Oahu Civilian E9-1-1

Status Report

December 1, 2025 – December 31, 2025

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1. PSAP OPERATIONS

9-1-1 CALL VOLUME CIVILIAN PSAPS – DECEMBER 2025

Source: Intrado Viper system

9-1-1 Primary PSAP Call Volume

Honolulu City & County PSAPs		Wireline		Wireless				VOIP		Calls With No ALI		Admin Calls		Abandoned Calls		Other Calls		Calls With No Value	
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 Admin Calls	% of Total Calls	No. of 9-1-1 Abandoned	% of Total Calls	No. of Other Calls	% of Total Calls	No. of Calls with No Value	% of Calls with no value
December	84,620	6,803	8.04%	71,318	84.28%	10.01%	74.27%	3,402	4.02%	25	0.03%	1,620	1.91%	16,509	19.51%	955	1.13%	2,144	3.63%

9-1-1 CALL VOLUME CIVILIAN PSAPS – CALENDAR YEAR 2025

9-1-1 Primary PSAP Call Volume

Honolulu City & County PSAPs		Wireline		Wireless				VOIP Calls		Calls with No ALI		Admin Calls		Abandoned Calls		Other Calls		Calls with No Value	
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 Admin Calls	% of Total Calls	No. of 9-1-1 Abandoned	% of Total Calls	No. of Total Call Received	% of Total Calls	No. of Calls with No Value	% of Calls with no value
JAN	82,495	11,153	13.52%	68,009	82.44%	12.65%	69.79%	2,937	3.56%	396	0.48%	1,740	2.11%	12,515	15.17%	1,559	1.89%	0	0.00%
FEB	74,657	10,026	13.43%	61,622	82.54%	12.70%	69.84%	2,635	3.53%	373	0.50%	1,440	1.93%	10,765	14.42%	1,390	1.86%	0	0.00%
MAR	81,065	10,636	13.12%	66,919	82.55%	16.67%	65.88%	3,024	3.73%	486	0.60%	1,572	1.94%	12,909	15.92%	1,349	1.66%	0	0.00%
APR	77,401	9,489	12.26%	64,622	83.49%	18.25%	65.24%	2,825	3.65%	464	0.60%	1,426	1.84%	11,219	14.49%	1,516	1.96%	2,144	2.77%
MAY	79,609	9,991	12.55%	66,267	83.24%	16.30%	66.94%	3,073	3.86%	279	0.35%	1,625	2.04%	11,319	14.22%	1,285	1.61%	2,311	2.90%
JUNE	73,973	8,966	12.12%	61,745	83.47%	13.60%	69.87%	3,033	4.10%	229	0.31%	1,543	2.09%	10,589	14.31%	1,573	2.13%	2,112	2.86%
JULY	78,303	6,108	7.80%	66,237	84.59%	11.88%	72.71%	2,641	4.02%	273	0.42%	1,468	1.87%	11,546	14.75%	1,047	1.34%	2,081	3.17%
AUG	81,518	6,546	8.03%	69,429	85.17%	8.74%	76.43%	3,016	3.70%	41	0.05%	1,923	2.36%	11,128	13.65%	1,208	1.48%	3,761	3.05%
SEPT	73,188	6,206	8.48%	61,924	84.61%	8.57%	76.04%	2,854	3.90%	29	0.04%	1,449	1.98%	9,692	13.24%	1,007	1.38%	3,422	4.68%
OCT	74,932	6,212	8.29%	63,168	84.30%	10.73%	73.57%	3,102	4.14%	37	0.05%	1,525	2.04%	10,469	13.97%	1,129	1.51%	1,844	2.46%
NOV	76,064	6,001	7.89%	64,472	84.76%	10.63%	74.13%	3,248	4.27%	23	0.03%	1,326	1.74%	13,076	17.19%	942	1.24%	1,708	2.25%
DEC	84,620	6,803	8.04%	71,318	84.28%	10.01%	74.27%	3,402	4.02%	25	0.03%	1,620	1.91%	16,509	19.51%	955	1.13%	2,144	2.53%
YTD	937,825	98,137		785,732				35,790		2,655		18,657		141,736		14,960		21,527	
MON AVG	78,152	8,178	10.46%	65,478	83.79%	12.56%	71.23%	2,983	3.87%	221	0.29%	1,555	1.99%	11,811	15.07%	1,247	1.60%	1,794	2.22%

NOTE:

- ***911 Calls with No ALI for December 2025 = 0.03% - Statewide average for 2025 = 2.01%**
- **911 Calls with "no value" for December 2025 = 2,144** (see report on page 7)
- **Total call volumes do not include Administrative Calls. Administrative calls = Calls originating on Administrative lines that required 911 service.**
- **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 not included in the Wireline and Wireless total counts respectively.**
- **All VoIP (Voice over Internet Protocol) types of 911 calls are combined in the Call Volume statistic.**

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9-1-1 CALL VOLUME BY AGENCY – DECEMBER 2025

2025	9-1-1 Call Volume by Agency									
	Honolulu Police Department						Honolulu Fire Department			
	No. of Total Calls Received	% of Total Calls	Number of Emergency Calls	Number of Non Emergency Calls	Number of Admin Calls	Number of Dropped Calls	No. of Total Calls Received	% of Total Calls	Number of Admin Calls	Number of Dropped Calls
December	70,828	83.70%	16,486	36,496	1,337	16,509	2,912	3.44%	83	44

