,125	11.41%	13,867	74.45%	16.18%	83.82%	1,400	7.52%	3	0.02%	0	0.00%	1,232	6.61%	0	0.00%
FEB	15,275	1,806	11.82%	11,917	78.02%	16.95%	83.05%	622	4.07%	9	0.06%	0	0.00%	921	6.03%	0	0.00%
MAR	16,717	2,149	12.86%	12,842	76.82%	16.11%	83.89%	735	4.40%	1	0.01%	0	0.00%	985	5.89%	5	0.03%
APR																	
MAY																	
JUNE																	
JULY																	
AUG																	
SEPT																	
OCT																	
NOV																	
DEC																	
YTD	50,619	6,080		38,626				2,757		13		0		3,138		5	
MON AVG	16,873	2,027	12.03%	12,875	76.43%	16.41%	83.59%	919	5.33%	4	0.03%	0	0.00%	1,046	6.18%	2	0.01%

### CALL VOLUME HAWAII COUNTY PSAP NOTES:

911 Calls with “no value” for March 2025 = 20,887 (see report on page 7)

\*911 Calls with No ALI in March 2025 = 0.01% - Statewide average for 2024 = 0.42%

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### 9-1-1 CALL VOLUME BY AGENCY – MARCH 2025

2025	9-1-1 Call Volume by Agency									
	Hawaii Police Department					Hawaii Fire Department				
	Number of Total Calls Received	% of Total Calls	Number of Admin Calls	Number of Abandoned Dropped Calls	Number of Other Calls	Number of Total Calls Received	% of Total Calls	Number of Admin Calls	Number of Abandoned Dropped Calls	Number of Other Calls
March	13,034	77.97%	0	931	4	3,683	22.03%	0	54	1

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

### 9-1-1 CALL VOLUME BY AGENCY – CALENDAR YEAR 2025

2025	9-1-1 Call Volume by Agency									
	Hawaii Police Department					Hawaii Fire Department				
	Number of Total Calls Received	% of Total Calls	Number of Admin Calls	Number of Abandoned Dropped Calls	Number of Other Calls	Number of Total Calls Received	% of Total Calls	Number of Admin Calls	Number of Abandoned Dropped Calls	Number of Other Calls
January	14,066	75.51%	0	1,151	0	3,329	17.87%	0	81	0
February	11,259	73.71%	0	848	0	3,095	20.26%	0	73	0
March	13,034	77.97%	0	931	4	3,683	22.03%	0	54	1
April										
May										
June										
July										
August										
September										
October										
November										
December										
YTD	38,359		0	2,930	4	10,107		0	208	1
MON AVG	12,786	75.73%	0	977	1	3,369	20.06%	0	69	0

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## 911 Calls with “no value”

During a meeting with representatives from HawaiianTel, Intrado, V2X, and PSAP representatives on March 27, 2025, it was determined that a classification of “no value” 911 calls may be the root cause of the reduction of 911 call volumes throughout the State of Hawaii PSAPs. These “no value” 911 calls lack information or data that determines the “Class of Service” of a 911 call. For example, a Landline, Wireless or VoIP call. The ANI (automatic number identification) may not contain a 10-digit number or other ALI data to properly determine the Class of Service. A definition from the Viper user’s guide may also be a factor to consider:

### “No Value” in reports:

When a trunk associated to a trunk group is not configured in Power 9-1-1, the trunk will be represented by “No Value” in a report.

### For PSAPs that have MIS\_Power911\_5.x data:

Calls identified with “No Value” will not appear in this report unless you specifically filter for “No Value”.

