Municipal Government
Enhanced 9-1-1 Maintenance Responsibilities

Inaccurate database information may cause confusion and prevent the PSAP from initiating a fast response to an emergency.

Municipalities are required by law (30 V.S.A. §7056 (a)) to maintain the following:

1. Municipal 9-1-1 Coordinator – appointed by the Select Board – to be a liaison to the Enhanced 911 Board on all database and mapping maintenance issues.

2. Municipal address system - increment, odd/even, direction of numbering, road naming.

3. Municipal 9-1-1 atlas - submit to the Board map updates for any changes to sites and/or roads as they occur.

4. Master Street Address Guide (MSAG) database.

5. Emergency Service Zone (ESZ) database and associated emergency service provider information.

The person appointed by the Select Board to be the Municipal 9-1-1 Coordinator should possess basic math and map reading skills and be comfortable talking to people.

Maintenance Guidelines

1. Addressing System

Wherever possible, put an addressing maintenance system in place that utilizes an existing process (permits for driveway, construction, subdivision, etc.).

When a request for a new address is made, obtain an approximate location along with identifying structures or landmarks. Many municipalities use a measuring wheel to measure from an existing driveway to the new driveway and use that measurement to calculate the new address.

Requests for an address assignment should be handled the same day, whenever possible.

We recommend that the municipality notify, in writing, the post office and emergency service providers of any new sites and/or roads.

Keep your maps up-to-date. We recommend that communities have one set of paper maps and make changes on an "as occurred" basis in red pen. Some local 9-1-1 Coordinators recommend marking the date the change was made, too.

2. Municipal 9-1-1 Atlas

Public Safety Answering Points (PSAPs) rely heavily on their map displays to locate emergencies. Therefore it is imperative that the municipality keep their maps up to date by doing the following:

- Submit to the Board, as they occur, updates to sites/and or roads using the *GIS Update Form* so that it can be updated on the PSAPs map display;
- Fill out *the GIS Update form* completely: include a comment and/or site description, indicate the atlas sheet page and check the box that indicates the type of change;
- Mark on the atlas sheet page approximate structure locations and indicate the address that was assigned by the town to that site and the date the assignment was made;
- Draw on the atlas sheet page the approximate location of a new road;
- Send a photocopy of the marked up atlas sheet page along with the *GIS Update Form.*

3. MSAG Database

Dial tone providers use this database to ensure that an address provided by a customer requesting phone service falls within an address range on a road within the municipality he/she lives in. Board staff and the Board's Database Maintenance vendor can assist with completing an *MSAG Update Form*. Board staff can also work with you to incorporate these changes onto the 9-1-1 maps, if you have not already followed the procedure outlined above.

Once a year, the Enhanced 9-1-1 Board will send each municipality a complete MSAG database printout to review and sign.

4. ESZ Database

The ESZ database information must be updated _immediately_ when:

- Primary providers of police, fire or EMS services change;
- Dispatching arrangements for those services change;
- Emergency telephone numbers for police, fire or EMS dispatch services change;
- Geographical jurisdiction of primary police, fire or EMS services changes.

Contact the Board prior to any change made to the ESZ Database to ensure that the change will not impact 9-1-1 call handling and delivery of emergency response. Then mark ESZ changes on the municipal 9-1-1 atlas and send it along with a completed *ESZ Update Form* to the Board.

Forms and instructions are also available by calling the Board's offices at 1-800-342-4911. Call anytime for help filling out the forms.