

Maui County E9-1-1 Status Report

October 1, 2025 – October 31, 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 – OCTOBER 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
OCT	8,376	364	4.35%	6,977	83.30%	13.76%	86.24%	291	3.47%	78	0.93%	110	1.31%	0	0.00%	555	6.63%	1	0.01%

“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 October 2025 = 110 (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	8,268	372	4.50%	6,830	82.61%	13.12%	86.88%	285	3.45%	74	0.90%	114	1.38%	0	0.00%	592	7.16%	1	0.01%
OCT	8,376	364	4.35%	6,977	83.30%	13.76%	86.24%	291	3.47%	78	0.93%	110	1.31%	0	0.00%	555	6.63%	1	0.01%
NOV																			
DEC																			
YTD	88,096	4,855		72,214				3,771		353				0		6,250		18	
MON AVG	8,810	486	5.51%	7,221	82.00%	16.10%	83.90%	377	4.24%	35	0.39%			0	0.00%	625	7.11%	1.80	0.02%

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9-1-1 CALL VOLUME MOLOKAI PSAP – OCTOBER 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
OCT	778	88	11.31%	414	53.21%	31.40%	68.60%	13	1.67%	114	14.65%	21	2.70%	0	0.00%	128	16.45%	0	0.00%

CALL VOLUME MOLOKAI PSAP NOTES:

911 Calls with “no value” for October 2025 = 21 (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	683	81	11.86%	445	65.15%	27.42%	72.58%	13	1.90%	32	4.69%	11	1.61%	0	0.00%	101	14.79%	0	0.00%
OCT	778	88	11.31%	414	53.21%	31.40%	68.60%	13	1.67%	114	14.65%	21	2.70%	0	0.00%	128	16.45%	0	0.00%
NOV																			
DEC																			
YTD	6,299	893		4,110				106		146				0		961		0	
MON AVG	630	89	14.76%	411	65.34%	32.93%	67.07%	10.60	1.68%	15	1.93%			0	0.00%	96.1	15.07%	0	0.00%

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9-1-1 CALL VOLUME (COMBINED MAUI & MOLOKAI PSAPS) – OCTOBER 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
OCT	9,154	452	4.94%	7,391	80.74%	14.75%	85.25%	304	3.32%	192	2.10%	131	1.43%	0	0.00%	683	7.46%	1	0.00%

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	8,951	453	5.06%	7,275	81.28%	13.99%	86.01%	298	3.33%	106	1.18%	125	1.40%	0	0.00%	693	7.74%	1	0.01%
OCT	9,154	452	4.94%	7,391	80.74%	14.75%	85.25%	304	3.32%	192	2.10%	131	1.43%	0	0.00%	683	7.46%	1	0.00%
NOV																			
DEC																			
YTD	94,355	5,708		76,324				3,877		499		718		0		7,211		18	
MON AVG	9,436	571	6.07%	7,632	80.90%	17.00%	83.00%	388	4.08%	50	0.52%	103	1.09%	0.00	0.00%	721	7.66%	2	0.02%

*Calls with No ALI for October 2025 = 2.10% - 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:

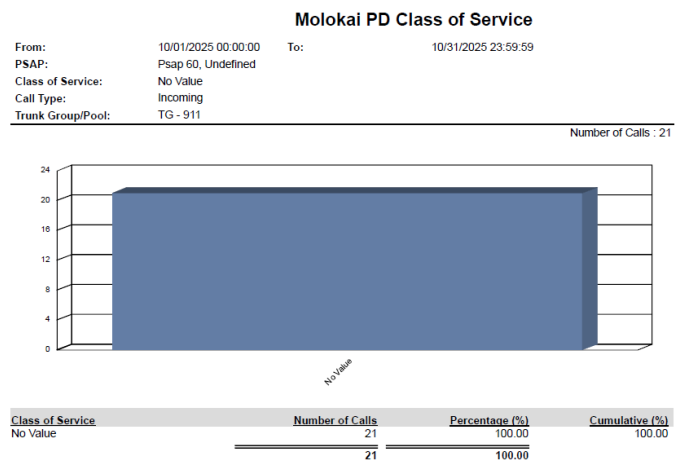
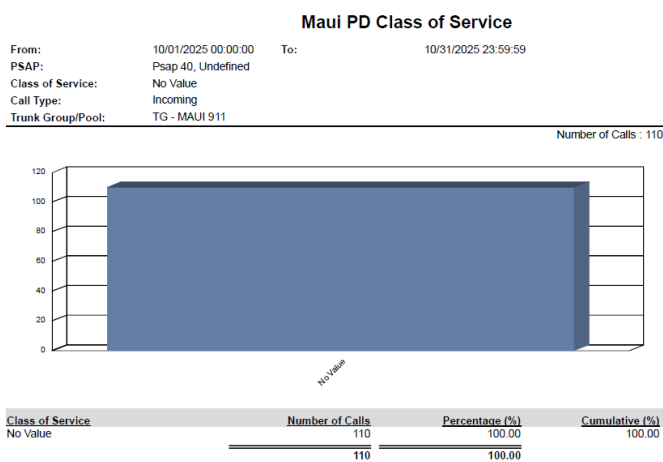
For PSAPs that have MIS_Power911_5.x data:

