

**STATE OF VERMONT
ENHANCED 911 BOARD**

General Meeting #2

17 May 2023

6 Baldwin Street, 3rd Floor, Room 315, Montpelier, VT
and
Microsoft Teams

10:00 AM – Call to Order

Chair Marcoux brought the meeting to order. The following were in attendance:

Board Members Present

Sheriff Roger Marcoux, Chair
Chief Steven Locke, Vice-Chair
Captain Lance Burnham
Angela Eastman
Brian Keefe
Kelly Kennedy
Heather Dale Porter (arrived after roll call)

Staff Members Present

Barbara Neal, Executive Director
Soni Johnson, Board Clerk

Others Present

Chief Eric Nordenson, Montpelier Police Dept.

Prior to the approval of minutes, Chair Marcoux introduced the newest Board member, Chief Eric Nordenson (Montpelier Police Department). Official paperwork has not yet been received from the Governor's Office confirming Chief Nordenson's appointment, so he was unable to vote on any matters put before the Board.

Chief Nordenson introduced himself to Board members and spoke to his experience with 911 and dispatch.

Approval of Minutes

- General Meeting #1 – 1/17/23
Motion: Brian Keefe made a motion to accept the minutes as written; 2nd by Angela Eastman. There was no discussion and the motion passed unanimously by voice vote.
- Special Meeting #1 – 3/2/23 and Special Meeting #2 – 3/13/23
Motion: Captain Burnham made a motion to accept the minutes as written; 2nd by Kelly Kennedy. There was no discussion and the motion passed unanimously by voice vote.

Executive Director's Report

- PSAP Staffing and Related Topics
 - Executive Director Neal & Captain Burnham provided an update on PSAP staffing issues and primary catchment area call answering stats for DPS PSAPs.
- Legislative Updates – h. 494
 - Executive Director Neal provided a brief review of the bill language. The bill calls for the creation of the Public Safety Communications Task Force, to be co-chaired by Executive Director Neal and Commissioner Jennifer Morrison (DPS).

Board Discussion

Chief Locke: It's good that the 911 Board is no longer listed as the sole responsible party. There's value looking at different funding models. There's concern as to how this will impact ongoing regional dispatch center projects. It is imperative that the Board revisit the implementation of call prioritization at the call taking/PSAP level.

Captain Burnham: He agrees with Chief Locke. The bill changed dramatically from draft to final; the outcome was surprising. The Department of Public Safety will have to reassess some of its current program paths. However, it is good that DPS is more involved, instead of sole responsibility being placed with the 911 Board.

Heather Dale Porter: Timelines are too aggressive/unrealistic for the amount of work required. Will this be addressed further by the Legislature?

- Budget/Funding Updates
 - H. 494 includes a General Fund transfer to cover FY24 budget deficit (due to USF shortfall) and upcoming 911 system upgrades.
 - The Joint Fiscal Office has been tasked with analyzing options for changing the financing mechanism for the VT Universal Service Fund.
- Outage Notification Rule Updates
 - Executive Director Neal reviewed changes made to the draft rule in response to public comments received by the Board Office. Note: During review it was determined that section 4.3.2 was missing the word “increase” in the first sentence. With Board approval, the section language will be corrected by Executive Director Neal prior to filing. The amended draft has been attached to these minutes.
Motion: To accept the updated draft rule as corrected by Executive Director Neal.
Move: Chief Locke
2nd: Captain Burnham
Discussion: Brian Keefe asked if updating the language in section 4.3.2 will be an issue since the public comment period has closed. Executive Director Neal responded that the updated wording was a change requested by one of the interested parties; she will recirculate the draft document to them before filing.
Vote: There being no further discussion, the motion passed unanimously by voice vote.

Public Comment – none

New Business

- Captain Burnham asked Executive Director Neal if Commissioner Morrison has indicated when she expects to get the task force up and running. Executive Director Neal indicated that they have discussed moving forward as soon as possible (project could be delayed due to possible bill veto). Outreach has started to the agencies/organizations required to assign representatives to the task force.
- Chair Marcoux asked Chief Locke to prepare a presentation concerning call prioritization/priority dispatch for the next meeting.
- Brian Keefe commented on continuing funding issues and that it should remain on the Board’s legislative agenda moving forward.
- Executive Director Neal detailed an ongoing discussion with the Governor’s Office concerning Board member terms and reappointments. The board clerk will reach out to members individually to confirm future reappointments/replacements.

