

Maui County E9-1-1 Status Report

April 1, 2025 – April 30, 2025



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Maui County E9-1-1 Status Report

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1. PSAP OPERATIONS

9-1-1 CALL VOLUME MAUI PSAP – APRIL 2025

Source: Intrado Viper system

9-1-1 Call Volume																			
MAUI PSAP		Wireline		Wireless				VOIP		Calls With No ALI		Calls with No Value		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 Calls with No Value	% of Total Calls	No. of Admin Calls	% of Total Calls	No. of 9-1-1 Abandoned	% of Total Calls	Other Calls	% of Total Calls
APR	8,756	543	6.20%	7,127	81.40%	17.45%	82.55%	385	4.40%	1	0.01%	89	1.02%	0	0.00%	608	6.94%	3	0.03%

“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.

CALL VOLUME MAUI PSAP NOTES:

911 Calls with “no value” for April 2025 = 89 (see report on page 7)

9-1-1 CALL VOLUME MAUI PSAP – CALENDAR YEAR 2025

9-1-1 Call Volume																			
MAUI PSAP		Wireline		Wireless				VOIP		Calls with No ALI		Calls with No Value		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 Calls with No Value	% 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	9,444	626	6.63%	7,417	78.54%	20.48%	79.52%	714	7.56%	3	0.03%	0	0.00%	0	0.00%	676	7.16%	8	0.08%
FEB	8,041	493	6.13%	6,614	82.25%	18.87%	81.13%	318	3.95%	0	0.00%	0	0.00%	0	0.00%	616	7.66%	0	0.00%
MAR	9,097	601	6.61%	7,428	81.65%	17.97%	82.03%	379	4.17%	1	0.01%	0	0.00%	0	0.00%	687	7.55%	1	0.01%
APR	8,756	543	6.20%	7,127	81.40%	17.45%	82.55%	385	4.40%	1	0.01%	89	1.02%	0	0.00%	608	6.94%	3	0.03%
MAY																			
JUNE																			
JULY																			
AUG																			
SEPT																			
OCT																			
NOV																			
DEC																			
YTD	35,338	2,263		28,586				1,796		5				0		2,587		12	
MON AVG	8,835	566	6.39%	7,147	80.96%	18.69%	81.31%	449	5.02%	1	0.01%			0	0.00%	647	7.33%	3.00	0.03%

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9-1-1 CALL VOLUME MOLOKAI PSAP – APRIL 2025

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		Calls with No Value		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 Calls with No Value	% of Total Calls	No. of Admin Calls	% of Total Calls	No. of 9-1-1 Abandoned	% of Total Calls	Other Calls	% of Total Calls
APR	685	83	12.12%	402	58.69%	34.83%	65.17%	9	1.31%	0	0.00%	31	4.53%	0	0.00%	160	23.36%	0	0.00%

CALL VOLUME MOLOKAI PSAP NOTES:

911 Calls with “no value” for April 2025 = 31 (see report on page 7)

9-1-1 CALL VOLUME MOLOKAI PSAP – CALENDAR YEAR 2025

9-1-1 Call Volume																			
MOLOKAI PSAP		Wireline		Wireless				VOIP		Calls with No ALI		Calls with No Value		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 Calls with No Value	% 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	601	98	16.31%	406	67.55%	30.05%	69.95%	26	4.33%	0	0.00%	0	0.00%	0	0.00%	71	11.81%	0	0.00%
FEB	501	160	31.94%	256	51.10%	37.11%	62.89%	5	1.00%	0	0.00%	0	0.00%	0	0.00%	80	15.97%	0	0.00%
MAR	623	85	13.64%	420	67.42%	29.76%	70.24%	9	1.44%	0	0.00%	0	0.00%	0	0.00%	109	17.50%	0	0.00%
APR	685	83	12.12%	402	58.69%	34.83%	65.17%	9	1.31%	0	0.00%	31	4.53%	0	0.00%	160	23.36%	0	0.00%
MAY																			
JUNE																			
JULY																			
AUG																			
SEPT																			
OCT																			
NOV																			
DEC																			
YTD	2,410	426		1,484				49		0				0		420		0	
MON AVG	603	107	18.50%	371	61.19%	32.94%	67.06%	12.25	2.02%	0	0.00%			0	0.00%	105	17.16%	0	0.00%