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 110 “No Value” calls in October and the Molokai Police Department received 21 “No Value” Calls. The total is 131 “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 – OCTOBER 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	35	1
October	59	2
November		
December		
YTD	405	30
Monthly Avg.	41	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 – OCTOBER 2025

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

NOTES:

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

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2. MSAG (MASTER STREET ADDRESS GUIDE)

MSAG TRANSACTIONS CURRENT MONTH/YEAR – OCTOBER 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	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	80	77	1	2	0	718	0	0	0
OCTOBER	129	129	0	0	0	716	0	0	0
NOVEMBER									
DECEMBER									
TOTAL YTD	980	955	22	3	0	6,679	0	0	234
AVG PER MONTH	98	96	2	0	0	668	0	0	23

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 **129** 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 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 and twenty-nine (**129**) TN CRs related to the Dispatchable Location Project during the current month.

OPEN TELEPHONE RECORD (ALI) DISCREPANCY STATUS:

- **There are currently 716 Open TN CR Transactions.**
- **Refer to chart in the next section “TNCR Current Status”**

716 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 October 31, 2025**
- **There are no open ALI DRs as of October 31, 2025**

Maui County E9-1-1 Status Report

October 1, 2025 - October 31, 2025

TNCR (TELEPHONE NUMBER CHANGE REQUEST) CURRENT STATUS – OCTOBER 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	710	5	630	75
MOLOKAI	6	0	6	0
TOTAL	716	5	636	75

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

October 1, 2025 - October 31, 2025

DISPATCHABLE LOCATION – STATUS AS OF – OCTOBER 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 129 Dispatchable Locations submitted in October 2025 and 118 was processed by Intrado.

Dispatchable Location			
2025	Common Name Place MSAG Address	TNCR* Transactions Submitted	Transactions Processed**
Quarter 4			
Quarter 3 Carryover		22,016	21,350
October	Kidney Foundation, 115 S Wakea Ave, Kahului	2	0
	A&E Laundry, 125 S Wakea Ave, Kahului	1	1
	Multi Bus, 135 S Wakea Ave, Kahului	17	7
	Multi Bus, 15 S Wakea Ave, Kahului	13	13
	Easter Seals Society, 155 S Wakea Ave, Kahului	3	0
	Imua Family Services, 161 S Wakea Ave, Kahului	6	0
	Johnson Brothers of Hawaii, 31 S Wakea Ave, Kahului	1	0
	Minit Stop, 85 S Wakea Ave, Kahului	2	2
	Mid Pac Petroleum, 9 S Wakea Ave, Kahului	1	0
	Lihikai School, 335 S Papa Ave, Kahului	8	0
	Harbor Lights Condos, 111 Kahului Beach Rd, Kahului	75	75
	MMK Maui, 2500 Honoapiilani Hwy, Waikapu	0	15
	Bei Hawaii, 300 Pakana St, Waikapu	0	5
November			
December			
Q4		129	118
Total		22,145	21,468

