

# Maui County E9-1-1 Status Report

*January 1, 2026 – January 31, 2026*



GO TOWARDS TOMORROW > go V2X



# Maui County E9-1-1 Status Report

January 1, 2026 - January 31, 2026

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## 1. PSAP OPERATIONS

### 9-1-1 CALL VOLUME MAUI PSAP – JANUARY 2026

Source: Intrado Viper system

9-1-1 Call Volume																			
MAUI PSAP		Wireline		Wireless				VOIP		Calls With No ALI		Calls with No Value		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 Calls with No Value	% of Total Calls	No. of Admin Calls	% of Total Calls	No. of 9-1-1 Abandoned	% of Total Calls	Other Calls	% of Total Calls
JAN	8,656	422	4.88%	6,980	80.64%	11.75%	88.25%	392	4.53%	87	1.01%	97	1.12%	0	0.00%	677	7.82%	1	0.01%

“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.

### CALL VOLUME MAUI PSAP NOTES:

911 Calls with “no value” for January 2026 = 97 (see report on page 7)

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

9-1-1 Call Volume																			
MAUI PSAP		Wireline		Wireless				VOIP		Calls with No ALI		Calls with No Value		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 Calls with No Value	% of Total Calls	No. of Admin Calls	% of Total Calls	No. of 9-1-1 Abandoned	% of Total Calls	Other Calls	% of Total Calls
JAN	8,656	422	4.88%	6,980	80.64%	11.75%	88.25%	392	4.53%	87	1.01%	97	1.12%	0	0.00%	677	7.82%	1	0.01%
FEB																			
MAR																			
APR																			
MAY																			
JUNE																			
JULY																			
AUG																			
SEPT																			
OCT																			
NOV																			
DEC																			
YTD	8,656	422		6,980				392		87		97		0		677		1	
MON AVG	8,656	422	4.88%	6,980	80.64%	11.75%	88.25%	392	4.53%	87	1.01%	97	1.12%	0	0.00%	677	7.82%	1.00	0.01%





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## 9-1-1 CALL VOLUME MOLOKAI PSAP – JANUARY 2026

**Source:** Intrado Viper system

(\*) Totals are based on calls to Primary PSAP.

9-1-1 Call Volume																			
MOLOKAI PSAP		Wireline		Wireless				VOIP		Calls With No ALI		Calls with No Value		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 Calls with No Value	% of Total Calls	No. of Admin Calls	% of Total Calls	No. of 9-1-1 Abandoned	% of Total Calls	Other Calls	% of Total Calls
JAN	1,198	101	8.43%	357	29.80%	22.41%	77.59%	15	1.25%	367	30.63%	17	1.42%	0	0.00%	341	28.46%	0	0.00%

### CALL VOLUME MOLOKAI PSAP NOTES:

911 Calls with “no value” for January 2026 = 17 (see report on page 7)

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

9-1-1 Call Volume																			
MOLOKAI PSAP		Wireline		Wireless				VOIP		Calls With No ALI		Calls with No Value		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 Calls with No Value	% of Total Calls	No. of Admin Calls	% of Total Calls	No. of 9-1-1 Abandoned	% of Total Calls	Other Calls	% of Total Calls
JAN	1,198	101	8.43%	357	29.80%	22.41%	77.59%	15	1.25%	367	30.63%	17	1.42%	0	0.00%	341	28.46%	0	0.00%
FEB																			
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AUG																			
SEPT																			
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DEC																			
YTD	1,198	101	8.43%	357	29.80%	22.41%	77.59%	15	1.25%	367	30.63%	17	1.42%	0	0.00%	341	28.46%	0	0.00%
MON AVG	1,198	101	8.43%	357	29.80%	22.41%	77.59%	15.00	1.25%	367	30.63%	17	1.42%	0	0.00%	341	28.46%	0	0.00%