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9-1-1 CALL VOLUME (COMBINED MAUI & MOLOKAI PSAPS) – APRIL 2025

9-1-1 Call Volume																			
MAUI COUNTY PSAPS		Wireline		Wireless				VOIP Calls		Calls With No ALI		Calls with No Value		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 Calls with No Value	% of Total Calls	No. of Admin Calls	% of Total Calls	No. of 9-1-1 Abandoned	% of Total Calls	Other Calls	% of Total Calls
APR	9,441	626	6.63%	7,529	79.75%	18.38%	81.62%	394	4.17%	1	0.01%	120	1.27%	0	0.00%	768	8.13%	3	0.03%

9-1-1 CALL VOLUME (COMBINED MAUI & MOLOKAI PSAPS) – CALENDAR YEAR 2025

9-1-1 Call Volume																			
MAUI COUNTY PSAPs		Wireline		Wireless				VOIP		Calls with No ALI		Calls with No Value		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 Calls with No Value	% 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	10,045	724	7.21%	7,823	77.88%	20.98%	79.02%	740	7.37%	3	0.03%	0	0.00%	0	0.00%	747	7.44%	8	0.08%
FEB	8,542	653	7.64%	6,870	80.43%	19.55%	80.45%	323	3.78%	0	0.00%	0	0.00%	0	0.00%	696	8.15%	0	0.00%
MAR	9,720	686	7.06%	7,848	80.74%	18.60%	81.40%	388	3.99%	1	0.01%	0	0.00%	0	0.00%	796	8.19%	1	0.01%
APR	9,441	626	6.63%	7,529	79.75%	18.38%	81.62%	394	4.17%	1	0.01%	120	1.27%	0	0.00%	768	8.13%	3	0.03%
MAY																			
JUNE																			
JULY																			
AUG																			
SEPT																			
OCT																			
NOV																			
DEC																			
YTD	37,748	2,689		30,070				1,845		5		120		0		3,007		12	
MON AVG	9,437	672	7.14%	7,518	79.70%	19.38%	80.62%	461	4.83%	1	0.01%	120	1.27%	0.00	0.00%	752	7.98%	3	0.03%

*Calls with No ALI for April 2025 = 0.01% - Statewide average for 2024 = 0.42%

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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.

The instructions below was followed, and the results are included below:

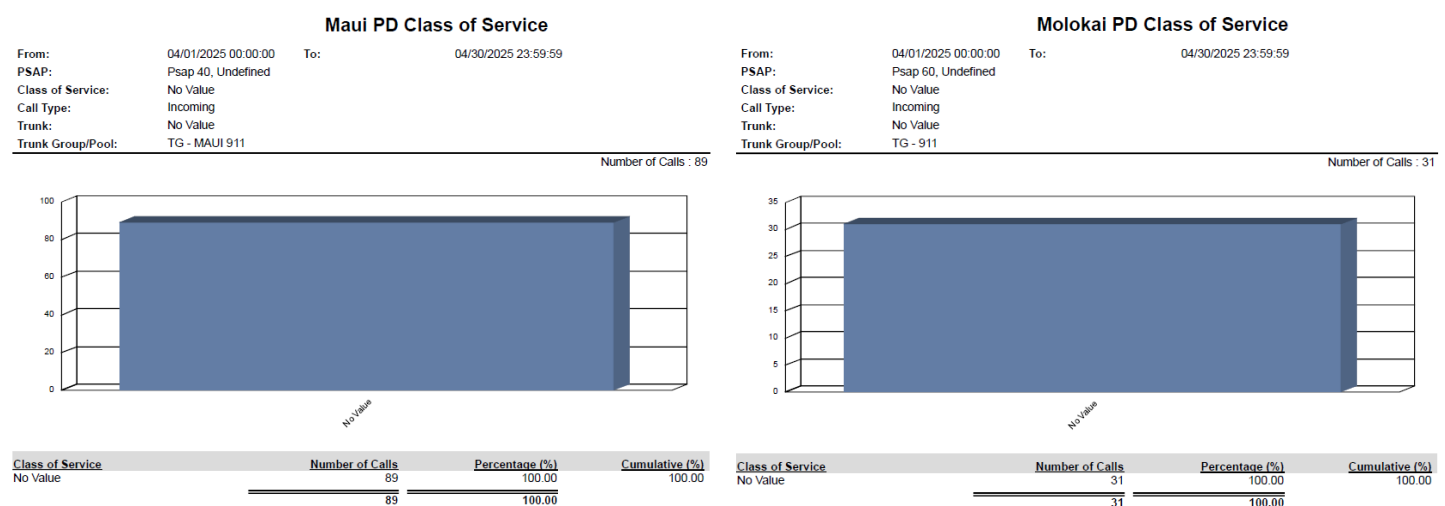
For PSAPs that have MIS_Power911_5.x data:

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:

As of April 1st, 2025, the 911 Calls with “No Value” are added to the total 911 calls received at the PSAP for the month.

Call filters used to extract the number of “No value” calls are: Only incoming 911 calls on 911 Trunks with the class of service of “No Value” This is to prevent any Administrative calls that maybe populating the “No Value” totals.



The Maui Police Department received 89 “No Value” calls in April and the Molokai Police Department received 31 “No Value Calls. The total is 120 “No Value” calls which is reflected on the Monthly 911 Call Volume Report.

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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	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 – APRIL 2025

TEXT TO 911 Maui County PSAPs 2025		
Month	Received at Maui	Received at Molokai
January	27	1
February	36	0
March	33	2
April	39	2
May		
June		
July		
August		
September		
October		
November		
December		
YTD	135	5
Monthly Avg.	34	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 – APRIL 2025

MAUI COUNTY - APRIL 2025						
Date	WSP	Sites Tested	Sectors Tested	Tested By:	Test Pass/Fail	Comments:

NOTES:

- There were no (0) scheduled Wireless 911 tests conducted in April 2025 for the Maui and Molokai PSAPs.

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2. MSAG (MASTER STREET ADDRESS GUIDE)

MSAG TRANSACTIONS CURRENT MONTH/YEAR – APRIL 2025

MAUI 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	48	44	4	0	0	548	0	0	82
FEBRUARY	102	101	1	0	0	544	0	0	0
MARCH	73	72	1	0	0	566	0	0	17
APRIL	203	199	3	1	0	701	0	0	47
MAY									
JUNE									
JULY									
AUGUST									
SEPTEMBER									
OCTOBER									
NOVEMBER									
DECEMBER									
TOTAL YTD	426	416	9	1	0	2,359	0	0	146
AVG PER MONTH	107	104	2	0	0	590	0	0	37

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 399 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 **203** 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 **47** customer ANI/ALI (telephone number/address) records updated as a direct result.

TELEPHONE RECORD (ALI) TRANSACTIONS CURRENT MONTH NOTES:

V2X submitted one hundred and ninety-nine (**199**) TN CRs related to the Dispatchable Location Project during the current month.

OPEN TELEPHONE RECORD (ALI) DISCREPANCY STATUS:

- **There are currently 701 Open TN CR Transactions.**
- **Refer to chart in the next section “TNCR Current Status”**

701 Open TN CR transactions are a direct result of the Dispatchable Location Project and are awaiting approval from Hawaiian Telcom, Inc. V2X 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 April 30, 2025**
- **There are no open ALI DRs as of April 30, 2025**

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TNCR (TELEPHONE NUMBER CHANGE REQUEST) CURRENT STATUS – APRIL 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
MAUI	695	2	604	89
MOLOKAI	6	0	6	0
TOTAL	701	2	610	89

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 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 – APRIL 2025

NARRATIVE:

During the August 2015 State of Hawaii 911 Board meeting, V2X 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 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 August 2015, V2X 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 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 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 199 Dispatchable Locations submitted in April 2025 and 65 was processed by Intrado. (see next pages)

Dispatchable Location			
2025	Common Name Place MSAG Address	TNCR*	Transactions
Quarter 2		Transactions Submitted	Processed**
Quarter 1 Carryover		21,407	20,907
April	Child & Family Svc, 392 N Market St, Wailuku	114	0
	Neighborhd Place of Wailuku, 392 N Market St, Wailuku	4	0
	Maui Babe Browning Lotion, 1508 Mill St, Wailuku	2	0
	Mental Health Kokua, 1598 Mill St, Wailuku	2	0
	Ace Printing, 1748 Mill St, Wailuku	3	0
	Multi Bus, 1790 Mill St, Wailuku	3	0
	Multi Bus, 1816 Mill St, Wailuku	4	1
	Multi Condo, 10 Piwai Ln, Wailuku	3	0
	Multi Condo, 9-80 Waiaka Ln, Wailuku	19	2
	ABC Corp, 250 Waiehu Beach Rd, Wailuku	2	1
	Miyake Concrete, 250 Waiehu Beach Rd, Wailuku	21	3

