

# Hawaii County E9-1-1 Status Report

*July 1, 2025 – July 31, 2025*



GO TOWARDS TOMORROW > go V2X

# Hawaii County E9-1-1 Status Report

July 1, 2025 – July 31, 2025

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## 1. PSAP OPERATIONS

### 9-1-1 CALL VOLUME HAWAII COUNTY PSAPS – JULY 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		Calls with No Class of Service		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 Class of Service	% of Total Calls with No Class of Service	No. of Admin Calls	% of Total Calls	No. of 9-1-1 Abandoned	% of Total Calls	No. of Other Calls	% of Total Calls
JULY	12,566	806	6.41%	9,891	78.71%	11.87%	88.13%	564	4.49%	15	0.12%	423	3.37%	0	0.00%	866	6.89%	1	0.01%

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

9-1-1 Call Volume																			
HAWAII COUNTY PSAPs		Wireline		Wireless				VOIP		Calls with No ALI		Calls with No Class of Service		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 Class of Service	% of Total Calls with No Class of Service	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%	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%	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%	0	0.00%	985	5.89%	5	0.03%
APR	12,644	1,371	10.84%	9,520	75.29%	16.25%	83.75%	480	3.80%	0	0.00%	365	2.89%	0	0.00%	906	7.17%	2	0.02%
MAY	12,301	812	6.60%	9,666	78.58%	11.61%	88.39%	489	3.98%	0	0.00%	593	4.82%	0	0.00%	738	6.00%	3	0.02%
JUNE	11,934	722	6.05%	9,577	80.25%	10.66%	89.34%	443	3.71%	4	0.03%	433	3.63%	0	0.00%	755	6.33%	0	0.00%
JULY	12,566	806	6.41%	9,891	78.71%	11.87%	88.13%	564	4.49%	15	0.12%	423	3.37%	0	0.00%	866	6.89%	1	0.01%
AUG																			
SEPT																			
OCT																			
NOV																			
DEC																			
YTD	100,064	9,791		77,280				4,733		32		1814		0		6,403		11	
MON AVG	14,295	1,399	9.43%	11,040	77.45%	14.23%	85.77%	676	4.57%	5	0.03%		2.10%	0	0.00%	915	6.42%	2	0.01%

### CALL VOLUME HAWAII COUNTY PSAP NOTES:

Previous 911 Calls with “No Value” from the Viper MIS are now categorized as 911 calls “With No Class of Service” in the ECATs system.

\*911 Calls with No ALI and No “Class Of Service” in July 2025 = 3.49% - Statewide average for 2024 = 0.42%

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### 9-1-1 CALL VOLUME BY AGENCY – JULY 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
July	8,948	71.21%	0	839	1	2,328	18.53%	0	27	0

### 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	9,278	70.81%	0	879	2	2,460	19.12%	0	27	0
May	8,627	70.13%	0	720	2	2,340	19.02%	0	18	1
June	8,381	70.23%	0	726	0	2,365	19.82%	0	29	0
July	8,948	71.21%	0	839	1	2,328	18.53%	0	27	0
August										
September										
October										
November										
December										
YTD	73,593		0	6,094	9	19,600		0	309	2
MON AVG	10,513	72.80%	0	871	1	2,800	19.52%	0	44	0

**“Other Calls” (911) call received with the class of service “TSP”. HwnTel/Intrado informed for clarification. Received confirmation from Intrado that the class of service for “TSP” is a Telematics call.**

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## PSAP OPERATION NOTES:

- Abandoned Calls represent the number of incoming 9-1-1 calls for which the caller had hung up before a call-taker answered.
- 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 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) 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 – JULY 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	45	2
May	52	2
June	34	0
July	47	0
August		
September		
October		
November		
December		
YTD	318	25
Monthly Avg.	45.43	3.57

#### 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 – JULY 2025

HAWAII COUNTY - JULY 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 July 2025.



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

MSAG TRANSACTIONS CURRENT MONTH/YEAR – JULY 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	288	283	5	0	0	411	0	0	0
MAY	158	150	8	0	0	352	0	0	7
JUNE	160	160	0	0	0	267	0	0	0
JULY	115	115	0	0	0	275	0	0	0
AUGUST									
SEPTEMBER									
OCTOBER									
NOVEMBER									
DECEMBER									
TOTAL YTD	1,303	1,259	40	4	0	2,905	0	0	230
AVG PER MONTH	186	180	6	1	0	415	0	0	33
*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 **115** MSAG transactions were processed in 9-1-1 Net during the current month. No 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 Military response areas, and inserting new MSAG records.

