Hawaii County E9-1-1 Status Report

November 1, 2025 – November 30, 2025

GO TOWARDS TOMORROW go V2X

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1. PSAP OPERATIONS

9-1-1 CALL VOLUME HAWAII COUNTY PSAPS – NOVEMBER 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
NOV	12,176	773	6.35%	9,576	78.65%	16.56%	83.44%	481	3.95%	0	0.00%	463	3.80%	0	0.00%	883	7.25%	0	0.00%

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	12,640	912	7.22%	10,027	79.33%	10.44%	89.56%	510	4.03%	1	0.01%	402	3.18%	0	0.00%	787	6.23%	1	0.01%
SEPT	11,849	747	6.30%	9,159	77.30%	13.86%	86.14%	574	4.84%	145	1.22%	418	3.53%	0	0.00%	804	6.79%	2	0.02%
OCT	12,875	771	5.99%	9,941	77.21%	16.91%	83.09%	516	4.01%	209	1.62%	464	3.60%	0	0.00%	973	7.56%	1	0.01%
NOV	12,176	773	6.35%	9,576	78.65%	16.56%	83.44%	481	3.95%	0	0.00%	463	3.80%	0	0.00%	883	7.25%	0	0.00%
DEC																			
YTD	149,604	12,994		115,983				6,814		387		3561		0		9,850		15	
MON AVG	13,600	1,181	8.35%	10,544	77.69%	14.31%	85.69%	619	4.44%	35	0.28%		2.62%	0	0.00%	895	6.61%	1	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 November 2025 = 3.80% - Statewide average for 2024 = 0.42%**

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9-1-1 CALL VOLUME BY AGENCY – NOVEMBER 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
November	8,433	69.26%	0	867	0	2,397	19.69%	0	16	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	8,867	70.15%	0	763	1	2,583	20.44%	0	24	0
September	8,264	69.74%	0	769	2	2,361	19.93%	0	35	0
October	8,975	69.71%	0	951	1	2,462	19.12%	0	22	0
November	8,433	69.26%	0	867	0	2,397	19.69%	0	16	0
December										
YTD	108,132		0	9,444	13	29,403		0	406	2
MON AVG	9,830	71.68%	0	859	1	2,673	19.62%	0	37	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 % decrese 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 – NOVEMBER 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	55	2
September	48	4
October	62	4
November	66	3
December		
YTD	549	38
Monthly Avg.	49.91	3.45

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 – NOVEMBER 2025

HAWAII COUNTY - NOVEMBER 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 November 2025.

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2. MSAG (MASTER STREET ADDRESS GUIDE)

MSAG TRANSACTIONS CURRENT MONTH/YEAR – NOVEMBER 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	170	158	10	1	1	407	0	0	139
SEPTEMBER	104	90	11	3	0	317	0	0	0
OCTOBER	91	83	6	2	0	312	0	0	2
NOVEMBER	239	229	9	1	0	373	0	0	2
DECEMBER									
TOTAL YTD	1,907	1,819	76	11	1	4,314	0	0	373
AVG PER MONTH	173	165	7	1	0	392	0	0	34

*TNCR Note

Definitions

(A) **D**ispatchable **L**ocation - 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) **M**aster **S**treet **A**ddress **G**uide - Represents corrections made to street records including, street names, address ranges, MSAG Communities and ESNs.
(C) **T**elephone **N**umber **C**hange **R**equest - 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) **A**utomatic **L**ocation **I**nformation **D**iscrepancy **R**ecord - 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 **239** MSAG transactions were processed in 9-1-1 Net during the current month. Nine (**9**) 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 **2** customer ANI/ALI (telephone number/address) records updated as a direct result.

TELEPHONE RECORD (ALI) TRANSACTIONS CURRENT MONTH NOTES:

1 Telephone Number Change Request (TN CR) transaction was processed in 9-1-1 Net with valid MSAG address, as a result of the ESN 299 clean-up effort.
ESN 299 TN CRs must be validated against HT records and approved by the end user Hawaiian Telcom customer before updating the ALI record.

V2X submitted two hundred and twenty-nine (**229**) TN CRs related to the Dispatchable Location Project during the current month.

OPEN TELEPHONE RECORD (ALI) DISCREPANCY STATUS:

- **There are currently 373 Open TN CR Transactions.**
- **Refer to chart in the next section "TNCR Current Status"**

373 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 373 Referred records.

