

# Hawaii County E9-1-1 Status Report

*January 1, 2026 – January 31, 2026*



GO TOWARDS TOMORROW > go V2X



# Hawaii County E9-1-1 Status Report

## January 1, 2026 – January 31, 2026

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## 1. PSAP OPERATIONS

### 9-1-1 CALL VOLUME HAWAII COUNTY PSAPS – JANUARY 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 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%

### 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																	
MAR																	
APR																	
MAY																	
JUNE																	
JULY																	
AUG																	
SEPT																	
OCT																	
NOV																	
DEC																	
YTD	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%
MON AVG	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%

### 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 January 2026 = 3.52% - Statewide average for 2025 = 2.01%





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### 9-1-1 CALL VOLUME BY AGENCY – JANUARY 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

### 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										
March										
April										
May										
June										
July										
August										
September										
October										
November										
December										
YTD	9,820		0	819	2	2,631		0	29	0
MON AVG	9,820	78.87%	0	819	2	2,631	21.13%	0	29	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	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 – CURRENT MONTH – JANUARY 2026**

TEXT TO 911 Hawaii County PSAPs 2026		
Month	Received at Police	Received at Fire
January	32	2
February		
March		
April		
May		
June		
July		
August		
September		
October		
November		
December		
YTD	32	2
Monthly Avg.	32	2

**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 – JANUARY 2026**

HAWAII COUNTY - JANUARY 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 January 2026.

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### 2. MSAG (MASTER STREET ADDRESS GUIDE)

MSAG TRANSACTIONS CURRENT MONTH/YEAR – JANUARY 2026

<b>HAWAII COUNTY</b>	<b>9-1-1 TRANSACTIONS</b>								
	<b>Total</b>	<b>Dispatchable Location Transactions Submitted</b>	<b>MSAG</b>	<b>ALI Submitted</b>		<b>Open ALI Discrepancy Records</b>			<b>Customer Addresses Affected</b>
		<b>DL (A)</b>	<b>MSAG (B)</b>	<b>TN CR (C)</b>	<b>ALI DR (D)</b>	<b>TNCR</b>	<b>ALI DR</b>	<b>VoIP DR</b>	
<b>2026</b>									
<b>JANUARY</b>	110	102	6	2	0	285	0	0	0
<b>FEBRUARY</b>									
<b>MARCH</b>									
<b>APRIL</b>									
<b>MAY</b>									
<b>JUNE</b>									
<b>JULY</b>									
<b>AUGUST</b>									
<b>SEPTEMBER</b>									
<b>OCTOBER</b>									
<b>NOVEMBER</b>									
<b>DECEMBER</b>									
<b>TOTAL YTD</b>	<b>110</b>	<b>102</b>	<b>6</b>	<b>2</b>	<b>0</b>	<b>285</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>AVG PER MONTH</b>	<b>110</b>	<b>102</b>	<b>6</b>	<b>2</b>	<b>0</b>	<b>285</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>*TNCR Note</b>									

<b>Definitions</b>
<p>(A) <b>Dispatchable Location</b> - 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) <b>Master Street Address Guide</b> - Represents corrections made to street records including, street names, address ranges, MSAG Communities and ESNs.</p> <p>(C) <b>Telephone Number Change Request</b> - 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) <b>Automatic Location Information Discrepancy Record</b> - 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>

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### MSAG CURRENT MONTH NOTES:

A total of **110** MSAG transactions were processed in 9-1-1 Net during the current month. Six (**6**) 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 **no** customer ANI/ALI (telephone number/address) records updated as a direct result.

### TELEPHONE RECORD (ALI) TRANSACTIONS CURRENT MONTH NOTES:

**2** Telephone Number Change Requests (TN CR) transactions were processed in 9-1-1 Net with valid MSAG addresses, 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 one hundred and two (**102**) TN CRs related to the Dispatchable Location Project during the current month.

### OPEN TELEPHONE RECORD (ALI) DISCREPANCY STATUS:

- **There are currently 285 Open TN CR Transactions.**
- **Refer to chart in the next section “TNCR Current Status”**

**285** 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 285 Referred records.

- **There are currently no Open ALI-DRs as of January 31, 2026**
- **There are currently no Open VoIP DRs as of January 31, 2026**

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TNCR (TELEPHONE NUMBER CHANGE REQUEST) CURRENT STATUS – JANUARY 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.

<b>PSAP 9-1-1 Telephone Number Location Change Request (Telephone Number Change Request (TNCR) Status)</b>				
<b>County</b>	<b>TOTAL TNCR RECORDS SUBMITTED BY AKIMEKA</b>	<b>OPENED TNCRS PENDING FURTHER ACTION BY INTRADO</b>	<b>OPENED TNCRS REFERRED TO TELCO BY INTRADO</b>	<b>TOTAL UNOPENED TNCR RECORDS</b>
<b>HAWAII</b>	<b>285</b>	<b>0</b>	<b>241</b>	<b>44</b>

<b>STATUS</b>
<b><u>TOTAL TNCRS SUBMITTED</u></b> - The total number of TNCR requests for modification that have been submitted in 9-1-1 NET.
<b><u>PENDING STATUS</u></b> - 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.
<b><u>REFERRED STATUS</u></b> - 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.
<b><u>TOTAL UNOPENED TNCR RECORDS STATUS</u></b> - 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 – JANUARY 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 **20,307** Dispatchable Locations processed to date. There were **102** Dispatchable locations submitted and **114** were processed in January 2026.

