

# *Kauai County E9-1-1 Status Report*

*May 1, 2026 – May 31, 2026*



GO TOWARDS TOMORROW > go V2X

# Kauai County E9-1-1 Status Report

May 1, 2026 - May 31, 2026

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## 1. PSAP OPERATIONS

### 9-1-1 CALL VOLUME – MAY 2026

(Source :) Intrado ECATS system

| 9-1-1 Call Volume |                             |                       |                  |                       |                  |                          |                          |                   |                  |                                 |                  |                    |                  |                        |                  |             |                  |
|-------------------|-----------------------------|-----------------------|------------------|-----------------------|------------------|--------------------------|--------------------------|-------------------|------------------|---------------------------------|------------------|--------------------|------------------|------------------------|------------------|-------------|------------------|
| KAUAI PSAP        |                             | 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 No COS | % of Total Calls | No. of Admin Calls | % of Total Calls | No. of 9-1-1 Abandoned | % of Total Calls | Other       | % of Total Calls |
| MAY               | 2,542                       | 111                   | 4.37%            | 2,002                 | 78.76%           | 16.08%                   | 83.92%                   | 85                | 3.34%            | 44                              | 1.73%            | 0                  | 0.00%            | 300                    | 11.80%           | 0           | 0.00%            |

\*911 Calls with No Ali or “No Class of Service” for May 2026 = 1.73% - Statewide average for 2025 = 2.01%

### 9-1-1 CALL VOLUME – CALENDAR YEAR 2026

| 9-1-1 Call Volume |                             |                       |                  |                       |                  |                          |                          |                   |                  |                                 |                  |                    |                  |                        |                  |             |                  |
|-------------------|-----------------------------|-----------------------|------------------|-----------------------|------------------|--------------------------|--------------------------|-------------------|------------------|---------------------------------|------------------|--------------------|------------------|------------------------|------------------|-------------|------------------|
| KAUAI PSAP        |                             | 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 No COS | % of Total Calls | No. of Admin Calls | % of Total Calls | No. of 9-1-1 Abandoned | % of Total Calls | Other       | % of Total Calls |
| JAN               | 2,672                       | 123                   | 4.60%            | 2,045                 | 76.53%           | 17.02%                   | 82.98%                   | 127               | 4.75%            | 48                              | 1.80%            | 0                  | 0.00%            | 329                    | 12.31%           | 0           | 0.00%            |
| FEB               | 2,318                       | 99                    | 4.27%            | 1,800                 | 77.65%           | 17.94%                   | 82.06%                   | 102               | 4.40%            | 15                              | 0.65%            | 0                  | 0.00%            | 302                    | 13.03%           | 0           | 0.00%            |
| MAR               | 2,664                       | 122                   | 4.58%            | 1,988                 | 74.62%           | 16.75%                   | 83.25%                   | 132               | 4.95%            | 21                              | 0.79%            | 0                  | 0.00%            | 401                    | 15.05%           | 0           | 0.00%            |
| APR               | 2,611                       | 91                    | 3.49%            | 2,050                 | 78.51%           | 15.80%                   | 84.20%                   | 111               | 4.25%            | 17                              | 0.65%            | 0                  | 0.00%            | 342                    | 13.10%           | 0           | 0.00%            |
| MAY               | 2,542                       | 111                   | 4.37%            | 2,002                 | 78.76%           | 16.08%                   | 83.92%                   | 85                | 3.34%            | 44                              | 1.73%            | 0                  | 0.00%            | 300                    | 11.80%           | 0           | 0.00%            |
| JUNE              |                             |                       |                  |                       |                  |                          |                          |                   |                  |                                 |                  |                    |                  |                        |                  |             |                  |
| JULY              |                             |                       |                  |                       |                  |                          |                          |                   |                  |                                 |                  |                    |                  |                        |                  |             |                  |
| AUG               |                             |                       |                  |                       |                  |                          |                          |                   |                  |                                 |                  |                    |                  |                        |                  |             |                  |
| SEPT              |                             |                       |                  |                       |                  |                          |                          |                   |                  |                                 |                  |                    |                  |                        |                  |             |                  |
| OCT               |                             |                       |                  |                       |                  |                          |                          |                   |                  |                                 |                  |                    |                  |                        |                  |             |                  |
| NOV               |                             |                       |                  |                       |                  |                          |                          |                   |                  |                                 |                  |                    |                  |                        |                  |             |                  |
| DEC               |                             |                       |                  |                       |                  |                          |                          |                   |                  |                                 |                  |                    |                  |                        |                  |             |                  |
| YTD               | 12,807                      | 546                   |                  | 9,885                 |                  |                          |                          | 557               |                  | 145                             |                  | 0                  |                  | 1,674                  |                  | 0           |                  |
| MON AVG           | 2,561                       | 109                   | 4.26%            | 1,977                 | 77.22%           | 16.72%                   | 83.28%                   | 111               | 4.34%            | 29                              | 1.12%            | 0                  | 0.00%            | 335                    | 13.06%           | 0           | 0.00%            |

