GUAM FIRE DEPARTMENT
DIPATTAMENTON GUAFI GUAHAN

*Professionalism * Respect * Integrity * Dedication * Empathy*

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April 1, 2019

35GL-19-0302

Speaker Tina Rose Muña Barnes

APR 0 1 2019

Time 114 ( )AM (X)PM

Received By:

2019 APR -1 PM 3:47

Honorable Tina Muna Barnes
Speaker
35th Guam Legislature
163 Chalan Santo Papa
Hagatna, Guam 96910

Re: E911 Annual Assessment Report

Hafa Adai Madam Speaker,

In compliance with Public Law 25-55 and the Office of the Public Auditor's OPA Audit No. 10-06, the Guam Fire Department hereby submits its E911 Annual Assessment Report for Fiscal Year 2018.

The report contains information/assessment on the Enhanced 911 System to include, Budget, Personnel, Statistics, Equipment and Facilities as well as proposed plans.

Should you or your staff require additional information and/or clarification on the contents of the report, please do not hesitate to contact me at (671) 472-3422 or email at daniel.stone@gfd.guam.gov.

Sincerely,

DANIEL C. STONE

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0302



ENHANCED 911 ANNUAL ASSESSMENT REPORT
FISCAL YEAR 2018

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ANNUAL ASSESSMENT/REPORT

HISTORY

On November 8, 1991, Governor Joseph F. signed Public Law 21-61 into law. Section 2 of the law, appropriated $1,343,160 for the lease/purchase and installation of automatic multiple site selection trunked radio transmitters/repeaters and the procurement of an **emergency "911" communications system** for all public safety and emergency response agencies.

In 1992, Governor Ada executed a memorandum for Civil Defense to oversee the then newly installed emergency "911" system. The 911 Communications/Telephone System was activated and manned by Guam Fire Department Firefighters and Guam Police Department Police Officers who were temporarily assigned as emergency 911 operators on a rotational basis.

On March 6, 1996, Public Law 23-77 was enacted into law. This law not only amended and added new sections to Title 10, Chapter 84 of the Guam Code Annotated, but more significantly, established and designated the Guam Fire Department as the lead agency with the authority and responsibility to administer and operate the 911 system and created a new division called the "911 Division" within GFD. This was as a result of the 23rd Guam Legislature determining that "the Guam Fire Department is the agency best suited to administer a full-fledged operational emergency 911 telephone communications system".

On June 30, 1999, Public Law 25-55 was enacted and established a new, Enhanced "911" system to better protect the health and safety of island residents. This law also created a funding mechanism for the new E911, by requiring the Public Utilities Commission (PUC) to establish a monthly surcharge known as the "911 Surcharge" to be paid by Local Exchange Telephone and Commercial Mobile Radio Service subscribers at a rate not to exceed $1.00 per access line. This led to the creation of a Special Fund called the "Enhanced 911 Emergency Reporting System Fund" which is to fund the just and reasonable expenses of operating and maintaining the "911" system.

On August 12, 2001, the E911 Center was relocated from the Office of Civil Defense to a remodeled/renovated building located in Tiyan. It was then the new E911 Integrated Emergency Communications Center (IECC) was activated.

As a result of the return of land to the original landowners at Tiyan, on March 2010, the E911 IECC was forced to relocate back to the Office of Civil Defense where it is presently situated at to date.

BUDGET

During this reporting period, the amount of **$2,183,715.71** in revenues was deposited into the Enhanced 911 Emergency Reporting System Fund. In Fiscal Year 2018 Guam Legislature appropriated the amount of **$2,167,059.00** from the Enhanced 911 Emergency Reporting System Fund to the Guam Fire Department for the costs of operating the E911 system of which

$1,490,964.00 was expended during the fiscal year. The table below shows the FY-2018 approved budget and expenditures by Appropriation Classification (Object Class).