2025	9-1-1 Call Volume by Agency							
	Emergency Medical Services				Ocean Safety			
	Number of Total Calls Received	% of Total Calls	Number of Admin Calls	Number of Dropped Calls	Number of Total Calls Received	% of Total Calls	Number of Admin Calls	Number of Dropped Calls
December	9,870	11.66%	148	263	55	0.06%	52	0

9-1-1 CALL VOLUME BY AGENCY – CALENDAR YEAR 2025

2025	9-1-1 Call Volume by Agency																	
	Honolulu Police Department						Honolulu Fire Department				Emergency Medical Services				Ocean Safety			
	Number of Total Calls Received	% of Total Calls	No. of Emergency Calls	No. of Non Emergency Calls	No. of Admin Calls	No. of Dropped Calls	No. of Total Calls Received	% of Total Calls	No. of Admin Calls	No. of Dropped Calls	No. of Total Calls Received	% of Total Calls	No. of Admin Calls	No. of Dropped Calls	No. of Total Calls Received	% of Total Calls	No. of Admin Calls	No. of Dropped Calls
JAN	67,216	81.48%	16,761	36,428	1,512	12,515	3,840	4.65%	108	61	9,825	11.91%	71	264	55	0.07%	49	0
FEB	61,183	81.95%	15,453	33,690	1,275	10,765	2,950	3.95%	85	25	9,091	12.18%	40	204	43	0.06%	40	0
MAR	66,991	82.64%	16,942	35,740	1,400	12,909	3,246	4.00%	104	57	9,446	11.65%	36	180	33	0.04%	32	0
APR	63,932	82.60%	17,151	34,297	1,265	11,219	2,885	3.73%	66	38	9,030	11.67%	64	234	38	0.05%	31	0
MAY	65,229	81.94%	17,074	35,560	1,276	11,319	3,093	3.89%	94	41	9,969	12.52%	223	504	33	0.04%	32	0
JUNE	60,513	81.80%	15,679	32,958	1,287	10,589	3,218	4.35%	109	33	8,633	11.67%	112	255	36	0.05%	35	0
JULY	64,350	82.18%	16,951	34,712	1,141	11,546	3,854	4.92%	120	48	9,004	11.50%	164	342	48	0.06%	43	0
AUG	66,061	81.04%	17,157	36,505	1,271	11,128	5,018	6.16%	118	92	9,172	11.25%	480	329	59	0.07%	54	0
SEPT	60,196	82.85%	15,625	33,714	1,165	9,692	3,110	4.25%	80	39	8,838	12.08%	167	334	37	0.05%	37	0
OCT	61,579	82.18%	15,958	33,958	1,194	10,469	3,038	4.05%	103	49	9,134	12.19%	180	318	52	0.07%	48	0
NOV	62,887	82.68%	15,988	32,718	1,105	13,076	3,303	4.34%	82	41	8,882	11.68%	94	386	50	0.07%	45	0
DEC	70,828	83.70%	16,486	36,496	1,337	16,509	2,912	3.44%	83	44	9,870	11.66%	148	263	55	0.06%	52	0
YTD	770,965		197,225	416,776	15,228	141,736	40,467		1,152	568	110,894		1,779	3,613	539		498	0
MON AVG	64,247	82.25%	16,435	34,731	1,269	11,811	3,372	4.32%	96	47	9,241	11.83%	148	301	45	0.06%	42	0

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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.

HPD COS with no value

From:	12/01/2025 00:00:00	To:	12/31/2025 23:59:59
Call Type:	Incoming		
Trunk Group/Pool:	TG - 911		

Class of Service:	No Value

Number of Calls : 2,144

Class of Service	Number of Calls	Percentage (%)	Cumulative (%)
No Value	2,144	100.00	100.00
	2,144	100.00	
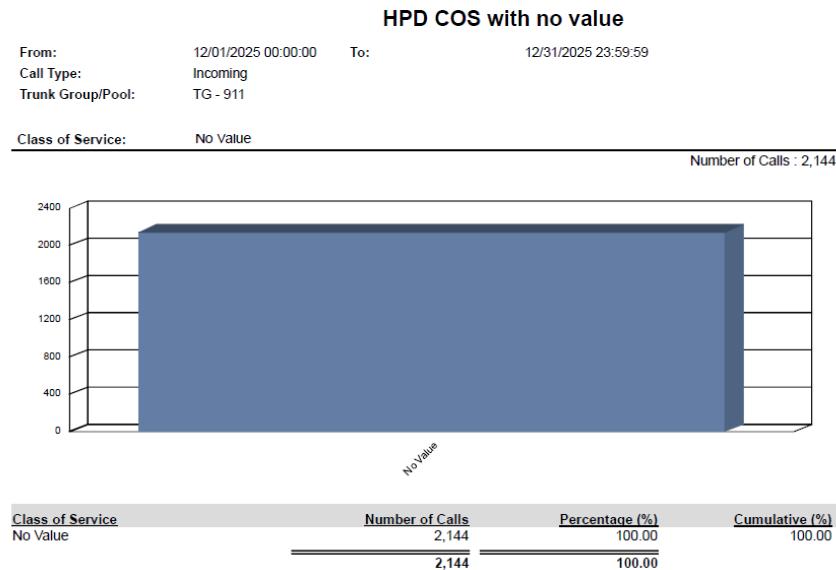
The HPD 911 Center received 2,144 "No Value" calls in December which is reflected on the Monthly 911 Call Volume Report.

