

Municipal Government Enhanced 911 Maintenance Responsibilities

Updated 26 September 2022

Vermont's 911 System is only as good as the information or data behind it. The Vermont Enhanced 911 Board (Board) depends heavily on each coordinator to be the liaison on all 911 database and mapping needs. Without your ongoing efforts as a Municipal 911 Coordinator, the System cannot work as designed. We need your assistance in maintaining the most accurate locatable information possible. The data you have provided over the last 20-plus years has saved millions of dollars in property damage and more importantly has saved many lives of residents and visitors to Vermont. We cannot do this without you.

Municipalities are required by law (30 V.S.A. §7056 (a)) to maintain the following in Accordance with the Board-approved 911 Addressing Standards:

1. Municipal 911 Coordinator – appointed by the Select Board – to be a liaison to the Board on all database and mapping maintenance issues.
2. Municipal address system - increment, odd/even, direction of numbering, road naming.
3. Municipal 911 Map - submit to the Board map updates for any changes to addresses and/or roads as they occur.
4. Emergency Service Zone (ESZ) database and associated emergency service provider information.

The person appointed by the Select Board to be the Municipal 911 Coordinator should possess basic math and map reading skills and be comfortable talking to people.

Maintenance Guidelines

1. Addressing System

Wherever possible, implement an addressing maintenance system that utilizes an existing process (permits for driveway, curb cuts, 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 Board office, the property owner, the post office and emergency service providers of any new address sites and/or roads.

Keep your maps current. We recommend that communities have one set of paper maps and make changes on an “as occurred” basis in red pen. Some local 911 Coordinators recommend marking the date the change was made, too.

2. Municipal 911 Map

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 addresses/and or roads using the *GIS (Geographic Information System) Update Form* or *web map editor* (<https://e911.vermont.gov/forms-and-publications>) so that it can be updated on each PSAP's map displays;
- Fill out the *GIS Update form* completely: include a comment and/or site type description, and number of units within building and indicate the map book page and check the box that indicates the type of change;
- Mark on the map book page or web map the 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 map book page the approximate location of a new road;
- Send a photocopy of the marked-up map book page along with the *GIS Update Form*.

3. Mapping or Geographic Information Systems (GIS) Database

Utilities use this database to ensure that an address provided by a customer requesting service is located within the municipality he/she lives in. Board staff can work with you to incorporate these changes onto the 911 maps, if you have not already followed the procedure outlined above.

Towns should update the mapping database as changes occur. The Board will send each municipality an updated map book for review and verification each year as part of the annual review.

4. Emergency Service Zone (ESZ) Database

The ESZ database information must be updated *immediately* when:

- Primary providers of police, fire or emergency medical service (EMS) 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 911 call handling and delivery of emergency response. Then mark ESZ changes on the municipal 911 atlas and send it along with a completed *ESZ Update Form* (<https://e911.vermont.gov/forms-and-publications>) 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.

Once a year, the Board will send each municipality a printout of their ESZ information (listing their emergency service numbers (ESNs) and corresponding Emergency Service Providers) for review and verification.