Next Meeting Date & Adjournment

- The next quarterly board meeting will take place on 7/25/23.
- *Motion: There being no further business, Chief Locke made a motion to adjourn; 2nd by Captain Burnham. There was no discussion and the motion passed unanimously by voice vote. The meeting adjourned at 10:46 AM.*

Respectfully submitted:

Soni Johnson
Soni Johnson, Board Clerk

5/21/23
Date

Effective 2/4/2021

Vermont Enhanced 911 Board
Rule Governing Outage Reporting Requirements
for
Originating Carriers and Electric Power Companies

Amended: Insert Date

1.0 Authority

This rule is adopted pursuant to Vt. Act 125 (2020) and 30 V.S.A. § 7053.

2.0 Purpose

The purpose of this rule is to establish protocols for the Enhanced 911 Board (the Board) to obtain information about or be apprised of, in a timely manner, system outages applicable to wireless service providers, to providers of facilities-based, fixed voice service that is not line-powered, and to electric companies for the purpose of enabling the Board to assess 911 service availability during such outages. This rule also updates and incorporates existing protocols for the Board to obtain information about or be apprised of, in a timely manner, system outages applicable to facilities-based, fixed voice service that is line-powered.

3.0 Definitions

- 3.1 Commercial Mobile Radio Service (CMRS):** A Federal Communications Commission (FCC) designation for any carrier or licensee whose wireless network is connected to the public switched telephone network.
- 3.2 Electric Power Company:** A company that provides distribution of electricity to residential and/or business customers.
- 3.3 Incumbent Local Exchange Carrier (ILEC):** A class of carriers as defined in 47 U.S.C. § 251(h) which includes, but is not limited to, Rural Local Exchange Carriers (RLECs).
- 3.4 Originating Carrier (OC):** Also known as originating service provider, an entity that provides voice services to a subscriber. An OC includes ILECs operating in Vermont.
- 3.5 Outages**
- 3.5.1 Originating Carrier Outage (OCO):** Any known degradation or loss of network elements, systems, services and/or transport facilities that prevent the OC's subscribers from being able to complete a call to, or communicate with, 911, or prevents subscribers from receiving emergency notifications. An OCO includes any loss of 911 calling capacity caused by such an OC's network failure.
- 3.5.2 Wireless Service Outage (WSO):** Any known degradation or loss of network elements, systems, services and/or transport facilities that prevent the subscribers of a wireless service, also known as cellular service, from

Vermont Enhanced 911 Board

Rule Governing Outage Reporting Requirements
for
Originating Carriers and Electric Power Companies

being able to complete a call to, or communicate with, 911, or prevents subscribers from receiving emergency notifications. A WSO includes any loss of 911 calling capacity caused by such a wireless service network failure.

3.5.3 Electric Power Outage: Any known failure, failures, or circumstances that prevent the electric power company from distributing electricity to residential and/or business customers.

3.6 System Provider: An entity that provides the systems and support necessary to enable 911 calling for one or more Public Safety Answering Points (PSAPs) in a specific geographic area.

3.7 Voice Service: A service that provides voice transmission services. These services are provided over a network that transmits any combination of voice, video and/or data between users. Voice service is provided by an OC that could be a facilities-based fixed voice service that is line powered, a facilities-based fixed voice service that is not line powered, or a Commercial Mobile Radio Service provider.

3.8 ZIP code: The five-digit postal code established by the United States Postal Service. For purposes of this rule, a ZIP code associated only with (A) a Post Office box, or (B) a single physical address, shall be deemed part of the nearest ZIP code not meeting the descriptions of (A) or (B) of this definition for determining thresholds and reporting purposes.

4.0 Notification Requirements for Originating Carriers

4.1 An ILEC providing voice service in the State of Vermont shall report to the 911 system provider and the Board any known OCO lasting at least 30 minutes that limits or prevents 25 or more subscribers in a served geographic area within Vermont, such as a town or community, from completing calls to, or communicating with, 911.

4.2 All other facilities-based fixed voice service OC's providing voice service in the State of Vermont shall report to the 911 system provider and the Board any known OCO that lasts at least 30 minutes and limits or prevents (A) 100 or more subscribers in a single ZIP code or (B) at least 50% of subscribers in a ZIP code with fewer than 100 subscribers, from completing calls to, or communicating with, 911.

4.3 OC's shall make an initial notification as required under subsections 4.1 or 4.2 within one hour of discovery of the OCO; a second notification ~~within two hours of discovery, will be provided when there is a change of more than 10% in the number of impacted subscribers or a change in the impacted area, and shall provide additional updates as they become available,~~ or at the request of the Board.

Commented [NB1]: Changes in this section in response to comments from Comcast/Charter on 5/12/2023: "To avoid having to submit non-material second notifications, Comcast and Charter recommend the following language at then of section 4.3: "a second notification will be provided when there is a change in the impacted area or more than a ten percent increase in the number of impacted subscribers, or at the request of the Board".