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## 9-1-1 CALL VOLUME (COMBINED MAUI & MOLOKAI PSAPS) – JANUARY 2026

9-1-1 Call Volume																			
MAUI COUNTY PSAPs		Wireline		Wireless				VOIP Calls		Calls With No ALI		Calls with No Value		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 Calls with No Value	% of Total Calls	No. of Admin Calls	% of Total Calls	No. of 9-1-1 Abandoned	% of Total Calls	Other Calls	% of Total Calls
JAN	9,854	523	5.31%	7,337	74.46%	12.27%	87.73%	407	4.13%	454	4.61%	114	1.16%	0	0.00%	1,018	10.33%	1	0.01%

## 9-1-1 CALL VOLUME (COMBINED MAUI & MOLOKAI PSAPS) – CALENDAR YEAR 2026

9-1-1 Call Volume																			
MAUI COUNTY PSAPs		Wireline		Wireless				VOIP		Calls with No ALI		Calls with No Value		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 Calls with No Value	% of Total Calls	No. of Admin Calls	% of Total Calls	No. of 9-1-1 Abandoned	% of Total Calls	Other Calls	% of Total Calls
JAN	9,854	523	5.31%	7,337	74.46%	12.27%	87.73%	407	4.13%	454	4.61%	114	1.16%	0	0.00%	1,018	10.33%	1	0.01%
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MON AVG	9,854	523	5.31%	7,337	74.46%	12.27%	87.73%	407	4.13%	454	4.61%	#DIV/0!	#DIV/0!	0.00	0.00%	1,018	10.33%	1	0.01%

\*Calls with No ALI for January 2026 = 4.61% - Statewide average for 2025 = 2.01%



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## 911 Calls with “no value”

During a meeting with representatives from HawaiianTel, Intrado, V2X, and PSAP representatives on March 27, 2025, it was determined that a classification of “no value” 911 calls may be the root cause of the reduction of 911 call volumes throughout the State of Hawaii PSAPs. These “no value” 911 calls lack information or data that determines the “Class of Service” of a 911 call. For example, a Landline, Wireless or VoIP call. The ANI (automatic number identification) may not contain a 10-digit number or other ALI data to properly determine the Class of Service. A definition from the Viper user’s guide may also be a factor to consider:

### “No Value” in reports:

When a trunk associated to a trunk group is not configured in Power 9-1-1, the trunk will be represented by “No Value” in a report.

The instructions below was followed, and the results are included below:

### For PSAPs that have MIS\_Power911\_5.x data:

Calls identified with “No Value” will not appear in this report unless you specifically filter for “No Value”.

- No Value appears in the Others filter subcategory:

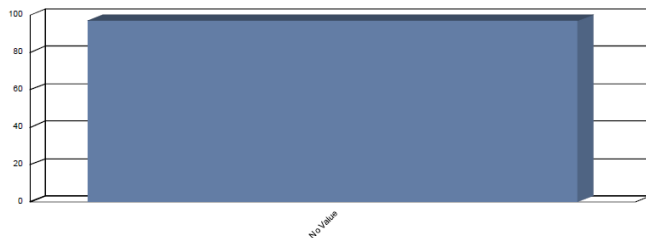
As of April 1<sup>st</sup>, 2025, the 911 Calls with “No Value” are added to the total 911 calls received at the PSAP for the month.

Call filters used to extract the number of “No value” calls are: Only incoming 911 calls on 911 Trunks with the class of service of “No Value” This is to prevent any Administrative calls that maybe populating the “No Value” totals.

**Maui PD Class of Service**

From:	01/01/2026 00:00:00	To:	01/31/2026 23:59:59
PSAP:	Psap 40, Undefined		
Class of Service:	No Value		
Call Type:	Incoming		
Trunk Group/Pool:	TG - MAUI 911		

Number of Calls : 97

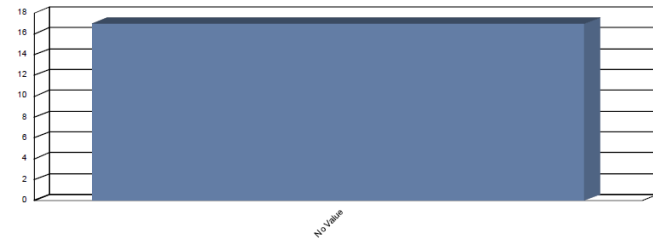


Class of Service	Number of Calls	Percentage (%)	Cumulative (%)
No Value	97	100.00	100.00
	97	100.00	