“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.
- Abandoned Calls are included in the total Wireline and Wireless counts respectively.
- 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).
- 1 (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 – MAY 2026

| TEXT TO 911 Kauai County 2026 |                |
|-------------------------------|----------------|
| Month                         | Total received |
| January                       | 34             |
| February                      | 28             |
| March                         | 42             |
| April                         | 32             |
| May                           | 21             |
| June                          |                |
| July                          |                |
| August                        |                |
| September                     |                |
| October                       |                |
| November                      |                |
| December                      |                |
| YTD                           | 157            |
| Monthly Avg.                  | 31             |

#### NOTE:

- 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 – MAY 2026

| KAUAI COUNTY - MAY 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 May 2026.

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

MSAG TRANSACTIONS CURRENT MONTH/YEAR – MAY 2026

| <b>KAUAI 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>       | 62                        | 59  | 3               | 0                    | 0                 | 372                                 | 0             | 0              | 108                                |
| <b>FEBRUARY</b>      | 64                        | 64  | 0               | 0                    | 0                 | 355                                 | 0             | 0              | 0                                  |
| <b>MARCH</b>         | 88                        | 85  | 3               | 0                    | 0                 | 359                                 | 0             | 0              | 53                                 |
| <b>APRIL</b>         | 85                        | 85  | 0               | 0                    | 0                 | 382                                 | 0             | 0              | 0                                  |
| <b>MAY</b>           | 35                        | 32  | 3               | 0                    | 0                 | 354                                 | 0             | 0              | 13                                 |
| <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>334</b>                | <b>325</b>  | <b>9</b>        | <b>0</b>             | <b>0</b>          | <b>364</b>                          | <b>0</b>      | <b>0</b>       | <b>174</b>                         |
| <b>AVG PER MONTH</b> | <b>67</b>                 | <b>65</b>   | <b>2</b>        | <b>0</b>             | <b>0</b>          | <b>364</b>                          | <b>0</b>      | <b>0</b>       | <b>35</b>                          |

\*TNCR Note

#### Definitions

(A) **Dispatchable Location** - is defined in the FCC 15-9 Docket as the verified or corroborated street address of the calling party plus additional information such as floor, suite, apartment or similar information that may be needed to adequately identify the location of the calling party. Please see Dispatchable Location Section for more information.

(B) **Master Street Address Guide** - Represents corrections made to street records including, street names, address ranges, MSAG Communities and ESNs.

(C) **Telephone Number Change Request** - Represents address corrections on a specific TN or group of TNs. These "invalid" TNs usually have an associated ESN 499 attached to them which indicates the need for validation.

(D) **Automatic Location Information Discrepancy Record** - Represents an address discrepancy discovered during a live 9-1-1 call, from a landline OR a VoIP phone. These record corrections are treated with a higher priority and should be processed within 48 hours if wireline, and 72 hours if a VoIP phone, as a general guideline.

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### MSAG CURRENT MONTH NOTES:

A total of **35** MSAG transactions were processed in 9-1-1 Net during the current month. Three (**3**) requests were processed relating to the MSAG database. Changes can include: changes to high – low street ranges, combining street records, deletion of invalid records, splitting street records to align with Police, Fire, EMS, and inserting new MSAG records.

There were **13** customer ANI/ALI (telephone number/address) records updated as a direct result.

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

V2X processed **32** TN CRs related to the Dispatchable Location Project during the current month.