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

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

V2X submitted one hundred and fifteen (**115**) TN CRs related to the Dispatchable Location Project during the current month.

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

- **There are currently 275 Open TN CR Transactions.**
- **Refer to chart in the next section “TNCR Current Status”**

**275** 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 275 Referred records.

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

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### TNCR (TELEPHONE NUMBER CHANGE REQUEST) CURRENT STATUS – JULY 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	275	0	243	32

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 – JULY 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 **19,547** Dispatchable Locations processed to date. There were **115** Dispatchable locations submitted and **107** were processed in July 2025.

Dispatchable Location			
2025	Common Name Place MSAG Address	TNCR*	Transactions
Quarter 3		Transactions Submitted	Processed**
Quarter 2 Carryover		593	776
July	Hale Anuenue Restorative, 1333 Wainuenue Ave, Hilo	108	107
	Kamehameha Schools, 1350 Wainuenue Ave, Hilo	6	0
	COH, 1523 Wainuenue Ave, Hilo	1	0
August			
September			
Q3 Total		115	107
Total		19,756	19,547

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### SPECTRUM (CHARTER) 9-1-1 VOIP DATABASE VERIFICATION PROJECT - JULY 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.

<b>*Spectrum (Charter) 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.

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### BANDWIDTH 9-1-1 VOIP DATABASE VERIFICATION PROJECT – JULY 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%
<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.

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### 3. GEOGRAPHIC INFORMATION SYSTEM (GIS) – JULY 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	7/22/2025 To 7/31/2025	Next Delivery 8/5/2025
		Added address for one (1) record in Holualoa
		Updated LocationName and updated locationcode for seventy-one (71) records in Kamuela
		Updated routingID, updated streetname, updated housenumber, and updated Alias for one (1) record in Pahoa
		Corrected LocationName and updated locationcode for one (1) record in Kailua Kona
		Updated LocationName and updated locationcode for seventy-eight (78) records in Kailua Kona
		Updated LocationName and updated locationcode for one hundred and sixteen (116) records in Hilo
		Updated LocationName and edited spatial for for one (1) record in Kamuela
		Updated LocationName and updated locationcode for twenty-seven (27) records in Waikoloa
	7/8/2025 To 7/21/2025	Delivered 7/22/2025
		Updated housenumber and updated Alias for one (1) record in Hilo
		Added address for two (2) records in Hilo
		Added address for three (3) records in Naalehu
		Added address for thirteen (13) records in Pahoa
		Added address for three (3) records in Pepeekeo
		Added address for thirty-three (33) records in Keaau
		Added address for one (1) record in Kamuela
	Added address for one (1) record in Ninole	

# Hawaii County E9-1-1 Status Report

July 1, 2025 – July 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	7/8/2025 To 7/21/2025	Added address for five (5) records in Mountain View
		Added address for two (2) records in Captain Cook
		Updated housenumber, updated APt, and updated Alias for one (1) record in Honokaa
		Added address for one (1) record in Keauhou
		Updated LocationName and updated locationcode for fifty-two (52) records in Hilo
		Added address for one (1) record in Pahala
		Added address for twenty-one (21) records in Kurtistown
		Added address for fourteen (14) records in Volcano
		Added address for three (3) records in Ocean View
	7/1/2025 To 7/7/2025	Delivered 7/8/2025
		Added address for twelve (12) records in Hilo
		Updated LocationName and updated locationcode for sixty-five (65) records in Captain Cook
		Corrected location code and updated description for six (6) records in Hilo
		Updated LocationName and updated locationcode for thirty-four (34) records in Kealakekua
		Updated LocationName and updated locationcode for eighty-four (84) records in Hilo
		Updated locationcode for one (1) record in Hilo
		Updated LocationName and updated locationcode for forty-two (42) records in Kailua Kona
		Updated location code and updated description for twelve (12) records in Hilo



# 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	7/1/2025 To 7/7/2025	Corrected location name for six (6) records in Hilo
		Updated LocationName and updated locationcode for twenty-eight (28) records in Papaikou
		Updated location name and Alias locations, added address point for seven (7) records in Hilo
		Upated LocationName and updated locationcode for thirty (30) records in Papaikou
		Updated locationcode for one (1) record in Holualoa
Airports		
Bridges		
Building Footprints		
Bus Stops		
Churches		
Coastal Names		
Coastline		
Common Places		
Correctional Facilities		
Emergency Callboxes		
Emergency Operation Centers		
Emergency Shelters		
ESZ/ESN		
Fire Beats		
Fire Districts		
Fire Response Areas		