**Molokai PD Class of Service**

From:	01/01/2026 00:00:00	To:	01/31/2026 23:59:59
PSAP:	Psap 60, Undefined		
Class of Service:	No Value		
Call Type:	Incoming		
Trunk Group/Pool:	TG - 911		

Number of Calls : 17



Class of Service	Number of Calls	Percentage (%)	Cumulative (%)
No Value	17	100.00	100.00
	17	100.00	

The Maui Police Department received 97 “No Value” calls in January and the Molokai Police Department received 17 “No Value” Calls. The total is 114 “No Value” calls which is reflected on the Monthly 911 Call Volume Report.



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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. Dropped Calls are hang ups after transfers.
- Abandoned Calls are included in the Wireline and Wireless total counts respectively.
- All VoIP (Voice over Internet Protocol) 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.
- 0 (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).
- 0 (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



## Maui County E9-1-1 Status Report

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**TEXT TO 911 – CURRENT MONTH – JANUARY 2026**

TEXT TO 911 Maui County PSAPs 2026		
Month	Received at Maui	Received at Molokai
January	17	2
February		
March		
April		
May		
June		
July		
August		
September		
October		
November		
December		
YTD	17	2
Monthly Avg.	17	2

**NOTE:**

- Although there is a “Text to 911” plot on the MapFlex, the location of the plot is not dependable. Text to 911 Dispatchers should use their skills to ascertain the exact location of the emergency response.

**WIRELESS PSAP TESTING – JANUARY 2026**

MAUI COUNTY - JANUARY 2026						
Date	WSP	Sites Tested	Sectors Tested	Tested By:	Test Pass/Fail	Comments:

**NOTES:**

- There were no (0) scheduled Wireless 911 tests conducted in January 2026 for the Maui and Molokai PSAPs.

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

#### MSAG TRANSACTIONS CURRENT MONTH/YEAR – JANUARY 2026

<b>MAUI COUNTY</b>	<b>9-1-1 TRANSACTIONS</b>								
	<b>Total</b>	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	
<b>2026</b>									
JANUARY	205	200	0	5	0	637	0	0	0
FEBRUARY									
MARCH									
APRIL									
MAY									
JUNE									
JULY									
AUGUST									
SEPTEMBER									
OCTOBER									
NOVEMBER									
DECEMBER									
<b>TOTAL YTD</b>	205	200	0	5	0	637	0	0	0
AVG PER MONTH	205	200	0	5	0	637	0	0	0



#### 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 399 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 **205** MSAG transactions were processed in 9-1-1 Net during the current month. No **(0)** 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 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:

V2X submitted two hundred (**200**) TN CRs related to the Dispatchable Location Project during the current month.

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

- **There are currently 637 Open TN CR Transactions.**
- **Refer to chart in the next section “TNCR Current Status”**

**637** Open TN CR transactions are a direct result of the Dispatchable Location Project and are awaiting approval from Hawaiian Telcom, Inc. V2X continues to monitor and track the progress of the Referred records. Once a telephone number is submitted to Intrado for correction, it must be verified against HT records and/or approved by the customer. Intrado's internal process requires calling each telephone customer individually for approval to update an address in the 9-1-1 database.

- **There are no open VoIP DRs as of January 31, 2026**
- **There are no open ALI 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>MAUI</b>	<b>616</b>	<b>0</b>	<b>572</b>	<b>44</b>
<b>MOLOKAI</b>	<b>21</b>	<b>0</b>	<b>21</b>	<b>0</b>
<b>TOTAL</b>	<b>637</b>	<b>0</b>	<b>593</b>	<b>44</b>

