

## **Recommended Statutory Language for Studies and Reports Clean-Up**

### **Agency of Digital Services:**

3 V.S.A. § 2222 is amended to read

(9) Submit to the General Assembly concurrent with the Governor's annual budget request required under 32 V.S.A. § 306, a strategic plan for information technology and information security that outlines the significant deviations from the previous year's plan, and that details the plans for information technology activities of State government for the following fiscal year as well as the administration's financing recommendations for these activities. For purposes of this section, "information security" shall mean protecting information and information systems from unauthorized access, use, disclosure, disruption, modification, or destruction in order to provide integrity, confidentiality, and availability. All such plans shall be reviewed and approved by the State Chief Information Officer prior to being included in the Governor's annual budget request. The plan shall identify the proposed sources of funds for each project identified. The plan shall also contain a review of the State's information technology and information security and an identification of priority projects by agency. The plan shall include, for any proposed information technology activity with a cost in excess of \$500,000.00:

(A) a life-cycle costs analysis including planning, purchase, and development of applications, the purchase of hardware, and the ongoing operation and maintenance costs to be incurred over the expected life of the systems; and a cost-benefit analysis that shall include acquisition costs as well as operational and maintenance costs over the expected life of the system;

(B) the cost savings and any service delivery improvements, or both, that will accrue to the public or to State government;

(C) a statement identifying any impact of the proposed new computer system on the privacy or disclosure of individually identifiable information;

~~(D) a statement identifying costs and issues related to public access to nonconfidential information;~~

(E) a statewide budget for all information technology activities with a cost in excess of \$500,000.00.

(10) The Secretary shall annually submit to the General Assembly a five-year information technology and information security plan that indicates the anticipated information technology activities of the Executive Branch of State government. For purposes of this section, "information technology activities" shall mean:

(A) the creation, collection, processing, storage, management, transmission, or conversion of electronic data, documents, or records;

(B) the design, construction, purchase, installation, maintenance, or operation of systems, including hardware, software, and services that perform or are contracted under Administrative Bulletin 3.5 to perform these activities.

(g)(1) The Secretary of ~~Administration~~ Digital Services shall obtain independent expert review of any recommendation for any information technology activity initiated after July 1, 1996, as information technology activity is defined by subdivision (a)(10) of this section, ~~when its total cost is \$1,000,000.00 or greater or~~ when required by the State Chief Information Officer. Documentation of this independent review shall be included when plans are submitted for review pursuant to subdivisions (a)(9) and (10) of this section. The independent review shall include:

(A) an acquisition cost assessment;

(B) a technology architecture review;

(C) an implementation plan assessment;

(D) a cost analysis and a model for benefit analysis;

(E) an analysis of alternative solutions ~~a procurement negotiation advisory services contract~~; and

(F) an impact analysis on net operating costs for the agency carrying out the activity.

(2) The Secretary of ~~Administration~~ Digital Services may assess the costs of any review to the entity making the information technology recommendations.

## **Agency of Commerce and Community Development:**

### Commission on International Trade

3 V.S.A. § 23 is deleted:

#### **§ 23. The Commission on International Trade**

~~(a) Definitions. For the purposes of this section: "International Trade Agreement" means a trade agreement between the federal government and a foreign country. International Trade Agreement does not include a trade agreement between the State and a foreign country to which the federal government is not a party.~~

~~(b) Membership. There is created a Commission on International Trade and State Sovereignty consisting of:~~

~~(1) the Chair of the House Committee on Commerce or his or her designee;~~

~~(2) the Chair of the Senate Committee on Economic Development, Housing and General Affairs or his or her designee;~~

~~(3) a representative of a nonprofit environmental organization, appointed by the Governor from a list provided by the Vermont Natural Resources Council;~~

~~(4) a representative of organized labor, appointed by the Governor from a list provided by Vermont AFL-CIO, Vermont NEA, and the Vermont State Employees' Association;~~

~~(5) the Secretary of Commerce and Community Development or his or her designee;~~

~~(6) the Attorney General or his or her designee;~~

~~(7) a representative of an exporting Vermont business, appointed by the Governor;~~

~~(8) a representative of a Vermont business actively involved in international trade, appointed by the Governor;~~

~~(9) the Secretary of Agriculture, Food and Markets or his or her designee; and~~

~~(10) a representative of a Vermont chamber of commerce, appointed by the Governor.~~

