

## **911 State Oversight: A 50 State Survey**

**Prepared by the Office of Legislative Legal Services for the Task Force on 911 Oversight, Outage Reporting, and Reliability**

This chart is a compilation of preliminary research prepared using state statutes and state agency websites. The information regarding the deregulation of telecomm was provided by the National Conference of State Legislatures. The information regarding next-generation 911 planning and implementation was taken from a map prepared by the National Emergency Number Association.

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State	State Agency with Oversight	State Oversight	Relationship to local 911 agencies/provider	Deregulation of Telecomm	NG911 planning/implementation
Alabama	Statewide 911 board	-Administers the 911 fund; may change surcharge amount -Develops a 911 state plan with recommended strategies for delivering E911 services -Establishes 911 service and training procedures -Rulemaking -May initiate a collection action against a service provider's subscriber for nonpayment of monthly charges -State auditing department audits 911 districts every two years	Of the 13 members on the board, 7 are representatives of the Alabama Association of 911 Districts	Elimination of residential service pricing requirements and quality of service standards	Preparation activity at the state level
Alaska	Statewide 911 coordinator within Dept of Military and Veterans' Affairs	-Coordinate and facilitate the implementation of 911 systems throughout the state	-911 Coordinator serves as a liaison between local PSAPs and the state	Minimal or no deregulation	Preparation activity at the sub-state level
Arizona	Arizona Department of Administration - Strategic Enterprise Technology (ASET) Office (part of Arizona Department of Administration)	-Authority over disbursement of funds -Approval of local 911 plans -Create operational standards/guidelines/rules	-Employ a 911 coordinator or other individual to serve as a liaison with local 911 systems	Minimal or no deregulation	Planning started
Arkansas	-Arkansas Emergency Telephone Service Board -911 Coordinator in Arkansas Department of Emergency Management	Board has authority to manage and disburse 911 funds to cities and counties with PSAPs	-911 Coordinator serves as a liaison between local PSAPs and the state -Most of 911 in Arkansas still run at the local level -Local governments may, by vote of the people, levy a service charge on landlines, but statewide surcharge on wireless	Elimination of quality of service standards and tariff-filing requirements	Preparation activity at the state level through a study of the Legislative Arkansas Blue Ribbon Committee on Local 911 Systems
California	Public Safety Communications Office, 911 Division (within governor's office) & Office of Emergency Services	Authority over disbursement of funds	-Local 911 agencies/providers have membership on the board	Elimination of landline pricing requirements; however, in 2015, PUC issued an order requiring all telecom providers to provide information on pricing, availability, and quality	Preparation activity at the sub-state level
Colorado	Colorado Public Utilities Commission	-PUC may approve or disapprove of a local governing body's request to impose a 911 surcharge in excess of statutory amount of \$0.75/month -Rulemaking, including a rule requiring service providers to report outages exceeding 30 minutes -Through PUC's 911 Task Force, study statewide 911 issues including alternative technologies, services, and pricing issues	-Most of 911 is still run at the local level with statutory authorization for local governing bodies to impose surcharge, enter into contracts for 911 service, use funds for specified purposes, audit service suppliers, and take legal action to enforce collection of unpaid surcharges. -PUC's 911 Task Force includes representatives of local governing bodies, service providers, and consumer groups	Deregulation in 2014, with minimal continued PUC oversight including HCSM, 911, and TRS surcharges, ability to reinstitute regulation in 2018 if deemed necessary	Planning started
Connecticut	Division of Statewide Emergency Telecommunications within Department of Emergency Services and Public Protection	-Trains 911 service providers -Manages and disburses 911 funds -Works on deploying NG911 with infrastructure and pilot programs -Requires outage reporting by service providers -Reports annually to state legislature on E911 service activities throughout state	Local-level control of 911 service operations, but state involvement in NG 911 and Division works on supporting coordination between PSAPs	Minimal or no deregulation	Implementation in progress at state level through pilot projects at 10 different PSAPs throughout the state. In addition to text and video capabilities, system will be able to collect information from vehicle crash notification systems like General Motors' OnStar. Estimated cost for statewide implementation is between \$12 million-\$22 million.