<b>STATUS</b>
<b>TOTAL TNCRs SUBMITTED</b> - The total number of TNCR requests for modification that have been submitted in 9-1-1 NET.
<b>PENDING STATUS</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>REFERRED STATUS</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>TOTAL UNOPENED TNCR RECORDS STATUS</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 August 2015, V2X started a pilot project, entering additional location information to a verified MSAG address with multiple telephone numbers. Specifically, the Queen Kaahumanu Shopping Center at 275 Kaahumanu Ave. 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. Screen shots of the “Before” ALI screen, and the “After” ALI screen with the updated “Dispatchable Location” information visible, were presented to the Dispatch Supervisors. V2X received positive feedback from the 911 Dispatch Personnel because the information that the 911 Call Takers will receive will certainly cut down on the process of determining the exact location of the 911 caller. In addition to this, V2X was informed that the Mobile Dispatch Terminals (MDTs) in the Police Vehicles, also are able to view this “Dispatchable Location” information which will reduce the response times for Public Safety. There were 200 Dispatchable Locations submitted in January 2026 and 268 was processed by Intrado. (see next pages)

Dispatchable Location			
2026	Common Name Place MSAG Address	TNCR* Transactions Submitted	Transactions Processed**
Quarter 1			
2025 Carryover		22,350	21,688
January	Kaiser Permanente Wailuku, 80 Mahalani St, Kahului	200	200
	Maui Arts & Cultural Center, 1 Cameron Way, Kahului	0	2
	Multi Bus, 100 Mahalani St, Kahului	0	4
	Maui Babe Browning Lotion, 1508 Mill St, Wailuku	0	1
	Ace Printing, 1748 Mill St, Wailuku	0	3
	Multi Bus, 1816 Mill St, Wailuku	0	2
	Multi Bus, 1885 Main St, Wailuku	0	1
	Valley Isle Electric, 1942 Main St, Wailuku	0	2
	Dowling Company Inc, 2005 Main St, Wailuku	0	1
	Hawaii State Govt/Judiciary, 2145 Main St, Wailuku	0	2
	Volcom, 2435 Kaanapali Pkwy, Kaanapali	0	1
	Multi Bus, 250 Waiehu Beach Rd, Wailuku	0	4
Kaanapali Beach Hotel, 2525 Kaanapali Pkwy, Kaanapali	0	7	



## Maui County E9-1-1 Status Report

January 1, 2026 - January 31, 2026

DISPATCHABLE LOCATION – STATUS AS OF – JANUARY 2026 (CONTINUED)

Dispatchable Location			
2026	Common Name Place MSAG Address	TNCR* Transactions Submitted	Transactions Processed**
Quarter 1			
<b>2025 Carryover</b>		<b>22,350</b>	<b>21,688</b>
<b>January</b>	Sheraton Maui, 2605 Kaanapali Pkwy, Kaanapali	0	4
	Silkwood Properties, 27 Nohoana Pl, Kailuku	0	1
	Pacific Radio Group, 311 Ano St, Kahului	0	5
	Child & Fam Svc/Neighborhd Pl, 392 N Market St, Wailuku	0	6
	Realtors Assoc of Maui, 3996 Honopiilani Hwy, Napili	0	2
	Waikapu Business Park Assoc, 5 Mamane Pl, Waikapu	0	1
	Multi Bus, 505 Front St, Lahaina	0	1
	Ohana Urgent Care, 53 Puunene Ave, Kahului	0	2
	Lokahi Pacific DBA, 62 N Market St, Wailuku	0	1
	Iao Parkside Apts, 70 Waiaka Ln, Wailuku	0	2
	Multi Apts, 70 Luakini St, Lahaina	0	3
	Alu Like, 737 Lower Main St, Wailuku	0	3
	Maui Bar Supply, Alua St, Wailuku	0	3
	Iao Parkside Apts, 9 Waiaka Ln, Wailuku	0	1
	Multi Bus, 910 Honoapiilani Hwy, Lahaina	0	3
<b>February</b>			
<b>March</b>			
<b>Q1</b>		<b>200</b>	<b>268</b>
<b>Total</b>		<b>22,550</b>	<b>21,956</b>



# Maui County E9-1-1 Status Report

January 1, 2026 - January 31, 2026

## 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.





# Maui County E9-1-1 Status Report

January 1, 2026 - January 31, 2026

## 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</b>					
<b>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.



