

**STATE OF VERMONT  
ENHANCED 911 BOARD**

**Special Meeting #1**

2 March 2023

Meeting held via Microsoft Teams

**9:01 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  
Jerome Pettinga  
Angela Eastman  
Kelly Kennedy  
Heather Dale Porter (left meeting at 10:16 AM)

**Staff Members Present**

Barbara Neal, Executive Director  
Soni Johnson, Board Clerk

**Others Present**

Stephen Whitaker

**Outage Notification Rule Updates – Review of Changes and Next Steps to Formal Rulemaking**

- Executive Director Neal provided an overview of proposed changes to the outage notification rule. The draft language has been attached to these minutes for the record.

*Motion – For Executive Director Neal to move forward with filing updates to the Outage Notification Rule.*

*Move: Chief Locke*

*2<sup>nd</sup>: Jerome Pettinga*

*Discussion: none*

*Vote: The motion passed unanimously by voice vote.*

**Discussion of Draft Legislation Regarding the Dispatch Function**

- Executive Director Neal read through the draft dispatch legislation. The draft legislation has been attached to these minutes for the record. Chair Marcoux asked Board members to share the draft legislation with their constituents and get their feedback.

**Board Discussion**

- How will this be funded? The Universal Service Fund already cannot support all the programs it is supposed to. Are legislators considering a cost-sharing model (like the State's education fund) be used?
- The language concerning the confidentiality of 911 records/call recordings needs to remain but language concerning access to dispatch records/recordings needs to be clarified.
- Board office staff will need to be increased and some positions reclassified.
- Is this in the best interests for Board member constituents? Is this a good fit for the Board?
- What will happen to areas/municipalities with existing dispatch arrangements that are working fine?
- The Board, in its current form, does not have the technical knowledge/expertise to create a statewide dispatch program.
- The timeline listed in the draft legislation to open a new regional dispatch center is too aggressive.
- The Department of Public Safety currently oversees a large percentage of the State's dispatch infrastructure. How would they work with the new communications board?
- Would regional dispatch centers also be PSAPs?
- More data gathering & planning needs to be done; can't come up with a plan to create statewide dispatch without knowing what is currently available and what is needed.
- Consultants would need to be hired to research issues/options concerning creating a statewide dispatch system (what does the State have, what does the State need, how do other states handle their dispatch services, etc.).

**Public Comment**

- Stephen Whitaker commented on:
  - These are not new ideas. Has the Board read the Regional Dispatch Working Group report?

**New Business** – none

**Next Meeting Date & Adjournment**

- A special meeting has been scheduled for 3/13/23.
- *Motion: There being no further business, Jerome Pettinga 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 10:28 AM.*

Respectfully submitted:

Soni Johnson

Soni Johnson, Board Clerk

4/11/23

Date

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

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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 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 will be provided when there is any a change to the information provided in the initial notification, i.e. a change in impacted subscribers or impacted area, or at the request of the Board. within two hours of discovery, and shall provide additional updates as they become available, or at the request of the Board.

**Commented [NB1]: TDS:** 4.3 While the proposed language states no update report will need to be provided within two hours of the initial report, we must provide this via federal rules. Is this what you are intending?

**Commented [NB2R1]: BN:** This change impacts only those reports that must be filed in accordance with Vermont's rule. If an outage meets the federal thresholds for reporting, federal requirements for updates will still apply.

**Commented [NB3]: CTIA:** ...while Sections 4.3 and 4.4.1 of the Proposed Rules make a positive change by removing the two-hour mandatory follow-up notification, which is currently required even if there are no changes to the initial report, the new rules require more specificity regarding the circumstances under which further notification is required. In particular, because service restoration is a fluid process, the requirement to provide another notification when there is "any change" to the initial information reported may create situations where reporting obligations may be triggered by extremely minor changes. Accordingly, the Board should change the language in Sections 4.3 and 4.4.1 as follows: "a second notification will be provided where there is any material and adverse change to the information provided in the initial notification, i.e. a material increase in impacted subscribers or impacted area, or at the request of the Board."

**Commented [NB4R3]: BN:** See Comcast/Charter comment below re proposed language. We did not include "material and adverse" in the language as it seems to us to leave too much open for interpretation.

**Commented [NB5]: Comcast/Charter:** ... we believe that the term "any" in Sec. 4.3 is too broad and runs counter to what we believe is the purpose here – namely, to provide new information via a second notice that is meaningful and actionable to the Board. Our proposed language is as follows:

**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 will be provided when there is any change to the information provided in the initial notification, i.e. a significant change in impacted subscribers or impacted area, or at the request of the Board. within two hours of discovery, and shall provide additional updates as they become available, or at the request of the Board.

**Commented [NB6R5]: BN:** We dropped the word "significant" from this proposed language and updated 4.3

**Commented [NB7]:** This language will remove the requirement for OC's to submit an update report within two hours of the initial report. Updates to be provided only when there is a change to the initially reported info, or at the request of the Board

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- 4.4 being able to complete a call to, or communicate with, 911, or ~~within two hours of discovery, and shall provide additional updates as they become available, or at the request of the Board.~~

DRAFT

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4.4.1 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
- 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)

**Commented [NB8]: TDS:** 4.3.1 The geographic locations that we are using for notifications is limited to the telephone exchange name.

**Commented [NB9R8]: BN:** this language was not modified from the original. Telephone exchange name is sufficient.

4.4.2 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).

**Commented [NB10]: TDS:** 4.3.2 Description of the limitation will be described in a very generic description of the service, example: POTS service is down. Additional details must be obtained via phone.

4.4.3 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 notifications that was previously unavailable or unverified such as general cause, or number of affected subscribers.