Delaware	E911 Emergency Service Board	-Develop comprehensive E911 state plan -Reports annually to the Governor, Secretary, Department of Technology of Information, and the General Assembly	Local 911 agencies/providers have membership on the board	Elimination of most tariff-filing requirements	Planning started

State	State Agency with Oversight	State Oversight	Relationship to local 911 agencies/provider	Deregulation of Telecomm	NG911 planning/implementation
Florida	Florida E911 Board (E911 Board), within the Department of Management Services	-DMS director provides the final approval on all E911-related policy or fiscal matters; -Assists counties on technical standards and operational capabilities; -Assists counties with designing and implementing new systems; -Inspects and issues certificates to PSAPs in compliance with the State E911 Plan; -Authority over disbursement of funds; and -Assists with county 911 coordinator training.	-Employ a 911 coordinator or other individual to serve as a liaison with local 911 systems -Local 911 agencies/providers have membership on statewide 911 board	Deregulation of all telecom services and elimination of the carrier of last resort requirement	Implementation in progress - sub-state level. Both Palm Beach and Charlotte Counties have launched IP-based 911 systems to allow PSAP to receive high-bandwidth files including photos and video and has text-to-911 capability.
Georgia	Georgia Emergency Management Agency; 911 Advisory Committee	Agency: -Develops guidelines for statewide implementation -Maintains a registry of wireless service providers -Coordinates with PUC to encourage telephone industry cooperation -Approves or disapproves of local public agency plans for 911 systems Advisory committee: -Recommends grant recipients for 911 Assistance Fund to purchase or upgrade equipment -Reports annually to legislature with proposed legislation	With the exception that Agency approval is required for public local agencies to establish or expand a 911 system, the Agency's role is mainly one of support for local 911 systems. Surcharges are established at the local level (with maximum amounts set in statute) and are remitted directly to local government.	Elimination of tariff filing requirements	None or unknown
Hawaii	Enhanced 911 board, Department of Accounting and General Services	Authority over disbursement of funds	Local 911 agencies/providers have membership on the board	Minimal or no deregulation	Implementation in progress at state level
Idaho	Idaho E911 Emergency Communications Commission (within Office of Emergency Management)	-Create operational guidelines -Serve as a conduit for the future allocation of federal grant funds -Perform an annual review of the statewide communications interoperability plan, finances	-Local 911 agencies/providers have membership on statewide 911 board -Statewide 911 coordinator -Counties hold elections to institute 911 and surcharge fees; only 1% of surcharge fees collected go to state fund	Deregulation of business customer services and those residential customer services in areas subject to competition	Planning started
Illinois	-Illinois State Police Office of the Statewide 911 Administrator -Statewide 911 Advisory Board in Department of State Police	-Beginning in 2016, Office is responsible for developing, implementing, and overseeing a uniform statewide 911 system (except for in cities with 500,000 or more population) -Board advises Statewide 911 Administrator and reports to legislature on progress of transitioning to statewide system	Local law enforcement and 911 service providers represented on Advisory Board	Elimination of tariff requirements for competitive services	Implementation in progress - sub-state level. 13 counties formed the Counties of Southern Illinois association and are now implementing NG 911 in all 17 of their PSAPs. The counties are mainly rural, ranging in population from 8,000 to 63,000. The association leveraged \$5.8 million in federal grant money from the Broadband Technology Opportunities Program (BTOP) and Community Oriented Policing Services (COPS).
Indiana	Statewide 911 board, under the state treasurer	-Create operational standards, guidelines, rules -authority over disbursement of funds -authority to initiate legal action	-local 911 agencies/provider have membership on the board	Elimination of pricing, quality of service, and carrier of last resort requirements	Implementing at state level - 2 telecom companies, AT&T and INdigital - are building IP networks to support NG911. This will provide redundancy so that one of the companies can route all 911 calls if the other company experiences an outage.

