

# **School ECS Compliance Status Report**

## **October 11, 2019**

Barbara Neal  
Executive Director  
Vermont Enhanced 911 Board  
[barbara.neal@vermont.gov](mailto:barbara.neal@vermont.gov)

## School ECS Compliance Status

**Background:** In the spring of 2016, the Enhanced 911 Board resumed its work of assessing the capabilities of telecommunications systems in Vermont’s schools. The assessment focused on whether existing multi-line telephone systems (MLTS), now referred to as Enterprise Communications Systems (ECS), could send accurate and specific location information to Vermont 911.

The phrase “accurate and specific location information” means that when a 911 call is placed from the school’s phone system, the 911 call-taker can see not only the physical address of the school building, but also the unique phone number in use and the specific location (room number, floor number, etc.) of the caller within the school. This information is also referred to as the “dispatchable location”. The ability of a 911 call-taker to see the dispatchable location information, and pass it on to emergency responders, is critical in events where a caller is unable to speak or does not know their specific location or phone number.

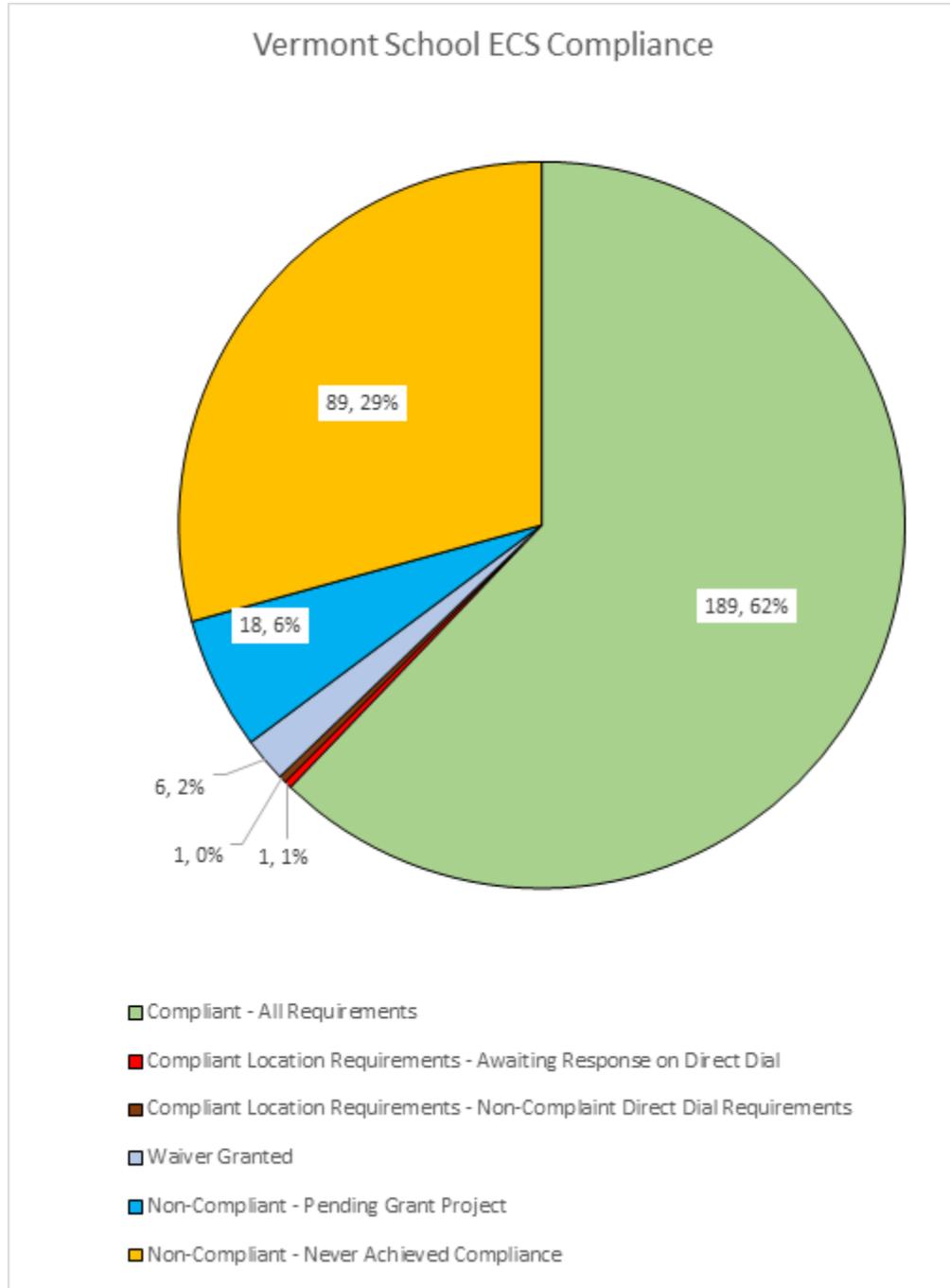
During the fall of 2016, over eight hundred 911 test calls were placed from 267 of Vermont’s 304 public schools. The test call results showed that while nearly all test calls provided an accurate street address for the school building, only 60 schools (approximately 20%) were capable of also sending the unique phone number and dispatchable location information.

**July 2019: New Rule Governing 911 Requirements for Enterprise Communications Systems:** In July 2019, the Enhanced 911 Board adopted a new [rule](#) to codify the 911 location requirements for ECS systems. In addition, a new requirement was incorporated to ensure that all users of an ECS system had the ability to directly initiate a call to 911 without having to dial any additional digit, code, prefix or post-fix. This requirement is commonly referred to as “[Kari’s Law](#)”.

**Current Status:** (See Figure 1 on page 2) As of 10/11/2019:

- 189 of Vermont’s 304 public schools (62%) are compliant with all requirements of the rule - including dispatchable location and direct dial capability.
- 1 school is compliant with the dispatchable location requirement but has not provided information about their ability to meet the direct dial requirement.
- 1 school is compliant with the dispatchable location requirement and has confirmed it is not compliant with the direct dial requirement. This school has been asked to provide a plan for meeting the direct dial requirement.
- 6 schools are compliant with the dispatchable location requirement, are working toward direct dial compliance and have an approved plan and waiver on file with the 911 Board.
- 107 of Vermont’s 304 public schools (35%) have not demonstrated compliance with the dispatchable location or direct dial requirements. Of these:
  - 18 schools have work in progress to upgrade their ECS to meet the requirements.
  - 89 schools have been asked to provide their plan to bring their ECS into compliance with both the dispatchable location and direct dial requirements within the next 120 days. If compliance is not possible within that timeframe, a written plan must be submitted along with a formal waiver request.

*Note: All Vermont public schools have demonstrated the ability to provide 911 with the correct street address and town name for their facilities.*



**Figure 1: Current Status of School ECS Compliance**

**Moving Forward:** Based on known “projects in progress” as a result of 911 Compliance Grant Awards, the Enhanced 911 Board anticipates 12 additional schools will become compliant with both the dispatchable location and direct dial requirements by the end of 2019. An additional six schools are expected to complete projects in 2020.

## School ECS Compliance

Status Report – October 11, 2019

Approximately \$400,000 in grant funds remain available to schools to assist in completing this important work. The Fall 2019 Grant Application period is open through November 1, 2019. The Board anticipates opening the Spring 2020 Grant Application period in January 2020, depending upon available funds.

**END OF REPORT**