- **There are currently no Open ALI-DRs as of November 30, 2025**
- **There are currently no Open VoIP DRs as of November 30, 2025**

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TNCR (TELEPHONE NUMBER CHANGE REQUEST) CURRENT STATUS – NOVEMBER 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	373	0	251	122

STATUS
TOTAL TNCRs SUBMITTED - The total number of TNCR requests for modification that have been submitted in 9-1-1 NET.
PENDING STATUS - TNCRs assigned this status are requests which have been reviewed by the 9-1-1 Database Service Provider Data Analyst, and are pending investigation whether the request is valid or invalid, and/or whether the request requires additional information to validate.
REFERRED STATUS - TNCRs assigned this status are requests which have been reviewed by the 9-1-1 Database Service Provider Data Analyst, and the request requires additional information to validate. The Intrado Data Analysts assigns this status to a TNCR and the request is referred to the telephone service providers for further research.
TOTAL UNOPENED TNCR RECORDS STATUS - The request is submitted by V2X on behalf the PSAP; however, processing by the 9-1-1 Database Service Provider Data Analyst has not begun.

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DISPATCHABLE LOCATION – STATUS AS OF – NOVEMBER 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 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 20,069 Dispatchable Locations processed to date. There were 229 Dispatchable locations submitted and 186 were processed in November 2025.

Dispatchable Location			
2025 Quarter 4	**Common Name Place MSAG Address**	**TNCR* Transactions Submitted**	**Transactions Processed****
Quarter 3 Carryover		**20,004**	**19,755**
November	Multi Bus, 101 Aupuni St, Hilo	188	70
	Multi Bus, 620100 Kaunaoa Dr, Kamuela	21	20
	Multi Bus, 620100 Mauna Kea Beach Dr, Kamuela	20	20
	The Arc of Hilo/HSG State Lab, 1099 Waianuenue, Hilo	0	1
	HSG/National Astronomical, 640 N Aohoku Pl, Hilo	0	14
	Smithsonian Observatory, 645 N Aohoku Pl, Hilo	0	11
	National Astronomical, 650 N Aohoku Pl, Hilo	0	12
	East Asian Observatory, 660 N Aohoku Pl, Hilo	0	4
	Gemini 8M Telescope, 670 N Aohoku Pl, Hilo	0	10
	HSG/University of Hilo, 722 S Aohoku Pl, Hilo	0	6
December			
Q4 Total		**312**	**314**
Total		**20,316**	**20,069**

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SPECTRUM (CHARTER) 9-1-1 VOIP DATABASE VERIFICATION PROJECT - NOVEMBER 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 Cilivian	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)	Verifcation Process Completed.

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BANDWIDTH 9-1-1 VOIP DATABASE VERIFICATION PROJECT – NOVEMBER 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 Cilivian	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)	Verifcation Process Completed.

3. GEOGRAPHIC INFORMATION SYSTEM (GIS) – NOVEMBER 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** **Date Created/ Edits Performed**	**Other/Remarks**
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)		
Address Points	**11/25/2025 To 11/30/2025**	**Next Delivery 12/9/2025**
		Added address for two (2) records in Naalehu
		Added address for three (3) records in Pahoa
		Edited spatial for one (1) record in Pahoa
		Corrected spatial for one (1) record in Pahoa
		Added address for eight (8) records in Mountain View
		Added address for two (2) records in Captain Cook
		Added address for five (5) records in Volcano
		Edited spatial for one (1) record in Hilo
		Corrected spatial for four (4) records in Kailua Kona
		Corrected TMK and corrected spatial for one (1) record in Kurtistown
		Added address for one (1) record in Pahala
		Added address for seven (7) records in Ocean View
		Added address for nine (9) records in Hilo
		Updated streetname, updated housenumber, and updated Alias for one (1) record in Captain Cook
		Added address for three (3) records in Kailua Kona
		Edited spatial for one (1) record in Volcano
		Edited spatial for one (1) record in Honokaa
		Added address for one (1) record in Laupahoehoe
		Corrected spatial for ten (10) records in Keaau
		Added address for sixteen (16) records in Keaau
		Corrected spatial for one (1) record in Naalehu
		Added address for one (1) record in Waikoloa

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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 Date Created/ Edits Performed**	**Other/Remarks**
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)		
Address Points	11/25/2025 To 11/30/2025	Added address for one (1) record in Kamuela
		Edited spatial for one (1) record in Keaau
		Added address for nineteen (19) records in Kurtistown
	11/11/2025 To 11/24/2025	**Delivered 11/25/2025**
		Corrected spatial for nineteen (19) records in Kamuela
		Corrected spatial for one (1) record in Kailua Kona
		Corrected spatial for one (1) record in Naalehu
		Updated routingID for six (6) records in Naalehu
		Updated routingID, updated housenumber, updated Alias, and updated streetname for one (1) record in Kurtistown
	11/1/2025 To 11/10/2025	**Delivered 11/11/2025**
		Edited spatial for three (3) records in Ocean View
		Corrected spatial for two (2) records in Kealakekua
		Corrected spatial for two (2) records in Volcano
		Edited spatial for one (1) record in Naalehu
		Corrected spatial for twelve (12) records in Kailua Kona
		Corrected spatial for two (2) records in Paauilo
		Corrected spatial for two (2) records in Mountain View
		Corrected spatial for one (1) record in Pahoa
		Corrected spatial for five (5) records in Keaau
Airports		
Bridges		
Building Footprints		
Bus Stops		
Churches		