~~(c) Powers and duties.~~

~~(1) The Commission shall conduct an annual assessment of the legal and economic impacts of International Trade Agreements on State and local laws, State sovereignty, and the business environment.~~

~~(2) It shall provide a mechanism for citizens and legislators to voice their concerns, which it shall use to make policy recommendations to the General Assembly, to the Governor, to Vermont's congressional delegation, or to the trade representatives of the United States government. Recommendations shall be designed to protect Vermont's job and business environment, and State sovereignty from any negative impacts of trade agreements.~~

~~(3) It may recommend legislation or preferred practices and shall work with interested groups in other states to develop means to resolve the conflicting goals and tension inherent in the relationship between international trade and State sovereignty.~~

~~(4) As provided for in 9 V.S.A. chapter 111A, the Commission shall consider and develop formal recommendations with respect to how the State should best respond to challenges and opportunities posed by a particular International Agreement.~~

~~(d) Reporting. The Commission shall submit an annual report, which shall be prepared by the Secretary of Commerce and Community Development, to the House Committee on Commerce and Economic Development, the Senate Committee on Economic Development, Housing and General Affairs, the Governor, and Vermont's congressional delegation. The report shall contain information acquired pursuant to activities carried out under subsection (c) of this section. The provisions of 2 V.S.A. § 20(d) (expiration of required reports) shall not apply to the report to be made under this subsection.~~

~~(e) Staff services. The Commission shall be entitled to staff services of the Agency of Commerce and Community Development, the Legislative Council, and the Joint Fiscal Committee.~~

~~(f) Per diem. For attendance at a meeting when the General Assembly is not in session, legislative members of the Commission shall be entitled to the same per diem compensation and reimbursement for actual and necessary expenses as provided members of Standing Committees under 2 V.S.A. § 406. Except for members employed by the State, members of the Commission shall be entitled to the same per diem compensation as provided under 32 V.S.A. § 1010(a) and mileage reimbursement as provided under 32 V.S.A. § 1267.~~

### **Vermont Strong Scholars Initiative**

16 V.S.A. § 2888 is amended to read:

#### **§ 2888. Vermont Strong Scholars Initiative**

(a) Creation.

(1) There is created a postsecondary loan forgiveness initiative designed to forgive a portion of Vermont Student Assistance Corporation loans of students employed in occupations identified as important to Vermont's economy and to build opportunities for students to gain work experience with Vermont employers.

(2) The initiative shall be known as the Vermont Strong Scholars Initiative and is designed to:

(A) encourage students to:

(i) consider occupations that are critical to the Vermont economy;

(ii) enroll and remain enrolled in a Vermont postsecondary institution; and

(iii) live and work in Vermont upon graduation;

(B) reduce student loan debt for postsecondary degrees involving a course of study related to, and resulting in, employment in target occupations; and

(C) support a steady stream of qualified talent for Vermont's employers.

(b) Vermont Strong Loan Forgiveness Program.

For fiscal years where the General Assembly makes an appropriation in support of the loan forgiveness authorized under this section, the following requirements will apply:

(1) Occupations; projections.

(A) Annually, on or before November 15, the Secretary of Commerce and Community Development and the Commissioner of Labor, in consultation with the Vermont State Colleges, the University of Vermont, the Association of Vermont Independent Colleges, the Vermont Student Assistance Corporation, the Secretary of Human Services, and the Secretary of Education, shall identify

occupations, projecting at least four years into the future, that are or will be critical to the Vermont economy.

(B) Based upon the identified occupations and the number of students anticipated to qualify for loan forgiveness under this section, the Secretary of Commerce and Community Development shall annually, on or before January 15, provide the General Assembly with the estimated cost of the Vermont Student Assistance Corporation's loan forgiveness awards under the Loan Forgiveness Program during the then-current fiscal year and each of the four following fiscal years.

(2) Eligibility. A graduate of a public or private Vermont postsecondary institution shall be eligible for forgiveness of a portion of his or her Vermont Student Assistance Corporation postsecondary education loans under this section if he or she:

(A) was a Vermont resident, as defined in subdivision 2822(7) of this title, at the time he or she was graduated;

(B) enrolled in his or her first year of study at a postsecondary institution on or after July 1, 2015 and completed an associate's degree within three years, or a bachelor's degree within six years of his or her enrollment date;

(C) becomes employed on a full-time basis in Vermont within 12 months of graduation in an occupation identified by the Secretary and Commissioner under subdivision (1) of this subsection;

(D) remains employed on a full-time basis in Vermont throughout the period of loan forgiveness in an occupation identified by the Secretary and Commissioner under subdivision (1) of this subsection; and

(E) remains a Vermont resident throughout the period of loan forgiveness.

