

## **Municipal Government Enhanced 9-1-1 Maintenance Responsibilities**

*Updated 12 June 2018*

The Enhanced 9-1-1 System is only as good as the information or data behind it. The Vermont Enhanced 9-1-1 Board depends heavily on each coordinator to be the liaison on all 9-1-1 database and mapping needs. Without your ongoing efforts as a Municipal 9-1-1 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 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:**

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 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 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, implement 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 address 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 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 Update Form or web map editor* 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 (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 9-1-1 maps, if you have not already followed the procedure outlined above.

Towns should update the mapping database as changes occur. The Enhanced 9-1-1 Board will send each municipality an updated map book for review and verification each year as part of the annual review.

## 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.

Once a year, the Enhanced 9-1-1 Board will send each municipality a printout of their ESZ information (listing their ESNs and corresponding Emergency Service Providers) to review and sign.