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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** **Date Created/ Edits Performed**	**Other/Remarks**
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)		
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		
Gas Stations		
Gate Codes		
Government Buildings		
Harbors		
Helipads		
Hiking Trails		
Hospitals		
Hydrants		
Hyrdology Layers		
Incident Response Areas		
Lodging		

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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** **Date Created/ Edits Performed**	**Other/Remarks**
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)		
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		
Police Beats		
Police Districts		
Police Response Areas		
Police Stations		
Post Offices		
Schools		
Street Centerlines		
Subdivisions		

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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** **Date Created/ Edits Performed**	**Other/Remarks**
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)		
Tow Jurisdictions		
Tsunami Evacuation Zones		
Tsunami Heights		
Volcanic Activity		
Waste Water Plants		
WSP Cell Sectors	11/11/2025 To 11/24/2025	**Delivered 11/25/2025**
		Added twelve (12) sectors per Verizon Wireless CRS
		Added six (6) sectors per T-Mobile CRS
	11/1/2025 To 11/10/2025	**Delivered 11/11/2025**
		Updated three (3) sectors per AT&T CRS
WSP Cell Towers		

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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
11/11/2025	Delivered Address Points, Cell Sectors, Cell Towers, Points of Interest, Street Centerlines, ESN, MSAG Communities, MedicResponseAreas, and FireResponseAreas for Hawaii County Mapflex
11/11/2025	Delivered Address Points, City, Common Names Alt Table, Display Streets, Fire EMS Zone, First In, Points of Interest, POI Alt Names, Police Zones, Street Centerlines, Street Alt Names, and Street Routes for Hawaii County Spillman
11/25/2025	Delivered Address Points, Cell Sectors, Cell Towers, Points of Interest, Street Centerlines, ESN, MSAG Communities, MedicResponseAreas, and FireResponseAreas for Hawaii County Mapflex
11/25/2025	Delivered Address Points, City, Common Names Alt Table, Display Streets, Fire EMS Zone, First In, Points of Interest, POI Alt Names, Police Zones, Street Centerlines, Street Alt Names, and Street Routes for Hawaii County Spillman

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.

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.

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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 **November 28, 2025**. A new compare process was developed by V2X to perform this analysis.

HAWAII COUNTY	Address Points Layer	Street Centerlines Layer
New Addresses Added	80	
Addresses Removed	0	
Address Street Name Changes	2	
Address Street Number Changes	0	
New Street Segments Added		4
Street Segments Removed		0
Street Segment Range Changes		8
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.

MAPFLEX/SCC SYSTEM

November 2025

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

Hawaii County – November 11, 2025, and November 25, 2025
Maui County – November 12, 2025, and November 26, 2025
Kauai County – November 13, 2025, and November 26, 2025
Honolulu – November 14, 2025, and November 25, 2025

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November 1, 2025 – November 30, 2025

4. SERVICE REQUESTS TRANSACTIONS

OPEN SERVICE REQUESTS – NOVEMBER 2025

#	Date	Description	Category	Comments

NOTE* THERE ARE NO (0) OPENED SERVICE REQUEST PENDING FOR NOVEMBER 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	2	2	0	0	0	0	0	2	2
September	4	4	0	0	0	0	0	4	4
October	2	2	0	0	0	0	0	2	2
November	2	2	0	0	0	0	0	2	2
December									
TOTAL	**16**	**16**	**0**	**0**	**0**	**0**	**0**	**16**	**16**

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.

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)

The database synchronization process is an essential ongoing and continuous process to ensure the E9-1-1 databases used in the Selective Router (SR), and the Hawaii Police Department (HPD) 9-1-1 GIS layers used for location determination are exactly matched. This process ensures that the 9-1-1 databases and the GIS data remain current, exactly matched, and are synchronized and useful for 9-1-1 purposes. This process also prepares the GIS data for use in Next Generation 9-1-1 (NG911) systems, operations, and applications.

In 9-1-1, Public Safety Agencies (PSAs) are allocated and assigned Emergency Service Zones (ESZs) identified by their respective Emergency Service Numbers. These ESZs and ESNs are maintained by the Primary PSAP for Selective Router (SR) programming use. The entire County Jurisdiction Zones is referred to as an Administrative ESZ. Each PSA is required by Tariff to assign their Response Areas (RAs) based on their operational requirements and assignments within the ESZ. Smaller and more accurate ESZs are created for the geographic areas that have the same PSAs and assigned an Emergency Service Number (ESZs) which are known as a Routing ESNs, or ESNs.