State	State Agency with Oversight	State Oversight	Relationship to local 911 agencies/provider	Deregulation of Telecomm	NG911 planning/implementation
Iowa	Department of homeland security and emergency management	-Approval of local 911 plans -The program manager shall submit an annual report to the legislature -Program manager performs audit of PSAPs every two years	-Employ a 911 coordinator or other individual to serve as a liaison with local 911 systems -Local 911 agencies/providers have membership on statewide 911 board -Some authority over disbursement of funds	Elimination of tariff requirements for all telecommunications and no rate regulation of VoIP	Implemented at state level
Kansas	Kansas 911 coordinating council	- Require reporting by PSAPs; -Authority over 911 funding/surcharges; -Authority to award grants with funds; -Authority to initiate legal action against providers; and -Required to report to legislature	Local 911 agencies/providers have membership on the council	Elimination of price requirements for larger or competitive markets	Implementation started - 3-site pilot program implemented in 2012 and development of statewide GIS database for call location mapping
Kentucky	Kentucky Office of Homeland Security	-Create operational standards/guidelines/rules -Approval of local 911 plans -Authority over disbursement of funds -Submit annual report -Authority to award grants with funds	-Employ a 911 coordinator or other individual to serve as a liaison with local 911 systems	Deregulation to extent it allows a telephone company to discontinue landline service in urban areas if company provides wireless or VoIP service and a telephone company is not required to provide landline service for new developments in rural areas	Preparation activity at the state level
Louisiana	N/A	N/A	N/A	Minimal or no deregulation	Planning started
Maine	Emergency Services Communication Bureau, within the PUC & the E911 Council	-Create operational standards/guidelines/rules -Provides training standards -Develops procedures for collecting and administering the necessary funds for E911 -Rule-making authority	-E911 council includes local 911 agencies/providers -E911 council advises the Emergency Services Communication Bureau	-Eliminated tariff requirements except for carriers of last resort -Allows a telephone company to petition PUC for relief from carrier of last resort requirements	Implemented at state level
Maryland	Department of Public Safety and Correctional Services	-Create operational standards/guidelines/rules -Approval of local 911 plans -Authority over disbursement of funds -Submit annual report	-Employ a 911 coordinator or other individual to serve as a liaison with local 911 systems -Local 911 agencies/providers have membership on statewide 911 board	Elimination of tariff requirements for telephone companies in competitive areas	Planning started
Massachusetts	-State 911 Department within the Executive Office of Public Safety and Security -State 911 Commission	-Rule-making authority, including technical and operational standards for 911 systems -Reviews local 911 system plans for compliance with standards -May inspect PSAPs -Manages 911 fund and disburses money for PSAP equipment, operations, training, and grants -Grantmaking to local 911 systems -Annual reporting to governor, secretary of state, and legislature documenting grant program expenditures -May request AG to initiate civil proceedings against a municipality or a service provider for noncompliance	Department coordinates with local 911 systems on implementation of E911 -State 911 Commission, which includes representatives of local governments, provides strategic oversight and guidance to the Department	Minimal or no deregulation	Implementation in progress at state level - looking to implement statewide in late 2016 with an estimated price tag of \$56 million (covering IP network infrastructure, equipment at two data centers and 250 PSAPs, and training)
Michigan	-Emergency 911 service committee, within the department of state police	-Recommends operational standards for PSAPs and secondary PSAPs -Recommends model systems to be considered in preparing a 911 service plan	Local 911 agencies/providers have membership on the committee	-Deregulated tariffs in part by making them optional -Exempts a telephone company from carrier of last resort requirements if there is competition in the area	Preparation activity at the sub-state level

State	State Agency with Oversight	State Oversight	Relationship to local 911 agencies/provider	Deregulation of Telecomm	NG911 planning/implementation