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

- **There are currently 354 Open TN CRs.**

Three hundred and fifty-four (**354**) 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 currently no Open ALI-DRs as of May 31, 2026**
- **There are currently no Open VoIP DRs as of May 31, 2026**

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### TNCR (TELEPHONE NUMBER CHANGE REQUEST) CURRENT STATUS – MAY 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<br/>(Telephone Number Change Request (TNCR) Status)</b> |  |   |  |                                    |
|--|--|---|--|------------------------------------|
| <b>PSAP</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>KAUAI</b>   | <b>354</b>                                     | <b>0</b>  | <b>314</b>                                       | <b>40</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 – MAY 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 August 2015, V2X started a pilot project, entering additional location information into a verified MSAG address with multiple telephone numbers. Specifically, the **Kukui Grove Center at 302600 Kaumualii Hwy, Lihue**. 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. 32 transactions were submitted, and 60 transactions were processed by Intrado in May 2026.

| Dispatchable Location                               |  |                                   |                           |
|---|--|-----------------------------------|---------------------------|
| 2026  | Common Name Place<br>MSAG Address                          | TNCR<br>Transactions<br>Submitted | Transactions<br>Processed |
| Quarter 2   |  |                                   |                           |
| Quarter 1 Carryover                                 |  | 18,287                            | 17,505                    |
| May   | Hanalei Colony Resort, 507130 Kuhio Hwy, Haena             | 4                                 | 4                         |
|   | County Of Kauai, 507847 Kuhio Hwy, Haena                   | 1                                 | 0                         |
|   | Nat'l Bot/Limahuli Garden, 508291 Kuhio Hwy, Haena         | 2                                 | 1                         |
|   | McBryde Resources, 5481 Wainiha Powerhouse Rd, Haena       | 2                                 | 1                         |
|   | Kokee Multi Bus, 3600 Kokee Rd, Kokee                      | 23                                | 5                         |
|   | Multi Bus, 2484 Keneke St, Kilauea                         | 0                                 | 3                         |
|   | Christ Memorial Episcopal Ch, 2524 Kolo Rd, Kilauea        | 0                                 | 1                         |
|   | Aloha Petroleum, 2535 Kolo Rd, Kilauea                     | 0                                 | 1                         |
|   | Multi Bus, 3016 Umi St, Lihue                              | 0                                 | 1                         |
|   | Westin Princeville Ocean Rsrt, 3838 Wyllie Rd, Princeville | 0                                 | 4                         |
|   | Multi Bus, 3900 Kawelo St, Anahola                         | 0                                 | 2                         |
|   | Multi Bus, 4488 Hanalei Plantation Rd, Princeville         | 0                                 | 4                         |
|   | Multi Bus, 4489 Aku Rd, Hanalei                            | 0                                 | 2                         |
|   | Anaina Hou Community Park, 502723 Kuhio Hwy, Kilauea       | 0                                 | 2                         |
| Multi Bus Hanalei Center, 505161 Kuhio Hwy, Hanalei | 0  | 22                                |                           |
| Puu Poa Condos, 5454 Ka Haku Rd, Princeville        | 0  | 7                                 |                           |
| June  |  |                                   |                           |
| Q2  |  | 117                               | 122                       |
| Total   |  | 18,404                            | 17,627                    |





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### SPECTRUM (CHARTER) 9-1-1 VOIP DATABASE VERIFICATION PROJECT - MAY 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)<br/>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.   |





# Kauai County E9-1-1 Status Report

May 1, 2026 - May 31, 2026

## BANDWIDTH 9-1-1 VOIP DATABASE VERIFICATION PROJECT – MAY 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<br/>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> |
| 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%                   |
| <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.   |



## Kauai County E9-1-1 Status Report

May 1, 2026 - May 31, 2026

### 3. GEOGRAPHIC INFORMATION SYSTEM (GIS) – MAY 2026

#### MAPPING LAYERS UPDATED (PART I)

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

| KAUAI COUNTY   |                                  |   |
|--|----------------------------------|---|
| Type of Layer  | V2X GIS Server                   | Other/Remarks                                     |
|  | Date Created/<br>Edits Performed |   |
| CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE<br>(Listed Alphabetically) |                                  |   |
| Address Points   | 5/14/2026<br>To<br>5/27/2026     | Next Delivery 6/11/2026                           |
|  |                                  | Delivered 5/28/2026                               |
|  |                                  | Updated address for one (1) record in Lawai       |
|  |                                  | Added location name for one (1) record in Kapaa   |
|  |                                  | Updated location name for one (1) record in Kapaa |
|  |                                  | Added address for one (1) record in Eleele        |
|  |                                  | Added address for one (1) record in Kapaa         |
|  |                                  | Updated street name for one (1) record in Mana    |
|  |                                  | Updated address for one (1) record in Mana        |
|  |                                  | Added POI for one (1) record in Wailua            |
| Added location name for one (1) record in Niualu                                       |                                  |   |
| Airports   |                                  |   |
| Bridges  |                                  |   |
| Building Footprints  |                                  |   |
| Bus Stops  |                                  |   |
| Churches   |                                  |   |
| Coastal Names  |                                  |   |
| Coastline  |                                  |   |
| Common Places  |                                  |   |
| Correctional Facilities  |                                  |   |
| Emergency Callboxes  |                                  |   |
| Emergency Operation Centers  |                                  |   |
| Emergency Shelters   |                                  |   |



