

# VERMONT ENHANCED 911 BOARD

## School MLTS Status

Barbara Neal, Executive Director

2/26/2018

### Where We've Been:

### School MLTS Project Timeline

- Early 2013: Issue discovered when a test call placed from a school showed an address that was incorrect.
- Summer/Fall 2013: Initial Test Call Project Conducted
  - Test calls from 95% of public schools completed
  - 34 schools, 12% of phones tested, were sending all required information
- January-April 2014: Attorney General Opinion
  - Vermont Superintendent's Assn asked for clarity from the Attorney General's office of the statute section upon which the Board relies to seek compliance with the requirement to send both address and room number information with landline calls to 911.
  - The AG's office determined "school districts may participate in the enhanced 911 system but have not been mandated to take specific action by a date certain".
- May 2014: Act 178 directed the Enhanced 911 Board, in consultation with the Agency of Education, to conduct a statewide assessment in each school district to determine the needs for compliance with the Enhanced 911 program and to report the information to House Corrections and Institutions and Senate Institutions Committees by January 15, 2015.
- January 2015: A summary of the progress to date was provided to those committees on January 20, 2015, however the summary did not address the committee's request re: a statewide assessment of the needs for compliance.
- February 2015: A survey was developed in consultation with the Agency of Education to attempt to obtain the necessary information for the assessment required by Act 178.
  - 12 responses were received. 59 schools in 12 supervisory unions.
    - 41 schools self-reported "compliant" with 911 requirements.
    - 18 schools self-reported "not compliant" and indicated the following would be needed to become compliant:
      - 5 – full system replacements
      - 8 – direct inward dialing
      - 5 – modifications to existing systems.
- January 2016: Testimony held on 2/23/2016 at Senate Institutions to provide the project status and obtain direction from the committee.
  - Recommendation to return to Agency of Education and gather more complete information for required assessment.
- Spring 2016: 911 Board partnered with Agency of Education to ask 911 related questions on the annual school technology survey in June.
  - Purpose was to assess schools' understanding of their capabilities and obtain current contact information
- July 2016: 911 Compliance Grant Established by Act 160
  - Building Communities Grant funded at \$200K to provide financial incentive and assistance to schools to improve their telecommunications systems.

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- July – October 2016: 911 Board staff implements 911 Compliance Grant Program  
911 Board staff coordinates over 800 test calls from 267 of Vermont’s 304 public schools
  - 34 schools did not respond to requests for testing
  - Results show 60 schools, or approximately 20%, able to send all required information to 911
  - Follow up with all schools to provide test call results and introduce the 911 Compliance Grant Program.
- Fall 2016–Fall 2017: An additional 75K in grant funds was appropriated by legislature  
Three grant program application periods awarded just over \$271K in grant funds for projects benefiting 62 schools.

#### Where We Are:

#### Current Status

- February 2018: 94 schools, or approximately 31% of Vermont public schools have demonstrated ability to send required location information. (See Chart on Page 3)
  - An additional seventeen schools are expected to complete projects by the end of March, bringing the total to 37%
  - And another seventeen schools are expected to complete project by the end of 2018, bringing the total to 42%
- Spring 2018: Governor’s Capital Budget Adjustment recommends an additional \$225K in grant funding for FY19.
  - Expectation is this could support projects impacting an additional 50 schools if current application rate and project costs remain the same

#### Where We Need to Go:

#### Next Steps

- Spring 2018 forward: Depending on appropriation for FY19 911 Compliance grant program between 126 and 176 schools are expected to remain unable to send the required location information by end of year.

The 911 Compliance Grant Program has been successful in “moving the needle” toward meeting the 911 location requirements. There are multiple projects in progress which are being monitored and fully-tested before the release of grant funds.

The Enhanced 911 Board is drafting rules to clarify the statutory requirements for all entities using MLTS (multi-line telephone system), also now referred to as ECS (Enterprise Communications Systems). Clear rules are expected to help schools and other ECS owner/operators better understand the 911 requirements.

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### 911 SCHOOL TEST CALL RESULTS FALL 2013 - DECEMBER 2018 (PROJECTED)

■ Test Results Fully Compliant   ■ Did Not Test   ■ Test Results Not Fully Compliant