**Commented [NB11]: TDS:** 4.3.3 Restoration notifications generated within 15 minutes of the Outage Portal being set to service restored. We do not log and track failed calls and will not be able to provide the requested data (providing call back numbers of subscribers who tried calling but couldn't).

**Commented [NB12R11]: BN:** The rule requires call back number information only *if available*

4.5 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.

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4.6 CMRS providers shall make an initial notification as required under subsection 4.4 within one hour of discovery of the WSO; a second notification 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 will be provided when there is any a change to the information provided in the initial notification, i.e. a change in impacted subscribers or impacted area, or at the request of the Board. within two hours of discovery, and shall provide additional updates as they become available, or at the request of the Board.

4.6.1 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
- 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)

4.6.2 The second WSO 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).

4.6.3 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 a n d s e c o n d

**Commented [NB13]: Comcast/Charter:** First, we believe that the term "any" in Sec. 4.3 is too broad and runs counter to what we believe is the purpose here – namely, to provide new information via a second notice that is meaningful and actionable to the Board. Our proposed language is as follows:

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 will be provided when there is any change to the information provided in the initial notification, i.e. a significant change in impacted subscribers or impacted area, or at the request of the Board. within two hours of discovery, and shall provide additional updates as they become available, or at the request of the Board.

**Commented [NB14R13]:** Incorporated most of this proposed language, without the word "significant"

**Commented [NB15]:** This language will remove the requirement for OC's to submit an update report within two hours of the initial report. Updates to be provided only when there is a change to the initially reported info, or at the request of the Board

**Commented [NB16]: BN:** Updated to align with 4.3

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notification that was previously unavailable or unverified such as  
general cause, or number of affected subscribers.

4.7 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 OCs 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
- 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.

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.

**Commented [NB17]: CTIA:** ...Section 6.0 of the Proposed Rules suggests implementation of a format for automated reporting. The Board should work collaboratively with industry regarding the format, to minimize the complexity of the transition for all stakeholders involved.

**Commented [NB18R17]: BN:** The Board intends to work collaboratively with industry on format changes, but does not feel that need language needs to be included in this rule.

**Commented [NB19]: Comcast/Charter:** in Sec. 6.1, we believe companies should be able to provide input on any format changes. We suggest the following new language in yellow highlight:

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

**Commented [NB20R19]: BN:** format changes are not expected to be a heavy lift for carriers, nor do we expect frequent changes to the format once established. We will continue dialogue with OCs, but we do not think it needs to be specified in the rule.

**Commented [NB21]:** This will allow the Board to move to an automated process for distribution of outage reports to stakeholders and for managing the data with fewer errors.

**Commented [NB22]: TDS:** 6.0 Once created, report formatting changes will require a minimum of 90-day notice.

**Commented [NB23R22]: BN:** See new section 8.2

**Commented [NB24]:** Sections 7 - 9: new numbering only, no changes to the text.



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**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.

**9.0** **Enforcement**

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

**Commented [NB25]: CTIA:** ... Board should add a transition period to the Proposed Rules to allow time for impacted providers to implement necessary changes to their reporting systems and adjust to the new automated system. CTIA recommends a period of six months following adoption of the Proposed Rules. The Proposed Rules should also allow for a three-month transition period when the Board makes any changes to the format of automated reports, as suggested by Section 6.1, to give providers appropriate time to adjust.

**Commented [NB26R25]:** Added 8.2 to define effective date of changes.

**Commented [NB27]: TDS:** 8.1 We are not currently setup to accommodate reporting by zip code for the state of Vermont. This will require Outage Portal enhancements and may take a **full six months**.

**Commented [NB28R27]: BN:** we are fine with reporting by central office name, zip codes are not necessary.

1 Introduced by Senate Committee on Government Operations  
2 Referred to Committee on  
3 Date:  
4 Subject: Emergency communications; E-911 Board; dispatch services  
5 Statement of purpose of bill as introduced: This bill proposes to expand the  
6 jurisdiction of the Enhanced 911 Board to include development,  
7 implementation, and supervision of regional emergency dispatch services.

8 An act relating to the modernization of emergency communications in  
9 Vermont

10 It is hereby enacted by the General Assembly of the State of Vermont:

11 Sec. 1. TITLE

12 This act shall be known and may be cited as the Vermont Emergency  
13 Communications Modernization Act of 2023.

14 Sec. 2. FINDINGS AND INTENT

15 (a) The General Assembly finds:

16 (1) Protecting public safety and welfare is an essential function of State  
17 government.

18 (2) A comprehensive and effective emergency communications system  
19 comprises both an emergency call system and an emergency dispatch system.

1           (3) Since 1994, the Enhanced 911 Board has successfully overseen the  
2           development and implementation of a nationally recognized, statewide  
3           Enhanced 911 system.

4           (4) The State has struggled, however, for many years to develop,  
5           maintain, and equitably finance a regional emergency dispatch system.

6           (5) As stated in the 1974 report from the Governor’s Commission on the  
7           Administration of Justice, “Police communications as presently structured in  
8           Vermont demonstrate more than any other component of law enforcement the  
9           dearth of planning and coordination that exists throughout the system.  
10          Duplication fostered by this absence of planning is proving costly in terms of  
11          efficiency as well as money.” See the Regional Dispatch Working Group  
12          Report, dated December 1, 2022, for a brief history of past efforts to improve  
13          emergency communications.

14          (6) There are currently more than 45 dispatch centers in the State,  
15          including two State-run public safety answering points, that provide  
16          dispatching services for hundreds of local, largely volunteer first responders,  
17          such as fire, ambulance, rescue, and law enforcement agencies.

18          (7) In several areas of the State, regional dispatch centers have designed,  
19          funded, and implemented exceptional systems that practically ensure every 911  
20          caller in their respective catchment areas receives timely and appropriate  
21          emergency response services.