The street names and associated addresses within the ESNs must be translated into a data format that is useful to the Selective Router (SR), the public safety agencies, and their 9-1-1 systems. Translated addresses for 9-1-1 must include the house numbers, street names, street name suffixes, MSAG Communities and are assigned to each of the PSA response areas. These translated addresses are referred to as "valid MSAG addresses" and are applied to both the MSAG and GIS databases. The data must be formatted to traverse throughout 9-1-1 networks & systems. This must also be done for the Public Safety Agencies to ensure there is no loss of data characters or data truncation for their internal and external 9-1-1 systems.

These MSAG street names and MSAG Communities might not be recognized in the County's authoritative addressing Agency and are intended for Public Safety Agency use only. Since neither database is static in nature, the synchronization process will never remain at a 100 percent match rate. It can be expected that the match rate percentage will fluctuate by a small degree each month. As such, NENA's recommended match rate between these critical databases is minimum 98%.

As part of V2X Corporation's (V2X value added services), V2X conducts four quarterly, in-depth 9-1-1 Database Synchronization audits per year for the Hawaii County Police Department. They are conducted in February, May, August, and November of each Calendar Year (CY) while under contract with V2X.

The results of November 01, 2025, database synchronization audits are presented below.

TWO-WAY (2-WAY) COMPARISION

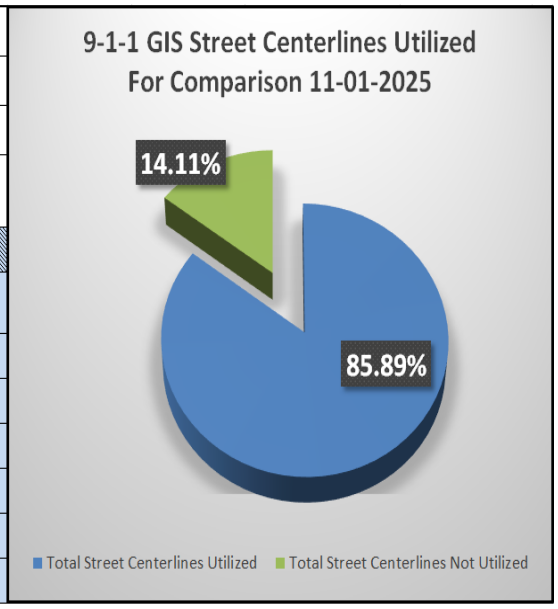
V2X's two-way database comparison service provides for comparing the Local Exchange Carriers (LECs) MSAG Database to the Hawaii Police Department's 9-1-1 GIS Street Centerline layer. This ensures the Telephone or VoIP Telephone Company device information is accurate and correct. This information is utilized to route the 9-1-1 call to the PSAP, and the associated location information delivered ALI Datastream is used to dispatch appropriate emergency responders. This also ensures the necessary data elements for 9-1-1 caller location based on street name, MSAG Community, and Emergency Service Numbers (ESNs) are delivered to the PSAP, in the exact format that matches the HPD 9-1-1 GIS layers.

9-1-1 GIS Street Centerlines Utilized For Comparison

A total of **5,746 9-1-1 GIS Records** are maintained for the Hawaii Police Department's 9-1-1 GIS database by V2X. For this comparison, **811** GIS street records were excluded. V2X excludes GIS Street Centerlines records from the comparison that do not have the possibility of generating a telephone company 9-1-1 wireline call. Those would include roadways that do not have an MSAG address such as, Freeways, Ramps, and alleys. The remaining **4,935 9-1-1 GIS Records** called "Valid 9-1-1 GIS Street Centerline records" and are compared against the Valid MSAG Records. The total Exact Match between 9-1-1 GIS Records and 9-1-1 MSAG Street Records was **4,924 9-1-1 GIS Records**. The results of the 9-1-1 GIS Street Centerline Records comparison analysis are provided below:

9-1-1 GIS STREET CENTERLINE Records AUDIT COMPARISON RESULTS	As of November 01, 2025 GIS Update 10-28-2025 9-1-1 MSAG Dated 11-01-25	
	# of Records	Exact Match Rate %
Total 9-1-1 GIS Records Reviewed	5,746	
9-1-1 GIS Records Exempt for Comparison (Subtract 9-1-1 MSAG Exempt and GIS number 1 Exempt)	811	14.11%
Subtotal 9-1-1 GIS Records Eligible for Comparison	4,935	85.89%
Subtotal 9-1-1 GIS Records Utilized for Comparison	4,935	100%
Total 9-1-1 GIS Records That Do Not Match MSAG Records	11	0.24%
9-1-1 GIS Records with No Matching MSAG Record	1	0%
Total 9-1-1 GIS Records Requiring Minor Correction	10	0.24%
Total 9-1-1 GIS Street Centerline Match Rate Percentage	4,924	99.76%

