

Maui County E9-1-1 Status Report

August 1, 2025 – August 31, 2025



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Maui County E9-1-1 Status Report

August 1, 2025 - August 31, 2025

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1. PSAP OPERATIONS

9-1-1 CALL VOLUME MAUI PSAP – AUGUST 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 |
| AUG | 9,515 | 412 | 4.33% | 7,872 | 82.73% | 13.38% | 86.62% | 355 | 3.73% | 131 | 1.38% | 72 | 0.76% | 0 | 0.00% | 671 | 7.05% | 2 | 0.02% |

“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 August 2025 = 72 (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 | 8,545 | 482 | 5.64% | 7,052 | 82.53% | 17.27% | 82.73% | 310 | 3.63% | 0 | 0.00% | 91 | 1.06% | 0 | 0.00% | 610 | 7.14% | 0 | 0.00% |
| JUNE | 8,208 | 477 | 5.81% | 6,759 | 82.35% | 15.73% | 84.27% | 303 | 3.69% | 3 | 0.04% | 64 | 0.78% | 0 | 0.00% | 601 | 7.32% | 1 | 0.01% |
| JULY | 9,846 | 485 | 4.93% | 8,138 | 82.65% | 12.94% | 87.06% | 431 | 4.38% | 62 | 0.63% | 95 | 0.96% | 0 | 0.00% | 634 | 6.44% | 1 | 0.01% |
| AUG | 9,515 | 412 | 4.33% | 7,872 | 82.73% | 13.38% | 86.62% | 355 | 3.73% | 131 | 1.38% | 72 | 0.76% | 0 | 0.00% | 671 | 7.05% | 2 | 0.02% |
| SEPT | | | | | | | | | | | | | | | | | | | |
| OCT | | | | | | | | | | | | | | | | | | | |
| NOV | | | | | | | | | | | | | | | | | | | |
| DEC | | | | | | | | | | | | | | | | | | | |
| YTD | 71,452 | 4,119 | | 58,407 | | | | 3,195 | | 201 | | | | 0 | | 5,103 | | 16 | |
| MON AVG | 8,932 | 515 | 5.78% | 7,301 | 81.76% | 16.76% | 83.24% | 399 | 4.44% | 25 | 0.26% | | | 0 | 0.00% | 638 | 7.16% | 2.00 | 0.02% |

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9-1-1 CALL VOLUME MOLOKAI PSAP – AUGUST 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 |
| AUG | 717 | 58 | 8.09% | 550 | 76.71% | 28.18% | 71.82% | 6 | 0.84% | 0 | 0.00% | 5 | 0.70% | 0 | 0.00% | 98 | 13.67% | 0 | 0.00% |

CALL VOLUME MOLOKAI PSAP NOTES:

911 Calls with “no value” for August 2025 = 5 (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 | 601 | 86 | 14.31% | 415 | 69.05% | 42.65% | 57.35% | 11 | 1.83% | 0 | 0.00% | 5 | 0.83% | 0 | 0.00% | 84 | 13.98% | 0 | 0.00% |
| JUNE | 509 | 80 | 15.72% | 368 | 72.30% | 36.14% | 63.86% | 4 | 0.79% | 0 | 0.00% | 5 | 0.98% | 0 | 0.00% | 52 | 10.22% | 0 | 0.00% |
| JULY | 601 | 74 | 12.31% | 434 | 72.21% | 31.80% | 68.20% | 10 | 1.66% | 0 | 0.00% | 5 | 0.83% | 0 | 0.00% | 78 | 12.98% | 0 | 0.00% |
| AUG | 717 | 58 | 8.09% | 550 | 76.71% | 28.18% | 71.82% | 6 | 0.84% | 0 | 0.00% | 5 | 0.70% | 0 | 0.00% | 98 | 13.67% | 0 | 0.00% |
| SEPT | | | | | | | | | | | | | | | | | | | |
| OCT | | | | | | | | | | | | | | | | | | | |
| NOV | | | | | | | | | | | | | | | | | | | |
| DEC | | | | | | | | | | | | | | | | | | | |
| YTD | 4,838 | 724 | | 3,251 | | | | 80 | | 0 | | | | 0 | | 732 | | 0 | |
| MON AVG | 605 | 91 | 15.55% | 406 | 66.88% | 33.81% | 66.19% | 10.00 | 1.65% | 0 | 0.00% | | | 0 | 0.00% | 91.5 | 14.93% | 0 | 0.00% |