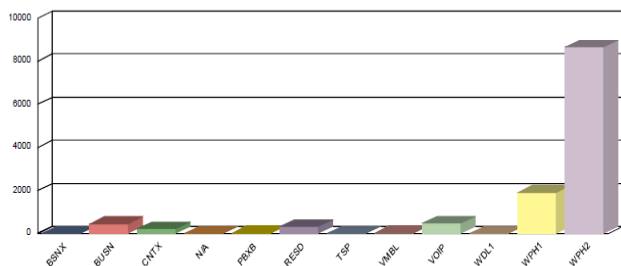
- No Value appears in the Others filter subcategory:

## Routine 911 Call Volume report

### Hawaii PD class of service

From: 03/01/2025 00:00:00 To: 03/31/2025 23:59:59  
 PSAP: Psap 99, Undefined  
 Class of Service: BSNX, BU, BUSN, CNTX, COIN, FIXD, HIL, MOBL, N/A, PAY, PBXB, PBXR, RE, RESD, RSDX, TSP, VBUS, VIOP, VMBL, VOIP, VRES, WDL1, WPH1, WPH2

Number of Calls : 12,103

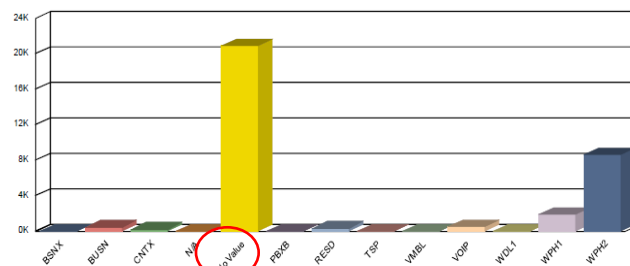


## 911 Call Volume report with “no value”

### Hawaii PD class of service

From: 03/01/2025 00:00:00 To: 03/31/2025 23:59:59  
 PSAP: Psap 99, Undefined  
 Class of Service: BSNX, BU, BUSN, CNTX, COIN, FIXD, HIL, MOBL, N/A, No Value, PAY, PBXB, PBXR, RE, RESD, RSDX, TSP, VBUS, VIOP, VMBL, VOIP, VRES, WDL1, WPH1, WPH2

Number of Calls : 32,990



Class of Service	Number of Calls	Percentage (%)	Cumulative (%)
BSNX	1	0.01	0.01
BUSN	453	3.74	3.75
CNTX	203	1.68	5.43
N/A	1	0.01	5.44
PBXB	34	0.28	5.72
RESD	323	2.67	8.39
TSP	4	0.03	8.42
VMBL	34	0.28	8.70
VOIP	489	4.04	12.74
WDL1	2	0.02	12.76
WPH1	1,904	15.73	28.49
WPH2	8,655	71.51	100.00
12,103		100.00	

Class of Service	Number of Calls	Percentage (%)	Cumulative (%)
BSNX	1	0.00	0.00
BUSN	453	1.37	1.38
CNTX	203	0.62	1.99
N/A	1	0.00	1.99
No Value	20,887	63.31	65.31
PBXB	34	0.10	65.41
RESD	323	0.98	66.39
TSP	4	0.01	66.40
VMBL	34	0.10	66.51
VOIP	489	1.48	67.99
WDL1	2	0.01	67.99
WPH1	1,904	5.77	73.76
WPH2	8,655	26.24	100.00
32,990		100.00	

The “no value” calls for the Hawaii Police PSAP increased the 911 call volume by 20,887 for March.

All other Class of Service calls remained consistent.

# Hawaii County E9-1-1 Status Report

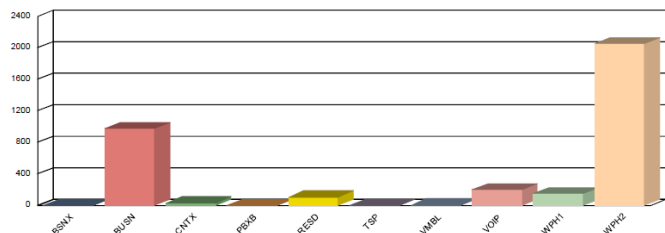
March 1, 2025 – March 31, 2025

## Routine 911 Call Volume report

### Hawaii Fire class of service

From: 03/01/2025 00:00:00 To: 03/31/2025 23:59:59  
Class of Service: BSNX, BUSN, CNTX, COIN, FIXD, MOBL, N/A, PAY\$, PBXB, PBXR, RESD, RSDX, TSP, VBUS, VOIP, VMBI, VMBL, VOIP, VRES, WDL1, WPH1, WPH2