## Maui County E9-1-1 Status Report

January 1, 2026 - January 31, 2026

### 3. GEOGRAPHIC INFORMATION SYSTEM (GIS) – JANUARY 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.*

MAUI 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	1/21/2026 To 1/31/2026	<b>Next Delivery 2/4/2026</b>
		Added address for one (1) record in Lahaina
		Added address for one (1) record in Hana
		Added location name for one (1) record in Kahului
	1/7/2026 To 1/20/2026	<b>Delivered 1/21/2026</b>
		Added address for two (2) records in Lahaina
		Added address for one (1) record in Paia
		Added address for one (1) record in Makawao
		Added address for five (5) records in Kahului
		Added address for two (2) records in Kula
		Added address for two (2) records in Haiku
		Spatially corrected one (1) record in Kahului
	Spatially corrected one (1) record in Lahaina	
Added address for two (2) records in Wailuku		
1/1/2026 To 1/6/2026	<b>Delivered 1/7/2026</b>	
	Added address for one (1) record in Kula	
Added address for one (1) record in Haiku		
Airports		
Bridges		
Building Footprints	1/21/2026 To 1/31/2026	<b>Next Delivery 2/4/2026</b>
		Added building footprint for eighteen (18) records in Wailuku
		Added building footprint for four (4) records in Makawao
	Added building footprint for sixteen (16) records in Haiku	
	1/1/2026 To 1/6/2026	<b>Delivered 1/7/2026</b>
Added building footprint for twenty-one (21) records in Kula		

# Maui County E9-1-1 Status Report

January 1, 2026 - January 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.*

MAUI 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		
Incident Response Areas		

## Maui County E9-1-1 Status Report

January 1, 2026 - January 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.*

MAUI 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>		
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	1/21/2026 To 1/31/2026	Next Delivery 2/4/2026 Added POI for one (1) record in Kahului
Police Beats		
Police Districts		
Police Response Areas		
Police Stations		
Post Offices		
Schools		
Street Centerlines		

## Maui County E9-1-1 Status Report

January 1, 2026 - January 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.*

MAUI 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>		
Subdivisions		
Tow Jurisdictions		
Tsunami Evacuation Zones		
Tsunami Heights		
Waste Water Plants		
WSP Cell Sectors	1/7/2026 To 1/20/2026	Delivered 1/21/2026 Added six (6) sectors per AT&T CRS
	1/1/2026 To 1/6/2026	Delivered 1/7/2026 Added sixteen (16) sectors per Verizon Wireless CRS Updated two (2) sectors per Verizon Wireless CRS
WSP Cell Towers		

**NOTE:**

The Parcels layer is provided by Maui 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.

# Maui 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 the events such as GIS deliverables, meetings, agreements, etc.**

Date	Key Activities/Updates
1/7/2026	Delivered for Motorola CAD : AddressPoints, BuildingFootprints, PointsOfInterest, StreetCenterlines, WSP Sectors, WSP Towers
1/7/2026	Delivered for Hexagon CAD : AddressPoints, BuildingFootprints, PointsOfInterest, StreetCenterlines, WSP Sectors, WSP Towers
1/7/2026	Delivered for MapFlex :AddressPoints, BuildingFootprints, PointsOfInterest, StreetCenterlines, WSP Sectors, WSP Towers
1/21/2026	Delivered for Motorola CAD : AddressPoints, PointsOfInterest, StreetCenterlines, WSP Sectors, WSP Towers
1/21/2026	Delivered for Hexagon CAD : AddressPoints, PointsOfInterest, StreetCenterlines, WSP Sectors, WSP Towers
1/21/2026	Delivered for MapFlex : AddressPoints, PointsOfInterest, StreetCenterlines, WSP Sectors, WSP Towers

### 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.

## Maui County E9-1-1 Status Report

January 1, 2026 - January 31, 2026

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### INTERGRAPH CAD UPGRADE

From April through June 2014, the Maui Police Department worked to upgrade their Intergraph CAD system to the more recent 2014 version. Through this upgrade process, new improvements were identified and the overall functionality of the system from the Map Build process to the Production workstation made significant enhancements in order to streamline the deliverables and continue providing accurate data to the PSAP.