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9-1-1 CALL VOLUME (COMBINED MAUI & MOLOKAI PSAPS) – AUGUST 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 |
| AUG | 10,232 | 470 | 4.59% | 8,422 | 82.31% | 14.34% | 85.66% | 361 | 3.53% | 131 | 1.28% | 77 | 0.75% | 0 | 0.00% | 769 | 7.52% | 2 | 0.02% |

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 | 9,146 | 568 | 6.21% | 7,467 | 81.64% | 18.68% | 81.32% | 321 | 3.51% | 0 | 0.00% | 96 | 1.05% | 0 | 0.00% | 694 | 7.59% | 0 | 0.00% |
| JUNE | 8,677 | 517 | 5.96% | 7,127 | 82.14% | 16.78% | 83.22% | 307 | 3.54% | 3 | 0.03% | 69 | 0.80% | 0 | 0.00% | 653 | 7.53% | 1 | 0.01% |
| JULY | 10,447 | 559 | 5.35% | 8,572 | 82.05% | 13.89% | 86.11% | 441 | 4.22% | 62 | 0.59% | 100 | 0.96% | 0 | 0.00% | 712 | 6.82% | 1 | 0.01% |
| AUG | 10,232 | 470 | 4.59% | 8,422 | 82.31% | 14.34% | 85.66% | 361 | 3.53% | 131 | 1.28% | 77 | 0.75% | 0 | 0.00% | 769 | 7.52% | 2 | 0.02% |
| SEPT | | | | | | | | | | | | | | | | | | | |
| OCT | | | | | | | | | | | | | | | | | | | |
| NOV | | | | | | | | | | | | | | | | | | | |
| DEC | | | | | | | | | | | | | | | | | | | |
| YTD | 76,250 | 4,803 | | 61,658 | | | | 3,275 | | 201 | | 462 | | 0 | | 5,835 | | 16 | |
| MON AVG | 9,531 | 600 | 6.33% | 7,707 | 80.87% | 17.65% | 82.35% | 409 | 4.26% | 25 | 0.24% | 92 | 0.97% | 0.00 | 0.00% | 729 | 7.67% | 2 | 0.02% |

*Calls with No ALI for August 2025 = 1.28% - 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:

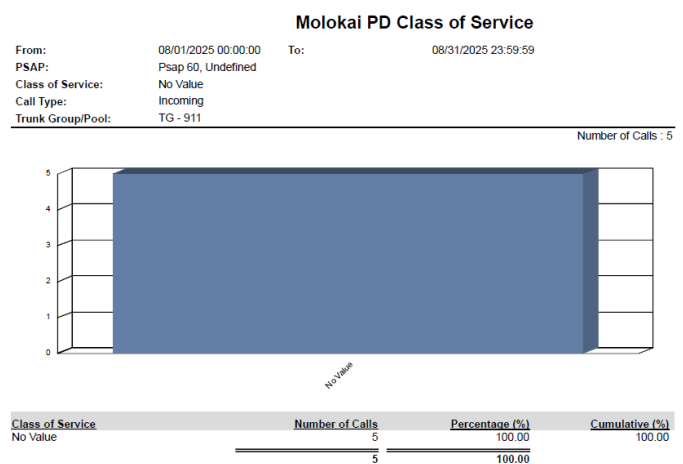
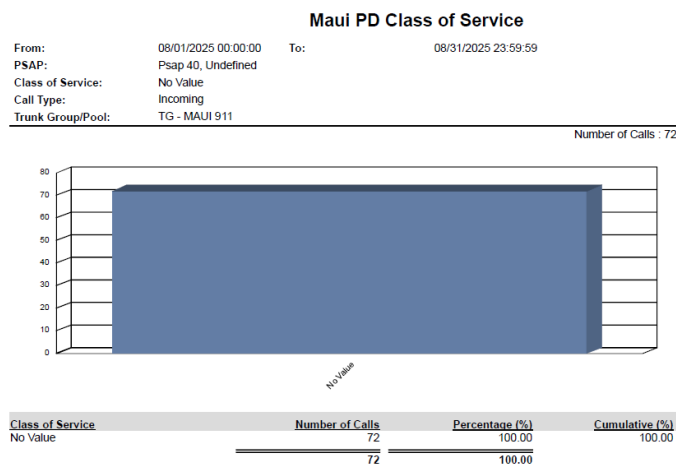
For PSAPs that have MIS_Power911_5.x data:

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 72 “No Value” calls in August and the Molokai Police Department received 5 “No Value Calls. The total is 75 “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 – AUGUST 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 | 44 | 2 |
| June | 54 | 3 |
| July | 33 | 13 |
| August | 45 | 4 |
| September | | |
| October | | |
| November | | |
| December | | |
| YTD | 311 | 27 |
| Monthly Avg. | 39 | 3 |

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 – AUGUST 2025

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

NOTES:

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

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2. MSAG (MASTER STREET ADDRESS GUIDE)

MSAG TRANSACTIONS CURRENT MONTH/YEAR – AUGUST 2025

| MAUI COUNTY | 9-1-1 TRANSACTIONS | | | | | | | | |
|----------------|--------------------|---|----------|---------------|------------|---------------------------------|--------|---------|-----------------------------------|
| | Total | Dispatchable Location Transactions Submitted | MSAG | ALI Submitted | | Open ALI Discrepancy Records | | | Customer Addresses Affected |
| | | DL (A) | MSAG (B) | TN CR (C) | ALI DR (D) | TNCR | ALI DR | VoIP DR | |
| 2025 | | | | | | | | | |
| 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 | 71 | 70 | 1 | 0 | 0 | 709 | 0 | 0 | 0 |
| JUNE | 91 | 87 | 4 | 0 | 0 | 766 | 0 | 0 | 36 |
| JULY | 82 | 76 | 6 | 0 | 0 | 680 | 0 | 0 | 52 |
| AUGUST | 101 | 100 | 1 | 0 | 0 | 731 | 0 | 0 | 0 |
| SEPTEMBER | | | | | | | | | |
| OCTOBER | | | | | | | | | |
| NOVEMBER | | | | | | | | | |
| DECEMBER | | | | | | | | | |
| TOTAL YTD | 771 | 749 | 21 | 1 | 0 | 5,245 | 0 | 0 | 234 |
| AVG PER MONTH | 96 | 94 | 3 | 0 | 0 | 656 | 0 | 0 | 29 |
| | | | | | | | | | |
| | | | | | | | | | |

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.

Maui County E9-1-1 Status Report

August 1, 2025 - August 31, 2025

MSAG CURRENT MONTH NOTES:

A total of **101** MSAG transactions were processed in 9-1-1 Net during the current month. One (**1**) 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 inserting new MSAG records.

There were **no** customer ANI/ALI (telephone number/address) records updated as a direct result.

TELEPHONE RECORD (ALI) TRANSACTIONS CURRENT MONTH NOTES:

V2X submitted one hundred (**100**) TN CRs related to the Dispatchable Location Project during the current month.

OPEN TELEPHONE RECORD (ALI) DISCREPANCY STATUS:

- **There are currently 731 Open TN CR Transactions.**
- **Refer to chart in the next section “TNCR Current Status”**

731 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 August 31, 2025**
- **There are no open ALI DRs as of August 31, 2025**

Maui County E9-1-1 Status Report

August 1, 2025 - August 31, 2025

TNCR (TELEPHONE NUMBER CHANGE REQUEST) CURRENT STATUS – AUGUST 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 | 725 | 5 | 621 | 99 |
| MOLOKAI | 6 | 0 | 6 | 0 |
| TOTAL | 731 | 5 | 627 | 99 |

| 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. |

Maui County E9-1-1 Status Report

August 1, 2025 - August 31, 2025

DISPATCHABLE LOCATION – STATUS AS OF – AUGUST 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 100 Dispatchable Locations submitted in August 2025 and 41 was processed by Intrado. (see next pages)