Number of Calls : 3,536



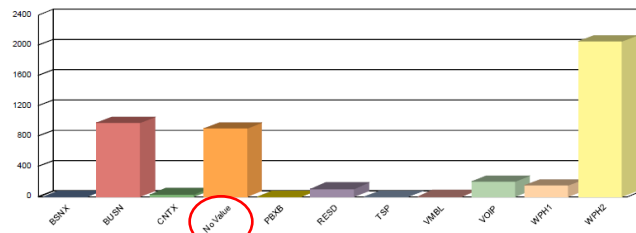
Class of Service	Number of Calls	Percentage (%)	Cumulative (%)
BSNX	1	0.03	0.03
BUSN	976	27.60	27.63
CNTX	34	0.96	28.59
PBXB	6	0.17	28.76
RESD	109	3.08	31.84
TSP	1	0.03	31.87
VMBL	10	0.28	32.15
VOIP	199	5.63	37.78
WPH1	151	4.27	42.05
WPH2	2,049	57.95	100.00
	3,536	100.00	

## 911 Call Volume report with "no value"

### Hawaii Fire class of service

From: 03/01/2025 00:00:00 To: 03/31/2025 23:59:59  
Class of Service: BSNX, BUSN, CNTX, COIN, FIXD, MOBL, N/A, No Value, PAY\$, PBXB, PBXR, RESD, RSDX, TSP, VBUS, VOIP, VMBI, VMBL, VOIP, VRES, WDL1, WPH1, WPH2

Number of Calls : 4,437



Class of Service	Number of Calls	Percentage (%)	Cumulative (%)
BSNX	1	0.02	0.02
BUSN	976	22.00	22.02
CNTX	34	0.77	22.79
No Value	901	20.31	43.09
PBXB	6	0.14	43.23
RESD	109	2.46	45.68
TSP	1	0.02	45.71
VMBL	10	0.23	45.93
VOIP	199	4.49	50.42
WPH1	151	3.40	53.82
WPH2	2,049	46.18	100.00
	4,437	100.00	

The "no value" calls for the Hawaii Fire PSAP increased the 911 call volume by 901 for March.

All other Class of Service calls remained consistent.



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### PSAP OPERATION NOTES:

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

### FOR YOUR INFORMATION

FYI.....For Your Information										
PSAP Operations										
Statewide 911 Call Volumes										
PSAP	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 – CURRENT MONTH – MARCH 2025

TEXT TO 911 Hawaii County PSAPs 2025		
Month	Received at Police	Received at Fire
January	41	6
February	24	5
March	75	10
April		
May		
June		
July		
August		
September		
October		
November		
December		
YTD	140	21
Monthly Avg.	46.67	7.00

#### NOTE:

- 911 Text messages received at the Fire Department are transfers from the Police Department.
- Although there is a “Text to 911” plot on the MapFlex, the location of the plot is not dependable. Text to 911 Dispatchers should use their skills to ascertain the exact location of the emergency response.

### WIRELESS PSAP TESTING – MARCH 2025

HAWAII COUNTY - MARCH 2025						
Date	WSP	Sites Tested	Sectors Tested	Tested By:	Test Pass/Fail	Comments:

#### NOTES:

- There were no (0) scheduled Wireless 911 Tests for the month of March 2025.