# Kauai County E9-1-1 Status Report

May 1, 2026 - May 31, 2026

## MAPPING LAYERS UPDATED (PART II)

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

| KAUAI COUNTY   |                                  |   |
|--|----------------------------------|---|
| Type of Layer  | V2X GIS Server                   | Other/Remarks   |
|  | Date Created/<br>Edits Performed |   |
| <b>CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH &amp; RESPONSE<br/>(Listed Alphabetically)</b> |                                  |   |
| ESZ/ESN  | 5/14/2026 To<br>5/27/2026        | Delivered 5/28/2026<br>Modified boundary for two (2) records          |
| Fire Beats   |                                  |   |
| Fire Districts   |                                  |   |
| Fire Response Areas  |                                  |   |
| Fire Stations  |                                  |   |
| Food & Beverage  | 5/14/2026 To<br>5/27/2026        | Delivered 5/28/2026<br>Updated restaurant for one (1) record in Kapaa |
| 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   |                                  |   |



## Kauai County E9-1-1 Status Report

May 1, 2026 - May 31, 2026

### MAPPING LAYERS UPDATED (PART III)

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

| KAUAI COUNTY   |  |  |
|--|--|--|
| Type of Layer  | V2X GIS Server<br>Date Created/<br>Edits Performed | Other/Remarks  |
| <b>CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH &amp; RESPONSE<br/>(Listed Alphabetically)</b> |  |  |
| Milepost Markers   |  |  |
| MSAG Communities   | 5/14/2026<br>To<br>5/27/2026                       | <p style="text-align: right;"><b>Delivered 5/28/2026</b></p> Modified boundary for one (1) record in Kalaheo<br>Modified boundary for one (1) record in Lawai  |
| Net Junctions  |  |  |
| Ocean Rescue Boundaries  |  |  |
| Ocean Safety   |  |  |
| Parcels  |  |  |
| Parks  |  |  |
| Parks Polygon  |  |  |
| Points of Interest   | 5/14/2026<br>To<br>5/27/2026                       | <p style="text-align: right;"><b>Delivered 5/28/2026</b></p> Added address for one (1) record in Niumalu<br>Added POI for one (1) record in Wailua<br>Added POI for one (1) record in Kapaa<br>Updated POI name for one (1) record in Kapaa<br>Spatially corrected one (1) record in Kapaa |
| Police Beats   |  |  |
| Police Districts   |  |  |
| Police Response Areas  |  |  |
| Police Stations  |  |  |
| Post Offices   |  |  |
| Schools  |  |  |
| Street Centerlines   | 5/28/2026<br>To<br>5/31/2026                       | <p style="text-align: right;"><b>Next Delivery 6/11/2026</b></p> Flipped centerline two (2) records in Anahola<br>Spatially corrected three (3) records in Kalihiwai   |
| Subdivisions   |  |  |

## Kauai County E9-1-1 Status Report

May 1, 2026 - May 31, 2026

### MAPPING LAYERS UPDATED (PART IV)

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

| KAUAI COUNTY   |                                  |  |
|--|----------------------------------|--|
| Type of Layer  | V2X GIS Server                   | Other/Remarks  |
|  | Date Created/<br>Edits Performed |  |
| <b>CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH &amp; RESPONSE<br/>(Listed Alphabetically)</b> |                                  |  |
| Tow Jurisdictions  |                                  |  |
| Tsunami Evacuation Zones   |                                  |  |
| Tsunami Heights  |                                  |  |
| Waste Water Plants   |                                  |  |
| WSP Cell Sectors   | 5/14/2026 To<br>5/27/2026        | <p style="text-align: center; margin: 0;"><b>Delivered 5/28/2026</b></p> Added one (1) sector per Verizon Wireless CRS |
| WSP Cell Towers  |                                  |  |

**NOTE:**

- The Parcels layer is provided by Kauai County. V2X performs edits on the spatial information of the layer for 9-1-1 purposes. Changes to the attribute table are made when needed. The Parcels layer uploaded to the PSAP GIS server is intended for 9-1-1 purposes only and should not be disseminated to other county agencies.