NENA Recommended Match Rate = 98%



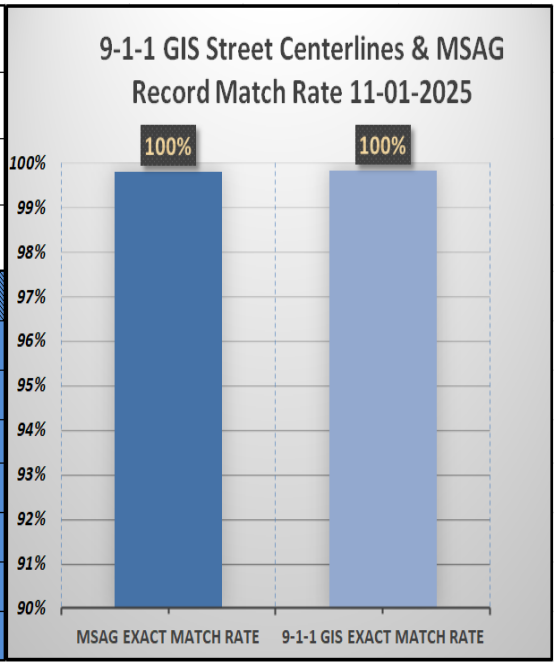
9-1-1 GIS Street Centerline to MSAG Record Comparison

A total of **4,922 9-1-1 MSAG Records** are maintained for the Hawaii Police Department's 9-1-1 GIS database by V2X. V2X has removed **7, 9-1-1 MSAG records** from the comparison as exemptions. These exemptions are the MSAG Records utilized for wireless 9-1-1 Call routing, 9-1-1 VoIP Call Routing, and 9-1-1 GIS Street Centerline record that are known and approved exemptions such as Freeways or Roadways with no chance of generating a 9-1-1 call. These remaining MSAG Records are known as "Valid MSAG records". The remaining valid MSAG Records are Street Names that have undergone a 9-1-1 Street translation process to ensure they can be utilized in the 9-1-1 system. These translated street names, MSAG Communities, and their assigned Emergency Service Numbers (ESNs) are provided to the telephone company and other 9-1-1 Service Provider for Public Safety Agencies 9-1-1 addressing use. The total number of MSAG matched records for this comparison audit was **4,915 MSAG records**.

The street name and MSAG Community translation process ensures that the full data characters within the delivered ALI datastream can transverse between the different systems in the 9-1-1 network without loss of data characters. The results of the MSAG comparison analysis are provided below:

9-1-1 MSAG TO GIS STREET CENTERLINE AUDIT COMPARISON RESULTS	As of November 01, 2025 GIS Update 10-28-2025 9-1-1 MSAG Dated 11-01-25	
	# of Records	Exact Match Rate %
Total 9-1-1 MSAG Records Reviewed	4,922	
Less: 9-1-1 MSAG Exemption Records	7	0.14%
Net 9-1-1 MSAG Records Eligible for Comparison	4,915	99.86%
Net 9-1-1 MSAG Records Utilized for Comparison	4,915	100%
Total 9-1-1 MSAG Records That Have Descrepancies	1	0%
Total 9-1-1 MSAG Records with No Matching GIS Record	0	0%
Total 9-1-1 MSAG Records Requiring Minor Correction	1	0%
Total 9-1-1 MSAG Records Match Rate Percentage	4,914	100%

NENA Recommended Match Rate = 98%



THREE-WAY (3-WAY) COMPARISION

(Reference: NENA 71-501, Version 1.1 – NENA Information Document for Synchronizing Geographic Information System databases with MSAG & ALI)

The three-way database comparison services compare the Local Exchange Carriers (LECs) Automatic Location Identification (ALI) Database to the HPD's 9-1-1 GIS Site Structure Points layer and the 9-1-1 Road Network (or 9-1-1 Street Centerline) layers.

This process ensures PSAP's internal 9-1-1 equipment (i.e... the Computer Aided Dispatch systems (CADs), Records Management Systems (RMS), Automatic Vehicle Location (AVL) systems, and the Voice Recording Systems) will be able to display an accurate location on their GIS-enabled systems. The internal PSAP 9-1-1 equipment will also log-in the delivered location data information as either a civic address or in a Geodetic (Lat/Long) format for 9-1-1 Dispatch and Response. It can be expected that the match rate percentage will fluctuate by a small degree. As such, NENA's recommended minimum exact match rate is 98%.