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### 2. MSAG (MASTER STREET ADDRESS GUIDE)

MSAG TRANSACTIONS CURRENT MONTH/YEAR – MARCH 2025

HAWAII COUNTY	9-1-1 TRANSACTIONS								
	Total	Dispatchable Location Transactions Submitted	MSAG	ALI Submitted		Open ALI Discrepancy Records			Customer Addresses Affected
2025		DL (A)	MSAG (B)	TN CR (C)	ALI DR (D)	TNCR	ALI DR	VoIP DR	
JANUARY	196	189	5	2	0	632	0	0	0
FEBRUARY	138	122	14	2	0	518	0	0	16
MARCH	248	240	8	0	0	450	0	0	207
APRIL									
MAY									
JUNE									
JULY									
AUGUST									
SEPTEMBER									
OCTOBER									
NOVEMBER									
DECEMBER									
TOTAL YTD	582	551	27	4	0	1,600	0	0	223
AVG PER MONTH	194	184	9	1	0	533	0	0	74
*TNCR Note									

### Definitions

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

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### MSAG CURRENT MONTH NOTES:

A total of **248** MSAG transactions were processed in 9-1-1 Net during the current month. Eight (**8**) request was processed relating to the MSAG database. Changes include: changes to high – low street ranges, combining street records, deletion of invalid records, splitting street records to align with Police, Fire, EMS, and Military response areas, and inserting new MSAG records.

There were **207** customer ANI/ALI (telephone number/address) records updated as a direct result.

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

V2X submitted two hundred and forty (**240**) TN CRs related to the Dispatchable Location Project during the current month.

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

- **There are currently 450 Open TN CR Transactions.**
- **Refer to chart in the next section “TNCR Current Status”**

**450** Open TN CR transactions are a direct result of the Dispatchable Location Project and ESN 299 clean-up, both are awaiting approval from Hawaiian Telcom, Inc. Once a telephone number is submitted to Intrado for correction, it is verified against HT records and/or by the customer. Intrado's internal process requires calling each telephone customer individually for verification to update an address in the 9-1-1 database. V2X continues to monitor and track the progress of the remaining 450 Referred records.

- **There are currently no Open ALI-DRs as of March 31, 2025**
- **There are currently no Open VoIP DRs as of March 31, 2025**

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### TNCR (TELEPHONE NUMBER CHANGE REQUEST) CURRENT STATUS – MARCH 2025

#### 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	OPENED TNCRS PENDING FURTHER ACTION BY INTRADO	OPENED TNCRS REFERRED TO TELCO BY INTRADO	TOTAL UNOPENED TNCR RECORDS
HAWAII	450	0	243	207

STATUS
<b><u>TOTAL TNCRs SUBMITTED</u></b> - The total number of TNCR requests for modification that have been submitted in 9-1-1 NET.
<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 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 – MARCH 2025

#### NARRATIVE:

During the August 2015 State of Hawaii 911 Board meeting, V2X provided a “State of Hawaii PSAPs Proposed ALI Compliance 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 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 standardized an additional information data format to proceed with this project. During the month of September 2015, V2X started a pilot project, entering additional location information to a verified MSAG address with multiple telephone numbers. Specifically, the **Kings Shops at 690250 Waikoloa Beach Dr., Waikoloa**. The “Dispatchable Location” data is entered into the “Driving Directions” field in the 9-1-1 Net system and will display on the Viper Power 911 ALI Screen in the “Exact” field should a 911 call be received from that telephone number. There are a total of **18,664** Dispatchable Locations processed to date. There were **240** Dispatchable locations submitted and **307** were processed in March 2025. (see next pages)

Dispatchable Location			
2025	Common Name Place MSAG Address	TNCR*	Transactions
Quarter 1		Transactions Submitted	Processed**
2024 Carryover		18,497	17,982
March	COH/HSG/UH HILO, 34 Rainbow Dr, Hilo	240	240
	County of Hawaii, 2232 Kinooles St, Hilo	0	1
	Big Island Delights, 400 Makalika St, Hilo	0	2
	Nani Mau Garden Group, 421 Makalika St, Hilo	0	4
	HSG-Inmate-HCCC-Komohana Bldg, 60 Punahale St, Hilo	0	60
Q1 Total		551	682
Total		19,048	18,664

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### SPECTRUM (CHARTER) 9-1-1 VOIP DATABASE VERIFICATION PROJECT - MARCH 2025

V2X 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 has access to these ALI Records, V2X 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)</b> <b>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 provided VoIP Records with Latitude/Longitude coordinates

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

## Hawaii County E9-1-1 Status Report

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### BANDWIDTH 9-1-1 VOIP DATABASE VERIFICATION PROJECT – MARCH 2025

V2X 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 has access to these ALI Records, V2X 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 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%
<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 for research and MSAG address validation.
(B)	VoIP records identified by Bandwidth as fallout records. These records contain invalid MSAG addressing information which can include house number, street name/suffix, or MSAG community.
(C)	Verification Process Completed.



