




State of Vermont
Enhanced 911 Board
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TO: Senate Committee on Government Operations
FROM: Barbara Neal, Executive Director 
DATE: 2/1/2024
RE: Reverse 911 Policy Recommendations

The draft language as of 1/29/2024 includes: “Sec. 15. REVERSE E-911 POLICY DURING EMERGENCY The Enhanced 911 Board, in consultation with the Division of Vermont Emergency Management (VEM) at the Department of Public Safety, shall develop a policy for the use of the E-911 system to provide VT-Alerts more effectively and expeditiously during emergencies in order to reduce the risk of harm to persons and property. The Board shall issue its policy on or before 13 July 1, 2025.”

Recommendation: The reverse 911 policy should be developed by Vermont Emergency Management (VEM) as they are responsible for oversight and management of the VT-Alert platform that includes the reverse 911 functionality.

- Note:** The Enhanced 911 Board already supports the effective use of the reverse 911 functionality in VT-Alert by providing ALI database information to VEM.
- The ALI database information includes the phone number, address, and customer name for all wireline subscribers in Vermont. The reverse 911 functionality would reach all these customers regardless of whether they had signed up to receive VT-Alerts.
 - Mass notifications to wireless customers can be accomplished using the Wireless Emergency Alert (WEA), also managed by VEM.
 - There is currently no mechanism for notifications to VoIP subscribers.

Recommendation: VoIP service providers should be required to provide their subscriber information (including name, phone number and address information) to the Enhanced 911 Board on a monthly basis at no cost.

- The 911 Board would provide this data to VEM for the purpose of the reverse 911 functionality.
- This data would also allow for proactive address validation for VoIP customers; minimizing errors that can negatively impact 911 call routing or accurate identification of caller location.

Recommendation: All originating carriers (wireline, wireless or VoIP) should be required to notify their customers of planned or unplanned outages that impact the customers’ ability to complete a call to, or communicate with, 911, or that prevent subscribers from receiving emergency notifications. Recommend aligning this notification requirement with the Board’s existing [Rule Governing Outage Notification Requirements](#).