1           (8) Some municipalities rely on the dispatching services offered by the  
2           two regional public safety answering points operated by the Vermont State  
3           Police in Williston and Westminster, and do not pay directly for those services.

4           (9) Nearly all dispatch centers struggle with staff recruitment and  
5           retention. These staffing shortages jeopardize the reliability of emergency  
6           communications and exacerbate the stress on existing personnel who provide  
7           the critical link between caller and responder.

8           (10) The General Assembly established the Regional Dispatch Working  
9           Group in 2022 to make recommendations regarding a new regional dispatch  
10           model, including a mechanism for transitioning to and equitably financing that  
11           model.

12           (11) In retrospect, the Working Group was not given sufficient time and  
13           resources to accomplish its tasks. Despite this, the Working Group made  
14           substantial and effective progress with further framing the issues, underscoring  
15           the challenges, and compiling significant historical and current data that will  
16           underpin the State’s future efforts to build a statewide emergency  
17           communications system.

18           (b) It is the intent of the General Assembly to draw upon the expertise and  
19           successes of the E-911 Board and the existing dispatch centers for the purpose  
20           of creating a reliable, high quality, secure, interoperable, cost-effective  
21           statewide emergency communications system overseen and managed at the

1 State level, and to do so in a manner that does not disrupt or in any way  
2 jeopardize the exceptional dispatch services currently in place.

3 Sec. 3. 30 V.S.A. chapter 87 is amended to read:

4 CHAPTER 87: ~~ENHANCED 911~~; EMERGENCY COMMUNICATIONS

5 SERVICES

6 § 7050. PURPOSE

7 Protecting public safety and welfare is an essential function of State  
8 government and, to that end, it is the purpose of this chapter to establish a  
9 statewide, reliable, state of the art emergency communications system that is  
10 equitably and sustainably financed and universally accessible by all persons  
11 throughout the State.

12 § 7051. DEFINITIONS

13 As used in this chapter:

14 (1) “Automatic location identification” or “ALI” means the system  
15 capability to identify automatically the geographical location of the electronic  
16 device being used by the caller to summon assistance and to provide that  
17 location information to an appropriate device located at any public safety  
18 answering point for the purpose of sending emergency assistance.

19 (2) “ALI “database” or “database” means a derivative, verified set of  
20 records which contain at a minimum a telephone number and location

1 identification for each unique building or publicly used facility within a  
2 defined geographic area in Vermont.

3 (3) “Automatic number identification” or “ANI” means the system  
4 capability to identify automatically the calling telephone number and to  
5 provide a display of that number at any public safety answering point.

6 (4) “Board” means the Vermont ~~Enhanced 911~~ Emergency  
7 Communications Board established under section 7053 of this title.

8 (5) “Caller” means a person or an automated device calling on behalf of  
9 a person.

10 (6) “Director” means the Executive Director for the statewide ~~Enhanced~~  
11 911 emergency communications system.

12 (7) “Dispatch center” means a facility that provides regional emergency  
13 dispatch services and may also be a public safety answering point.

14 (8) “Dispatchable location” means the location information delivered to  
15 the public safety answering point with a 911 call.

16 (9) “Emergency call system” or “Enhanced 911 system” means a system  
17 consisting of devices with the capability to determine the location and identity  
18 of a caller that initiates communication for the purpose of summoning  
19 assistance in the case of an emergency. In most cases, summoning assistance  
20 will occur when a caller dials the digits 9-1-1 on a telephone, mobile phone, or

1 other IP-enabled service, or by a communication technology designed for the  
2 purpose of summoning assistance in the case of an emergency.

3 (10) “Emergency communications system” or “system” means a system  
4 that comprises an integrated emergency call system and an emergency dispatch  
5 system.

6 (11) “Emergency dispatch system” means the system for receiving calls  
7 from the Enhanced 911 system and requesting emergency response services  
8 from police, fire, emergency medical services, public safety service, or other  
9 designated provider of emergency response services.

10 ~~(8)~~(12) “Emergency response services” means fire, police, medical, and  
11 other services of an emergency nature as identified by the Board.

12 (13) “Enterprise communications system” means any networked  
13 communication system serving two or more stations or living units within an  
14 enterprise and includes circuit-switched networks, such as multi-line telephone  
15 systems or legacy enterprise communications systems, IP-enabled service, and  
16 cloud-based technology.

17 ~~(9)~~(14) “IP-enabled service” means a service, device, or application that  
18 makes use of Internet protocol, or IP, and ~~which~~ that is capable of entering the  
19 digits 9-1-1 or otherwise contacting the emergency 911 system. IP-enabled  
20 service includes ~~voiceover~~ voice over IP and other services, devices, or

1 applications provided through or using wire line, cable, wireless, or satellite or  
2 other facilities.

3 ~~(10)~~(15) “Municipality” means any city, town, incorporated village,  
4 unorganized town, gore, grant, or other political subdivision of the State.

5 ~~(11)~~(16) “Other methods of locating caller” means those commercially  
6 available technologies designed to provide the location information of callers  
7 when a call is initiated to access emergency 911 services regardless of the type  
8 of device that is used.

9 ~~(12)~~(17) “Public safety answering point” means a facility with the  
10 capability to receive emergency calls, operated on a 24-hour basis, assigned the  
11 responsibility of receiving 911 calls and dispatching, transferring, or relaying  
12 emergency 911 calls to other public safety agencies or private safety agencies.

13 ~~(13)~~(18) “Selective routing” means a telecommunications switching  
14 system that enables all 911 calls originating from within a defined  
15 geographical region to be answered at a predesignated public service  
16 answering point.

17 ~~(14)~~ “Dispatchable Location” means the location information delivered  
18 to the public safety answering point with a 911 call.