Minnesota	-Department of Public Safety's 911 Program -Statewide Emergency Communications Board	Department: -Technical assistance to local 911 systems -Rule-making authority including design standards for local 911 systems -Oversight of system standards -Collection of a statewide 911 fee -Preparation of a biennial budget for maintaining 911 systems -May request AG commence civil proceedings for non-compliance with 911 laws and rules (and PUC may request AG enforcement against any landline service for non-compliance) Board: -Implements system for interoperability between local 911 systems -Develops plans and standards for NG 911 and FirstNet (which is a proposed nationwide public safety wireless broadband network)	The board includes members from local government and various public safety disciplines, including representatives of 5 regional communications boards and 2 regional emergency services boards	Minimal or no deregulation	Preparation activity at the state level
Mississippi	Commercial Mobile Radio Service Board	-collects and distributes the commercial mobile radio service charge	-Local 911 agencies/providers have membership on the board	Elimination of quality of service standards and carrier of last resort obligations	Planning started
Missouri	Committee on 911 Service Oversight	-Collects and shares information -Reviews existing and proposed legislation and provides recommendations -Provides requested mediation services to political subdivisions involved in 911 jurisdictional disputes.	16-member board drawn from officials throughout the state	-Deregulated tariffs in part by making them optional -Eliminated quality of service requirements -Eliminated carrier of last resort requirements in St. Louis, Kansas City, and other areas with competition	Implementation in progress - sub-state level
Montana	-Department of Administration -Advisory council	Department: -Approves or disapproves local 911 system plans based on compliance with statutes and Department's rules -Monitors a local 911 system's implementation of an approved plan and use of funding -Rule-making authority -Disburses 911 funds -Reports to legislature on progress toward implementing statewide 911 systems -May request information from a local 911 jurisdiction and may suspend the jurisdiction's distribution of 911 funding for non-compliance with the request Advisory Council -Assists Department in implementing statewide 911 system	-Upon request, Department will assist a local jurisdiction with planning a 911 system -Recommendations for membership on advisory council received from law enforcement agencies, emergency medical service providers, public safety communicator organizations, telephone companies, and local citizens	Minimal or no deregulation	Implementation in progress - sub-state level
Nebraska	State 911 director, appointed by the Public Service Commission; Enhanced Wireless Advisory Board	Commission: -Creates operational standards/guidelines/rules -Establishes training for PSAPs Board: -Advises the commission on the implementation, development, administration, coordination, evaluation, and maintenance of enhanced 911 service -Authority to administratively fine any person who violates the Emergency Telephone Communications Act	Local agencies/providers are represented on the Enhanced Wireless 911 Advisory Board	Elimination of tariff requirements for business services	Planning started
Nevada	Nevada Public Safety Communications Committee	-Designate working groups to address issues facing interoperable communications in Nevada, including 911 Services	18-member committee has representation from a broad array of people	A telephone company may opt out of providing residential basic service or business service if there is competition in the area	None or unknown
New Hampshire	-Bureau of Emergency Communications in the Department of Safety -Enhanced 911 Commission (membership includes the chair of the PUC or designee and the commissioner of the department of public safety or designee)	Bureau: -Helps Commissioner of Public Safety set 911 surcharge amount -Disburses 911 funds Commission: -Establishes technical and operational standards for PSAPs -Requires reporting from local public safety agencies -Conducts studies on enhanced 911 issues such as operations or training	Commission has 19 members, including representatives of local public safety agencies, the telecommunications industry, and the disabled community	A telephone company may discontinue residential landline service if PUC determines discontinuation would not harm public good	-Preparation activity at the state level -Has implemented text-to-911 throughout the state (but not other NG 911 features such as picture or video capability)

State	State Agency with Oversight	State Oversight	Relationship to local 911 agencies/provider	Deregulation of Telecomm	NG911 planning/implementation