(3) Loan forgiveness. An eligible individual shall have a portion of his or her Vermont Student Assistance Corporation loan forgiven as follows:

(A) for an individual awarded an associate's degree, in an amount equal to the comprehensive in-state tuition rate for 15 credits at the Vermont State Colleges during the individual's final semester of enrollment, to be prorated over the three years following graduation;

(B) for an individual awarded a bachelor's degree, in an amount equal to the comprehensive in-state tuition rate for 30 credits at the Vermont State Colleges during the individual's final year of enrollment, to be prorated over the five years following graduation;

(C) loan forgiveness may be awarded on a prorated basis to an otherwise eligible Vermont resident who transfers to a Vermont postsecondary institution and graduates after July 1, 2017, with an associate's degree or after July 1, 2019, with a bachelor's degree.

(4) Management.

(A) The Secretary of Commerce and Community Development shall develop all organizational details of the Loan Forgiveness Program consistent with the purposes and requirements of this section.

(B) The Secretary shall enter into a memorandum of understanding with the Vermont Student Assistance Corporation for management of the Loan Forgiveness Program.

(C) The Secretary may adopt rules pursuant to 3 V.S.A. chapter 25 necessary to implement the Program.

(c) [Repealed.]

(d) Funding.

(1) Loan forgiveness; State funding.

(A) There is created a special fund to be known as the Vermont Strong Scholars Fund pursuant to 32 V.S.A. chapter 7, subchapter 5, which shall be used and administered by the Secretary of Commerce and Community Development solely for the purposes of loan forgiveness pursuant to this section.

(B) The Fund shall consist of sums to be identified by the Secretary from any source accepted for the benefit of the Fund and interest earned from the investment of Fund balances.

(C) Any interest earned and any remaining balance at the end of the fiscal year shall be carried forward in the Fund.

(D) The availability and payment of loan forgiveness awards under this chapter is subject to State funding available for the awards.

(2) Loan forgiveness; Vermont Student Assistance Corporation. The Vermont Student Assistance Corporation shall have the authority to grant loan forgiveness pursuant to this section by using the private loan forgiveness capacity associated with bonds issued by the Corporation to raise funds for private loans that are eligible for forgiveness under this section, if available.

## **Agency of Transportation:**

[Title 19 : Highways](#)

[Chapter 001 : State Highway Law; General Transportation Provisions](#)

(Cite as: 19 V.S.A. § 42)

(a) Notwithstanding 2 V.S.A. § 20(d), the reports or reporting requirements of this section and sections 7(k), 10b(d), 10g, 11f(i), 12a, and 12b(d) of this title shall be preserved absent specific action by the General Assembly repealing the reports or reporting requirements.

(b) Annually, on or before January 15, the Agency shall submit a consolidated transportation system and activities report to the House and Senate Committees on Transportation. The report shall consist of:

(1) Financial and performance data of all for public transit systems, as defined in 24 V.S.A. § 5088(6), that receive operating subsidies in any form from the State or federal government, including subsidies related to the Elders and Persons with Disabilities Transportation Program for service and capital equipment. This component of the report shall:

(A) be developed in cooperation with the Public Transit Advisory Council;

(B) be modeled on the Federal Transit Administration's National Transit Database Program with such modifications as appropriate for the various services and guidance found in the most current State policy plan;

(C) show as a separate category financial and performance data on the Elders and Persons with Disabilities Transportation Program;

~~(D) describe any action the Agency has taken pursuant to contractual authority to terminate funding for routes or to request service changes for failure to meet performance standards.~~

~~(2) Data on pavement conditions of the State highway system that, at a minimum, shall include a pavement condition index that rates the State highway system and the current and historic percentage of State highway pavement mileage that is rated in poor or very poor condition.~~

~~(3) A description of the conditions of bridges, culverts, and other structures on the State highway system and on town highways and of the status of the accelerated bridge program.~~

(4) Department of Motor Vehicle data, including the number of vehicle registrations and licenses issued, revenues by category, transactions by category, commercial motor vehicle statistics, and any other information the Commissioner deems relevant.