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DISPATCHABLE LOCATION – STATUS AS OF – APRIL 2025 – CONTINUED

Dispatchable Location			
2025	Common Name Place MSAG Address	TNCR* Transactions Submitted	Transactions Processed**
Quarter 2			
Quarter 1 Carryover		21,407	20,907
April	Multi Bus, 270 Waiehu Beach Rd, Wailuku	10	4
	F & H Construction, 1728 Wili Pa Loop, Wailuku	2	0
	Premier Physical Therapy, 1758 Wili Pa Loop, Wailuku	1	0
	Multi Bus, 1781 Wili Pa Loop, Wailuku	4	0
	Multi Bus, 1803 Wili Pa Loop, Wailuku	2	0
	Kaiser Permanente Wailuku, 1849 Wili Pa Loop, Wailuku	3	0
	Multi Bus, 291 Hookahi St, Wailuku	0	4
	St Anthony Pre School/Catholic Ch, 1627 Mill St, Wailuku	0	2
	Residential Apts, 1743 Nana St, Wailuku	0	1
	Residential Apts, 1817 Nana St, Wailuku	0	2
	County of Maui, 251 Napua St, Wailuku	0	1
	William Sloper Attorney at Law, 49 Niolopua Ln, Wailuku	0	1
	Seaview Apts, 529 Pio Pl, Wailuku	0	1
	Mental Health Kokua, 503 Ua Pl, Wailuku	0	1
	The Salon Executives Inc, 1920 Vineyard St, Wailuku	0	1
	Multi Bus, 1939 Vineyard St, Wailuku	0	1
	Multi Bus, 1955 Vineyard St, Wailuku	0	1
	Four Sisters Bakery, 1968 Vineyard St, Wailuku	0	1
	Multi Bus, 1975 Vineyard St, Wailuku	0	3
	Multi Bus, 2062 Vineyard St, Wailuku	0	2
	Lance D Collins Attorn at Law, 2070 Vineyard St, Wailuku	0	2
	Multi Bus, 2180 Vineyard St, Wailuku	0	7
	Michael Spalding Realty, 293 Waiale Rd, Wailuku	0	2
	Iao Parkside, 11-60 Waipaa Ln, Wailuku	0	12

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DISPATCHABLE LOCATION – STATUS AS OF – APRIL 2025 – CONTINUED

Dispatchable Location			
2025	Common Name Place MSAG Address	TNCR*	Transactions
Quarter 2		Transactions Submitted	Processed**
Quarter 1 Carryover		21,407	20,907
April	Multi Bus, 1839 Wells St, Wailuku	0	3
	Multi Residence, 1944 Wells St, Wailuku	0	3
	Multi Bus, 2049 Wells St, Wailuku	0	2
	Duponte, 2087 Wells St, Wailuku	0	1
May			
June			
Q2		199	65
Total		21,606	20,972

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SPECTRUM (CHARTER) 9-1-1 VOIP DATABASE VERIFICATION PROJECT – APRIL 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 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 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.

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BANDWIDTH 9-1-1 VOIP DATABASE VERIFICATION PROJECT – APRIL 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 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%
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 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) – APRIL 2025

MAPPING LAYERS UPDATED (PART I)