| Dispatchable Location | | | |
|-----------------------|---|------------------------------------|-----------------------------|
| 2025 | Common Name Place MSAG Address | TNCR* Transactions Submitted | Transactions Processed** |
| Quarter 3 | | | |
| Quarter 2 Carryover | | 21,763 | 21,060 |
| August | Waikapu Business Park Assoc, 5 Mamane Pl, Waikapu | 1 | 0 |
| | Kula Glass Co, 289 Pakana St, Waikapu | 4 | 0 |
| | Bei Hawaii, 300 Pakana St, Waikapu | 5 | 0 |
| | Multi Bus, 362 Pakana St, Waikapu | 3 | 0 |
| | Clinical Labs of Hawaii, 80 Pakana St, Waikapu | 17 | 0 |
| | Rojac Trucking/Jes Corp, 255 E Waiko Rd, Waikapu | 8 | 3 |
| | Bei Hawaii, 275 E Waiko Rd, Waikapu | 8 | 0 |
| | MMK Maui, 2500 Honoapiilani Hwy, Waikapu | 54 | 38 |
| September | | | |
| | | | |
| | | | |
| Q3 | | 176 | 199 |
| Total | | 21,939 | 21,259 |

Maui County E9-1-1 Status Report

August 1, 2025 - August 31, 2025

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

Maui County E9-1-1 Status Report

August 1, 2025 - August 31, 2025

BANDWIDTH 9-1-1 VOIP DATABASE VERIFICATION PROJECT – AUGUST 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. |

Maui County E9-1-1 Status Report

August 1, 2025 - August 31, 2025

3. GEOGRAPHIC INFORMATION SYSTEM (GIS) – AUGUST 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 | 8/20/2025 To 8/31/2025 | Next Delivery 9/3/2025 |
| | | Added address for five (5) records in Lahaina |
| | | Added address for one (1) record in Kahului |
| | | Added location name for one (1) record in Kahului |
| | | Updated location name for two (2) records in Wailuku |
| | 8/6/2025 To 8/19/2025 | Delivered 8/20/2025 |
| | | Updated address for one (1) record in Kula |
| | | Spatially corrected one (1) record in Paia |
| | | Updated ESN for one (1) record in Lahaina |
| | | Added address for four (4) records in Kula |
| | | Added address for one (1) record in Kahului |
| | | Added address for two (2) records in Kaunakakai |
| | | Added location type for one (1) record in Lahaina |
| | | Added address for fifteen (15) records in Lahaina |
| | | Added address for one (1) record in Paia |
| | | Updated address for three (3) records in Lahaina |
| | | Spatially corrected one (1) record in Kula |
| | | Added address for three (3) records in Hana |
| | | Added address for one (1) record in Waiehu |
| | | Spatially corrected one (1) record in Hana |
| | | Spatially corrected four (4) records in Lahaina |
| | | Added address for one (1) record in Haliimaile |
| | | Added address for one (1) record in Wailuku |
| | | Spatially corrected one (1) record in Wailuku |

Maui County E9-1-1 Status Report

August 1, 2025 - August 31, 2025

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) | | |
| Airports | | |
| Bridges | | |
| Building Footprints | | |
| Bus Stops | | |
| Churches | | |
| Coastal Names | | |
| Coastline | | |
| Common Places | | |
| Correctional Facilities | | |
| Emergency Callboxes | | |
| Emergency Operation Centers | | |
| Emergency Shelters | | |
| ESZ/ESN | 8/20/2025 To 8/31/2025 | Next Delivery 9/3/2025 |
| | | Updated fire, medic fields for sixty-seven (67) records |
| Fire Beats | | |
| Fire Districts | | |
| Fire Response Areas | | |
| Fire Stations | | |
| Food & Beverage | | |
| Gas Stations | | |
| Gate Codes | | |
| Government Buildings | | |
| Harbors | | |
| Helipads | | |

Maui County E9-1-1 Status Report

August 1, 2025 - August 31, 2025

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) | | |
| 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 | | |
| Parks | | |
| Parks Polygon | | |
| Points of Interest | 8/20/2025 To 8/31/2025 | Next Delivery 9/3/2025 |
| | | Added street centerline for three (3) records in Kula |
| | | Added POI for three (3) records in Wailuku |
| | | Added POI for one (1) record in Kapalua |
| | | Added POI for one (1) record in Makawao |