1. January 7<sup>th</sup>, 2026 – V2X delivered an updated Intergraph CAD map which included:
  - a. .map, .ply, .rte, and .str
  - b. Address Points, Building Footprints, Common Name Lookup Table, Points Of Interest, Street Centerlines, and WSP Cell Towers.
  - c. RMS files
  
2. V2X delivered an updated Intergraph CAD map January 21<sup>st</sup>, 2026, which included:
  - a. .map, .ply, .rte, and .str
  - b. Address Points, Common Name Lookup Table, Points Of Interest, Street Centerlines, and WSP Cell Towers.
  - c. RMS files

During February 2026, the Intergraph CAD map will continue to be delivered every other week, which has been coordinated with all mapping system updates and synchronizations with other 911 databases.

### MOTOROLA PREMIER ONE PROJECT

On Wednesday, February 15, 2023, and Thursday, February 16<sup>th</sup>, 2023, V2X participated in the GIS workshop with Motorola GIS staff. V2X will provide the first Motorola CAD GIS deliverable in mid-March, and work with Motorola to make any necessary updates to the schema and data, to ensure a successful implementation. On Thursday,

April 20<sup>th</sup>, 2023 V2X delivered GIS data updates for Motorola for the Premiere One CAD implementation.

On Wednesday, May 24, 2023, V2X met with the Maui Fire Department's executive staff along with the Maui Police Department Dispatch Director and Supervisor to discuss future growth of new Fire Stations in Maui County. New projected Fire Boundaries maps were provided by V2X to both agencies for review. Delivered to the Fire Department were also street intersection maps that poses a discrepancy with the Motorola CAD. The Fire Department will determine which jurisdiction they prefer to cover each intersection. V2X will adjust the maps accordingly as determined by the Maui Fire Department

On March 19, 2025, V2X met at the Maui Police Department with the Motorola CAD team which included MPD IT. It was established that V2X would continue delivering data every other week, uploading only updated data through the County's Access Console. Maui County IT needs to grant V2X access to the Motorola database.

Updates and discussions between Motorola, Maui Police, and V2X are ongoing throughout this CAD implementation project.

## Maui County E9-1-1 Status Report

January 1, 2026 - January 31, 2026

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### 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

### MAPFLEX ISSUES

The MapFlex issues are archived in the 2021 Monthly Status Report. Should the existing issues be addressed, this report will be reopened and tracked.

### MAUI EMS (AMR)

On May 23, 2023, The Maui EMS Director contacted V2X to discuss new Medic boundaries for Molokai. AMR is planning to add a new Medic Station in Hoolehua in the near future. A projected new boundary map was provided to the AMR director for review.

On January 28, 2026, V2X met with Maui Police Dispatch representatives and AMR representatives to finalize the Medic Beat Boundaries between the new Medic 9 and the Medic 8 beat boundary.

## Maui County E9-1-1 Status Report

January 1, 2026 - January 31, 2026

### 4. SERVICE REQUESTS TRANSACTIONS

#### OPEN SERVICE REQUESTS – MAUI COUNTY PSAPS - JANUARY 2026

#	Date	Description	Category	Comments

**NOTE:**

There are no (0) Open Service Request for the Maui County PSAPs for January 2026.

#### MAUI PSAP SERVICE REQUESTS YEAR-TO-DATE (YTD) SUMMARY – 2026

2026	MAUI COUNTY			MSAG SERVICE REQUEST CATEGORIES					
	TOTAL		Open	WIRESLINE		WIRELESS		VoIP	
	Created	Closed		Created	Closed	Created	Closed	Created	Closed
2025 Carryover*			0						
January	0	0	0	0	0	0	0	0	0
February									
March									
April									
May									
June									
July									
August									
September									
October									
November									
December									
<b>TOTAL</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<u>Note:</u>	*The 2025 Carry Over 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.

## Maui 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 Scheduled Database Synchronization Report – March 2026

TWO-WAY (2-WAY) COMPARISON

THREE-WAY (3-WAY) COMPARISON

INVALID MSAG STREETS AND ADDRESS RANGES – ESN 359 & ESN 399 MSAG & ALI RECORDS  
**PROJECT COMPLETED**