

Hawaii County E9-1-1 Status Report

April 1, 2026 – April 30, 2026



GO TOWARDS TOMORROW > go V2X

Hawaii County E9-1-1 Status Report

April 1, 2026 – April 30, 2026

TABLE OF CONTENTS

1. PSAP Operations.....	5
9-1-1 Call Volume Hawaii County PSAPS – April 2026	5
9-1-1 Call Volume – Calendar Year 2026	5
Call Volume Hawaii County PSAP Notes:	5
9-1-1 Call Volume by Agency – April 2026.....	6
9-1-1 Call Volume by Agency – Calendar Year 2026.....	6
PSAP Operation Notes:	7
For your Information.....	7
Text to 911 – Current Month – April 2026.....	8
Note:.....	8
Wireless PSAP Testing – April 2026	8
Notes:	8
2. MSAG (Master Street Address Guide).....	9
MSAG Transactions Current Month/Year – April 2026.....	9
MSAG Current Month Notes:	10
Telephone Record (ALI) Transactions current month notes:	10
Open Telephone Record (ALI) Discrepancy Status:	10
TNCR (Telephone Number Change Request) Current Status – April 2026	11

Hawaii County E9-1-1 Status Report

April 1, 2026 – April 30, 2026

Note:.....	11
Dispatchable Location – Status as of – April 2026	12
Narrative:.....	12
Spectrum (Charter) 9-1-1 VoIP Database Verification Project - April 2026	13
Bandwidth 9-1-1 VoIP Database Verification Project – April 2026	14
3. Geographic Information System (GIS) – April 2026.....	15
Mapping Layers Updated (Part I).....	15
Mapping Layers Updated (Part II)	16
Mapping Layers Updated (Part III)	17
Mapping Layers Updated (Part IV).....	18
Mapping Layers Updated (Part V).....	19
Geographic Information System (GIS) Narratives	20
GIS Key Activities/Updates.....	20
GIS for 911	20
Lava Flow and Alternate Routes	20
Fire Department IMT (Incident Management Team) Map	21
Address Points and Street Centerlines Update Comparison.....	21
Note:.....	21
MapFlex/SCC System	21
4. Service Requests Transactions.....	22
Open Service Requests – April 2026.....	22
Note*	22
Service Request Year-to-Date (YTD) Summary – 2026	22
5. E9-1-1 Database Synchronization.....	23



Hawaii County E9-1-1 Status Report

April 1, 2026 – April 30, 2026

Two-way (2-way) comparison.....23

Three-way (3-way) comparison.....23

Invalid MSAG Streets and Address Ranges – ESN 299 MSAG & ALI Records23





Hawaii County E9-1-1 Status Report

April 1, 2026 – April 30, 2026

1. PSAP OPERATIONS

9-1-1 CALL VOLUME HAWAII COUNTY PSAPS – APRIL 2026

Source: Intrado ECATs system (*) Totals are based on calls to Primary PSAP.

9-1-1 Call Volume																	
HAWAII COUNTY PSAPs		Wireline		Wireless				VOIP		Calls With No ALI/No		Admin Calls		Abandoned Calls		Other Calls	
2026	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
APR	11,706	704	6.01%	9,600	82.01%	16.03%	83.97%	504	4.31%	274	2.34%	0	0.00%	624	5.33%	0	0.00%

