

MARCH 2025

Dates	Description
March	Delivered PSAP boundaries (with water) to Sinch's (FKA Inteliquent) Emergency Services department for VoIP communications, per request from Royce Murakami.
March 4, 2025	Delivered : Address Points, Cell Sectors, Cell Towers, Points of Interest, Street Centerlines, ESN, MSAG Communities, MedicResponseAreas, and FireResponseAreas for Hawaii County Mapflex
March 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
March 18, 2025	Delivered : Address Points, Cell Sectors, Cell Towers, Points of Interest, Street Centerlines, ESN, MSAG Communities, MedicResponseAreas, and FireResponseAreas for Hawaii County Mapflex
March 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
3/1/2025 - 3/31/2025	<p>The Hawai'i County Primary and Secondary PSAPs 701/709 Report Status through 3/31/2025:</p> <p>Hawai'i County: 0 - 701 Discrepancies and 0 - 709 Discrepancies</p> <p>The 701/709 Report is a "Location Address Report" received from the Telco indicating Wireline customers requesting telephone service which does not MSAG validate. A "701" discrepancy indicates a House Number that is "out of range", and a "709" discrepancy indicates a customer provided a "Street Name" or "MSAG Community" which did not MSAG validate.</p>
3/1/2025 - 3/31/2025	<p>The Hawai'i County Primary and Secondary PSAPs processed 16,717 total 9-1-1 calls.</p> <p>* There was 1 total 9-1-1 calls with "No ALI" delivered to the PSAPs. That means 99.99% of all 9-1-1 calls received at the PSAPs are delivered with location information.</p>
3/1/2025 - 3/31/2025	The Hawai'i County Primary and Secondary PSAPs performed 248 total "9-1-1Net Transactions", 8 MSAG, 0 ALI TNCRs, 0 ALI DR, 0 VoIP, and 240 Dispatchable location transactions.
3/1/2025 - 3/31/2025	<p>The Hawai'i County Primary and Secondary PSAPs the below Telephone Number Change Request (TN CR). This identifies that 450 ALI records are in an open status.</p> <p>Hawai'i County breakdown: 450 Records Submitted, 0 Pending DBMSP, 243 Pending Telco, and 207 Telephone records remain unopened;</p> <p>A TN CR is an indication that a ALI records requires some type of correction, edit, or modification by the Database Maintenance Service Provider (DBMSP), or the Telephone Company (Telco).</p>
3/1/2025 - 3/31/2025	The Hawai'i County Primary and Secondary PSAPs performed 9 Site and 24 Sectors updates to its WSP Wireless 9-1-1 Database.
3/1/2025 - 3/31/2025	The Hawai'i County Primary and Secondary PSAPs performed the following 9-1-1 wireless field testing: 0 Sites and 0 Sectors.
3/1/2025 - 3/31/2025	The Hawai'i County Primary and Secondary PSAPs continue with GIS updates and spatial realignments to their GIS data to conform to the new NG911 requirements for 9-1-1 location databases. This service includes performing the updates to the MSAG and ALI records for the Telephone Companies to ensure database synchronization. The Update Process also includes receiving updated Address Points and Street Centerlines from the Hawai'i County Planning Department. 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. This is an on-going project.
3/1/2025 - 3/31/2025	The Hawai'i County Primary and Secondary PSAP continued with the situational awareness project to provide the Hawai'i County public safety responders with a visual display of the Kilauea's East Rift, May, 2018 Lava Flow. This will be an on-going project as the situation requires. This activity will continued to be monitored daily. There were lava flow activity in May 2018 that impacted 911 operations. 911 Mapping Systems will be updated as pertinent activity continues.
3/1/2025 - 3/31/2025	The Hawaii County PSAPs initiated a soft launch of their Text to 9-1-1 system on February 1, 2016. During this soft launch period, internal testing and training should continue to be conducted. Although there is a "Text to 911" plot on the MapFlex, the location of the plot is not reliable. Text to 911 Dispatchers should use their skills to determine the exact location of the emergency response. There were a total of (85) 911 Text messages received at the Primary and Secondary PSAPs in March 2025.