19 ~~(15)~~ “Enterprise Communications Systems (ECS)” means any  
20 networked communication system serving two or more stations, or living units,  
21 within an enterprise. ECS includes circuit-switched networks, such as multi-



1 ~~line telephone systems or legacy ECS, IP-enabled service, and cloud-based~~  
2 ~~technology.~~

3 (~~16~~)(19) “Station” means a telephone handset, customer ~~premise~~  
4 premises equipment (~~CPE~~), or calling device that is capable of initiating a call  
5 to 911.

6 § 7052. VERMONT ~~ENHANCED 911~~ EMERGENCY

7 COMMUNICATIONS BOARD

8 (a) The Vermont ~~Enhanced 911~~ Emergency Communications Board is  
9 established to develop, implement, and supervise the operation of the statewide  
10 ~~Enhanced 911~~ emergency communications system.

11 (b) The Board shall consist of nine members: one county law enforcement  
12 officer elected by the membership of the Vermont State Sheriffs’ Association;  
13 one municipal law enforcement officer elected by the Vermont Association of  
14 Chiefs of Police; one official of a municipality; a firefighter; an emergency  
15 medical services provider; a Department of Public Safety representative; and  
16 three members of the public. Board members shall be appointed by the  
17 Governor to three-year terms, except that the Governor shall stagger initial  
18 appointments so that the terms of no more than four members expire during a  
19 calendar year. In appointing Board members, the Governor shall give due  
20 consideration to the different geographical regions of the State, and the need

1 for balance between rural and urban areas. Board members shall serve at the  
2 pleasure of the Governor.

3 (c) Members who are not State employees or not otherwise compensated in  
4 the course of their employment shall receive per diem compensation and  
5 expense reimbursement for meetings in accordance with the provisions of 32  
6 V.S.A. § 1010. Members who receive per diem shall receive compensation for  
7 no more than 12 meetings per year.

8 (d) The Governor shall annually appoint a member to serve as Board chair  
9 and a member to serve as Board vice chair. The Board shall hold at least four  
10 regular meetings a year. Meetings of the Board may be held at any time or  
11 place within Vermont upon call of the Chair or a majority of the members,  
12 after reasonable notice to the other members and shall be held at such times  
13 and places as in the judgment of the Board will best serve the convenience of  
14 all parties in interest. The Board shall adopt rules and procedures with respect  
15 to the conduct of its meetings and other affairs. Membership on the Board  
16 does not constitute the holding of an office for any purpose, and members of  
17 the Board shall not be required to take and file oaths of office before serving  
18 on the Board. A member of the Board shall not be disqualified from holding  
19 any public office or employment, and shall not forfeit any office or  
20 employment, by reason of their appointment to the Board, notwithstanding any  
21 statute, ordinance, or charter to the contrary.

1 (e) The Board shall appoint, subject to the approval of the Governor, the  
2 Executive Director who shall hold office at the pleasure of the Board. ~~He or~~  
3 ~~she~~ The Director shall perform such duties as may be assigned by the Board.  
4 The ~~Executive~~ Director is entitled to compensation, as established by law, and  
5 reimbursement for the expenses within the amounts available by appropriation.  
6 The ~~Executive~~ Director may, with the approval of the Board, hire employees,  
7 agents, and consultants and prescribe their duties.

8 § 7053. BOARD; RESPONSIBILITIES AND POWERS

9 (a) The Board shall be the single governmental agency responsible for  
10 ~~statewide Enhanced 911~~ the emergency communications system. To the extent  
11 feasible, the Board shall consult with the Agency of Human Services, the  
12 Department of Public Safety, the Department of Public Service, and local  
13 community service providers on the development of policies, system design,  
14 standards, and procedures. The Board shall develop designs, standards, and  
15 procedures and shall adopt rules on the following:

16 (1) The technical and operational standards for public safety answering  
17 points and dispatch centers.

18 (2) The system database standards and procedures for developing and  
19 maintaining the database. The system database shall be the property of the  
20 Board.

1           (3) Statewide, locatable means of identifying customer location, such as  
2           addressing, geo-coding, or other methods of locating the caller.

3           (4) Standards and procedures to ensure system and database security,  
4           resiliency, and interoperability.

5           ~~(b), (d)~~ [Repealed.]

6           ~~(e)~~(b) The Board is authorized:

7           (1) to make or cause to be made studies of any aspect of the ~~Enhanced~~  
8           911 emergency communications system, including service, operations,  
9           training, database development, and public awareness;

10          (2) to accept and use in the name of the State, subject to review and  
11          approval by the Joint Fiscal Committee, any and all donations or grants, both  
12          real and personal, from any governmental unit or public agency or from any  
13          institution, person, firm, or corporation, consistent with the rules established by  
14          the Board and the purpose or conditions of the donation or grant; and

15          (3) to exercise all powers and conduct such activities as are necessary in  
16          carrying out the Board’s responsibilities in fulfilling the purposes of this  
17          chapter.

18          ~~(f)~~(c) The Board shall adopt such rules as are necessary to carry out the  
19          purposes of this chapter, including, where appropriate, imposing reasonable  
20          fines or sanctions against persons that do not adhere to applicable Board rules.

21          ~~(g), (h)~~ [Repealed.]

1 § 7054. ~~FUNDING~~ EMERGENCY COMMUNICATIONS FUND

2 (a) The ~~Enhanced 911~~ Emergency Communications Fund is created as a  
3 special fund subject to the provisions of 32 V.S.A. chapter 7, subchapter 5.  
4 Balances in the Fund on June 30 of each year shall carry forward and shall not  
5 revert to the General Fund.