## Hawaii County E9-1-1 Status Report

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### 3. GEOGRAPHIC INFORMATION SYSTEM (GIS) – MARCH 2025

#### MAPPING LAYERS UPDATED (PART I)

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

HAWAII COUNTY		
Type of Layer	V2X GIS Server	Other/Remarks
	Date Created/ Edits Performed	
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)		
Address Points	3/18/2025 To 3/31/2025	Next Delivery 4/1/2025
		Corrected location name for one (1) record in Waikoloa
		Added address for one (1) record in Naalehu
		Added address for four (4) records in Pahoa
		Corrected spatial for three (3) records in Pahoa
		Added address for one (1) record in Waikoloa
		Added address for one (1) record in Captain Cook
		Edited spatial for one (1) record in Waikoloa
		Updated housenumber, updatedroutingID, updated streetname, and updated alias for one (1) record in Captain Cook
		Corrected spatial for one (1) record in Kurtistown
		Corrected spatial for one (1) record in Waikoloa
		Added address for nine (9) records in Volcano
		Updated housenumber for two (2) records in Kailua Kona
		Updated phone and updated website for one (1) record in Kealahou
		Edited spatial for one (1) record in Hilo
		Corrected spatial for five (5) records in Kailua Kona
		Corrected locationname, corrected locationtype, updated phone and updated website for one (1) record in Kealahou
		Corrected spatial, added alias for one (1) record in Keaau
		Edited spatial for and corrected TMK for one (1) record in Pahoa
		Added address for seven (7) records in Ocean View
		Updated streetname for five (5) records in Mountain View
		Corrected spatial for three (3) records in Captain Cook
		Added address for four (4) records in Kailua Kona

## Hawaii County E9-1-1 Status Report

March 1, 2025 – March 31, 2025

### MAPPING LAYERS UPDATED (PART II)

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

HAWAII COUNTY		
Type of Layer	V2X GIS Server	Other/Remarks
	Date Created/ Edits Performed	
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)		
Address Points	3/18/2025 To 3/31/2025	Corrected spatial for fifteen (15) records in Keaau
		Added address for six (6) records in Keaau
		Added address for four (4) records in Mountain View
		Updated APt for two (2) records in Kurtistown
		Added address for sixty-six (66) records in Kamuela
		Edited spatial for one (1) record in Keaau
		Corrected spatial for four (4) records in Hilo
		Added address for four (4) records in Kurtistown
	3/4/2025 To 3/17/2025	Delivered 3/18/2025
		Corrected spatial for one (1) record in Hawi
		Added address for two (2) records in Honokaa
		Corrected spatial for thirteen (13) records in Volcano
		Added address for one (1) record in Pepeekeo
		Corrected spatial for thirteen (13) records in Pahoa
		Edited spatial for one (1) record in Hawi
		Added address for one (1) record in Captain Cook
		Corrected spatial for seven (7) records in Kurtistown
		Added address for one (1) record in Papaikou
		Added address for eleven (11) records in Volcano
		Corrected spatial for two (2) records in Papaaloa
		Updated routingID, updated housenumber and updated streetname for one (1) record in Hilo
		Edited spatial for one (1) record in Captain Cook
		Added address for fourteen (14) records in Pahoa
		Corrected TMK and corrected spatial for one (1) record in Volcano

## Hawaii County E9-1-1 Status Report

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### MAPPING LAYERS UPDATED (PART III)