## Kauai County E9-1-1 Status Report

May 1, 2026 - May 31, 2026

### GEOGRAPHIC INFORMATION SYSTEM (GIS) NARRATIVES

#### GIS KEY ACTIVITIES/UPDATES

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

| Date      | Key Activities/Updates  |
|-----------|---|
| 5/14/2026 | Delivered for Spillman CAD: Address Points, Cell Sectors, Cell Towers, Food & Beverage, POI, Street Centerlines |
| 5/14/2026 | Delivered for SCC Mapping: Address Points, Cell Sectors, Cell Towers, Food & Beverage, POI, Street Centerlines  |
| 5/28/2026 | Delivered for Spillman CAD: Address Points, Cell Sectors, Cell Towers, POI, Street Centerlines                  |
| 5/28/2026 | Delivered for SCC Mapping: Address Points, Cell Sectors, Cell Towers, POI, Street Centerlines                   |

#### 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.

#### MEDIC 25

The Kauai PSAP activated a new Medic Station in Hanalei. The new Medic beat was created in the GIS Medic Beat Boundaries layer and all associated layers that includes the new ESNs (Emergency Service Numbers) were updated accordingly. The new medic beat was also programed into the CAD (Spillman) system to update the unit recommendation function. The 2 new ESNs 454 and 455 were also updated in 911Net for MSAG updates. ESN 454 required 89 MSAG transactions which affected 4,015 customers and ESN 455 required 12 transactions which affected 209 customers.

## Kauai County E9-1-1 Status Report

May 1, 2026 - May 31, 2026

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### SPILLMAN PROJECT

The Kauai County Spillman project is considered consistent and has not had any significant issues reported.

### MAPFLEX/SCC SYSTEM

May 2026

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

**Hawaii County** – May 12, 2026, and May 26, 2026

**Maui County** – May 13, 2026, and May 27, 2026

**Kauai County** – May 14, 2026, and May 28, 2026

**Honolulu** – May 1, 2026, May 15, 2026, and May 29, 2026

## Kauai County E9-1-1 Status Report

May 1, 2026 - May 31, 2026

### 4. SERVICE REQUESTS TRANSACTIONS

#### OPEN SERVICE REQUESTS – MAY 2026

| # | Date | Description | Category | Comments |
|---|------|-------------|----------|----------|
|   |      |             |          |          |

NOTE:

**There are no (0) open service requests for May 2026.**

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

| KAUAI COUNTY    |          |          |          | MSAG SERVICE REQUEST CATEGORIES |          |          |          |          |          |
|-----------------|----------|----------|----------|---------------------------------|----------|----------|----------|----------|----------|
| 2026            | TOTAL    |          | Open     | WIREFINE                        |          | WIRELESS |          | VoIP     |          |
|                 | Created  | Closed   |          | Created                         | Closed   | Created  | Closed   | Created  | Closed   |
| 2025 Carryover* |          |          | 0        |                                 |          |          |          |          |          |
| January         | 0        | 0        | 0        | 0                               | 0        | 0        | 0        | 0        | 0        |
| February        | 2        | 2        | 0        | 0                               | 0        | 0        | 0        | 2        | 2        |
| March           | 0        | 0        | 0        | 0                               | 0        | 0        | 0        | 0        | 0        |
| April           | 0        | 0        | 0        | 0                               | 0        | 0        | 0        | 0        | 0        |
| May             | 0        | 0        | 0        | 0                               | 0        | 0        | 0        | 0        | 0        |
| June            |          |          |          |                                 |          |          |          |          |          |
| July            |          |          |          |                                 |          |          |          |          |          |
| August          |          |          |          |                                 |          |          |          |          |          |
| September       |          |          |          |                                 |          |          |          |          |          |
| October         |          |          |          |                                 |          |          |          |          |          |
| November        |          |          |          |                                 |          |          |          |          |          |
| December        |          |          |          |                                 |          |          |          |          |          |
| <b>TOTAL</b>    | <b>2</b> | <b>2</b> | <b>0</b> | <b>0</b>                        | <b>0</b> | <b>0</b> | <b>0</b> | <b>2</b> | <b>2</b> |

Note:

\* The 2025 Carryover row indicates the number of Service Requests that were opened in 2025; however, were brought forward into 2026 in an effort to track the service request until completion.

|                     | Category | Description   |
|---------------------|----------|---|
| <b>Definitions:</b> | 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.  |



## Kauai County E9-1-1 Status Report

May 1, 2026 - May 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 Scheduled Database Synchronization Report – June 2026

TWO-WAY (2-WAY) COMPARISON

THREE-WAY (3-WAY) COMPARISON

INVALID MSAG STREETS AND ADDRESS RANGES – ESN 499 MSAG & ALI RECORDS  
PROJECT COMPLETED