6 (b) The General Assembly shall annually review and approve an amount to  
7 be transferred by the universal service fiscal agent to the ~~Enhanced 911~~ Fund  
8 and shall appropriate some or all of that amount for expenditures related to  
9 providing ~~Enhanced 911~~ emergency communications services.

10 (c) Into the ~~Enhanced 911~~ Fund shall be deposited monies transferred from  
11 the universal service fiscal agent, any State or federal funds appropriated to the  
12 Fund by the General Assembly, any taxes specifically required by law to be  
13 deposited into the Fund, and any grants or gifts received by the State for the  
14 benefit of the ~~Enhanced 911~~ emergency communications system.

15 (d) Disbursements from the ~~Enhanced 911~~ Fund shall be made by the State  
16 Treasurer on warrants drawn by the Director solely for the purposes specified  
17 in this chapter. The Director may issue such warrants pursuant to contracts or  
18 grants.

19 (e) Disbursements may be made for:

1 (1) nonrecurring costs, including establishing public safety answering  
2 points, dispatch centers, purchasing network equipment and software,  
3 developing databases, and providing for initial training and public education;

4 (2) recurring costs, including network access fees and other telephone  
5 charges, software, equipment, database management and improvement, public  
6 education, ongoing training, and equipment maintenance;

7 (3) expenses of the Board and the Department of Public Service incurred  
8 under this chapter;

9 (4) costs solely attributable to statewide public safety answering point  
10 and dispatch center operations; and

11 (5) costs attributable to demonstration projects designed to enhance the  
12 delivery of emergency 911 and other emergency services, including dispatch  
13 services.

14 ~~(f) Disbursements may not be made for:~~

15 ~~(1) personnel costs for emergency dispatch answering points;~~

16 ~~(2) construction, purchase, renovation, or furnishings for buildings at~~  
17 ~~emergency dispatch points;~~

18 ~~(3) two-way radios; and~~

19 ~~(4) vehicles and associated equipment.~~

20 § 7055. TELECOMMUNICATIONS COMPANY COORDINATION

1 (a) Every telecommunications company under the jurisdiction of the Public  
2 Utility Commission offering access to the public network shall make available,  
3 in accordance with rules adopted by the Public Utility Commission, the  
4 universal emergency telephone number 911 for use by the public in seeking  
5 assistance from fire, police, medical, and other emergency service providers  
6 through a public safety answering point.

7 (b) Every local exchange telecommunications provider shall provide the  
8 ANI and any other information required by rules adopted under section 7053  
9 of this title to the Board, or to any administrator of the Enhanced 911 database,  
10 for purposes of maintaining the Enhanced 911 database. Each such provider  
11 shall be responsible for updating the information at a frequency specified by  
12 such rules. All persons receiving confidential information under this section,  
13 as defined by the Public Utility Commission, shall use it solely for the  
14 purposes of providing emergency 911 services, and shall not disclose such  
15 confidential information for any other purpose.

16 (c) Each local exchange telecommunications company, cellular company,  
17 and mobile or personal communications service company within the State shall  
18 designate a person to coordinate with and provide all relevant information to  
19 the Enhanced 911 Board and Public Utility Commission in carrying out the  
20 purposes of the chapter.

1 (d) Wire line and nonwire cellular carriers certificated to provide service in  
2 the State shall provide ANI signaling which identifies geographical location as  
3 well as cell site address for cellular 911 calls. Personal communications  
4 networks and any future mobile or personal communications systems shall also  
5 be required to identify the location of the caller. The telephone company shall  
6 provide ANI signaling which identifies the name of the carrier and identify the  
7 type of service as cellular, mobile, or personal communications as part of the  
8 ALI along with a screen message that advises the call answerer to verify the  
9 location of the reported emergency. Telecommunication providers of mobile  
10 wireless, IP-enabled, and other communication services ~~which~~ that have  
11 systems with the capability to send data related to the location of the caller  
12 with the call or transmission instead of relying on location data otherwise  
13 contained in the ALI database shall provide this data with calls or  
14 transmissions for the sole purpose of enabling the emergency 911 system to  
15 locate an individual seeking emergency services. Location data shall be  
16 provided in accordance with relevant national standards for next generation 9-  
17 1-1 technology.

18 (e) Each local exchange telecommunications provider in the State shall file  
19 with the Public Utility Commission tariffs for each service element necessary  
20 for the provision of Enhanced 911 services. The Public Utility Commission  
21 shall review each company’s proposed tariff, and shall ensure that tariffs for



1 each necessary basic service element are effective within six months of filing.  
2 The Department of Public Service, by rule or emergency rule, may establish  
3 the basic service elements that each company must provide for in tariffs. Such  
4 tariffs must be filed with the Public Utility Commission within 60 days after  
5 the basic service elements are established by the Department of Public Service.

6 § 7056. MUNICIPAL COOPERATION; ENHANCED ANI/ALI

7 CAPABILITY

8 (a) Each municipality, by its legislative body, may participate in the  
9 Enhanced 911 system. Municipalities choosing to participate shall identify all  
10 building locations and other public and private locations frequented by the  
11 public and shall cooperate in the development and maintenance of the  
12 necessary databases. The Board shall work with municipalities to identify  
13 nonmonetary incentives designed to streamline and reduce the administrative  
14 burdens imposed by this requirement. Any municipality that changes its  
15 system for addresses shall ensure that the modified address system is consistent  
16 with the standards established by the Board.

17 (b) After the effective date of this chapter, any municipality that changes its  
18 system for addresses shall ensure that the modified address system is consistent  
19 with the standards established by the Board.