E911/COMMUNICATIONS BUREAU FISCAL YEAR 2018 AUTHORIZED LEVEL & EXPENDITURES			
AS400 Account Code	**Appropriation Classification**	**FY-2018 Authorized Level**	**FY-2018 Expenditures**
	PERSONNEL SERVICES		
111	Regular Salaries/Special Pay	$1,030,198	$822,256
112	Overtime	$37,000	$35,422
113	Benefits	$435,452	$300,293
	TOTAL PERSONNEL SERVICES	**$1,502,650**	**$1,157,971**
	OPERATIONS		
230	Contractual Services	$209,459	$58,138
240	Supplies & Materials	$28,700	$11,643
250	Equipment	$86,500	$25,716
290	Miscellaneous	$9,750	$8,672
	TOTAL OPERATIONS	**$334,409**	**$104,169**
	UTILITIES		
361	Power	$85,000	$20,561
362	Water/Sewer	0	0
363	Telephone/Toll	$75,000	$57,546
	TOTAL UTILITIES	**$160,000**	**$78,107**
450	**CAPITAL OUTLAY**	**$170,000**	**$150,717**
	GRAND TOTAL	**$2,167,059**	**$1,490,964**

The table below, shows Revenues, Appropriations, and Expenditures for the last three (3) fiscal years.

ENHANCED 911 EMERGENCY REPORTING SYSTEM FUND FISCAL YEAR 2016 to 2018			
FISCAL YEAR	**REVENUES**	**APPROPRIATIONS**	**EXPENDITURES**
2018	$2,183,715.71	$2,167,059	$1,490,964
2017	$2,209,374	$2,112,068	$1,327,604
2016	$2,102,423	$2,330,238	$1,548,495

PERSONNEL

During Fiscal Year 2018, there was a total (24) personnel funded and assigned to the E911/Communications Bureau. Additionally, there were four (4) Vacant Positions that remained vacant throughout the Fiscal Year. The following are the filled and vacant positions.

POSITIONS	NO. FILLED	NO. VACANT
E911 Administrator	0	1
Emergency Medical Dispatcher Supervisor	3	0
Emergency Medical Dispatcher	19	3
Administrative Assistant	1	0
Secretary I (Typist)	1	0
TOTAL	24	4

GFD made attempts to fill the vacant positions by processing of the required Request for Personnel Action (GG-1s) which was approved by the Bureau of Budget & Management Research (BBMR) and forwarded to the Department of Administration (DOA), Human Resources Division (HR). However, no action was ever taken by DOA-HR to initiate the recruitment process; thus, the positions were never filled. GFD again be forwarding the GG-1s to BBMR to fill these critically needed vacant positions, which are funded for Fy-2019.

It is significant to mention that sixteen (16) incumbent Emergency Medical Dispatcher personnel to include Supervisors, are currently nationally certified as Emergency Medical Dispatchers by the Association of Public Safety Communications Officials (APCO). APCO International is the world's oldest and largest organization of public safety communications professional and supports the largest U.S. membership base of any public safety association. It serves the needs of public safety communications practitioners worldwide and the welfare of the general public as a whole, by providing complete expertise, professional development, technical assistance, advocacy, and outreach. Attaining Certification grants authorization to the EMD to utilize approved emergency guide cards and providing the individual calling for emergency medical assistance, pre-arrival medical instructions, pending the arrival of Emergency Responders and Ambulance.

The remaining three (3) EMDs will be undergoing certification training within a month as a result of two (2) GFD personnel recently acquiring EMD Instructor Certification through APCO.

Lastly, all EMDs are trained in other areas such as Suicide Prevention, Incident Command System, Harassment in the Work Place, Customer Service, Stress Management, to name a few and continue to seek and avail themselves to other available training.

STATISTICS

In Fiscal Year 2018, the E911 Integrated Emergency Call Center (E911 IECC) received a total of (53,916) calls from the citizens of Guam in need of emergency assistance. Inclusive of those calls are (21,075) for assistance from GFD, (32,379) for GPD and (462) for assistance from other agencies. Listed below are the types of calls received by the E911 IECC.

E911 IECC CALLS RECEIVED – FISCAL YEAR 2018		
TYPES OF CALLS RECEIVED		**NO. OF CALLS**
Calls for GFD		
Fire Calls:	House Fires	67
	Auto Fires	54
	Grass Fires	1,852
	Unauthorized Control Burning	761
	Hazardous Materials	9
	Bomb Threats	12
	Miscellaneous Fires	153
	Others	1,264
Ambulance Calls:	Sick Person	11,626
	Injured Person	3,225
	Traffic Accidents	746
	Near Drowning/Drowning	18
	Rescue Calls	133
	Cardiac Arrest	263
	Others	892
Calls for Police:	All Calls**	
** Types of calls for Police assistance are not available		32,379
Calls for Other Assistance:	Power Emergency	76
	Water Emergency	132
	EPA Reporting	33
	Others	221
TOTAL CALLS RECEIVED		

EQUIPMENT

The Guam Fire Department currently operates a Motorola CentraLink 2000 E911 (Enhanced) System. The E911 System was purchased in late 1999 and then installed in 2001 at its original site within the old Naval Air Station (NAS) located in what is now called "Tiyan."