9-1-1 CALL VOLUME – CALENDAR YEAR 2026

9-1-1 Call Volume																	
HAWAII COUNTY PSAPs		Wireline		Wireless				VOIP		Calls with No ALI / No COS		Admin Calls		Abandoned Calls		Other Calls	
2026	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
JAN	12,451	738	5.93%	9,935	79.79%	15.87%	84.13%	519	4.17%	438	3.52%	0	0.00%	848	6.81%	2	0.02%
FEB	13,244	711	5.37%	10,669	80.56%	14.22%	85.78%	674	5.09%	400	3.02%	0	0.00%	786	5.93%	4	0.03%
MAR	14,644	952	6.50%	12,013	82.03%	14.93%	85.07%	572	3.91%	397	2.71%	0	0.00%	705	4.81%	5	0.03%
APR	11,706	704	6.01%	9,600	82.01%	16.03%	83.97%	504	4.31%	274	2.34%	0	0.00%	624	5.33%	0	0.00%
MAY																	
JUNE																	
JULY																	
AUG																	
SEPT																	
OCT																	
NOV																	
DEC																	
YTD	52,045	3,105		42,217				2,269		1509		0		2,963		11	
MON AVG	13,011	776	5.95%	10,554	81.10%	15.26%	84.74%	567	4.37%	377	2.90%	0	0.00%	741	5.72%	3	0.02%

CALL VOLUME HAWAII COUNTY PSAP NOTES:

911 calls with “No ALI” and “No Class of Service” are combined in the chart above.

*911 Calls with “No ALI” and No “Class Of Service” in April 2026 = 2.34% - Statewide average for 2025 = 2.01%





Hawaii County E9-1-1 Status Report

April 1, 2026 – April 30, 2026

9-1-1 CALL VOLUME BY AGENCY – APRIL 2026

2026	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
April	8,520	72.78%	0	602	0	2,562	21.89%	0	22	0

9-1-1 CALL VOLUME BY AGENCY – CALENDAR YEAR 2026

2026	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	9,820	78.87%	0	819	2	2,631	21.13%	0	29	0
February	10,095	76.22%	0	744	4	2,359	17.81%	0	42	0
March	12,031	82.16%	0	690	4	2,613	17.84%	0	15	1
April	8,520	72.78%	0	602	0	2,562	21.89%	0	22	0
May										
June										
July										
August										
September										
October										
November										
December										
YTD	40,466		0	2,855	10	10,165		0	108	1
MON AVG	10,117	77.51%	0	714	3	2,541	19.67%	0	27	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.



Hawaii County E9-1-1 Status Report

April 1, 2026 – April 30, 2026

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	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

Hawaii County E9-1-1 Status Report

April 1, 2026 – April 30, 2026

TEXT TO 911 – CURRENT MONTH – APRIL 2026

TEXT TO 911 Hawaii County PSAPs 2026		
Month	Received at Police	Received at Fire
January	32	2
February	65	2
March	61	0
April	64	7
May		
June		
July		
August		
September		
October		
November		
December		
YTD	222	11
Monthly Avg.	56	3

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 SCC Map, 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 – APRIL 2026

HAWAII COUNTY - APRIL 2026						
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 April 2026.

Hawaii County E9-1-1 Status Report

April 1, 2026 – April 30, 2026

2. MSAG (MASTER STREET ADDRESS GUIDE)

MSAG TRANSACTIONS CURRENT MONTH/YEAR – APRIL 2026

HAWAII COUNTY	9-1-1 TRANSACTIONS								
	Total	Dispatchable Location Transactions Submitted	MSAG	ALI Submitted		Open ALI Discrepancy Records			Customer Addresses Affected
		DL (A)	MSAG (B)	TN CR (C)	ALI DR (D)	TNCR	ALI DR	VoIP DR	
2026									
JANUARY	110	102	6	2	0	285	0	0	0
FEBRUARY	91	82	9	0	0	312	0	0	12
MARCH	160	158	2	0	0	374	0	0	1
APRIL	116	111	5	0	0	360	0	0	1
MAY									
JUNE									
JULY									
AUGUST									
SEPTEMBER									
OCTOBER									
NOVEMBER									
DECEMBER									
TOTAL YTD	477	453	22	2	0	1,331	0	0	14
AVG PER MONTH	119	113	6	1	0	333	0	0	4
*TNCR Note									