20 ~~(e)-(e) [Repealed.]~~

21 § 7057. ENTERPRISE COMMUNICATIONS SYSTEM

1 Any enterprise communications system shall provide to those end users the  
2 same level of 911 service that other end users receive and shall provide ANI  
3 signaling, station identification data, including dispatchable location, and  
4 updates to Enhanced 911 databases under rules adopted by the Board. The  
5 Board may waive the provisions of this section for any enterprise  
6 communications system, provided that in the judgment of the Board, the owner  
7 of the system is actively engaged in becoming compliant with this section, is  
8 likely to comply with this section in a reasonable amount of time, and will do  
9 so in accordance with standards and procedures adopted by the Board by rule.

10 § 7058. PAY TELEPHONES

11 Each provider or other owner or lessee of a pay station telephone shall  
12 permit a caller to dial 911 without first inserting a coin or paying any other  
13 charge. The provider or other owner or lessee shall prominently display on  
14 each notice advising callers to dial 911 in an emergency and that deposit of a  
15 coin is not required.

16 § 7059. CONFIDENTIALITY OF SYSTEM INFORMATION

17 (a)(1) A person shall not access, use, or disclose to any other person any  
18 individually identifiable information contained in the system database created  
19 under subdivision 7053(a)(4) of this title, including any customer or user ALI  
20 or ANI information, except in accordance with rules adopted by the Board and  
21 for the purpose of:

- 1 (A) responding to emergency calls;
- 2 (B) system maintenance and quality control under the direction of the  
3 Director;
- 4 (C) investigation, by law enforcement personnel, of false or  
5 intentionally misleading reports of incidents requiring emergency services;
- 6 (D) assisting in the implementation of a statewide emergency  
7 notification system;
- 8 (E) provision of emergency dispatch services by public safety  
9 answering points in other states that are under contract with local law  
10 enforcement and emergency response organizations; or
- 11 (F) coordinating with state and local service providers for the  
12 provision of emergency dispatch services that serve individuals with a  
13 disability, elders, and other populations with special needs.
- 14 (2) No person shall use customer ALI or ANI information to create  
15 special 911 databases for any private purpose or any public purpose  
16 unauthorized by this chapter.
- 17 (b) Notwithstanding the provisions of subsection (a) of this section,  
18 customer ALI or ANI information obtained in the course of responding to an  
19 emergency call may be included in an incident report prepared by emergency  
20 response personnel, in accordance with rules adopted by the Board.

1 (c) Information relating to customer name, address, and any other specific  
2 customer information collected, organized, acquired, or held by the Board, the  
3 entity operating a public safety answering point or dispatch center or  
4 administering the ~~Enhanced 911~~ emergency communications database, or  
5 emergency service provider is not public information and is exempt from  
6 ~~disclosure under 1 V.S.A. chapter 5, subchapter 3~~ public inspection and  
7 copying under the Public Records Act.

8 (d) If a municipality has adopted conventional street addressing for  
9 Enhanced 911 addressing purposes, the municipality shall ensure that an  
10 individual who so requests will not have ~~his or her~~ the individual's street  
11 address and name linked in a municipal public record, but the individual shall  
12 be required to provide a mailing address. The request required by this  
13 subsection shall be in writing and shall be filed with the municipal clerk.  
14 Requests under this subsection shall be confidential. A form shall be prepared  
15 by the Board and made generally available to the public by which the  
16 confidentiality option established by this subsection may be exercised.

17 (e) Notwithstanding any provision of law to the contrary, no person acting  
18 on behalf of the State of Vermont or any political subdivision of the State shall  
19 require an individual to disclose ~~his or her~~ the individual's Enhanced 911  
20 address, provided that the individual furnishes ~~his or her~~ an alternative mailing  
21 address.

1 § 7060. LIMITATION OF LIABILITY

2 No person shall be liable in any suit for civil damages who in good faith  
3 receives, develops, collects, or processes information for the ~~Enhanced 911~~  
4 emergency communications database or develops, designs, adopts, establishes,  
5 installs, participates in, implements, maintains, or provides access to telephone,  
6 mobile, or IP-enabled service for the purpose of helping persons obtain  
7 emergency assistance in accordance with this chapter unless such action  
8 constitutes gross negligence or an intentional tort. In addition, no provider of  
9 telephone, mobile, or other IP-enabled service or a provider’s respective  
10 employees, directors, officers, assigns, affiliates, or agents shall be liable for  
11 civil damages in connection with the release of customer information to any  
12 governmental entity, including any public safety answering point or dispatch  
13 center, as required under this chapter.

14 § 7061. ENFORCEMENT AND PENALTIES

15 (a) The Board may file a civil action for injunctive relief in the Civil  
16 Division of the Washington County Superior Court to enforce a provision of  
17 this chapter or a rule adopted by the Board under this chapter. The ~~court~~ Court  
18 shall award the Board its costs and reasonable attorney’s fees in the event that  
19 the Board prevails in an action under this subsection.

1 (b) A person who violates the provisions of section 7059 of this title shall  
2 be imprisoned not more than one year or fined not more than \$10,000.00, or  
3 both.

4 (c) An aggrieved individual may maintain an action in the Civil Division of  
5 Superior Court for damages, injunctive relief, costs, and attorney’s fees against  
6 any person who intentionally or with gross negligence violates any provision  
7 of, or rules adopted under, section 7059 or subsection 7055(b) of this title.

8 § 7062. DISPATCH SERVICES; COST SHARING

9 [Placeholder; see Sec. 4]

10 § 7063. INTERAGENCY COOPERATION AND ASSISTANCE

11 (a) The Board, in consultation with the Secretary of Administration, shall  
12 develop procedures and best practices for agency cooperation and coordination  
13 on matters of overlapping jurisdiction. The primary purpose of this section is  
14 to ensure the Board has access to information related to its oversight and  
15 management authority under this subchapter, including any relevant  
16 information maintained by the Department of Public Service, the Department  
17 of Public Safety, and the Agency of Digital Services.