Maui County E9-1-1 Status Report

October 1, 2025 - October 31, 2025

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

October 1, 2025 - October 31, 2025

BANDWIDTH 9-1-1 VOIP DATABASE VERIFICATION PROJECT – OCTOBER 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

October 1, 2025 - October 31, 2025

3. GEOGRAPHIC INFORMATION SYSTEM (GIS) – OCTOBER 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	10/15/2025 To 10/28/2025	Delivered 10/29/2025
		Added address for one (1) record in Napili
		Added location name for one (1) record in Napili
		Spatially corrected eleven (11) records in Kaanapali
		Added address for one (1) record in Kula
		Added address for two (2) records in Haiku
		Removed location name for twenty-one (21) records in Lahaina
		Corrected routing, added neighborhood info for eleven (11) records in Kihei
		Added address for four (4) records in Kaanapali
		Added location name for one (1) record in Wailuku
		Added location name for one (1) record in Makawao
		Updated address for one (1) record in Hana
		Updated location name for two (2) records in Kahului
		Added address for sixteen (16) records in Kahului
		Added location type for nine (9) records in Lahaina
		Spatially corrected one (1) record in Kualapuu
		Added location name for one (1) record in Lanai
		Added address for three (3) records in Lahaina
		Added address for two (2) records in Kihei
		Updated location name for one (1) record in Kaanapali
		Added address for one (1) record in Kaanapali
		Added address for two (2) records in Hana
		Spatially corrected one (1) record in Kula
		Added address for one (1) record in Waiehu

Maui County E9-1-1 Status Report

October 1, 2025 - October 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)		
Address Points	10/15/2025 To 10/28/2025	Spatially corrected two (2) records in Lahaina
		Added location name for one (1) record in Kaanapali
		Updated location name for one (1) record in Kihei
		Spatially corrected one (1) record in Kahului
		Spatially corrected one (1) record in Kihei
		Added address for one (1) record in Kaanapali
		Added address for one (1) record in Wailuku
		Updated full address for eighteen (18) records in Makawao
		Updated location name for one (1) record in Makawao
		Spatially corrected one (1) record in Wailuku
	10/1/2025 To 10/14/2025	Delivered 10/15/2025
		Added address for one (1) record in Kula
		Updated full address for six (6) records in Wailuku
		Spatially corrected two (2) records in Wailuku
		Added address for one (1) record in Lanai
		Added address for one (1) record in Maalaea
		Added address for six (6) records in Kahului
		Added address for one (1) record in Kaunakakai
		Added location type for one (1) record in Kahului
		Added location type for one (1) record in Lahaina
		Added location type for one (1) record in Kaanapali
		Added location type for one (1) record in Hoolehua
		Added address for forty-eight (48) records in Lahaina
		Added address for one (1) record in Maunaloa
		Updated location name for one (1) record in Kihei

Maui County E9-1-1 Status Report

October 1, 2025 - October 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)		
Address Points	10/1/2025 To 10/14/2025	Spatially corrected two (2) records in Lahaina
		Added address for one (1) record in Kapalua
		Added location name for one (1) record in Kahului
		Corrected civic street for one (1) record in Wailuku
		Added address for two (2) records in Wailuku
		Updated location name for one (1) record in Wailuku
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		
Fire Stations		
Food & Beverage		

Maui County E9-1-1 Status Report

October 1, 2025 - October 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)		
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		
Parks		
Parks Polygon		

Maui County E9-1-1 Status Report

October 1, 2025 - October 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)		
Points of Interest	10/15/2025 To 10/28/2025	Delivered 10/29/2025
		Added POI for two (2) records in Wailuku
		Updated POI for one (1) record in Napili
		Spatially corrected one (1) record in Lahaina
		Updated name for one (1) record in Kualapuu
		Updated address for one (1) record in Kihei
		Spatially corrected one (1) record in Lanai
		Spatially corrected two (2) records in Pukalani
		Corrected civic street for one (1) record in Kihei
		Added neighborhood info for one (1) record in Wailuku
		Updated location name for one (1) record in Kihei
		Added POI for one (1) record in Haiku
		Updated POI name for one (1) record in Kahului
		Updated full address for twenty-two (22) records in Makawao
		Corrected civic street for four (4) records in Napili
		Added POI for one (1) record in Kaanapali
	10/1/2025 To 10/14/2025	Delivered 10/15/2025
		Updated address for three (3) records in Kahului
		Spatially corrected one (1) record in Kaanapali
		Added POI for two (2) records in Napili
		Corrected civic street for six (6) records in Napili
		Updated POI for one (1) record in Kahului
		Updated POI for one (1) record in Haiku
		Updated address for one (1) record in Kihei
		Added POI for one (1) record in Kahului