New Jersey	-Office of Emergency Telecommunications Services in the Office of Information Technology -911 Commission	Office: -Develop a statewide plan for E911 system, which plan must include configuration of E911 network, role of counties and municipalities in implementation, and technical and operational standards for PSAPs -May inspect PSAPs to determine if technical and operational standards met -Explore ways to maximize reliability of 911 system -Rule-making authority -Provide public education on E911 -Report annually to legislature on E911 progress and expenditures -Review counties' 911 operational plans Commission: -Review and approve Office's state plan -May request AG to institute civil proceedings against any party violating 911 laws, rules, or standards	Commission has 30 members, including local representation through 911 dispatch representatives and law enforcement providers	Elimination of rate regulations for residential basic service and no oversight of services in competitive areas	Planning started
New Mexico	Department of Finance and Administration, Local Govt Division, E 911 Bureau	Division: -May establish 911 service areas -May fund enhanced 911 systems -Must report to the legislature each session the status of the enhanced 911 fund and whether the current level of the 911 emergency surcharge is sufficient, excessive or insufficient to fund the anticipated needs for the next year request AG to institute civil proceedings against any party violating 911 laws, rules, or standards	statutes authorize a local governing body or a consortium of local governing bodies to incur costs for the purchase, lease, installation or maintenance of enhanced 911 equipment and training necessary for the establishment of an enhanced 911 system	Minimal or no deregulation	None or unknown
New York	Office of Interoperable and Emergency Communications	-Create operational standards/guidelines/rules -Approval of local 911 plans -Authority over disbursement of funds -Require reporting by local agencies with 911 systems -State can provide up to 90 percent of funding for enhanced 911....this money seems to be in addition to money from taxes	-Employ a 911 coordinator or other individual to serve as a liaison with local 911 systems -Local 911 agencies/providers have membership on statewide 911 board	Minimal or no deregulation	Preparation activity at the sub-state level
North Carolina	North Carolina 911 Board	-Board can reduce the fee (which they have). -Create operational standards/guidelines/rules -Approval of local 911 plans -Authority over disbursement of funds -Require reporting by local agencies with 911 systems --Every 2 years, the 911 Board must report to the Joint Legislative Commission on Governmental Operations and the Revenue Laws Study Committee	-Chief Information Officer of Dept of IT or his or her designee serves as chair -Local 911 agencies/providers have membership on statewide 911 board	-Eliminated tariff requirements and rate regulation for telephone companies that have opted for alternative regulation such as price caps -Eliminated quality of service standards -Eliminated carrier of last resort requirements	Preparation activity at the state level
North Dakota	Emergency Services Communications Coordinating Committee	-Requires annual reporting from local governments that have adopted a 911 surcharge on income, expenditures, and status of its 911 system -Recommends legislative changes to the statutory 911 operating standards -Develops guidelines for allowable uses of 911 surcharge revenues -Reports to legislature on local governments' use of 911 surcharge revenues -Helps coordinate plans for implementing NG 911	-The Committee consists of 4 members, including one appointed by the North Dakota 911 association and one by the association of counties -The Committee initiates and administers statewide agreements among local governments to coordinate the procurement of 911 equipment and services and to fund 911 research	-Elimination of price restrictions for basic landline service -No regulation of VoIP	Implementation in progress - state level - North Dakota Association of Counties is working toward implementation on behalf of PSAPs and PSAPs have entered into a joint powers agreement.
Ohio	Ohio 911 Program Office	-Coordinates and facilitate communication concerning 911 issues among state, federal, and local parties.	Office acts as liaison by facilitating communication among state and local parties	-A telephone company may withdraw any service if it gives 30 days notice to PUC and affected customers -Elimination of tariff requirements, except with respect to basic landline service -PUC's ability to regulate rates limited	Implementation in progress - sub-state level. NG911 rolled out in Morgan County, a rural area with a population of 15,000.