Definitions
<p>(A) Dispatchable Location - is defined in the FCC 15-9 Docket as the verified or corroborated street address of the calling party plus additional information such as floor, suite, apartment or similar information that may be needed to adequately identify the location of the calling party. Please see Dispatchable Location Section for more information.</p> <p>(B) Master Street Address Guide - Represents corrections made to street records including, street names, address ranges, MSAG Communities and ESNs.</p> <p>(C) Telephone Number Change Request - Represents address corrections on a specific TN or group of TNs. These "invalid" TNs usually have an associated ESN 299 attached to them which indicates the need for validation.</p> <p>(D) Automatic Location Information Discrepancy Record - Represents an address discrepancy discovered during a live 9-1-1 call, from a landline OR a VoIP phone. These record corrections are treated with a higher priority and should be processed within 48 hours if wireline, and 72 hours if a VoIP phone, as a general guideline.</p>

Hawaii County E9-1-1 Status Report

April 1, 2026 – April 30, 2026

MSAG CURRENT MONTH NOTES:

A total of **116** MSAG transactions were processed in 9-1-1 Net during the current month. Five (**5**) 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 was **1** customer ANI/ALI (telephone number/address) record updated as a direct result.

TELEPHONE RECORD (ALI) TRANSACTIONS CURRENT MONTH NOTES:

V2X submitted one hundred and eleven (**111**) TN CRs related to the Dispatchable Location Project during the current month.

OPEN TELEPHONE RECORD (ALI) DISCREPANCY STATUS:

- **There are currently 360 Open TN CR Transactions.**
- **Refer to chart in the next section “TNCR Current Status”**

360 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 360 Referred records.

- **There are currently no Open ALI-DRs as of April 30, 2026**
- **There are currently no Open VoIP DRs as of April 30, 2026**

Hawaii County E9-1-1 Status Report

April 1, 2026 – April 30, 2026

TNCR (TELEPHONE NUMBER CHANGE REQUEST) CURRENT STATUS – APRIL 2026

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 AKIMEKA	OPENED TNCRS PENDING FURTHER ACTION BY INTRADO	OPENED TNCRS REFERRED TO TELCO BY INTRADO	TOTAL UNOPENED TNCR RECORDS
HAWAII	360	70	256	34

STATUS
<u>TOTAL TNCRS SUBMITTED</u> - The total number of TNCR requests for modification that have been submitted in 9-1-1 NET.
<u>PENDING STATUS</u> - 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.
<u>REFERRED STATUS</u> - 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.
<u>TOTAL UNOPENED TNCR RECORDS STATUS</u> - 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.

Hawaii County E9-1-1 Status Report

April 1, 2026 – April 30, 2026

DISPATCHABLE LOCATION – STATUS AS OF – APRIL 2026

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 **20,601** Dispatchable Locations processed to date. There were **111** Dispatchable locations submitted and **125** were processed in April 2026.

Dispatchable Location			
2026	Common Name Place MSAG Address	TNCR* Transactions Submitted	Transactions Processed**
Quarter 2			
Quarter 1 Carryover		20,708	20,476
April	Hilo Union Elementary School, 506 Waianuenue Ave, Hilo	111	100
	Multi Bus, 450 Waianuenue Ave, Hilo	0	13
	County of Hawaii, 920 Ululani St, Hilo	0	12
May			
June			
Q2 Total		111	125
Total		20,819	20,601



Hawaii County E9-1-1 Status Report

April 1, 2026 – April 30, 2026

SPECTRUM (CHARTER) 9-1-1 VOIP DATABASE VERIFICATION PROJECT - APRIL 2026

V2X received the Automatic Location Identification (ALI) records from Spectrum (formally known as Charter Communications) which is the predominant Voice over Internet Protocol (VoIP) provider in the State of Hawaii. As V2X has access to these ALI Records, V2X is researching and verifying the VoIP records against an MSAG valid address and the GIS data. This research is a validation of the ALI Record to ensure that the location provided by the VoIP provider matches the GIS Information utilized by the Public Safety Agencies within their specific County 9-1-1 Service Area. This validation reduces the potential of address or location dispute during a 9-1-1 call.

The analysis of the database records indicates that there are invalid MSAG addresses utilized by the VoIP Provider. These records are being identified and will be sent back to Spectrum for corrective action.