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

MAUI 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	4/30/2025	Next Delivery 5/14/2025
		Spatially corrected one (1) record in Hana
	4/16/2025 To 4/29/2025	Delivered 4/30/2025
		Added address for two (2) records in Lahaina
		Spatially corrected one (1) record in Kaunakakai
		Added address for one (1) record in Wailea
		Spatially corrected for one (1) record in Wailuku
		Spatially corrected one (1) record in Haliimaile
		Added address for one (1) record in Kaunakakai
		Spatially corrected three (3) records in Lahaina
		Spatially corrected one (1) record in Wailea
		Spatially corrected ninety-nine (99) records in Wailuku
	4/2/2025 To 4/15/2025	Delivered 4/16/2025
		Spatially corrected two (2) records in Waikapu
		Spatially corrected one (1) record in Paia
		Added address for one (1) record in Kula
		Added address for two (2) records in Haiku
		Added address for one (1) record in Paia
		Added address for one (1) record in Waikapu
		Added location name for one (1) record in Wailuku
		Added address for two (2) records in Kahului
		Spatially corrected six (6) records in Lanai
		Spatially corrected one (1) record in Pukalani
		Updated routing ID for two (2) records in Lanai
		Spatially corrected one (1) record in Haiku

Maui County E9-1-1 Status Report

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MAPPING LAYERS UPDATED (PART II)

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

MAUI 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	4/2/2025 To 4/15/2025	Added address for one hundred and ninety-two (192) records in Lahaina
		Added address for one hundred and sixty (160) records in Kihei
		Spatially corrected two (2) records in Kula
		Added address for four (4) records in Hana
		Added address for one (1) record in Waiehu
		Spatially corrected one (1) record in Hana
		Spatially corrected twelve (12) records in Lahaina
		Added location type for two (2) records in Lanai
		Spatially corrected one (1) record in Wailea
		Updated routing ID for one hundred (100) records in Lahaina
		Added address for two (2) records in Haliimaile
		Added address for one (1) record in Wailuku
		Updated routing ID for one (1) record in Wailuku
		Spatially corrected two (2) records in Kaunakakai
		Added address for one (1) record in Makawao
		Spatially corrected two (2) records in Kahului
		Spatially corrected one (1) record in Kihei
		Added address for three (3) records in Pukalani
		Spatially corrected three (3) records in Wailuku
Airports		
Bridges		
Building Footprints		
Bus Stops		
Churches		
Coastal Names		

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MAPPING LAYERS UPDATED (PART III)

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

MAUI 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)		
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		
Major Roads		

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MAPPING LAYERS UPDATED (PART IV)

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

MAUI 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)		
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	4/2/2025 To 4/15/2025	Delivered 4/16/2025
		Added POI for one (1) record in Wailuku
Police Beats		
Police Districts		
Police Response Areas		
Police Stations		
Post Offices		
Schools		
Street Centerlines	4/16/2025 To 4/29/2025	Delivered 4/30/2025
		Spatially corrected one (1) record in Kahului
		Split centerline, modified range for two (2) records in Lanai
		Split centerline, updated range for two (2) records in Wailuku

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MAPPING LAYERS UPDATED (PART V)

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

MAUI 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	4/16/2025 To 4/29/2025	Updated parity for one (1) record in Wailuku
		Added neighborhood info for two (2) records in Kahului
		Added neighborhood info for one (1) record in Wailuku
		Spatially corrected seven (7) records in Wailuku
	4/2/2025 To 4/15/2025	Delivered 4/16/2025
		Updated class for forty-one (41) records in Kaanapali
		Updated parity for two (2) records in Makawao
		Split centerline four (4) records in Wailea
		Updated parity for one (1) record in Kaunakakai
		Updated parity for two (2) records in Kula
		Added street centerline for two (2) records in Lahaina
		Updated parity for two (2) records in Kapalua
		Updated parity for five (5) records in Lanai
		Updated parity for one (1) record in Kualapuu
		Updated parity for one (1) record in Kahului
		Updated parity for one (1) record in Haiku
		Corrected range for one (1) record in Kahului
		Corrected parity for two (2) records in Lahaina
		Updated parity for one (1) record in Waikapu
		Updated parity for four (4) records in Paia
		Updated parity for one (1) record in Kihei
		Split centerline, modified range for one (1) record in Lanai
		Split centerline two (2) records in Kaunakakai
		Updated parity for one (1) record in Pukalani

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MAPPING LAYERS UPDATED (PART VI)

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

MAUI 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	4/2/2025 To 4/15/2025	Split centerline, modified range for one (1) record in Kapalua
		Split centerline two (2) records in Wailuku
		Split centerline five (5) records in Lanai
		Modified range for one (1) record in Waikapu
		Updated parity for two (2) records in Hana
		Updated parity for two (2) records in Wailuku
		Updated parity for three (3) records in Lahaina
		Added segment for one (1) record in Kaanapali
Subdivisions		
Tow Jurisdictions		
Tsunami Evacuation Zones		
Tsunami Heights		
Waste Water Plants		
WSP Cell Sectors	4/16/2025 To 4/29/2025	Delivered 4/30/2025
		Added three (3) sectors per Verizon Wireless CRS
		Updated thirty-nine (39) sectors per Verizon Wireless CRS
WSP Cell Towers		

NOTE:

The Parcels layer is provided by Maui County. V2X 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.