9-1-1 GIS Street Centerline To ALI Record Attribute Match Rate

The 9-1-1 GIS Street Centerline to ALI records attribute comparison is used to identify the "course location", or main MSAG valid address that will geocode to the street centerline data. Geocoding is the process of assigning a geographic coordinate for a location and converting it to a valid address utilizing the tabular address information to geographic reference information. This is a proactive way to identify any inconsistencies and enhance the accuracy of all associated 9-1-1 databases, and to ensure the proper operation of the PSAP 9-1-1 systems such as Automatic Vehicle Location (AVL). There are seven (7) GIS and ALI Record attributes that are compared for an exact match.

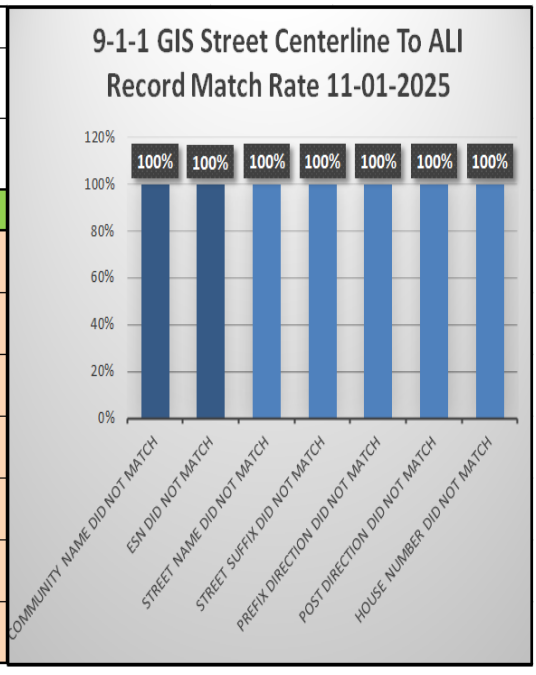
Items from the Databases that will be compared and audited will include these attributes:

- MSAG Community Name
- ESNs
- Street Names
- Street Name Suffix
- Prefix Direction
- Post Direction
- House Number

See chart below:

9-1-1 Street Centerline to ALI Records AUDIT COMPARISON RESULTS	As of November 01, 2025 9-1-1 ALI Records pulled Dated 11-01-2025	
	# of Records Decrepancies	GIS to ALI Exact Match Rate %
GIS Street Centerlines to ALI Records Comparison		
Community Name Did Not Match	0	100%
ESN Did Not Match	0	100%
Street Name Did Not Match	0	100%
Street Suffix Did Not Match	0	100%
Prefix Direction Did Not Match	0	100%
Post Direction Did Not Match	0	100%
House Number Did Not Match	0	100%

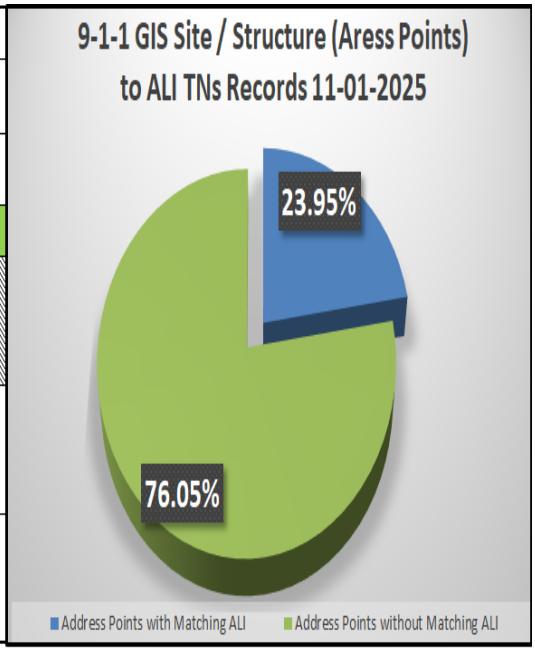
NENA Recommended Match Rate = 98%



Total GIS Site/Structure (Address) Points and those with Matching ALI Records

The **9-1-1 Site/Structure Points (Address Points) GIS records with Matching ALI Records** comparison identifies the total number of Site/Structure Points (Address Points) that reside within the jurisdiction against the Wireline or VoIP Telephone Company's ALI records. The Hawaii County Jurisdiction has approximately **98,914** total **Site Structure Points** with approximately **23,689 Site Structure Points** that have exact matching ALI telephone records. See chart below:

9-1-1 ALI RECORDS TO GIS RECORDS AUDIT COMPARISON RESULTS	As of November 01, 2025	
	9-1-1 GIS Records pulled Dated 10-28-2025	
	# of Records	Exact Match Rate %
GIS Address Points to ALI Records Comparison		
9-1-1 GIS Structure Points Reviewed	98,914	
9-1-1 GIS Structure Points With Matching ALI Record	23,689	23.95%
9-1-1 GIS Structure Points Without Matching ALI Record	75,225	76.05%