Maui County E9-1-1 Status Report

August 1, 2025 - August 31, 2025

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) | | |
| Points of Interest | 8/20/2025 To 8/31/2025 | Added POI for one (1) record in Wailea |
| | | Updated POI name for one (1) record in Wailuku |
| | | Added POI for four (4) records in Kihei |
| | | Added POI for one (1) record in Kula |
| | | Added POI for one (1) record in Haiku |
| | | Added POI for one (1) record in Lahaina |
| | | Added POI for three (3) records in Kahului |
| | | Updated POI name for one (1) record in Kahului |
| | | Added POI for one (1) record in Waikapu |
| | | Updated POI name, address for one (1) record in Wailuku |
| | | Added street centerline for one (1) record in Lahaina |
| | | Added POI for two (2) records in Pukalani |
| | | Added POI for one (1) record in Kaanapali |
| | 8/6/2025 To 8/19/2025 | Delivered 8/20/2025 |
| | | Added subdivision for one (1) record in Haiku |
| Police Beats | | |
| Police Districts | | |
| Police Response Areas | | |
| Police Stations | | |
| Post Offices | | |
| Schools | | |
| Street Centerlines | | |
| | | |

Maui County E9-1-1 Status Report

August 1, 2025 - August 31, 2025

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) | | |
| Subdivisions | 8/20/2025 To 8/31/2025 | Next Delivery 9/3/2025 |
| | | Added subdivision for one (1) record in Kihei |
| | 8/6/2025 To 8/19/2025 | Delivered 8/20/2025 |
| | | Added subdivision for one (1) record in Haiku |
| Tow Jurisdictions | | |
| Tsunami Evacuation Zones | | |
| Tsunami Heights | | |
| Waste Water Plants | | |
| WSP Cell Sectors | 8/20/2025 To 8/31/2025 | Next Delivery 9/3/2025 |
| | | Added two hundred and seventy-six (276) sectors per Verizon Wireless CRS |
| | | Updated four hundred and twenty-eight (428) sectors per Verizon Wireless CRS |
| | 8/6/2025 To 8/19/2025 | Delivered 8/20/2025 |
| Added nine (9) sectors per AT&T 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.

Maui County E9-1-1 Status Report

August 1, 2025 - August 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 |
|-----------|---|
| 8/6/2025 | Delivered for Hexagon CAD and map: AddressPoints, WSP Sectors, WSP Towers |
| 8/6/2025 | Delivered for MapFlex: AddressPoints, WSP Sectors, WSP Towers |
| 8/20/2025 | Delivered for Hexagon CAD and map: AddressPoints, PointsOfInterest, Subdivisions, WSP Sectors, WSP Towers |
| 8/20/2025 | Delivered for MapFlex: AddressPoints, PointsOfInterest, Subdivisions, WSP Sectors, WSP Towers |
| 8/20/2025 | Delivered data update for testing automated data load into SCC. |
| 8/26/2025 | Delivered medic stations, police beats, ESZs, and common place alias table to Motorola for CAD testing. |

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.

Maui County E9-1-1 Status Report

August 1, 2025 - August 31, 2025

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. August 6th, 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, Subdivisions, and WSP Cell Towers.
 - c. RMS files
2. V2X delivered an updated Intergraph CAD map August 20th, 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 September 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.

Maui County E9-1-1 Status Report

August 1, 2025 - August 31, 2025

MAPFLEX/SCC SYSTEM

August 2025

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

Hawaii County – August 5, 2025, and August 19, 2025

Maui County – August 6, 2025, and August 20, 2025

Kauai County – August 7, 2025, and August 21, 2025

Honolulu – August 8, 2025, and August 22, 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.

Maui County E9-1-1 Status Report

August 1, 2025 - August 31, 2025

4. SERVICE REQUESTS TRANSACTIONS

OPEN SERVICE REQUESTS – MAUI COUNTY PSAPS - AUGUST 2025

| # | Date | Description | Category | Comments |
|---|------|-------------|----------|----------|
| | | | | |
| | | | | |

NOTE:

There are no (0) Open Service Request for the Maui County PSAPs for August 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 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 1 | 1 |
| June | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| July | 3 | 3 | 0 | 0 | 0 | 0 | 0 | 3 | 3 |
| August | 2 | 2 | 0 | 0 | 0 | 0 | 0 | 2 | 2 |
| September | | | | | | | | | |
| October | | | | | | | | | |
| November | | | | | | | | | |
| December | | | | | | | | | |
| TOTAL | 9 | 9 | 0 | 0 | 0 | 0 | 0 | 9 | 9 |
| <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. |

Maui County E9-1-1 Status Report

August 1, 2025 - August 31, 2025

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 – September 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