(5) A summary of updates to the Agency's strategic plans and performance measurements used in its strategic plans.

~~(6) A summary of the statuses of aviation, rail, and public transit projects programmed for construction during the previous calendar year. programs.~~

(7) Data and statistics regarding highway safety, including trends in vehicle crashes and fatalities, traffic counts, and trends in vehicle miles traveled.

~~(8) An overview of operations and maintenance activities, including winter maintenance statistics, snow and ice control plans, and equipment performance measures.~~

~~(9) Data on the miles of State highway paving completed during the previous construction season.~~

~~(10)~~ A list of projects for which the construction phase was completed during the most recent construction season.

(~~11~~10) Such other information that the Secretary determines the Committees on Transportation need to perform their oversight role. (Added 2011, No. 153 (Adj. Sess.), § 33; amended 2013, No. 12, § 12a; 2013, No. 167 (Adj. Sess.), § 22.)

### **Department of Environmental Conservation:**

*DEC Report on Status of river corridor, shoreland, and buffer zoning*

2010 Act 110 § 8 [Repealed]

2012 Act 138 § 17 [Repealed]

*DEC Report on Progress of water quality ecosystem restoration programs*

10 V.S.A. 1386(e) [Repealed]

Note that this report was originally codified at 10 VSA 1386(d) by 2013 Act 138 §32; but was recodified by 2015 Act 64 §36 at 10 V.S.A. 1386(e).

### **Department of Corrections:**

Act 163 of 2014, Sec. 3(b)

#### Sec. 3. DEPARTMENT OF CORRECTIONS STAFFING STUDY

(a) The Department of Corrections shall conduct a study of all State correctional facilities to determine the appropriate number of permanent employees at each facility.

(b) The Department of Corrections shall report ~~quarterly to~~ as requested by the General Assembly the number of temporary employees employed by the Department of Corrections, the date of hire for each, and the hours worked by each temporary employee in the calendar year.

### **Department of Health:**

18 V.S.A. § 4803. Alcohol and Drug Abuse Council; creation; terms; per diem

(g)(1) ~~Annually on or before November 15, t~~ The Council shall ~~may~~ submit a written report to the House Committee on Human Services and to the Senate Committee on Health and Welfare with its findings and any recommendations for legislative action.

18 V.S.A. § 5208 Department of Health; report on statistics

(a) Notwithstanding the provisions of 2 V.S.A. § 20(d), beginning October 1, 2011 and every two years thereafter, the Vermont Department of Health shall report to the House Committees on Human Services and on Health Care and the Senate Committee on Health and Welfare regarding the number of persons who died during the preceding two calendar years in hospital emergency rooms, in other hospital settings, in their own homes, in a nursing home, in a hospice facility, and in any other setting for which information is available, as well as whether each decedent received hospice care within the last 30 days of his or her life. Beginning with the 2013 report, the Department shall include information on the number of persons who died in hospital intensive care units, assisted living facilities, or residential care homes during the preceding two calendar years.

~~(b) In addition to the report required by subsection (a) of this section and notwithstanding the provisions of 2 V.S.A. § 20(d), beginning March 1, 2014 and annually thereafter, the Department shall report to the House Committees on Human Services and on Health Care, the Senate Committee on Health and Welfare, and the House and Senate Committees on Judiciary regarding the number of persons who died during the preceding calendar year from an overdose of a Schedule II, III, or IV controlled substance. The report shall list separately the number of deaths specifically related to opioids, including for each death whether an opioid antagonist was administered and whether it was administered by persons other than emergency medical personnel, firefighters, or law enforcement officers. Beginning in 2015, the report shall include similar data from prior years to allow for comparison.~~

Act 179 (2014)

Sec. E.306.2(a)(2) SUBSTANCE ABUSE TREATMENT SERVICES

(a) Program Objectives And Performance Measures:

(1) On or before September 15, 2014, the Chief of Health Care Reform, the Secretary of Human Services, and the Commissioners of Health and of Vermont Health Access in consultation with the Chief Performance Officer shall submit to the Joint Fiscal Committee, the House and Senate Committees on Appropriations, the House Committee on Human Services, and to the Senate Committee on Health and Welfare the program objectives for the State's substance abuse treatment services and three performance measures to measure success in reaching those program objectives.