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

HAWAII COUNTY		
Type of Layer	V2X GIS Server	Other/Remarks
	Date Created/ Edits Performed	
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)		
Address Points	3/4/2025 To 3/17/2025	Updated routingID for one (1) record in Kapaau
		Added address for twelve (12) records in Ocean View
		Added address for two (2) records in Hilo
		Edited spatial for one (1) record in Mountain View
		Corrected spatial for three (3) records in Kealakekua
		Edited spatial for one (1) record in Ocean View
		Corrected spatial for two (2) records in Captain Cook
		Added address for three (3) records in Kailua Kona
		Corrected spatial for two (2) records in Ocean View
		Edited spatial for one (1) record in Volcano
		Corrected spatial for eight (8) records in Mountain View
		Corrected spatial for two (2) records in Paauilo
		Corrected spatial for eight (8) records in Keaau
		Edited spatial for one (1) record in Naalehu
		Added address for ten (10) records in Keaau
		Corrected spatial for two (2) records in Naalehu
		Added address for two (2) records in Waikoloa
		Corrected TMK and corrected spatial for one (1) record in Mountain View
		Corrected spatial for three (3) records in Hilo
		Added address for nine (9) records in Kurtistown
Airports		
Bridges		
Building Footprints		
Bus Stops		
Churches		

## Hawaii County E9-1-1 Status Report

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### MAPPING LAYERS UPDATED (PART IV)

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

HAWAII COUNTY		
Type of Layer	V2X GIS Server	Other/Remarks
	Date Created/ Edits Performed	
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)		
Coastal Names		
Coastline		
Common Places		
Correctional Facilities		
Emergency Callboxes		
Emergency Operation Centers		
Emergency Shelters		
ESZ/ESN		
Fire Beats		
Fire Districts		
Fire Response Areas		
Fire Stations		
Food & Beverage		
Gas Stations		
Gate Codes		
Government Buildings		
Harbors		
Helipads		
Hiking Trails		
Hospitals		
Hydrants		
Hyrdology Layers		
Incident Response Areas		
Lodging		

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### MAPPING LAYERS UPDATED (PART V)

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

HAWAII COUNTY		
Type of Layer	V2X GIS Server	Other/Remarks
	Date Created/ Edits Performed	
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)		
Major Roads		
Medic Beats		
Medic Districts		
Medic Response Areas		
Medic Stations		
Medical Facilities		
Milepost Markers		
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		

## Hawaii County E9-1-1 Status Report

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### MAPPING LAYERS UPDATED (PART VI)

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

HAWAII COUNTY		
Type of Layer	V2X GIS Server	Other/Remarks
	Date Created/ Edits Performed	
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)		
Street Centerlines	3/18/2025 To 3/31/2025	Next Delivery 4/1/2025
		Updated streetname for three (3) records in Mountain View
		Added segment for one (1) record in Captain Cook
		Added segment and updated range for one (1) record in Kapaau
		Updated range for one (1) record in Ocean View
		Updated range for two (2) records in Hilo
		Added segment and updated range for one (1) record in Kailua Kona
	3/4/2025 To 3/17/2025	Delivered 3/18/2025
		Updated range for one (1) record in Kamuela
		Updated range for one (1) record in Kapaau
		Split segment for and updated range for two (2) records in Kapaau
Subdivisions		
Tow Jurisdictions		
Tsunami Evacuation Zones		
Tsunami Heights		
Volcanic Activity		
Waste Water Plants		
WSP Cell Sectors	3/18/2025 To 3/31/2025	Next Delivery 4/1/2025
		Added eleven (11) sectors per AT&T CRS
	3/4/2025 To 3/17/2025	Delivered 3/18/2025
		Updated two (2) sectors per AT&T CRS
		Added eleven (11) sectors per AT&T CRS
		Added two (2) sectors per T-Mobile CRS