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PSAP OPERATION NOTES:

- **A New Class of Service (COS): FIXD** = **Wireless 911 calls to the PSAP via fixed indoor antennas.**
- x (911) calls 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) calls 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	**2025**		**2024**		**2023**		**2022**		**2021**
Oahu Civilian	937,825	73.86%	974,278	73.07%	988,670	68.33%	971,113	69.45%	1,052,026	68.91%
RDC Pearl Harbor	24,455	1.93%	25,072	1.88%	36,916	2.55%	31,827	2.28%	39,253	2.58%
Hawaii County	161,993	12.75%	182,298	13.67%	207,715	14.35%	199,811	14.29%	214,220	14.00%
Maui County	113,804	8.96%	111,385	8.35%	152,397	10.54%	140,524	10.05%	160,241	10.51%
Kauai County	31,727	2.50%	40,310	3.03%	61,197	4.23%	54,923	3.93%	60,986	4.00%
Total	1,269,804	100.00%	1,333,343	100.00%	1,446,895	100.00%	1,398,198	100.00%	1,526,726	100.00%

911 Call Volume % change from 2024 to 2025	
Oahu	-3.74%
RDC	-2.46%
Hawaii	-11.14%
Maui	2.17%
Kauai	-21.29%
State of Hawaii	-7.29%

911 Calls with No ALI /No Value average % for 2025	
Oahu	2.51%
RDC	0.30%
Hawaii	2.92%
Maui	2.32%
Kauai	1.99%
State of Hawaii average	2.01%

State of Hawaii 2025	
TEXT TO 911	
Oahu Civilian	4,196
RDC Pearl Harbor	61
Hawaii County	635
Maui County	525
Kauai County	514
*Total	5,931
*Totals may include PSAP training, testing, and 911 Texting errors	

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TEXT TO 911 Oahu Civilian PSAPs 2025					
Month	Total	HPD	HFD	EMS	OS	911 (handled)
January	336	224	3	6	0	103
February	582	275	5	6	0	296
March	379	180	3	5	0	191
April	407	239	8	5	0	155
May	325	206	7	14	0	98
June	364	235	4	5	0	120
July	341	206	4	4	0	127
August	362	211	6	2	0	143
September	244	156	2	6	0	80
October	313	213	4	6	0	90
November	297	184	9	6	0	98
December	246	162	5	5	0	74
YTD	4,196	2,491	60	70	0	1575
Monthly Avg.	349.7	207.6	5.0	5.8	0.0	131.3

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.
- The 9-1-1 handled texts were incidents in which the Division conducted testing or the texter texted 911 in error.

911 WIRELESS OAHU CIVILIAN PSAP TESTING – DECEMBER 2025

OAHU CIVILIAN - DECEMBER 2025						
Date	WSP	Sites Tested	Sectors Tested	Tested By:	Test Pass/Fail	Comments:

NOTES:

- There were no (0) scheduled Wireless 911 Tests for the Oahu Civilian PSAP in December 2025.

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2. MSAG (MASTER STREET ADDRESS GUIDE)

OAHU CIVILIAN MSAG TRANSACTIONS CURRENT MONTH/YEAR – DECEMBER 2025

OAHU CIVILIAN	9-1-1 TRANSACTIONS								
	Total	MSAG	ALI Submitted			Open ALI Discrepancy Records			Customer Addresses Affected
2025		MSAG (A)	TN CR (B)	ALI DR (C)	VoIP (D)	TNCR	ALI DR	VoIP DR	
JANUARY	366	8	358	0	0	3,756	0	0	78
FEBRUARY	327	1	326	0	0	3,718	0	0	0
MARCH	359	2	356	0	1	3,652	0	0	0
APRIL	328	5	322	0	1	3,275	0	0	235
MAY	247	0	247	0	0	3,299	0	0	0
JUNE	423	0	423	0	0	3,273	0	0	0
JULY	812	18	794	0	0	3,328	0	0	34
AUGUST	481	0	481	0	0	3,340	0	0	0
SEPTEMBER	504	2	501	0	1	3,398	0	0	0
OCTOBER	519	9	510	0	0	3,385	0	0	1,007
NOVEMBER	461	0	461	0	0	3,359	0	0	0
DECEMBER	210	0	210	0	0	3,450	0	0	0
TOTAL YTD	5,037	45	4,989	0	3	41,233	0	0	1,354
AVG PER MONTH	420	4	416	0	0	3,436	0	0	113

Definitions
(A)**M**aster **S**treet **A**ddress **G**uide - Represents corrections made to street records including, street names, address ranges, MSAG Communities and ESNs.
(B) **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 199 attached to them which indicates the need for validation.
(C) **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. These record corrections are treated with a higher priority and should be processed within 48 hours as a general guideline.
(D) **V**oice **o**ver **I**nternet **P**rotocol **D**iscrepancy **R**ecord - Represents an address discrepancy discovered during a live 9-1-1 call, from a VoIP phone. These record corrections are treated with a higher priority and should be processed within 72 hours as a general guideline per Time Warner Operations Center. MSR tracking effective April 2014.

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OAHU CIVILIAN MSAG CURRENT MONTH NOTES:

A total of **210** MSAG transactions were processed in 9-1-1 Net during the current reporting month. No requests were processed relating to the MSAG database which 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.