~~(2) Thereafter, annually, on or before January 15, the Chief, Secretary, and Commissioners shall report to those committees on the service delivery system's success in reaching the program objectives using the performance measure data collected for those services.~~

**Department of Public Safety:**

20 V.S.A. § 4624

§ 4624. Reports

~~(a) On or before September 1 of each year, any law enforcement agency that has used a drone within the previous 12 months shall report the following information to the Department of Public Safety:~~

~~(1) The number of times the agency used a drone within the previous 12 months. For each use of a drone, the agency shall report the type of incident involved, the nature of the information collected, and the rationale for deployment of the drone.~~

~~(2) The number of criminal investigations aided and arrests made through use of information gained by the use of drones within the previous 12 months, including a description of how the drone aided each investigation or arrest.~~

~~(3) The number of times a drone collected data on any person, home, or area other than the target of the surveillance within the previous 12 months and the type of data collected in each instance.~~

~~(4) The cost of the agency's drone program and the program's source of funding.~~

~~(b) On or before December 1 of each year that information is collected under subsection (a) of this section, the Department of Public Safety shall report the information to the House and Senate Committees on Judiciary and on Government Operations. (Added 2015, No. 169 (Adj. Sess.), § 2, eff. Oct. 1, 2016.)~~

13 V.S.A. § 5415

§ 5415. Enforcement; special investigation units

(a) Special investigation units, created pursuant to 24 V.S.A. § 1940, shall be responsible for the investigation of violations of this chapter's registry requirements and are authorized to conduct in-person registry compliance checks in a time, place, and manner it deems appropriate in furtherance of the purposes of this chapter. This section shall not be construed to prohibit local law enforcement from enforcing the provisions of this chapter.

~~(b) The department of public safety shall report to the senate and house committees on judiciary on or before December 15, 2009, and annually thereafter, regarding its efforts under this section. (Added 2009, No. 1, § 16, eff. March 4, 2009.)~~

## **Department of Fish and Wildlife:**

10 V.S.A. § 4082

(a) The Board may adopt rules, under 3 V.S.A. chapter 25, to be known as the "Vermont Fish and Wildlife Regulations" for the regulation of fish and wild game and the taking thereof except as otherwise specifically provided by law. The rules shall be designed to maintain the best health, population, and utilization levels of the regulated species and of other necessary or desirable species which are ecologically related to the regulated species. The rules shall be supported by investigation and research conducted by the Department on behalf of the Board.

(b)(1) Except as provided for under subdivision (2) of this subsection, the Board annually may adopt rules relating to the management of migratory game birds, and shall follow the procedures for rulemaking contained in 3 V.S.A. chapter 25. For each such rule, the Board shall conduct a hearing but, when necessary, may schedule the hearing for a day before the terms of the rule are expected to be determined.

(2) Beginning with the 2015 hunting season, the Board may set by procedure the daily bag and possession limits of migratory game birds that may be harvested in each Waterfowl Hunting Zone annually without following the procedures for rulemaking contained in 3 V.S.A. chapter 25. The annual daily bag and possession limits of migratory game birds shall be consistent with federal requirements. Prior to setting the migratory game bird daily bag and possession limits, the Board shall provide a period of not less than 30 days of public notice and shall conduct at least two public informational hearings. The final migratory game bird daily bag and possession limits shall be enforceable by the Department under its enforcement authority in part 4 of this title. ~~Annually, on or before January 15, the Department shall submit the final migratory game bird daily bag and possession limits to the House Committee on Fish, Wildlife and Water Resources and the Senate Committee on Natural Resources and Energy.~~

(c) The Board may set by procedure the annual number of antlerless deer that can be harvested in each Wildlife Management Unit and the annual number of moose that can be harvested in each Wildlife Management Unit without following the procedures for rulemaking contained in 3 V.S.A. chapter 25. The annual numbers of antlerless deer and moose that can be harvested shall be supported by investigation and research conducted by the Department on behalf of the Board. Prior to setting the antlerless deer and moose permit numbers, the Board shall provide a period of not less than 30 days of public notice and shall conduct at least three public informational hearings. The public informational hearings may be conducted simultaneously with the regional antlerless deer meetings required by 10 V.S.A. App. § 2b. The final annual antlerless deer and moose harvest permit numbers shall be enforceable by the Department under its enforcement authority in part 4 of this title. The final annual antlerless deer and moose harvest permit numbers shall be reported to the House Committee on Fish, Wildlife and Water Resources and the Senate Committee on Natural Resources and Energy as part of the annual deer report required under section 4084 of this title.