*Spectrum (Charter) 9-1-1 VoIP Database Verification Project					
PSAP	TOTAL RECORDS SUBMITTED BY SPECTRUM (A)	TOTAL RECORDS MATCHING & VERIFIED WITH 911 DATABASES (B)	TOTAL RECORDS NOT MATCHING	NON MATCHING RECORDS CORRECTED BY V2X FORMERLY AKIMEKA (C)	PERCENT COMPLETED
HAWAII County	22,044	21,638 (98%)	406	406	100.00%
KAUAI County	8,936	8,695 (97%)	241	241	100.00%
MAUI County	18,256	17,517 (96%)	739	739	100.00%
OAHU Civilian	87,414	85,329 (98%)	2,085	2,085	100.00%
OAHU Military	3,663	710 (19%)	2,953	2,953	100.00%
TOTAL	140,313	**133,889	6,424	6,424	100.00%

* Spectrum VoIP Database received on June 21st, 2017

** V2X provided VoIP Records with Latitude/Longitude coordinates

(A)	VoIP Database records submitted by Spectrum to V2X for research and MSAG address validation.
(B)	V2X has researched and verified the VoIP record against an MSAG valid address and GIS data. V2X is tracking corrections needed to be performed by Spectrum. Addressing data will be updated or added in the GIS if the VoIP record is determined to be valid.
(C)	Verification Process Completed.



Hawaii County E9-1-1 Status Report

April 1, 2026 – April 30, 2026

BANDWIDTH 9-1-1 VOIP DATABASE VERIFICATION PROJECT – APRIL 2026

V2X received the Automatic Location Identification (ALI) records from Bandwidth which is a Voice over Internet Protocol (VoIP) provider in the State of Hawaii. As V2X has access to these ALI Records, V2X researched and verified the VoIP records against an MSAG valid address and the GIS data. This research is a validation of the ALI Record to ensure that the location provided by the VoIP provider matches the GIS Information utilized by the Public Safety Agencies within their specific County 9-1-1 Service Area. This validation reduces the potential of address or location dispute during a 9-1-1 call.

The analysis of the database records indicates that there were invalid MSAG addresses utilized by the VoIP Provider. These records were identified and sent back to Bandwidth for corrective action.

V2X will update the chart below as we receive updated ALI records from Bandwidth.

*Bandwidth					
9-1-1 VoIP Database Verification Project *** (Updated)					
PSAP	TOTAL RECORDS SUBMITTED BY BANDWIDTH (A)	TOTAL NO MATCHING RECORDS IDENTIFIED BY V2X (FORMERLY AKIMEKA)	BANDWIDTH FALLOUT RECORDS (B)	NON MATCHING RECORDS CORRECTED BY V2X (FORMERLY AKIMEKA) (C)	PERCENT COMPLETED
HAWAII County	2,126	97	16	106	93.81%
KAUAI County	555	75	3	73	93.59%
MAUI County	1,794	60	14	69	93.24%
OAHU Civilian	12,898	1,556	44	1,590	99.38%
OAHU Military	173	156	11	163	97.60%
TOTAL	17,546	1,944	88	2,001	95.52%

*Bandwidth VoIP Database received on April 5th, 2018

**Updated Bandwidth VoIP Database received on September 6th, 2018

***Updated Bandwidth VoIP Database received on October 1st, 2021

(A)	VoIP Database records submitted by Bandwidth to V2X for research and MSAG address validation.
(B)	VoIP records identified by Bandwidth as fallout records. These records contain invalid MSAG addressing information which can include house number, street name/suffix, or MSAG community.
(C)	Verification Process Completed.