9-1-1 Site/Structure (Address) Points with Exact Matching ALI Records

The **9-1-1 Site/Structure (Address Points) GIS records with ALI Records** comparison represents the total number of Site/Structure (Address Points) GIS records that have exact matching ALI records at that location. The matching 9-1-1 GIS Site Structure (Address) Points with Exact Matching ALI Database comparison is used to identify the "dispatchable Location" that can be utilized to send 9-1-1 responders to locate a 9-1-1 caller's exact location, or at least to the front of the property until a Dispatchable Location can be determined. The objective is to ensure that attributes between the ALI Records and the 9-1-1 Site /Structure Points ae exactly matched and accurate.

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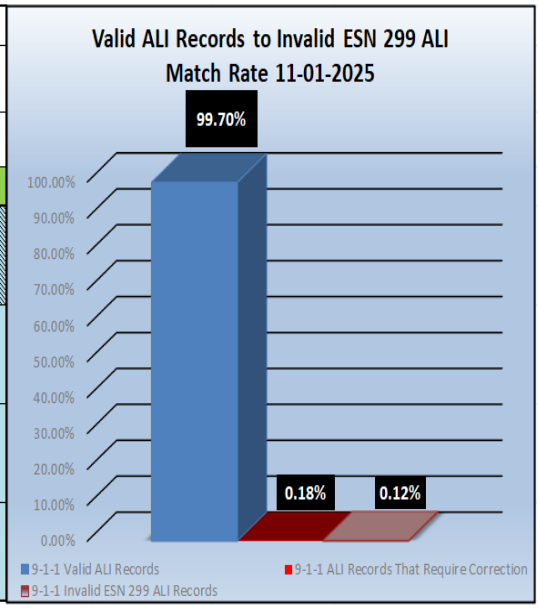
There are **63,774 total Valid Automatic Location Identification (ALI) Records** with the Wireline Provider. There are **63,650 Valid ALI records** that have an exact match with a GIS Site Structure Point. There are a total of **116 Valid ALI Records** that require reviewed and/or correction to achieve an exact match. This does not mean the Valid ALI Records and Site Structure Point do not possess sufficient information that will impact a 9-1-1 call. It indicates that these records require additional research and update to exactly match the two different database records. The are **78 ESN 299 Invalid ALI Records** remaining that are in the process of determining a verified valid address. ESN 299 ALI records are records that the 9-1-1 Database Maintenance Service Provider (DBMSP) could not determine an actual address for the Telephone Company.

Attributes from the two Databases that were compared during this audit include these attributes:

- House Number
- House Number Suffix
- Prefix Direction
- Street Name
- Street Name Suffix
- Post Direction
- MSAG Community Name
- Postal Community Name
- ESNs
- Zip Codes

See chart below:

9-1-1 ALI RECORDS TO GIS RECORDS AUDIT COMPARISON RESULTS	As of November 01, 2025	
	9-1-1 ALI Records pulled Dated 11-01-2025	
	# of Records	Exact Match Rate %
ALI Records Comparison		
9-1-1 Total ALI Records Reviewed	63,774	
9-1-1 Valid ALI Records	63,580	99.70%
9-1-1 ALI Records That Require Correction	116	0.18%
9-1-1 Invalid ESN 299 ALI Records	78	0.12%



NENA Recommended Match Rate = 98%

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

In 2016, at the request of the Hawaii Police Department Chief of Police, Hawaiian Telcom, Inc. (HTI) provided V2X, with access to the Hawaii County ESN 299 MSAG and ALI records. The ESN 299 MSAG Street Records represent and identify all "known" invalid streets in the MSAG Database on file with Hawaiian TelCom.

The ESN 299 MSAG Street Centerline Records and the ESN 299 ALI Records represent all "known" invalid telephone device/home or office addresses in the ALI Database that are associated and subordinate to the invalid MSAG Street Records. These ALI records are required to be corrected to avoid dispatching 9-1-1 resources to erroneous addresses/locations.

V2X has completed the necessary initial investigation of the **2,089** MSAG Street Records identified at the start of the project. This service was provided without interruption of 9-1-1 service to the owners of the telephone devices while simultaneously producing temporary locations until the records were investigated and corrected accurately.