Maui County E9-1-1 Status Report

October 1, 2025 - October 31, 2025

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)		
Points of Interest	10/1/2025 To 10/14/2025	Updated POI name for one (1) record in Hana
		Added POI for two (2) records in Kaanapali
		Corrected full address for one (1) record in Kaanapali
		Added POI for two (2) records in Makawao
		Spatially corrected one (1) record in Hana
		Added neighborhood info for one (1) record in Lanai
		Updated full address for one (1) record in Kaanapali
		Corrected civic street, updated POI name for two (2) records in Wailuku
		Updated POI for one (1) record in Kahului
		Added POI for one (1) record in Wailea
		Updated POI for two (2) records in Makawao
		Corrected civic street for two (2) records in Kihei
		Corrected civic street for seventy-five (75) records in Wailuku
Police Beats		
Police Districts		
Police Response Areas		
Police Stations		
Post Offices		
Schools		
Street Centerlines		
Subdivisions	10/15/2025 To 10/28/2025	Delivered 10/29/2025
		Spatially corrected one (1) record in Kihei
Tow Jurisdictions		
Tsunami Evacuation Zones		

Maui County E9-1-1 Status Report

October 1, 2025 - October 31, 2025

MAPPING LAYERS UPDATED (PART VII)

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)		
Tsunami Heights		
Waste Water Plants		
WSP Cell Sectors	10/29/2025 To 10/31/2025	Next Delivery 11/12/2025
		Added three (3) sectors per AT&T CRS
	10/15/2025 To 10/28/2025	Delivered 10/29/2025
		Added four (4) sectors per Verizon Wireless CRS
	10/1/2025 To 10/14/2025	Added four (4) sectors per T-Mobile CRS
		Delivered 10/15/2025
	Added twenty-one (21) sectors per Verizon Wireless CRS	
	Updated forty-nine (49) 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.

Maui County E9-1-1 Status Report

October 1, 2025 - October 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
10/1/2025	Delivered for Hexagon CAD and map: Address Points, Points Of Interest, Street Centerlines, WSP Cell Sectors, WSP Cell Towers
10/1/2025	Delivered for MapFlex: Address Points, Points Of Interest, Street Centerlines, WSP Cell Sectors, WSP Cell Towers
10/15/2025	Delivered for Hexagon CAD and map: Address Points, Food & Beverage, Points Of Interest, Street Centerlines, Subdivisions, WSP Cell Sectors, WSP Cell Towers
10/15/2025	Delivered for MapFlex: Address Points, Food & Beverage, Points Of Interest, Street Centerlines, Subdivisions, WSP Cell Sectors, WSP Cell Towers
10/15/2025	Delivered a full data update to Motorola for CAD testing
10/28/2025	Delivered a full data update to Motorola for CAD testing
10/29/2025	Delivered for Hexagon CAD and map: Address Points, Points Of Interest, Street Centerlines, WSP Cell Sectors, WSP Cell Towers
10/29/2025	Delivered for MapFlex: Address Points, Points Of Interest, Street Centerlines, WSP Cell Sectors, WSP Cell Towers

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

October 1, 2025 - October 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. October 1st, 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 October 15th, 2025, which included:
 - a. .map, .ply, .rte, and .str
 - b. Address Points, Common Name Lookup Table, Food & Beverage, Points Of Interest, Street Centerlines, Subdivisions, and WSP Cell Towers.
 - c. RMS files
3. V2X delivered an updated Intergraph CAD map October 29th, 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 November 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

October 1, 2025 - October 31, 2025

MAPFLEX/SCC SYSTEM

October 2025

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

Hawaii County – October 14, 2025, and October 28, 2025

Maui County – October 1, 2025, October 15, 2025, and October 29, 2025

Kauai County – October 2, 2025, October 16, 2025, and October 30, 2025

Honolulu – October 3, 2025, October 17, 2024, and October 31, 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

October 1, 2025 - October 31, 2025

4. SERVICE REQUESTS TRANSACTIONS

OPEN SERVICE REQUESTS – MAUI COUNTY PSAPS - OCTOBER 2025

#	Date	Description	Category	Comments

NOTE:

There are no (0) Open Service Request for the Maui County PSAPs for October 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	0	0	0	0	0	0	0	0	0
October	0	0	0	0	0	0	0	0	0
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

October 1, 2025 - October 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 Database Synchronization Report – December 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