Commented [NB2R1]: Also added to sections 4.3.2, 4.5, 4.5.2

Vermont Enhanced 911 Board

Rule Governing Outage Reporting Requirements
for
Originating Carriers and Electric Power Companies

4.3.1 The initial OCO notification shall include, to the extent that it is known, the following information:

- OC name
- Affected geographic area identified by ZIP code, town, county, or community name
- Approximate subscriber physical locations – including town or community name
- Approximate number of affected subscribers
- Date and time outage began
- Estimated date and time for restoration of service
- General cause (for example – fiber cut, equipment failure, or similar general description)
- Description of the limitation of 911 calling capability: (for example - subscribers are receiving dial-tone and can make calls to other local subscribers but cannot complete calls to 911).
- ~~Brief description of the limitation of 911 calling capability~~
- Contact Name (presumed non-public)
- Contact Phone (presumed non-public)
- 24/7 contact if different from above contact (presumed non-public)

4.3.2 ~~A second OCO notification shall be provided when there is a change of more than 10% in the number of impacted subscribers or a change in the impacted area, or at the request of the Board. The second OCO notification shall further include, to the extent that it is known, the following information:~~

- ~~Affected ZIP code and associated readily identifiable descriptive term that would enable validation of the ZIP code, such as the name of a town, county, community name, or similar term~~
- ~~Approximate subscriber physical locations – including town or community name~~
- ~~Approximate number of affected subscribers~~
- ~~Date and time outage began~~
- ~~Estimated date and time for restoration of service~~
- ~~General cause (for example – fiber cut, equipment failure, or similar general description)~~
- ~~Description of the limitation of 911 calling capability: (for example - subscribers are receiving dial tone and can make calls to other local subscribers but cannot complete calls to 911).~~

4.3.3 A restoration of service report shall be provided to the 911 system provider and the Board within two hours of resolution of the outage and shall include, to the extent it is known, the following information:

- Actual restoration time

Commented [NB3]: See comment at 4.3

Vermont Enhanced 911 Board

Rule Governing Outage Reporting Requirements
for

Originating Carriers and Electric Power Companies

- The call back number(s) of any subscribers that attempted to reach 911, but were unable to do so, due to the outage, if available. (exempt from public disclosure)
- Any other information requested in the initial and second notifications that was previously unavailable or unverified such as general cause, or number of affected subscribers.

4.4 All Commercial Mobile Radio Service (CMRS) OC's providing voice service in the State of Vermont shall report to the 911 system provider and the Board any known WSO that lasts at least 30 minutes and limits or prevents the OC's subscribers in at least 50% of the OC's coverage area within a single ZIP code from completing calls to, or communicating with, 911.

4.5 CMRS providers shall make an initial notification as required under subsection 4.4 within one hour of discovery of the WSO; a second notification ~~within two hours of discovery; will be provided when there is a change of~~ **more than 10% in the number of impacted subscribers or a change in the impacted area, and shall provide additional updates as they become available, or at the request of the Board.**

Commented [NB4]: See Comment at 4.3

4.5.1 The initial WSO notification shall include, to the extent that it is known, the following information:

- CMRS provider name
- Affected geographic area identified by ZIP code, town, county, or community name
- Approximate subscriber physical locations – including town or community name
- Approximate number of affected subscribers
- Date and time outage began
- Estimated date and time for restoration of service
- General cause (for example – fiber cut, equipment failure, or similar general description)
- Description of the limitation of 911 calling capability: (for example - subscribers are receiving dial-tone and can make calls to other local subscribers but cannot complete calls to 911).
- ~~Brief description of the limitation of 911 calling capability~~
- Contact Name (presumed non-public)
- Contact Phone (presumed non-public)
- 24/7 contact if different from above contact (presumed non-public)

4.5.2 ~~The A~~ **A second WSO notification shall be provided when there is a change of more than 10% in the number of impacted subscribers or a change in the impacted area, or at the request of the Board, shall further include, to the extent that it is known, the following information:**

Commented [NB5]: See Comment at 4.3

Vermont Enhanced 911 Board

Rule Governing Outage Reporting Requirements
for

Originating Carriers and Electric Power Companies

- ~~• Affected ZIP code and associated readily identifiable descriptive term that would enable validation of the ZIP code, such as the name of a town, county, community name, or similar term~~
- ~~• Approximate subscriber physical locations including town or community name~~
- ~~• Approximate number of affected subscribers~~
- ~~• Date and time outage began~~
- ~~• Estimated date and time for restoration of service~~
- ~~• General cause (for example fiber cut, equipment failure, or similar general description)~~
- ~~• Description of the limitation of 911 calling capability: (for example subscribers are receiving dial tone and can make calls to other local subscribers but cannot complete calls to 911).~~