18 (b) Nothing in this section shall be construed to waive any privilege or  
19 protection otherwise afforded information by law due solely to the fact that the  
20 information is shared with the Board pursuant to this section.

21 Sec. 4. EMERGENCY COMMUNICATIONS MODERNIZATION

1           PROCESS

2           (a) Oversight. The E-911 Board shall oversee the transition to the  
3           statewide emergency communications system contemplated by this act. The  
4           Executive Director may retain or employ technical experts and other officers,  
5           agents, employees, and contractors as are necessary to give effect to the act’s  
6           purposes.

7           (b) Fund. There is created a special fund in the State Treasury to be known  
8           as the Emergency Communications Transition Fund, which shall be  
9           administered by the E-911 Board. The Board may authorize disbursements  
10          from the Fund to carry out the purposes of this section. The Fund shall be  
11          composed of any monies transferred or appropriated to the Fund by the  
12          General Assembly or received from any other source, public or private, subject  
13          to the provisions of 32 V.S.A. 5. Unexpended balances and any earnings shall  
14          remain in the Fund for use in accord with the purposes of this section until July  
15          1, 2026, at which time the Fund shall cease to exist and any remaining balance  
16          shall be transferred to the Emergency Communications Fund established in 30  
17          V.S.A. § 7054.

18          (c) Advisory committee.

19                 (1) An Emergency Communications Advisory Committee is established  
20                 to make recommendations to and advise the Board on the transition process  
21                 established in this section. The Committee shall comprise technology experts

1 and public safety stakeholders to focus on critical aspects of a statewide  
2 emergency communications system. Members shall include:

3 (A) the Commissioner of Public Safety or designee;

4 (B) the Secretary of Digital Services or designee;

5 (C) the Commissioner of Public Service or designee;

6 (D) the Director of Radio Technology Services, Department of Public  
7 Safety;

8 (E) the Vermont Statewide Interoperability Coordinator, Department  
9 of Public Safety;

10 (F) the Director of Emergency Management, Department of Public  
11 Safety;

12 (G) the Director of Emergency Preparedness, Response and Injury  
13 Prevention, Department of Health;

14 (H) the Chair of the Regional Dispatch Working Group established  
15 by the General Assembly in Act 185 of 2022;

16 (I) one member appointed by the Board, who shall not be an  
17 employee or officer of the State at the time of appointment;

18 (J) one member appointed by the Speaker of the House who shall not  
19 be a member of the General Assembly at the time of appointment and who  
20 shall have expertise in the area of dispatching services; and



1           (K) one member appointed by the Senate Committee on Committees  
2           who shall not be a member of the General Assembly at the time of the  
3           appointment and who shall have expertise in the area of mental health services.

4           (2) Except for those members otherwise regularly employed by the  
5           State, the compensation of the Committee’s members is that provided in 32  
6           V.S.A. § 1010(a). All members, including members otherwise regularly  
7           employed by the State, shall receive their actual and necessary expenses when  
8           away from home or office upon their official duties under this section.

9           (3) The Board shall appoint a chair and vice chair. Meetings shall be  
10          held at the call of the Chair or at the request of two members. A majority of  
11          sitting members shall constitute a quorum, and action taken by the Committee  
12          under this section may be authorized by a majority of the members present and  
13          voting. The Committee may meet up to six times a year. Additional meetings  
14          are subject to approval of the Board.

15          (4) The Advisory Committee shall cease to exist on July 1, 2027.

16          (d) *Transition process.* The transition to a statewide emergency  
17          communications system shall occur in essentially three phases as specified in  
18          this subsection; however, certain aspects of each phase may occur  
19          simultaneously as deemed appropriate by the Board.

1           (1) Data collection. The Board shall perform an analysis of existing  
2           dispatch services in the State, including how they are financed, and the  
3           technology used to support them. Accordingly, the Board shall:

4                   (A) conduct an inventory of all existing dispatch infrastructure and  
5                   equipment, including facilities, hardware, software, applications, and land  
6                   mobile radio systems;

7                   (B) determine the number of full-time and part-time personnel  
8                   currently performing dispatch services;

9                   (C) identify the person at each dispatch center who is responsible for  
10                  coordinating and overseeing dispatch services;

11                  (D) determine the current statewide budget for dispatching services,  
12                  taking into account all State and municipal appropriations and fees;

13                  (E) map the communications “dead zones” in the State, taking into  
14                  consideration all cell towers that are part of the FirstNet statewide public safety  
15                  radio access network; cellular mapping efforts conducted by the Department of  
16                  Public Service; and the results of any propagation studies undertaken by the  
17                  Board; and

18                  (F) conduct a community needs assessment with the assistance of the  
19                  Vermont League of Cities and Towns to determine where and to what extent  
20                  there are gaps in dispatch services or significant challenges to the delivery of  
21                  dispatch services.

1           (2) Design. The Board shall design an equitably financed, regional  
2           dispatch system that is part of a broader statewide emergency communications  
3           system. Accordingly, the Board:

4                   (A) shall establish technical standards and protocols that ensure an  
5                   interoperable and resilient emergency communications system;

6                   (B) shall develop a technology lifecycle plan to ensure system and  
7                   database upgrades are timely, sufficiently financed, and properly managed;

8                   (C) shall establish system and database security and cybersecurity  
9                   standards;

10                  (D) shall develop a continuity of operations plan that encompasses  
11                  failover procedures and other system redundancies to ensure the continuous  
12                  performance of mission critical operations;

13                  (E) shall establish initial training and continuing education standards  
14                  for emergency communications personnel, including recommended minimum  
15                  staffing levels at dispatch centers and other measures designed to support the  
16                  retention and wellbeing of dispatch personnel;