OAHU CIVILIAN TELEPHONE RECORD (ALI) TRANSACTIONS CURRENT MONTH NOTES:

V2X processed one hundred and thirty-four **(134)** TN CRs related to the Dispatchable Location Project during the current month.

OAHU CIVILIAN OPEN TELEPHONE RECORD (ALI) DISCREPANCY STATUS:

- **There are currently 3,450 Open TN CRs.**

   3,450 Open TN CR transactions are a result of the Dispatchable Location project. 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 ALI-DRs as of December 31, 2025**

- **There is no Open VoIP DRs as of December 31, 2025**

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TNCR (TELEPHONE NUMBER CHANGE REQUEST) CURRENT STATUS – DECEMBER 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)				
PSAP	**TOTAL TNCR RECORDS SUBMITTED BY V2X**	**OPENED TNCRS PENDING FURTHER ACTION BY INTRADO**	**OPENED TNCRS REFERRED TO TELCO BY INTRADO**	**TOTAL UNOPENED TNCR RECORDS**
OAHU CIVILIAN	**3,450**	**13**	**3,437**	**0**

STATUS
TOTAL TNCRs SUBMITTED - The total number of TNCR requests for modification that have been submitted in 9-1-1
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 – DECEMBER 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.

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. The Windward Mall will be the pilot location starting in July 2018. There were 134 transactions submitted and 134 processed in December 2025. (see next pages)

Dispatchable Location			
2025 Quarter 4	**Common Name Place MSAG Address**	**TNCR* Transactions Submitted**	**Transactions Processed****
Quarter 3 Carryover		42,910	28,102
December	Kailua Square, 333 Uluniu St, Kailua	22	22
	Napa Auto Parts, 115 Hekili St, Kailua	2	2
	Hekiki Business Center, 107 Hekili St, Kailua	4	4
	Windward Town and County Plaza, 200 Hamakua Dr, Kailua	21	21
	Multi Business, 153 Hamakua Dr, Kailua	4	4
	Makai Pet Hospital, 420 Uluniu St, Kailua	6	6
	Kam School, 410235 Ilauhole St, Waimanalo	4	4
	Makai Rearch Pier, 410305 Kalanianaole Hwy, Waimanalo	9	9
	Kiaona Beach Park, 410575 Kalanianaole Hwy, Waimanalo	1	1
	Waimanalo Beach, 410741 Kalanianaole Hwy, Waimanalo	3	3
	Keneke At Waimanalo, 410857 Kalanianaole Hwy, Waimanalo	3	3
	Post Office, 410859 Kalanianaole Hwy, Waimanalo	4	4
	Serg Mexican Kitchen, 410865 Kalanianaole Hwy, Waimanalo	2	2

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Dispatchable Location			
2025 **Quarter 4**	**Common Name Place** **MSAG Address**	**TNCR*** **Transactions** **Submitted**	**Transactions** **Processed****
Quarter 3 Carryover		42,910	28,102
December	Waimanalo Assembly of God, 410941 Kalanianaole Hwy, Waimanal	1	1
	McDonalds, 411033 Kalanianaole Hwy, Waimanalo	2	2
	Kauhale Ohana Waimanalo, 411260 Kalaianaole Hwy, Waimanalo	3	3
	Weinberg Village, 411295 Kalanianaole Hwy, Waimanalo	2	2
	Waimanalo Public/School Library, 411320 Kalaianaole Hwy, Waima	3	3
	Waimanalo Town Center, 411537 Kalaianaole Hwy, Waimanalo	19	19
	Shimas Supermarket, 411606 Kalanianaole Hwy, Waimanalo	7	7
	L&L Hawaiian BBQ, 411610 Kalanianaole Hwy, Waimanalo	11	11
	American Renaissance Academy, 911180 Midway St, Kalaeloa	1	1
Q4		1059	1061
Total		43,969	29,163

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Oahu Civilian E9-1-1 Status Report

December 1, 2025 - December 31, 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.

PSAP	*Spectrum (Charter) 9-1-1 VoIP Database Verification Project				
	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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December 1, 2025 - December 31, 2025

BANDWIDTH 9-1-1 VOIP DATABASE VERIFICATION PROJECT – DECEMBER 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.

PSAP	*Bandwidth 9-1-1 VoIP Database Verification Project ***(Updated)				
	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.

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3. GEOGRAPHIC INFORMATION SYSTEM (GIS) – DECEMBER 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.

OAHU CIVILIAN PSAPS		
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	**12/24/2025** **To** **12/31/2025**	**Next Delivery 1/9/2026**
		Added location type for two (2) records in Pearl City
		Added new address point for four (4) records in Nuuanu
		Added new address point for one (1) record in Kaneohe
		Added new address point for forty-one (41) records in McCully
		Added new address point for two (2) records in Pearl City
		Corrected spatial, apartment, added location type for one (1) record in Nuuanu
		Corrected spatial, added location type for seven (7) records in Nuuanu
		Added floor, location type, corrected spatial, apartment for three (3) records in McCully
		Added new address point for four (4) records in Aiea
		Corrected routing ID for one hundred and seventy-four (174) records in Kaneohe
		Added new address point for one (1) record in Kailua
		Corrected routing ID, spatial, added location type for seven (7) records in Kaneohe
		Added location type for one (1) record in Nuuanu
		Corrected spatial, routing ID for one (1) record in Kaneohe
		Corrected spatial, location name for one (1) record in McCully
		Added location type for four (4) records in Aiea
		Added location type, corrected spatial for two (2) records in McCully

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Oahu Civilian E9-1-1 Status Report

December 1, 2025 - December 31, 2025

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.