**Department of Public Service:**

Sec. 1. 30 V.S.A. § 202f (h) is amended to read:

§ 202f. TELECOMMUNICATIONS AND CONNECTIVITY ADVISORY BOARD

(h) On ~~September 15, 2015~~ November 15, 2018, and annually thereafter, the Commissioner shall submit to the Connectivity Advisory Board an accounting of monies in the Connectivity Fund and anticipated revenue for the next year. ~~On or before January 1 of each year, the Commissioner, after consulting with the Connectivity Advisory Board, shall recommend to the relevant legislative committees of jurisdiction a plan for apportioning such funds to the High Cost Program and the Connectivity Initiative.~~

Sec. 2. 30 V.S.A. § 203a (c) is amended to read:

§ 203a. FUEL EFFICIENCY FUND

~~(c) Report. On or before January 15, 2010, and annually thereafter, the Department of Public Service shall report to the General Assembly on the expenditure of funds from the Fuel Efficiency Fund to meet the public's needs for energy efficiency services. The provisions of 2 V.S.A. §20(d) (expiration of required reports) shall not apply to the report to be made under this subsection.~~

Section 3. 30 V.S.A. §8105 is amended to read:

§8105 Reporting

~~(a) A host community for which a Vermont village green renewable project has been certified under this chapter shall file a report to the Commission and the Commissioner of Public Service by December 31 of each year following certification. The report shall contain such information as is required by the Commission and the Commissioner. The report shall include at a minimum sufficient information for the Commissioner of Public Service to submit the report required by subsection (b) of this section.~~

~~(b) Beginning March 1, 2010, and annually thereafter, the Commissioner of Public Service shall submit a report to the Senate Committees on Economic Development, Housing and General Affairs, on Finance, and on Natural Resources and Energy, the House Committees on Ways and Means, on Commerce and Economic Development, and on Natural Resources and Energy, and the Governor which shall include an update on progress made in the development of the Vermont village green renewable projects authorized under this chapter. The report also shall include an analysis of the costs and benefits of the projects as well as any recommendations consistent with the purposes of this chapter. The provisions of 2 V.S.A. § 20(d) (expiration of required reports) shall not apply to the report to be made under this subsection.~~

Section 4. 2012 Acts and Resolves No. 165, Section 2 is amended to read:

Section 2. MEMORANDUM OF UNDERSTANDING; SMALL HYDROELECTRIC PROJECTS

~~(e) No later than January 15, 2014 and annually by each second January 15 thereafter, the commissioner shall submit a written report to the general assembly detailing the progress of the MOU program, including an identification of each hydroelectric project participating in the program. After five hydroelectric projects participating in the program are approved and commence operation, reports filed under this subsection shall evaluate and provide lessons learned from the program, including recommendations, if any, on how to improve procedures for obtaining approval of micro hydroelectric projects (100 kilowatts capacity or less). The provisions of 2 V.S.A. §20(d) (expiration of required reports) shall not apply to the report to be submitted under this subsection.~~

Section 5. 2016 Acts and Resolves No. 130, Section 5c is amended to read:

Sec. 5c. DEPARTMENT OF PUBLIC SERVICE; CERTIFICATE OF PUBLIC GOOD; COMPLAINT PROTOCOL

(b) The purpose of this section is to create a single location within State government for receipt and tracking of all complaints described in subsection (a) of this section. The protocol shall include a process for filing, investigating, and responding to complaints in a timely manner, as well as a procedure for tracking the number and nature of complaints received and a summary of actions taken by the Department of Public Service in response to each complaint, ~~which information shall be aggregated and reported annually to the General Assembly beginning January 1, 2017, notwithstanding 2 V.S.A. § 20(d).~~ In addition, the Department shall keep a record of complaints filed under the protocol. A summary of the record shall be published on a website maintained by the Department to increase public awareness and transparency, which may reduce the occurrence of redundant complaint filings. The Commissioner's protocol shall include standards and procedures for consolidating complaints of a similar nature involving the same company and procedures under which a company receiving a complaint informs the Department of the complaint and its nature and such information as the Commissioner determines is necessary to track its progress and response.