The E911 System has six answering positions and is integrated with a Motorola Centracom Gold Elite Console System for two-way radio dispatch and a NICE Word-Net 3 Digital Recorder for recording E911 calls, two-way radio dispatch (GFD and GPD), and four (4) administrative lines. There are five (5) 9-1-1 trunk lines interfaced to it.

The EMDs receives and evaluates calls and dispatches Fire and Ambulance Services. In the case for calls requiring Police Services, calls are transferred to Police Dispatchers, who in turn,

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dispatch their units. The current system can identify the location of landline calls, but cannot pinpoint the location of callers on cell phones. Cell phone callers must describe their location to the best of their ability, which may delay emergency responders.

The Guam Fire Department recognizes and agrees that our current system is antiquated and is technologically incapable of performing to current standards. We also recognize the need to transition our legacy technology and system into an advanced island-wide emergency communications network. Thus, the department has issued out Request for Proposals for the procurement of a Next Generation 9-1-1 or NG9-1-1 system that will significantly expand on the capabilities of our current system. GFD is evaluating submitted proposals and will select the best and most feasible one with the primary goal of acquiring a NG9-1-1 System that will enable us to save lives, ensure health and safety of our people, and protect property by improving emergency services access and response in Guam. All concerned will be provided current updates throughout the review and awarding process.

The NG9-1-1 System will provide the foundation and prove to be the nexus for emergency services as our island advances technologically and our people become more mobile, ultimately enabling us to provide assistance when 911 calls are made from all types of communication devices. The System will allow the general public to send text, images, video, and other data to PSAPs, in addition to making 9-1-1 calls—capabilities that are increasingly common in mobile communications devices and vehicles. Further, the NG 9-1-1 will be capable of determining the location of a caller using a cell phone. Another critical, life-saving feature that the current E911 system is incapable of providing.

FACILITIES

As previously mentioned, the E911 Center is currently located at the Office Civil Defense. As a result of the return of land to the original landowners at Tiyan, on June 2010, the E911 IECC was forced to relocate to where it is presently situated at to date. The space occupied is co-shared with the Guam Police Department's Tactical Operations Command Center (TOCC) and was added when the Office of Civil Defense renovated its entire structure. It was initially intended to be a redundant site, in the event of natural disasters or other events that may require the 911 Center to initiate emergency relocation. It is important to note, that space presently occupied was added without any input from the Guam Fire Department relative to its space requirements, for which GFD provided the amount of $340,000 from its 911 budget to add to the total costs of renovations/additions to the building.

The present space the 911 Center occupies is inadequate. With the pending procurement of the NG 9-1-1, GFD plans to expand its answering stations from four (4) currently to eight (8), not only to provide more answering points for citizens of our island calling in need for emergency assistance but in anticipation of the planned military build-up. It is for these reasons that immediately after the procurement of the NG 9-1-1 is completed, the Guam Fire Department will be submitting its proposal to the Governor of Guam and the Guam Legislature for the construction of a new 911 Center that may include the consolidation of GPD's dispatchers and may allow for a new GFD Headquarters.

CLOSING

In closing, the mission of the Guam Fire Department is to mitigate threats of Life, Property, and the Environment, through Education, Prevention and effective response to Fire, Medical and Environmental Emergencies. The E911 IECC is the vital, critical and initial point where a request for emergency services for the citizens of our island are made. It further serves as the central link between those requesting for emergency services and those that provide the needed service, which are our First Responders. It is for this reason that one of the primary goals of the Guam Fire Department is to continually strive to improve access to emergency services and responses by providing a professional, well-trained staff of Emergency Medical Dispatchers and equipping them with the most modern up-to-date equipment in a safe, adequate and conducive working environment.

DANIEL C. STONE
Fire Chief

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