Hawaii County E9-1-1 Status Report

April 1, 2026 – April 30, 2026

3. GEOGRAPHIC INFORMATION SYSTEM (GIS) – APRIL 2026

MAPPING LAYERS UPDATED (PART I)

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

HAWAII COUNTY		
Type of Layer	V2X GIS Server	Other/Remarks
	Date Created/ Edits Performed	
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)		
Address Points	4/14/2026 To 4/27/2026	Delivered 4/28//2026
		Added address for two (2) records in Naalehu
		Added address for eight (8) records in Paho
		Added address for one (1) record in Kapaau
		Added address for three (3) records in Captain Cook
		Corrected spatial for sixteen (16) records in Kurtistown
		Added address for twelve (12) records in Volcano
		Added address for two (2) records in Holualoa
		Added address for eleven (11) records in Ocean View
		Added address for two (2) records in Hilo
		Added address for two (2) records in Kealakekua
		Added address for two (2) records in Kailua Kona
		Edited spatial for five (5) records in Keaau
		Added address for one (1) record in Laupahoehoe
		Corrected spatial for thirty-four (34) records in Keaau
		Edited spatial for one (1) record in Naalehu
		Updated apartment and updated alias for three (3) records in Holualoa
		Added address for six (6) records in Keaau
		Added address for five (5) records in Mountain View
		Edited spatial for two (2) records in Kurtistown
		Added address for one (1) record in Papaaloa
		Added address for one (1) record in Kamuela
Added address for four (4) records in Paauilo		
Updated streetname for three (3) records in Volcano		
Added address for thirteen (13) records in Kurtistown		

Hawaii County E9-1-1 Status Report

April 1, 2026 – April 30, 2026

MAPPING LAYERS UPDATED (PART II)

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

HAWAII COUNTY		
Type of Layer	V2X GIS Server	Other/Remarks
	Date Created/ Edits Performed	
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)		
Address Points	4/1/2026 To 4/13/2026	Delivered 4/14/2026
		Edited spatial for one (1) record in Ocean View
		Corrected spatial for four (4) records in Volcano
		Corrected spatial for eighteen (18) records in Pahoa
		Corrected spatial for one (1) record in Ocean View
		Edited spatial for two (2) records in Volcano
		Edited spatial for two (2) records in Kurtistown
		Corrected spatial for two (2) records in Kurtistown
		Updated routingID for thirty-five (35) records in Captain Cook
		Corrected spatial for five (5) records in Keaau
Airports		
Bridges		
Building Footprints		
Bus Stops		
Churches		
Coastal Names		
Coastline		
Common Places		
Correctional Facilities		
Emergency Callboxes		
Emergency Operation Centers		
Emergency Shelters		
ESZ/ESN		
Fire Beats		

Hawaii County E9-1-1 Status Report

April 1, 2026 – April 30, 2026

MAPPING LAYERS UPDATED (PART III)

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

HAWAII COUNTY		
Type of Layer	V2X GIS Server	Other/Remarks
	Date Created/ Edits Performed	
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)		
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		
MSAG Communities		
Net Junctions		
Ocean Rescue Boundaries		

Hawaii County E9-1-1 Status Report

April 1, 2026 – April 30, 2026

MAPPING LAYERS UPDATED (PART IV)

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

HAWAII COUNTY		
Type of Layer	V2X GIS Server	Other/Remarks
	Date Created/ Edits Performed	
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)		
Ocean Safety		
Parcels		
Parks		
Parks Polygon		
Points of Interest		
Police Beats		
Police Districts		
Police Response Areas		
Police Stations		
Post Offices		
Schools		
Street Centerlines	4/14/2026 To 4/27/2026	Delivered 4/28//2026
		Updated range for one (1) record in Laupahoehoe
		Updated streetname for one (1) record in Volcano
		Updated range for two (2) records in Captain Cook
	Added segment for one (1) record in Pahoia	
	4/1/2026 To 4/13/2026	Delivered 4/14/2026
		Split segment for and updated range for two (2) records in Kurtistown
Split segment for and updated range for two (2) records in Captain Cook		
Added segment for one (1) record in Kurtistown		
Subdivisions		
Tow Jurisdictions		
Tsunami Evacuation Zones		
Tsunami Heights		



Hawaii County E9-1-1 Status Report

April 1, 2026 – April 30, 2026

MAPPING LAYERS UPDATED (PART V)