4.5.3 A restoration of service report shall be provided to the 911 system provider and the Board within two hours of resolution of the outage and shall include, to the extent it is known, the following information:

- Actual restoration time
- The call back number(s) of any subscribers that attempted to reach 911, but were unable to do so, due to the outage, if available. (exempt from public disclosure)
- Any other information requested in the initial and second notification that was previously unavailable or unverified such as general cause, or number of affected subscribers.

4.6 The Board may request additional details about the cause of an OCO or WSO and any mitigating steps taken to prevent future outages of a similar nature. All OCOs shall work cooperatively with the Board to provide the level of detail needed to assist the Board in its assessment of an OCO or WSO and its impact on access to 911 for the affected subscribers.

5.0 Notification Requirements for Electric Power Companies

5.1 Electric power companies shall provide a detailed monthly report on all outages affecting 25 or more customers and lasting 8 or more hours to the Board by the 15th of each month.

5.1.1 Quarterly reporting may be allowed if, in the judgment of the Board, that frequency will allow for sufficient and timely information gathering.

5.2 The monthly reports will be provided in CSV, XML, Excel, or other importable dataset accepted by the Board, and will include, at a minimum:

- Date and time of outage
- Date/time of restoration of service
- Approximate number of affected customers

Vermont Enhanced 911 Board

Rule Governing Outage Reporting Requirements
for

Originating Carriers and Electric Power Companies

- Location of outage and approximate subscriber physical locations including identification of street or section of road, if available, and town or community name.
- Cause of the outage

6.0 Report Format

6.1 All reports required by this rule will be submitted in a format approved by the Board. Format changes will be communicated to the OCs and electric power companies and posted to the Board's website. Originating carriers and electric power companies will be provided a reasonable opportunity to provide input on changes to the format of the reports.

7.0 Confidentiality

7.1 Information submitted as required by subsections 4.3.1, 4.3.2, 4.3.3, 4.4.1, 4.4.2, 4.4.3 and 4.4.4 is presumed to be public information unless otherwise noted in each section.

7.1.1 Submitters of information required by subsections 4.3.1, 4.3.2, 4.3.3, 4.4.1, 4.4.2, 4.4.3 and 4.4.4 will be notified of all public records requests for the information.

7.2 Submitters of information that may be required by Section 4.5 will be notified of all public records requests for the information and provided an opportunity to mark information they believe to be exempt from public disclosure under Vermont Public Records Law.

7.2.1 When requesting that material be considered exempt from disclosure, the submitter shall identify the specific information they request not be disclosed and provide an explanation of why the subsection of 1 V.S.A. §§315-320 upon which they rely applies. Such requests may be considered but are not binding on the Board in responding to public requests.

8.0 Effective Date

8.1 Mandatory outage reporting will begin as soon as originating carriers and electric power companies are technically capable of providing the information but no later than six months after adoption of the final rule.

8.2 Updates to this rule will become effective as soon as originating carriers and electric power companies are technically capable of complying but no later than six months after adoption of a final amended rule.

8.3 Changes to the format of reports will become effective as soon as originating carriers and electric power companies are technically capable of complying but no later than 90 days after the format changes have been communicated pursuant to section 6.1.

9.0 Enforcement

9.1 Pursuant to 30 V.S.A. § 7061(a), the Enhanced 911 Board may file a civil action for

Commented [NB6]: Added in response to Comcast/Charter comments of 5/12/2023: ...recommend that the Board include language in §6.1 indicating the Board will offer Originating Carriers and Electric Companies a reasonable opportunity to provide input on changes to the format of reports. Currently, Comcast and Charter's outage reports are automatically generated. It is important that changes in the format of reports do not prevent automatically generated reporting or require new categories of information not already being reported.

Commented [NB7]: CTIA suggested language: "Changes to the format of reports will become effective as soon as originating carriers and electric power companies are technically capable of complying but no later than six months after the format changes have been communicated pursuant to section 6.1."

Commented [NB8R7]: Per email on 5/12/2023: CTIA confirms that 90 days for format change implementation will work for them.

Vermont Enhanced 911 Board

Rule Governing Outage Reporting Requirements
for

Originating Carriers and Electric Power Companies
injunctive relief in Washington County Superior Court to enforce this rule, and recover
its costs and reasonable attorneys' fees in the event that the Board prevails in the action.