17                  (F) shall develop a funding model for dispatch services that includes  
18                  an equitable cost-sharing formula that reflects a base rate and a rolling call  
19                  volume rate, as well as a process for collecting and distributing funds, subject  
20                  to approval by the General Assembly;

1           (G) shall develop a resource allocation plan that ensures dispatch  
2           services are available in all regions of the State, including the establishment of  
3           new dispatch centers or expanded capacity and capability of existing dispatch  
4           centers, if deemed appropriate by the Board;

5           (H) shall establish a process for annually reviewing the budgets of  
6           dispatch centers; and

7           (I) shall establish on or before July 1, 2024 at least one new dispatch  
8           center that meets the design standards and protocols developed under this  
9           subsection and that provides service in areas of the State that presently face  
10           significant challenges with respect to reliably providing dispatch services

11           (3) *Implementation.* The Board shall seek to have a fully operational,  
12           integrated emergency communications system on or before July 1, 2026. As  
13           part of the implementation phase, the Board shall test, inspect, and adjust the  
14           system to ensure it performs as required. Once the system is fully operational,  
15           the Board shall continue to monitor and evaluate systemwide performance and  
16           make improvements where needed.

17           (e) *Interagency cooperation.* It is essential that all departments in State  
18           government with expertise in public safety and emergency management  
19           services; information technology; and communications networks provide  
20           timely and comprehensive data and assistance requested by the Board in  
21           furtherance of its objectives under this section.

1        (f) Report. On or before January 15, 2024, and annually thereafter for three  
2        consecutive years, the Board shall submit a status report to the General  
3        Assembly and the Governor. The report shall include a summary of the  
4        Board’s progress with the transition process described in this section, and may  
5        include policy recommendations for improving and strengthening that process  
6        or, more broadly, with regard to the oversight and management of the  
7        emergency communications system established by this act. The initial report  
8        of the Board shall include a recommended funding model for a statewide  
9        emergency dispatch system as well a recommended regional governance model  
10       applicable to all dispatch centers to support an coordinated, integrated  
11       statewide emergency communications system.

12       Sec. 5. APPROPRIATION TRANSFER

13       Any unobligated funds remaining of the \$11,000,000.00 of one-time  
14       General Funds appropriated by the General Assembly to the Department of  
15       Public Safety for regional dispatch funding pursuant to 2022 Acts and  
16       Resolves No. 185, Sec. B.1100, subsection (b), shall be transferred to the  
17       Emergency Communications Transition Fund established in Sec. 4 of this act  
18       and used for the purposes of that Fund.

19       Sec. 6. GRANT ADMINISTRATION REDESIGNATION

20       (a) Unless prohibited under federal law, the E-911 Board shall be  
21       redesignated as the responsible entity for administering the \$9,000,000.00 in

1 Congressionally Directed Spending appropriated under the federal  
2 Consolidated Appropriations Act, 2023, Public Law No. 117-328, to support  
3 Vermont’s transition to a modernized, regional communications network.

4 (b) If federal law prohibits the redesignation specified in subsection (a) of  
5 this section, then the Commissioner of Public Safety shall consult with the  
6 Board on all grant disbursements.

7 Sec. 7. POSITIONS; APPROPRIATION

8 (a) The Executive Director of the E-911 Board is authorized to establish  
9 new permanent classified positions to assist with the transition to and  
10 continued oversight of the statewide emergency communications system  
11 established by this act.

12 (b) There is appropriated to the E-911 Board from the General Fund in  
13 fiscal year 2024 the sum of \$XXX for personal services and \$XXX for  
14 operating expenses.

15 Sec. 8. 30 V.S.A. § 7501(b)(7) is amended to read:

16 (7) “Service location” means a business or residential geographic point  
17 of contact of a telecommunications service for purposes of the Enhanced 911  
18 network. The number of service locations in each exchange shall be  
19 determined by the Department of Public Service in periodic updates to the  
20 State Telecommunications Plan based on analysis of the locations in the  
21 database of the Vermont ~~Enhanced 911~~ Emergency Communications Board.

1 Sec. 9. 30 V.S.A. § 7511(a)(1)(D) is amended to read:

2 (D) to support ~~Enhanced 911~~ emergency communications services in  
3 the manner provided by section 7514 of this title; and

4 Sec. 10. 30 V.S.A. § 7514 is amended to read:

5 § 7514. ~~ENHANCED 911~~ EMERGENCY COMMUNICATIONS SYSTEM

6 The fiscal agent shall make distributions to the State Treasurer, for deposit  
7 into the ~~Enhanced 911 special fund~~ Emergency Communications Fund, as  
8 annually directed by the General Assembly.

9 Sec. 11. CONFORMING REVISIONS

10 When preparing the Vermont Statutes Annotated for publication, the Office  
11 of Legislative Council shall make the following revisions throughout the  
12 statutes as needed for consistency with Sec. 3 of this act (establishing the  
13 Vermont Emergency Communications Board), provided the revisions have no  
14 other effect on the meaning of the affected statutes:

15 (1) replace “Enhanced 911 Board” or “E-911 Board” with “Emergency  
16 Communications Board;”

17 (2) replace “Vermont Enhanced 911 Board” or “Vermont E-911 Board”  
18 with “Vermont Emergency Communications Board;”

19 (3) revisions that are substantially similar to those described in  
20 subdivisions (1) and (2) of this section.

21 Sec. 12. EFFECTIVE DATES

1        This act shall take effect on passage, except that Sec. 3 (establishing the  
2        Vermont Emergency Communications Board); Secs. 8-10 (conforming  
3        revisions related to the Vermont Universal Service Fund); and Sec. 11  
4        (authority to make conforming statutory revisions) shall take effect on July 1,  
5        2026.