## 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)		
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		
MSAG Communities		
Net Junctions		
Ocean Rescue Boundaries		
Ocean Safety		
Parcels		

## Hawaii County E9-1-1 Status Report

July 1, 2025 – July 31, 2025

### 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)		
Parks		
Parks Polygon		
Points of Interest		
Police Beats		
Police Districts		
Police Response Areas		
Police Stations		
Post Offices		
Schools		
Street Centerlines	7/22/2025 To 7/31/2025	Next Delivery 8/5/2025
		Updated civic range for three (3) records in Kailua Kona
	7/8/2025 To 7/21/2025	Updated police for one (1) record in Pahoa
		Delivered 7/22/2025
		Updated range for one (1) record in Naalehu
Subdivisions		
Tow Jurisdictions		
Tsunami Evacuation Zones		
Tsunami Heights		
Volcanic Activity		
Waste Water Plants		
WSP Cell Sectors	7/22/2025 To 7/31/2025	Next Delivery 8/5/2025
		Added five (5) sectors per Verizon Wireless CRS
		Updated one (1) sector per AT&T CRS

## Hawaii County E9-1-1 Status Report

July 1, 2025 – July 31, 2025

### 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)		
WSP Cell Sectors	7/22/2025 To 7/31/2025	Added twelve (12) sectors per AT&T CRS
		Updated seven (7) sectors per Verizon Wireless CRS
	7/8/2025 To 7/21/2025	Delivered 7/22/2025
		Added twelve (12) sectors per Verizon Wireless CRS
		Added six (6) sectors per AT&T CRS
		Updated twelve (12) sectors per Verizon Wireless CRS
WSP Cell Towers		

# Hawaii County E9-1-1 Status Report

July 1, 2025 – July 31, 2025

## GEOGRAPHIC INFORMATION SYSTEM (GIS) NARRATIVES

### GIS KEY ACTIVITIES/UPDATES

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

Date	Key Activities/Updates
7/8/2025	Delivered Address Points, Cell Sectors, Cell Towers, Points of Interest, Street Centerlines, ESN, MSAG Communities, MedicResponseAreas, and FireResponseAreas for Hawaii County Mapflex
7/8/2025	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
7/8/2025	Delivered address points with civic addresses and postal communities to Intrado, for upload to SCC.
7/22/2025	Delivered Address Points, Cell Sectors, Cell Towers, Points of Interest, Street Centerlines, ESN, MSAG Communities, MedicResponseAreas, and FireResponseAreas for Hawaii County Mapflex
7/22/2025	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
7/22/2025	Delivered address points with civic addresses and postal communities to Intrado, for upload to SCC.

### 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.

# Hawaii County E9-1-1 Status Report

July 1, 2025 – July 31, 2025

## LAVA FLOW AND ALTERNATE ROUTES

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

During the month of May, 2025, V2X monitored 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.

## 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 **July 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	104	
Addresses Removed	0	
Address Street Name Changes	0	
Address Street Number Changes	2	
New Street Segments Added		0
Street Segments Removed		0
Street Segment Range Changes		1
Street Segment Name Changes		0

## 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

July 1, 2025 – July 31, 2025

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### MAPFLEX/SCC SYSTEM

July 2025

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

**Hawaii County** – July 8, 2025, and July 22, 2025

**Maui County** – July 9, 2025, July 23, 2025

**Kauai County** – July 10, and July 24, 2025

**Honolulu** – July 11, 2025, and July 25, 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.

## Hawaii County E9-1-1 Status Report

July 1, 2025 – July 31, 2025

### 4. SERVICE REQUESTS TRANSACTIONS

#### OPEN SERVICE REQUESTS – JULY 2025

#	Date	Description	Category	Comments

NOTE\* THERE ARE NO (0) OPENED SERVICE REQUEST PENDING FOR JULY 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	1	1	0	0	0	0	0	1	1
May	2	2	0	0	0	0	0	2	2
June	0	0	0	0	0	0	0	0	0
July	1	1	0	0	0	0	0	1	1
August									
September									
October									
November									
December									
<b>TOTAL</b>	<b>6</b>	<b>6</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>6</b>	<b>6</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

July 1, 2025 – July 31, 2025

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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 – August 2025

TWO-WAY (2-WAY) COMPARISON

THREE-WAY (3-WAY) COMPARISON

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