Type of Layer	V2X GIS Server Date Created/ Edits Performed	Other/Remarks
OAHU CIVILIAN PSAPS		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE **(Listed Alphabetically)**		
Address Points	12/12/2025 To 12/23/2025	**Delivered 12/24/2025**
		Added new address point for four (4) records in Nuuanu
		Added new address point for two (2) records in Waialae
		Added location type for one (1) record in Waipio
		Added new address point for two (2) records in Makiki
		Added location type for one (1) record in Makiki
		Added location type for one (1) record in Kailua
		Corrected spatial, house number, apartment, added location name, location type, building, floor for three (3) records in McCully
		Added new address point for four (4) records in Kailua
		Corrected spatial, added location name for one (1) record in McCully
		Added location type, apartment for one (1) record in Manoa
		Added new address point for two (2) records in Sunset
		Added new address point for seven (7) records in Kaneohe
		Added new address point for two (2) records in Kalihi
		Added location type for one (1) record in Laie
		Added location type for twenty-eight (28) records in Ewa Beach
		Added location type for two (2) records in Aina Haina
		Added new address point for two (2) records in Aina Haina
		Added new address point for one (1) record in Waianae
		Added location type for two (2) records in Pearl City
		Added location type for five (5) records in Kaimuki
		Corrected spatial, added location name, location type for seven (7) records in McCully
		Added new address point for three (3) records in Wahiawa

Oahu Civilian E9-1-1 Status Report

December 1, 2025 - December 31, 2025

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.

OAHU CIVILIAN PSAPS		
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	**12/12/2025** **To** **12/23/2025**	Added location type for one (1) record in Wahiawa
		Corrected routing ID for fifty (50) records in Waikiki
		Added location type, corrected routing ID for four (4) records in Waianae
		Added location type, removed apartment, corrected house number, street name, street type for one (1) record in Nuuanu
		Added new address point for three (3) records in Waipahu
		Added new address point for three (3) records in Honolulu
		Corrected routing ID for five (5) records in Waianae
		Added location type for one (1) record in Honolulu
		Added new address point for one hundred and fifty-five (155) records in McCully
		Corrected spatial, house number, added location name, location type, building, floor, apartment for one (1) record in McCully
		Corrected spatial, routing ID, house number, street name, street type, added location name, location type, building, floor, apartment, prefix direction for four (4) records in McCully
		Added location type for one (1) record in Kalihi
		Corrected location name for one (1) record in Kalaeloa
		Added location name, location type, corrected spatial for one (1) record in McCully
		Corrected spatial, house number, added location name, location type, apartment, floor for four (4) records in McCully
		Added new address point for five (5) records in Manoa

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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.

OAHU CIVILIAN PSAPS		
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	**12/12/2025 To 12/23/2025**	Added new address point for one (1) record in Aliamanu
		Added new address point for five (5) records in Kaimuki
		Added location type for three (3) records in Manoa
		Added new address point for one (1) record in Mokuleia
		Added new address point for five (5) records in Aiea
		Corrected routing ID, added routing ID for one (1) record in Kailua
		Added new address point for thirteen (13) records in Ewa Beach
		Added location type for one (1) record in Aliamanu
		Added location type for two (2) records in Waialae
		Added location type for three (3) records in Nuuanu
		Corrected spatial, added building, floor for three (3) records in McCully
		Corrected spatial for two (2) records in McCully
		Corrected spatial, routing ID, added location type, floor for one (1) record in McCully
		Added location type, corrected apartment, house number, street name, street type for one (1) record in Nuuanu
		Added new address point for two (2) records in Laie
		Added new address point for two (2) records in Kahala
		Added location type for four (4) records in Aiea
		Added new address point for two (2) records in Waipio
		Added location type, corrected spatial for two (2) records in McCully
		Added new address point for one (1) record in Downtown
		Added location type for two (2) records in Kahala
		Added new address point for two (2) records in Pearl City

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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.

OAHU CIVILIAN PSAPS		
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	**12/12/2025 To 12/23/2025**	Corrected spatial, added building, floor, apartment for one (1) record in McCully
		Added location type for two (2) records in Waipahu
		Corrected spatial, added location type for eight (8) records in McCully
		Added location type for two (2) records in McCully
	12/1/2025 To 12/11/2025	**Delivered 12/12/2025**
		Added new address point for seventy-five (75) records in Nuuanu
		Added location type, corrected spatial, apartment for one (1) record in Makiki
		Added Tritech name for fifty-two (52) records in Kapolei
		Added location type, corrected spatial for one (1) record in Nuuanu
		Added location name, location type, corrected routing ID for one (1) record in Ewa Beach
		Added location type for one (1) record in Kailua
		Added new address point for two (2) records in Kailua
		Corrected spatial for eight (8) records in Makiki
		Added new address point for seven hundred and three (703) records in Kakaako
		Added new address point for twelve (12) records in Kapolei
		Added new address point for one (1) record in Kaneohe
		Added new address point for one hundred and twenty-six (126) records in Kalihi
		Corrected spatial for one (1) record in Kakaako
		Added new address point for one (1) record in Waipahu
		Added new address point for one (1) record in Hawaii Kai