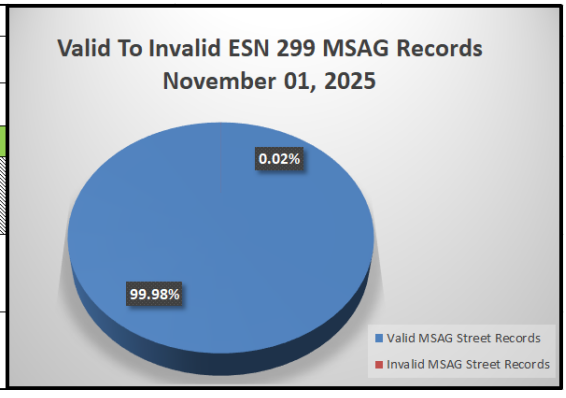
Valid MSAG Records to Invalid ESN 299 MSAG Records

V2X Corporation has performed the NENA MSAG/GIS process for Street Name validation and address verification for Hawaii County. This process is basically a Street Centerline & Road Network Analysis determination and verification in order to perform the MSAG Street Name MSAG translation. The Street Name and MSAG Community translation process in necessary to ensure there are no loss in data characters in the delivery of ALI Data information during live 9-1-1 calls.

There are currently **4,922 valid MSAG Street Centerline Records** in Hawaii County that are on file with Hawaiian Telcom and their Database Maintenance Service Provider. This number represents the total number of valid **MSAG Streets Records** that can be utilized during a 9-1-1 call. There are a total of **4,921 Valid MSAG Street Records,** which represents **99.98%** of the Valid MSAG records. There are a total of **1 invalid MSAG Street Records.** This represents **0.02%** of the total MSAG Street Records. These MSAG street records require additional research and ALI address corrections to certain TNs to make the MSAG Street Record corrections.

The ESN 299 MSAG Street Records represented the number of invalid MSAG Streets Records in Hawaii County that are on file that still have a valid telephone number that needs to be reassigned to a valid MSAG address and requires further research. Please see the chart below:

9-1-1 MSAG RECORDS TO GIS RECORDS AUDIT COMPARISON RESULTS	As of November 01, 2025	
	9-1-1 MSAG Records pulled Dated Nov 01, 2025	
	# of Records	Exact Match %
MSAG Street Records Comparison		
9-1-1 Total MSAG Street Records Reviewed	4,922	
9-1-1 Total Valid MSAG Street Records Reviewed	4,921	99.98%
9-1-1 Total Invalid MSAG Records (ESN 299) Reviewed	1	0.02%



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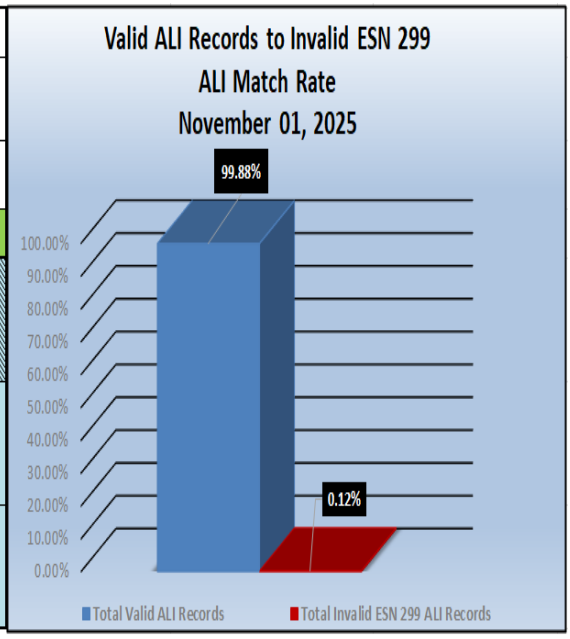
Valid ALI Records to Invalid ESN 299 ALI Records

There were **63,852** ALI Records that have undergone the process of address determination and verification. A total of **63,774** ALI Records, which represent **99.88%** of the total ALI records are MSAG address valid and will accurately display on the 9-1-1 system within the PSAP. There are **78** ESN 299 ALI Records which represent **0.12%** of the Total ALI records for Hawaii County that require further research and validation to ensure their accuracy.

ESN 299 ALI records are records that the 9-1-1 Database Maintenance Service Provider (DBMSP) could not determine an actual address for the Telephone Company. The ESN 299 Automatic Location Identification (ALI) Records represent the number of invalid TNs that must still go through the address determination and validation process. VSE Corporation is conducting the research and performing the investigation and corrections to these remaining ALI records to make them Valid records.

9-1-1 ALI RECORDS TO GIS RECORDS AUDIT COMPARISON RESULTS	As of November 01, 2025	
	9-1-1 ALI Records as of 11-01-2025	
	# of Records	Exact Match %
ALI Records Comparison		
9-1-1 Total ALI Records Reviewed	63,852	
9-1-1 Total Valid ALI Records	63,774	99.88%
9-1-1 Total Invalid ALI Records (ESN 299)	78	0.12%



NENA Recommended Match Rate = 98%