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

HAWAII COUNTY		
Type of Layer	V2X GIS Server	Other/Remarks
	Date Created/ Edits Performed	
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)		
Volcanic Activity		
Waste Water Plants		
WSP Cell Sectors	4/28/2026 To 4/30/2026	Next Delivery 5/12/2026
		Updated twelve (12) sectors per Verizon Wireless CRS
	4/14/2026 To 4/27/2026	Delivered 4/28//2026
		Added thirty-three (33) sectors per Verizon Wireless CRS
		Updated fifty-seven (57) sectors per Verizon Wireless CRS
WSP Cell Towers		



Hawaii County E9-1-1 Status Report

April 1, 2026 – April 30, 2026

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
4/14/2026	Delivered Address Points, Cell Sectors, Cell Towers, Points of Interest, Street Centerlines, ESN, MSAG Communities, MedicResponseAreas, and FireResponseAreas for Hawaii County Mapflex
4/14/2026	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
4/28/2026	Delivered Address Points, Cell Sectors, Cell Towers, Points of Interest, Street Centerlines, ESN, MSAG Communities, MedicResponseAreas, and FireResponseAreas for Hawaii County Mapflex
4/28/2026	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.

Hawaii County E9-1-1 Status Report

April 1, 2026 – April 30, 2026

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 **April 30, 2026**. A new compare process was developed by V2X to perform this analysis.

HAWAII COUNTY	Address Points Layer	Street Centerlines Layer
New Addresses Added	70	
Addresses Removed	0	
Address Street Name Changes	4	
Address Street Number Changes	3	
New Street Segments Added		4
Street Segments Removed		0
Street Segment Range Changes		8
Street Segment Name Changes		1

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

April 2026

V2X delivered GIS data to the MapFlex/SCC systems on the following dates in April 2026

Hawaii County – April 14, 2026 and April 28, 2026

Maui County – April 1, 2026, and April 15, 2026, and April 29, 2026

Kauai County – April 2, 2026, April 16, 2026, and April 30, 2026

Honolulu – April 3, 2026, and April 17, 2026

Hawaii County E9-1-1 Status Report

April 1, 2026 – April 30, 2026

4. SERVICE REQUESTS TRANSACTIONS

OPEN SERVICE REQUESTS – APRIL 2026

#	Date	Description	Category	Comments

NOTE* THERE ARE NO (0) OPENED SERVICE REQUEST PENDING FOR APRIL 2026.

SERVICE REQUEST YEAR-TO-DATE (YTD) SUMMARY – 2026

HAWAII COUNTY				MSAG SERVICE REQUEST CATEGORIES					
2026	TOTAL		Open	WIRELINE		WIRELESS		VoIP	
	Created	Closed		Created	Closed	Created	Closed	Created	Closed
2025 Carryover*			0						
January	1	1	0	0	0	0	0	1	1
February	2	2	0	0	0	0	0	2	2
March	1	1	0	0	0	0	0	1	1
April	1	1	0	0	0	0	0	1	1
May									
June									
July									
August									
September									
October									
November									
December									
TOTAL	5	5	0	0	0	0	0	5	5

Note:	* The 2025 Carryover row indicated the number of Service Requests that were opened in 2025 and brought forward into 2026 in an effort to track the service request until completion. Detailed information on service tickets are available upon request.
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Definitions:	Category	Description
	Wireline	Telephone Number (ALI) Discrepancies from land line phones that have been submitted to Intrado via 9-1-1 Net for correction.
	Wireless	Telephone Number (ALI) Discrepancies from phones that were land lines at one time, and were ported out to a wireless carrier. However, the phone number was never removed from the MSAG database.
	VoIP	Received 911 (ALI) Discrepancies from VoIP providers and returned with a valid MSAG address for 911.

Hawaii County E9-1-1 Status Report

April 1, 2026 – April 30, 2026

5. E9-1-1 DATABASE SYNCHRONIZATION

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

Next Scheduled Database Synchronization Report – May 2026

TWO-WAY (2-WAY) COMPARISON

THREE-WAY (3-WAY) COMPARISON

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