MAPPING LAYERS UPDATED (PART VI)

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

OAHU CIVILIAN PSAPS		
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	**12/1/2025** **To** **12/11/2025**	Added location name, location type, corrected spatial, routing ID, removed building for nine (9) records in Ewa Beach
		Added new address point for one (1) record in Wahiawa
		Added location name, location type, corrected spatial, house number, routing ID, removed building for eight (8) records in Ewa Beach
		Added new address point for one (1) record in Mililani
		Added location name, location type, corrected spatial for one (1) record in Makiki
		Added new address point for one (1) record in Kapahulu
		Added new address point for one (1) record in Honolulu
		Added new address point for twenty-seven (27) records in McCully
		Corrected spatial, location name for one (1) record in McCully
		Corrected spatial, added apartment for one (1) record in Waikiki
		Added new address point for one (1) record in Manoa
		Corrected spatial for one (1) record in Nanakuli
		Added new address point for one hundred and eighty-seven (187) records in Ewa Beach
		Corrected spatial for six (6) records in Kahala
		Corrected spatial for two (2) records in Waikiki
		Added location type for two (2) records in Makiki
		Added location type, floor, corrected apartment, spatial for one (1) record in McCully
		Corrected spatial, apartment for one (1) record in Makiki
		Added new address point for one (1) record in Salt Lake

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MAPPING LAYERS UPDATED (PART VII)

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.

OAHU CIVILIAN PSAPS		
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	12/1/2025 To 12/11/2025	Corrected spatial for one (1) record in Waipahu
		Added new address point for ten (10) records in Laie
		Corrected location name, spatial for one (1) record in Honolulu
		Corrected house number for one (1) record in Waipio
		Corrected spatial, added location type for one (1) record in Kalihi
		Added new address point for one hundred and thirty-five (135) records in Makiki
		Added apartment, corrected spatial for two (2) records in Waikiki
		Corrected spatial, added location type for three (3) records in Kapahulu
		Added new address point for one (1) record in Waipio
		Corrected spatial for six (6) records in Aiea
Airports		
AMR Response Areas		
Bridges		
Building Footprints		
Bus Stops		
Churches		
Coastal Names		
Coastline		
Common Places		
Correctional Facilities		
Emergency Callboxes		
Emergency Operation Centers		

MAPPING LAYERS UPDATED (PART VIII)

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.

OAHU CIVILIAN PSAPS		
Type of Layer	**V2X GIS Server** **Date Created/** **Edits Performed**	**Other/Remarks**
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE **(Listed Alphabetically)**		
Emergency Shelters		
ESZ/ESN		
Fire Beats		
Fire Districts		
Fire Response Areas		
Fire Stations		
Food & Beverage		
Gas Stations		
Gate Codes		
Government Buildings		
Harbors		
Helipads		
Hiking Trails		
Hospitals		
Hydrants		
Hyrdology Layers		
Incident Response Areas		
Lodging		
Major Roads		
Medic Beats		
Medic Districts		
Medic Response Areas		
Medic Stations		
Medical Facilities		
Milepost Markers		

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MAPPING LAYERS UPDATED (PART IX)

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.

OAHU CIVILIAN PSAPS		
Type of Layer	**V2X GIS Server**	**Other/Remarks**
	Date Created/ Edits Performed	
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE **(Listed Alphabetically)**		
Military Response Areas		
MSAG Communities		
Net Junctions		
Ocean Rescue Boundaries		
Ocean Safety		
Parcels		
Parks		
Parks Polygon		
Points of Interest	12/12/2025 To 12/23/2025	**Delivered 12/24/2025**
		Corrected name for one (1) record in Kalaeloa
	12/1/2025 To 12/11/2025	**Delivered 12/12/2025**
		Corrected spatial for one (1) record in Waipahu
		Corrected spatial for two (2) records in Nanakuli
		Corrected spatial, routing ID for one (1) record in Moanalua V
		Corrected spatial for one (1) record in Kapolei
		Corrected spatial for two (2) records in Ewa Beach
		Corrected spatial for one (1) record in Kahala
		Corrected spatial for fourteen (14) records in Waikiki
		Corrected spatial for six (6) records in Pearl City
		Corrected spatial for one (1) record in Kalaeloa
		Corrected spatial for ten (10) records in Aiea
Police Beats		
Police Districts		
Police Response Areas		

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MAPPING LAYERS UPDATED (PART X)

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.

OAHU CIVILIAN PSAPS		
Type of Layer	**V2X GIS Server** **Date Created/ Edits Performed**	**Other/Remarks**
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE **(Listed Alphabetically)**		
Police Stations		
Post Offices		
Schools		
Street Centerlines		
Subdivisions		
Tow Jurisdictions		
Tsunami Evacuation Zones		
Tsunami Heights		
Waste Water Plants		
WSP Cell Sectors	**12/24/2025 To 12/31/2025**	**Next Delivery 1/9/2026**
		Added four (4) sectors per AT&T CRS
	12/12/2025 To 12/23/2025	**Delivered 12/24/2025**
		Updated twenty-two (22) sectors per Verizon Wireless audit
		Added one (1) sector per AT&T CRS
		Added one hundred and thirty-six (136) sectors per Verizon Wireless audit
	12/1/2025 To 12/11/2025	**Delivered 12/12/2025**
		Added thirty (30) sectors per Verizon Wireless CRS
		Updated one (1) sector per AT&T CRS
		Updated twenty (20) sectors per Verizon Wireless CRS
		Added eleven (11) sectors per T-Mobile audit
		Added fifty-nine (59) sectors per AT&T CRS
		Added two hundred and ninety-one (291) sectors per AT&T audit
		Updated six (6) sectors per AT&T audit
		Updated eight hundred and ninety-six (896) sectors per T-Mobile audit
WSP Cell Towers		