## Hawaii County E9-1-1 Status Report

March 1, 2025 – March 31, 2025

### 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
3/4/2025	Delivered : Address Points, Cell Sectors, Cell Towers, Points of Interest, Street Centerlines, ESN, MSAG Communities, MedicResponseAreas, and FireResponseAreas for Hawaii County Mapflex
3/4/2025	Delivered : Address Points, City, Common Names Alt Table, Display Streets, Fire EMS Zone, First In, Points of Interest, POI Alt Names, Police Zones, Street Centerlines, Street Alt Names, and Street Routes for Hawaii County Spillman
3/18/2025	Delivered : Address Points, Cell Sectors, Cell Towers, Points of Interest, Street Centerlines, ESN, MSAG Communities, MedicResponseAreas, and FireResponseAreas for Hawaii County Mapflex
3/18/2025	Delivered : Address Points, City, Common Names Alt Table, Display Streets, Fire EMS Zone, First In, Points of Interest, POI Alt Names, Police Zones, Street Centerlines, Street Alt Names, and Street Routes for Hawaii County Spillman

#### GIS FOR 911

As part of ensuring GIS data compatibility with 911 CAD systems, V2X 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.

#### LAVA FLOW AND ALTERNATE ROUTES

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

During the month of March, 2025, V2X has been monitoring the volcanic activity at Kilauea crater should any circumstances require 911 mapping adjustments, such as road closures and alternate routing for evacuations and 911 responses.

## Hawaii County E9-1-1 Status Report

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### FIRE DEPARTMENT IMT (INCIDENT MANAGEMENT TEAM) MAP

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

### ADDRESS POINTS AND STREET CENTERLINES UPDATE COMPARISON

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

The new Address Points and Street Centerlines geodatabase comparative analysis was received from the Hawai'i County Planning Department on **March 31, 2025**. A new compare process was developed by V2X to perform this analysis.

HAWAII COUNTY	Address Points Layer	Street Centerlines Layer
New Addresses Added	107	
Addresses Removed	0	
Address Street Name Changes	7	
Address Street Number Changes	0	
New Street Segments Added		7
Street Segments Removed		0
Street Segment Range Changes		2
Street Segment Name Changes		1

### NOTE:

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



## Hawaii County E9-1-1 Status Report

March 1, 2025 – March 31, 2025

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### MAPFLEX/SCC SYSTEM

March 2025

V2X delivered GIS data to the MapFlex/SCC system on the following dates in March 2025.

**Hawaii County** – March 4, 2025, and March 18, 2025

**Maui County** – March 5, 2025, and March 19, 2025

**Kauai County** – March 6, 2025, and March 20, 2025

**Honolulu** – March 7, 2025, and March 21, 2025

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### MAPFLEX ISSUES

The MapFlex issues are archived in the 2021 Monthly Status Report. Should the existing issues be addressed, this report will be reopened and tracked.

## Hawaii County E9-1-1 Status Report

March 1, 2025 – March 31, 2025

### 4. SERVICE REQUESTS TRANSACTIONS

#### OPEN SERVICE REQUESTS – MARCH 2025

#	Date	Description	Category	Comments

NOTE\* THERE ARE NO (0) OPENED SERVICE REQUEST PENDING FOR MARCH 2025.

#### SERVICE REQUEST YEAR-TO-DATE (YTD) SUMMARY – 2025

HAWAII COUNTY				MSAG SERVICE REQUEST CATEGORIES					
2025	TOTAL		Open	WIRELINE		WIRELESS		VoIP	
	Created	Closed		Created	Closed	Created	Closed	Created	Closed
2024 Carryover*			0						
January	1	1	0	0	0	0	0	1	1
February	0	0	0	0	0	0	0	0	0
March	1	1	0	0	0	0	0	1	1
April									
May									
June									
July									
August									
September									
October									
November									
December									
<b>TOTAL</b>	<b>2</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>2</b>

**Note:**

\* The 2024 Carryover row indicated the number of Service Requests that were opened in 2024 and brought forward into 2025 in an effort to track the service request until completion. Detailed information on service tickets are available upon request.

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

## Hawaii County E9-1-1 Status Report

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

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

## Next Scheduled Data Synchronization Report – May 2025

TWO-WAY (2-WAY) COMPARISON

THREE-WAY (3-WAY) COMPARISON

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