Dispatchable Location			
2026	Common Name Place MSAG Address	TNCR* Transactions Submitted	Transactions Processed**
Quarter 1			
2025 Carryover		20,366	20,193
January	Hawaii Community FCU, 111 Aupuni St, Hilo	3	1
	Multi Bus, 99 Aupuni St, Hilo	27	16
	Multi Bus, 12-22 Furneaux Ln, Hilo	12	8
	Haaheo Elementary School, 121 Haaheo Rd, Hilo	60	60
	Wesley R Segawa & Assoc, 111 Silva St, Hilo	0	1
	Mental Health Kokua, 139 Amau Rd, Hilo	0	1
	Dodo Mortuary, 199 Wainaku St, Hilo	0	23
	T-Mobile USA, 315 E Makaala St, Hilo	0	1
	Target, 391 E Makaala St, Hilo	0	1
	Multi Bus, 50 E Puainako St, Hilo	0	1
	Reyn's, 671185 Mamalahoa Hwy, Kamuela	0	1
February			
March			
Q1 Total		102	114
Total		20,468	20,307



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**SPECTRUM (CHARTER) 9-1-1 VOIP DATABASE VERIFICATION PROJECT - JANUARY 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.

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

\* 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.

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**BANDWIDTH 9-1-1 VOIP DATABASE VERIFICATION PROJECT – JANUARY 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.

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

**\*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.

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### 3. GEOGRAPHIC INFORMATION SYSTEM (GIS) – JANUARY 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	1/20/2026 To 1/31/2026	<b>Next Delivery 2/3/2026</b>
		Added address for one (1) record in Honokaa
		Corrected spatial for fifteen (15) records in Hawi
		Added address for three (3) records in Naalehu
		Corrected spatial for two (2) records in Volcano
		Added address for one (1) record in Honomu
		Corrected spatial for five (5) records in Pahoa
		Added address for two (2) records in Captain Cook
		Edited spatial for and added address for one (1) record in Pahala
		Added address for fifteen (15) records in Volcano
		Updated housenumber for one (1) record in Kurtistown
		Added address for six (6) records in Pahoa
		Corrected TMK and corrected spatial for one (1) record in Kamuela
		Added address for nine (9) records in Ocean View
		Added address for three (3) records in Hilo
		Edited spatial for two (2) records in Mountain View
		Added address for one (1) record in Kealakekua
		Added address for one (1) record in Kailua Kona
		Corrected spatial for one (1) record in Ocean View
		Corrected spatial for two (2) records in Mountain View
		Corrected spatial for six (6) records in Keaau
		Corrected spatial for seventeen (17) records in Kamuela
		Updated routingID, updated housenumber, updated streetname, and updated Alias for one (1) record in Kailua Kona
		Added address for seven (7) records in Keaau

## Hawaii County E9-1-1 Status Report

January 1, 2026 – January 31, 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)		
<b>Address Points</b>	<b>1/20/2026 To 1/31/2026</b>	Added address for eight (8) records in Mountain View
		Added address for one (1) record in Kamuela
		Corrected spatial for four (4) records in Hilo
		Added address for six (6) records in Kurtistown
		<b>Delivered 1/20/2026</b>
		Edited spatial for one (1) record in Laupahoehoe
		Edited spatial for three (3) records in Kapaau
		Added address for six (6) records in Paho
		Edited spatial for two (2) records in Kailua Kona
		Edited spatial for two (2) records in Paho
		Corrected spatial for one (1) record in Paho
		Added address for six (6) records in Mountain View
		Added address for one (1) record in Captain Cook
	<b>1/6/2026 To 1/19/2026</b>	Edited spatial for one (1) record in Waikoloa
		Corrected spatial for eight (8) records in Kurtistown
		Added address for nineteen (19) records in Volcano
		Corrected spatial for seven (7) records in Volcano
		Corrected spatial for three (3) records in Kailua Kona
		Corrected spatial for seven (7) records in Kapaau
		Added address for two (2) records in Ocean View
		Updated housenumber and updated Alias for one (1) record in Hilo
		Added address for two (2) records in Hilo
		Edited spatial for one (1) record in Mountain View
		Added address for one (1) record in Naalehu
		Added address for one (1) record in Hawi