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GEOGRAPHIC INFORMATION SYSTEM (GIS) NARRATIVE

GIS KEY ACTIVITIES/UPDATES

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

Date	Key Activities/Updates
12/12/2025	Delivered Street Centerlines, Address Points, Fire Response Areas, Medic Response Areas, and Display Address Points to HFD, EMS, and Ocean Safety for TriTech CAD.
12/12/2025	Delivered Address Points, Common Places, Street Centerlines, Police Response Areas, Fire Response Areas, Medic Response Areas, Ocean Safety Response Areas, ESN, MSAG Communities, Cell Towers, Cell Sectors to the Honolulu MapFlex system for HPD, HFD, EMS, and Ocean Safety.
12/12/2025	Delivered data update for Central Square including Streets, Police Beats, and Address Points (with and without the apartment records).
12/24/2025	Delivered Street Centerlines, Address Points, Fire Response Areas, Medic Response Areas, and Display Address Points to HFD, EMS, and Ocean Safety for TriTech CAD.
12/24/2025	Delivered Address Points, Common Places, Street Centerlines, Police Response Areas, Fire Response Areas, Medic Response Areas, Ocean Safety Response Areas, ESN, MSAG Communities, Cell Towers, Cell Sectors to the Honolulu MapFlex system for HPD, HFD, EMS, and Ocean Safety.
12/24/2025	Delivered data update for Central Square including Streets, Police Beats, and Address Points (with and without the apartment records).

GIS FOR 911

As part of ensuring GIS data compatibility with 911 CAD systems, V2X removed certain spatial characteristics of street centerlines known as "true curves". True, or geometric, curves are sometimes used in the street centerline layer to depict a road that curves in a circular (or semi-circular) fashion, like a round-about or a cul-de-sac. These features can cause processing issues in CAD and GIS software and therefore were replaced with a series of points that depict the same geometry without the use of a geometric, or true curve.

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HONOLULU POLICE DEPARTMENT TRITECH CAD PROJECT

On October 10, 2018, V2X participated along with the CAD project team of the Honolulu Police Department on a teleconference GIS kickoff meeting with the TriTech CAD Company. Items that were discussed were GIS requirements for the CAD and RMS systems.

On October 25, 2018, V2X's initial delivery of 11 GIS layers to the TriTech FTP site included: Address Points, Airports, Coastline, Fire Response Areas, Medic Response Areas, MSAG Communities, Parks, Police Beats, State Boundary, Streams, and Street Centerlines.

Two spreadsheets describing the layers were also provided on the FTP site.

During the month of July 2022, the Honolulu Police Department (HPD) requested an updated map of the Police Sectors and Police Beats for District 8. The updates for District 8 have been loaded into the CAD as of July 22, 2022.

1. District 8 now consists of 4 sectors. Sector 3 was divided in two to create a new Sector 4.
   - Sector 1 includes Beats 850, 852, 854, 856.
   - Sector 2 includes Beats 857, 858, 860, 861, 863.
   - Sector 3 includes Beats 865, 867, 870, 871, 872.
   - Sector 4 includes Beats 874, 875, 876, 877, 878, 879.
2. The boundaries for the following beats were updated:
   - Beats 850 and 852 was updated to follow the south boundary of Makaha Valley Country Club instead of Noholio Rd and Makaha Valley Rd. Beat 852 takes care of everything north of Noholio Rd up to the south boundary of Makaha Valley Country Club.
   - Beats 857 and 858 was updated to follow Saint Johns Road down to Farrington Highway and to the shoreline of Maili Beach Park instead of following Mailiili Stream. Beat 857 takes care of everything west of Saint Johns Road and Beat 858 takes care of everything east of Saint Johns Road.
   - Beats 861 and 863 was updated to follow Nanakuli Avenue south to Farrington Highway then along the west fence line of Nanakuli Beach Park. Beat 861 takes care of everything west of Nanakuli Ave and Beat 863 takes care of everything east of Nanakuli Ave.
   - Beat 863 was updated to take care of Waimanalo Gulch. Everything east of Waimanalo Gulch up to Palailai Gulch has been assigned to Beat 865.
   - Ka Makana Alii mall in Kapolei has been assigned to Beat 871 instead of Beat 872.
   - Honouliuli Water Treatment has been assigned to Beat 874 instead of Beat 871.
   - Beats 872 and 879 has been updated to follow Kualakai Parkway as their division boundary instead of cutting through the newly developed area that continues to be developed.
   - Beat 874 has been updated to follow Kualakai Parkway instead of the western fence line along the Ewa Villages Golf Course.
   - Beats 877 and 878 has been updated to follow the NAVMAG West Loch fence line instead of cutting through the agriculture area near Iroquois Road.