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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
4/2/2025	For Intrado MapFlex : AddressPoints, PointsOfInterest, StreetCenterlines, WSP Sectors, WSP Towers
4/2/2025	For Hexagon CAD and map : AddressPoints, PointsOfInterest, StreetCenterlines, WSP Sectors, WSP Towers
4/14/2025	Delivered data update to SCC eGDBMS upload tool, to test QA and loading procedures.
4/16/2025	For Intrado MapFlex : AddressPoints, PointsOfInterest, StreetCenterlines, WSP Sectors, WSP Towers
4/16/2025	For Hexagon CAD and map : AddressPoints, PointsOfInterest, StreetCenterlines, WSP Sectors, WSP Towers
4/30/2025	For Hexagon CAD and map : Delivered AddressPoints, StreetCenterlines, WSP Sectors, WSP Towers.
4/30/2025	For Hexagon CAD and map : Delivered AddressPoints, StreetCenterlines, WSP Sectors, WSP Towers.
4/30/2025	Delivered data update to SCC eGDBMS upload tool, to test QA and loading procedures.

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.

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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. April 2nd, 2025 – V2X delivered an updated Intergraph CAD map which included:
 - a. .map, .ply, .rte, and .str
 - b. Address Points, Common Name Lookup Table, Points Of Interest, Street Centerlines, and WSP Cell Towers.
 - c. RMS files
2. V2X delivered an updated Intergraph CAD map April 16th, 2025, which included:
 - a. .map, .ply, .rte, and .str
 - b. Address Points, Common Name Lookup Table, Points Of Interest, Street Centerlines, and WSP Cell Towers.
 - c. RMS files
3. V2X delivered an updated Intergraph CAD map April 30th, 2025, which included:
 - a. .map, .ply, .rte, and .str
 - b. Address Points, Common Name Lookup Table, Points Of Interest, Street Centerlines, and WSP Cell Towers.
 - c. RMS files

During May 2025, 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 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 delivered GIS data updates for Motorola for the Premiere One CAD implementation.

On Wednesday, May 24, 2023, V2X 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 by V2X 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 will adjust the maps accordingly as determined by the Maui Fire Department

On March 19, 2025, V2X met at the Maui Police Department with the Motorola CAD team which included MPD IT. It was established that V2X would continue delivering data every other week, uploading only updated data through the County's Access Console. Maui County IT needs to grant V2X access to the Motorola database.

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MAPFLEX/SCC SYSTEM

April 2025

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

Hawaii County – April 1, 2025, April 15, 2025, and April 29, 2025

Maui County – April 2, 2025, and April 16, 2025, and April 30, 2025

Kauai County – April 3, 2025, and April 17, 2025

Honolulu – April 4, 2025, and April 18, 2025

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 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.

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4. SERVICE REQUESTS TRANSACTIONS

OPEN SERVICE REQUESTS – MAUI COUNTY PSAPS - APRIL 2025

#	Date	Description	Category	Comments

NOTE:

There are no (0) Open Service Request for the Maui County PSAPs for April 2025.

MAUI PSAP SERVICE REQUESTS YEAR-TO-DATE (YTD) SUMMARY – 2025

MAUI 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	0	0	0	0	0	0	0	0	0
April	2	2	0	0	0	0	0	2	2
May									
June									
July									
August									
September									
October									
November									
December									
TOTAL	3	3	0	0	0	0	0	3	3
<u>Note:</u>	*The 2024 Carry Over row indicates the number of Service Requests that were opened in 2024; however, were brought forward into 2025 in an effort to track the service request until completion.								

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

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5. E9-1-1 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 – June 2025

TWO-WAY (2-WAY) COMPARISON

THREE-WAY (3-WAY) COMPARISON

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