# Hawaii County E9-1-1 Status Report

January 1, 2026 – January 31, 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	
<b>CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH &amp; RESPONSE (Listed Alphabetically)</b>		
Address Points	1/6/2026 To 1/19/2026	Added address for one (1) record in Kailua Kona
		Corrected spatial for five (5) records in Ocean View
		Corrected spatial for twelve (12) records in Mountain View
		Edited spatial for one (1) record in Kamuela
		Added address for one (1) record in Laupahoehoe
		Corrected spatial for eighteen (18) records in Keaau
		Edited spatial for one (1) record in Ocean View
		Corrected spatial for twelve (12) records in Kamuela
		Added address for one (1) record in Hakalau
		Added address for nine (9) records in Keaau
		Added address for seventeen (17) records in Waikoloa
		Corrected spatial for one (1) record in Laupahoehoe
		Edited spatial for one (1) record in Kurtistown
		Added address for one (1) record in Kapaau
		Added address for one (1) record in Kamuela
		Edited spatial for three (3) records in Keaau
		Corrected spatial for nine (9) records in Hilo
		Added address for four (4) records in Kurtistown
	1/1/2026 To 1/5/2026	<b>Delivered 1/6/2026</b>
		Added address for one (1) record in Volcano
	Updated routingID, updated house number, updated streetname, and updated Alias for one (1) record in Hilo	
Airports		
Bridges		
Building Footprints		

## Hawaii County E9-1-1 Status Report

January 1, 2026 – January 31, 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	
<b>CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH &amp; RESPONSE (Listed Alphabetically)</b>		
Bus Stops		
Churches		
Coastal Names		
Coastline		
Common Places		
Correctional Facilities		
Emergency Callboxes		
Emergency Operation Centers		
Emergency Shelters		
ESZ/ESN		
Fire Beats		
Fire Districts		
Fire Response Areas		
Fire Stations		
Food & Beverage		
Gas Stations		
Gate Codes		
Government Buildings		
Harbors		
Helipads		
Hiking Trails		
Hospitals		
Hydrants		
Hyrdology Layers		

## Hawaii County E9-1-1 Status Report

January 1, 2026 – January 31, 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	
<b>CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH &amp; RESPONSE (Listed Alphabetically)</b>		
Incident Response Areas		
Lodging		
Major Roads		
Medic Beats		
Medic Districts		
Medic Response Areas		
Medic Stations		
Medical Facilities		
Milepost Markers		
MSAG Communities		
Net Junctions		
Ocean Rescue Boundaries		
Ocean Safety		
Parcels		
Parks		
Parks Polygon		
Points of Interest		
Police Beats		
Police Districts		
Police Response Areas		
Police Stations		
Post Offices		
Schools		

## Hawaii County E9-1-1 Status Report

January 1, 2026 – January 31, 2026

**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.*

HAWAII COUNTY		
Type of Layer	V2X GIS Server Date Created/ Edits Performed	Other/Remarks
<b>CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH &amp; RESPONSE (Listed Alphabetically)</b>		
Street Centerlines		
Subdivisions		
Tow Jurisdictions		
Tsunami Evacuation Zones		
Tsunami Heights		
Volcanic Activity		
Waste Water Plants		
<b>WSP Cell Sectors</b>	<b>1/20/2026 To 1/31/2026</b>	<b>Next Delivery 2/3/2026</b>
		Added three (3) sectors per AT&T CRS
		Added twenty-four (24) sectors per Verizon Wireless CRS
	<b>1/6/2026 To 1/19/2026</b>	<b>Delivered 1/20/2026</b>
		Added fifteen (15) sectors per Verizon Wireless CRS
		Added three (3) sectors per T-Mobile CRS
		Added ten (10) sectors per AT&T CRS
WSP Cell Towers		

## Hawaii County E9-1-1 Status Report

January 1, 2026 – January 31, 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
1/6/2026	Delivered Address Points, Cell Sectors, Cell Towers, Points of Interest, Street Centerlines, ESN, MSAG Communities, MedicResponseAreas, and FireResponseAreas for Hawaii County Mapflex
1/6/2026	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
1/20/2026	Delivered Address Points, Cell Sectors, Cell Towers, Points of Interest, Street Centerlines, ESN, MSAG Communities, MedicResponseAreas, and FireResponseAreas for Hawaii County Mapflex
1/20/2026	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

**January 1, 2026 – January 31, 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 **January 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	68	
Addresses Removed	1	
Address Street Name Changes	2	
Address Street Number Changes	1	
New Street Segments Added		6
Street Segments Removed		2
Street Segment Range Changes		12
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

January 2026

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

**Hawaii County** – January 6, 2026, and January 20, 2026

**Maui County** – January 7, 2026, January 21, 2026

**Kauai County** – January 8, 2026, January 22, 2026

**Honolulu** – January 9, 2026, January 23, 2026

## Hawaii County E9-1-1 Status Report

January 1, 2026 – January 31, 2026

### 4. SERVICE REQUESTS TRANSACTIONS

#### OPEN SERVICE REQUESTS – JANUARY 2026

#	Date	Description	Category	Comments

NOTE\* THERE ARE NO (0) OPENED SERVICE REQUEST PENDING FOR JANUARY 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									
March									
April									
May									
June									
July									
August									
September									
October									
November									
December									
<b>TOTAL</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>1</b>

<b>Note:</b>	* 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

January 1, 2026 – January 31, 2026

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### 5. E9-1-1 DATABASE SYNCHRONIZATION

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

## Next Database Synchronization Report – February 2026

TWO-WAY (2-WAY) COMPARISON

THREE-WAY (3-WAY) COMPARISON

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