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Oahu Civilian E9-1-1 Status Report

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MAPFLEX/SCC SYSTEM

December 2025

V2X delivered GIS data to the MapFlex/SCC system on the following dates in December 2025
   Hawaii County – December 9, 2025, and December 23, 2025
   Maui County – December 10, 2025, and December 24, 2025
   Kauai County – December 11, 2025, and December 24, 2025
   Honolulu – December 12, 2025, and December 24, 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.

SPEED LIMIT UPDATES

Beginning in April 2017, and now that the Street Centerline data has achieved not only an above 98% synchronization rating but also a high degree of accuracy in the spatial accuracy, a new project to correct speed limits has begun. The project is beginning in Waimanalo and continuing in a counterclockwise patter around the island of Oahu. The initial focus is on Highways, Freeways, and other major roads, but also not limited to additional corrections, especially those which are immediately identified to positively impact vehicle routing, etc.

All updates are shared directly with the PSAPs and the agency most affected (positively) is HFD since they actively use vehicle routing, and this will assist in better CAD unit recommendations. During each GIS delivery, a list of updates is being provided.

1. No updates received in December 2025.

ROUTING ID UPDATES

Beginning in July 2019, all Address Points and Points of Interests will be assigned a Routing ID to ensure that routing to these addresses are correct. The project begins in Waimanalo and continuing in a counterclockwise pattern around the island of Oahu.

All updates are shared directly with the PSAPs and the agency most affected (positively) is HFD since they actively use vehicle routing, and this will assist in better CAD unit recommendations. During each GIS delivery, a list of updates is being provided.

1. During the month of December 2025, there were no Routing IDs added. As of May 2024, the Routing ID updates have been completed for all address points and points of interest. Any new address points and points of interest will be assigned with a Routing ID.

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HONOLULU EMS RESPONSE AREA

During the month of December 2017, EMS requested a high-resolution map of the Honolulu Response Area which will be divided into 5 separate response areas to better support the EMS operations and ambulance response times.

1. With HPD's approval, V2X prepared a map of the requested area and provided to EMS on December 12, 2017.
2. Considering the additional response areas will certainly require the creation of additional ESZ/ESNs; HPD, EMS, and V2X will be coordinating so that the project can be mapped out on a timeline so that the changes can take place while maintaining an above 99% synchronization level between GIS, MSAG, and ALI.
3. An operational consideration has already begun to have a discussion, in that the military ESNs will be reallocated to a new numbering so that both civilian and military responses will have enough ESNs to support their individual operations.
4. During the first half of 2018, there will be further discussion on the creation of the new Response Areas, allocation of military ESNs, and creation of new ESZs/ESNs.
5. During the month of October 2019, EMS requested an updated map of the Honolulu Medic Response Area which was divided based on drive time analysis. There are now 21 (twenty-one) Medic Response Areas in Oahu.
6. During the month of August 2021, EMS requested an updated map of the Honolulu Medic District and Honolulu Medic Response Area which were extended out from the coastline. A Medic District was also added. There are now three (3) Medic Districts.
7. During the month of January 2022, there was a quarterly update to the Honolulu Medic Response Area.
8. During the month of May 2022, there was a quarterly update to the Honolulu Medic Response Area.
9. During the month of November 2022, there was a quarterly update to the Honolulu Medic Response Area.
10. During the month of May 2023, there was a quarterly update to the Honolulu Medic Response Area.
11. During the month of August 2023, there was a quarterly update to the Honolulu Medic Response Area.
12. During the month of January 2024, EMS requested an additional EMS District (District 4). The new boundaries include EMS Station Response Areas Kahuku, Waialua, Wahiawa, Waipio, and Aiea. There are now four (4) Medic Districts
13. During the month of October 2025, there was a quarterly update to the Honolulu Medic Response Area.

4. SERVICE REQUESTS TRANSACTIONS

OPEN SERVICE REQUESTS - DECEMBER 2025

#	Date	Description	Category	Comments
		None		

NOTE:

There are no (0) open service requests for December 2025.

SERVICE REQUEST YEAR-TO-DATE (YTD) SUMMARY – 2025

Oahu PSAPs				MSAG SERVICE REQUEST CATEGORIES					
2025	**TOTAL**		**Open**	**WIRELINE**		**WIRELESS**		**VoIP**	
	Created	**Closed**		**Created**	**Closed**	**Created**	**Closed**	**Created**	**Closed**
2024 Carryover*			1						
January	5	5	1	0	0	0	0	6	5
February	0	0	0	0	0	0	0	0	1
March	17	17	0	0	0	0	0	17	17
April	18	18	0	0	0	0	0	18	18
May	11	11	0	0	0	0	0	11	11
June	1	1	0	0	0	0	0	1	1
July	0	0	0	0	0	0	0	0	0
August	2	2	0	0	0	0	0	2	2
September	3	3	0	0	0	0	0	3	3
October	2	2	0	0	0	0	0	2	2
November	0	0	0	0	0	0	0	0	0
December	0	0	0	0	0	0	0	0	0
TOTAL	**59**	**59**	**0**	**0**	**0**	**0**	**0**	**60**	**60**
Note:	* The 2024 Carryover 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.								

	Category	Description
Definitions:	**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 OAHU CIVILIAN DATABASE SYNCHRONIZATION

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

Next Database Synchronization Report – January 2026

TWO-WAY (2-WAY) COMPARISION

THREE-WAY (3-WAY) COMPARISION

INVALID MSAG STREETS AND ADDRESS RANGES – ESN 199 MSAG & ALI RECORDS PROJECT COMPLETED

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