

## **Roger Marcoux E-911 Document A**

### Board Staff Functions

1 – Emergency Communication Training Coordinator – provides public education by working with schools, community groups like the Area on Aging, Rotary, emergency responder conference and the annual Town conference, to educate and inform the public about 911, how to use, and how not to use it (especially important for kids). Manages Social Media platforms. Organizes outreach efforts (text to 911 deployment, for example). Develops outreach and coordinates development of educational videos (see our YouTube Channel for examples: [https://www.youtube.com/channel/UCupWBgM92g5V-3YEixr\\_y\\_Q](https://www.youtube.com/channel/UCupWBgM92g5V-3YEixr_y_Q) )

2 – Emergency Communication Training Coordinators – Conduct all call taker training, including initial certification and annual recertification (up to 150 certified call takers). Manage and provide continuing education for call takers. Develop training for implementation of new systems (currently working on the Fairpoint transition). Develops training for roll out of emergency protocols (police, fire and EMS) (scheduled for later this spring). Operate quality assurance program to review call taker performance on 911 calls to help ensure consistent service delivery regardless of location. Serve as initial point of contact with the Public Safety Answering Points (PSAPs).

***Why the above makes sense: with 150 certified call takers, it would be impossible for one person to provide all of the Board required training and conduct quality assurance program. Public education was originally envisioned as a function of this office but had never been implemented. We succeeded at this by shifting bookkeeping and budget development work to BGS, and reclassified the vacant position, while reducing overall cost of the position.***

1 – Administrative Assistant B – Coordinates and provides general office functions, including invoice processing, payroll, procuring supplies, etc. Receives, researches and responds to legal subpoenas of call recordings (average 12 requests a week). Acts as Clerk to the E911 Board, organizes meetings of the Board, keeps minutes, etc. Oversees work of Clerk C.

1 – Clerk C (temp, part time) – performs data entry for GIS group. Coordinates outreach to Town Coordinators for annual audits. Backs up Administrative Assistant B during vacations and sick days.

***Why the above makes sense: We need someone to perform the duties of administrative assistant as described above. Having the part time clerk to help with basic data entry functions has enabled us to keep up with the changes in GIS data and we have improved compliance with the annual ALI audit by having someone to focus on that aspect of the work.***

2 – GIS Technicians – One position works in the field using a special vehicle to map coordinates for new roads, developments and structures. He also developed the Responder Map

system now in use by emergency responders around the state. Helps ensure GIS data is kept up to date. The other one works with the Town Coordinators to resolve location discrepancies reported by 911 call takers to keep GIS data up to date. Also works with Town Coordinators on the annual audit done on GIS data, helps resolve questions that these volunteers have.

1 – GIS/Database Administrator – oversees GIS program, works with vendors to develop new GIS tools used by the program. Coordinates work on the Automatic Location Information (ALI) database (landline telephones with fixed addresses). Works with wireless carriers to ensure that new installations of cell towers are set up so as to result in directing calls to the appropriate PSAP. Oversees work of GIS Technicians and Data Integrity Analyst.

1 – Data Integrity Analyst – Coordinates with the Telephone Service Providers to obtain updates to the ALI database and resolve discrepancies reported by call takers. Works with towns to ensure that accurate information about police, fire and EMS services as contracted by each town are reflected in the 911 system, Coordinates changes in Emergency Service Zones, conducts audit of ALI database and helps ensure compliance with Multiline Telephone System (PBX systems in businesses).

***Why the above makes sense: the 911 system is moving to where it will, one day, be more or less completely reliant on the use of x,y coordinates to locate callers. This has become even more critical as 2/3 of all 911 calls come from cell phones. Having accurate GIS data enables responders to more quickly reach someone in an emergency. Vermont is nationally recognized for the extent and quality of our GIS data. Over four dozen other entities utilize the data we collect and manage for their purposes, including towns, regional planning commissions, and other public entities. Having quality data enabled us to develop and launch the Responder map system now in use by emergency responders around the state. At the same time, we have to maintain the ALI database and someone has to do that work as well as the other work performed by the Data Integrity Analyst.***

1 – IT Manager – overall responsibility for management and development of IT systems used by the program. Works with service providers to ensure that 911 call taking system functions properly. Works with service providers during upgrades and implementations of new systems. Shares duty of carrying a pager during off hours, so incidents that occur in the PSAPs off hours are addressed. Oversees work of IT Specialist III.

1 – IT Specialist III – manages and coordinates office technology. Troubleshoots system problems and works with service providers to resolve system issues. Shares duty of carrying a pager during off hours, so incidents that occur in the PSAPs off hours are addressed.

***Why the above makes sense: in many if not most 911 jurisdictions, the PSAPs have to employ technology staff in order to support the IT systems they use. In Vermont, with a single statewide system, having IT staff in the Board office to perform that function saves the PSAPs from having to invest in those resources. Because this is a 24/7 system, we have to have***

***technical staff available to deal with IT issues that affect the PSAPs, and if there was only one person to do all of this, including having to carry a pager during all off hours, would be difficult at best.***

1 – Executive Director – Reports to the E911 Board. Delegated responsibility for day to day operations of the E911 program. Oversees staff and functions. Leads initiatives to improve and enhance the program. Manages contracts and contracting process, including bids and contract development. Represents the Board before the Legislature. Represents the program’s interests with the Federal Communications Commission and national 911 organizations.

Budget Breakdown: FY 16 Request is \$4,604,830

Salary and benefits (Board staff) - \$1,030,226 or 22%

Contracted and Third Party Contracts (Fairpoint and local PSAPs, etc.) - \$2,481,017 or 54%

Operating Expenses (rent, etc.) - \$283,589 or 6%

Grants (DPS) - \$810,000 or 17%

Set Aside Process – in FY 2013, in consultation with Finance and Joint Fiscal, the Board proposed setting aside a portion of each year’s budget to pay for the non-recurring fees associated with changes and upgrades to the 911 call distribution system. In 2009, the Board had to see about a \$2million increase in the budget to pay for those costs. It was agreed that by setting aside funding each year, we could save enough to pay those non-recurring fees the next time we went out to bid for a system. The first year, we were given an additional \$280,000 as a line item, but by watching costs and gaining efficiencies, we were able to set aside funds each year without another infusion of funding for that purpose. We succeeded in our goal, and the \$1.8million in non-recurring fees payable to Fairpoint are covered by the cash reserve.

Proposed Line Item Cuts FY 16 Budget Proposal E911

Line Item	Amount Reduced	Effect
507554 Computer software maintenance & upgrade	\$150,000	Defer maintenance and no new GIS projects
507350 Third Party Training	\$5,250	No outside support for continuing education of call takers
5175000 Reg. Meetings and Conferences	\$4,000	No conferences
507550 Contracted Third Party Info Tech	\$60,267	Eliminate Fairpoint Project Contingency
550500 Grants	\$90,000	Reflects removal of two call taking positions
Total Reduction	\$309,517	