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Oklahoma	Oklahoma 9-1-1 Management Authority	<ul style="list-style-type: none"> <li>-Prepare grant solicitations;</li> <li>-Work in conjunction with the Oklahoma Department of Emergency Management to create an annual budget for the Authority, which shall be approved by majority vote of the members;</li> <li>-Authority over disbursement of funds;</li> <li>-Develop a plan to implement next-gen 911;</li> <li>-Develop training for call takers;</li> </ul>	<ul style="list-style-type: none"> <li>-The board selects a coordinator to administer grants approved by the authority.</li> <li>--Local 911 agencies/providers have membership on statewide 911 board</li> <li>-Board conducts and reviews audits and financial records of wireless service providers</li> </ul>	<ul style="list-style-type: none"> <li>-Elimination of tariff requirements and quality of service</li> <li>-Access to basic landline service still regulated</li> </ul>	None or unknown
Oregon	Office of Emergency Management	<ul style="list-style-type: none"> <li>-Create operational standards/guidelines/rules</li> <li>-Approval of local 911 plans</li> <li>-Authority over disbursement of funds</li> <li>-Require reporting by local agencies with 911 systems</li> </ul>	N/A	Minimal or no deregulation	Planning started
Pennsylvania	-Pennsylvania Emergency Management Agency -911 Board	<p>Agency:</p> <ul style="list-style-type: none"> <li>-Rule-making authority</li> <li>-Standards for collection and distribution of 911 fees with which a local 911 system must comply to be eligible for funds</li> <li>-Approve or disapprove of local plans' compliance with technological, operational, and administrative standards developed by Agency</li> <li>-Designate a statewide 911 Coordinator</li> <li>-Audit or request reports from telecommunications providers or entities receiving 911 fund disbursements to determine program compliance</li> <li>-Report annually to legislature on 911 fund revenue and disbursements and local 911 systems' compliance with 911 priorities</li> <li>-File actions in court against any person violating 911 laws, rules, or standards</li> </ul> <p>Board:</p> <ul style="list-style-type: none"> <li>-Advise agency on regulations, guidelines, and standards</li> <li>-Develop recommendations to improve 911 systems</li> </ul> <p>Agency and Board in collaboration:</p> <ul style="list-style-type: none"> <li>-Establish eligible uses for 911 funds, standards for 911 system plans, and minimum training and certification standards</li> </ul>	<p>Agency:</p> <ul style="list-style-type: none"> <li>-Works with local 911 providers to develop an IP network for interoperability between local 911 systems</li> </ul> <p>Board:</p> <ul style="list-style-type: none"> <li>-Of 38 members, many are local officials, representatives of professional associations, and one member of the general public</li> <li>-Board facilitates communication and information sharing between Agency and county 911 coordinators</li> </ul>	Reductions in oversight of state's largest incumbent telecommunications providers	Preparation activity at the sub-state level
Rhode Island	Rhode Island Enhanced 911 Uniform Emergency Telephone System, Department of Public Safety	Create operational standards/guidelines/rules	Relationship unknown	Minimal or no deregulation	Preparation activity at the state level
South Carolina	Revenue and Fiscal Affairs Office	<ul style="list-style-type: none"> <li>-S.C. statutes have 911 requirements</li> <li>-Local areas submit applications to the fiscal affairs office</li> <li>-If they meet statutory requirements, they get funding</li> <li>-Local agencies have authority over amount of surcharge (within a defined range)</li> </ul>	-A board, made up in part of local representation, has some oversight, though relatively a small amount of decisionmaking power.	Deregulated in 2015; no oversight for competitive services including basic landline service	Planning started
South Dakota	South Dakota 911 Coordination Board	<ul style="list-style-type: none"> <li>-Develop a master plan to implement statewide NG 911</li> <li>-Rule-making authority</li> <li>-Disburse money from the 911 fund</li> <li>-Evaluate PSAP and local 911 system capabilities</li> <li>-Monitor PSAPs and local 911 systems' use of 911 funds</li> <li>-Develop operational and financial minimum standards for PSAPs and local 911 systems</li> <li>-Develop criteria for performance audits of local 911 systems' use of 911 funds</li> <li>-Report annually to governor, legislature on recommendations for legislation and changes to the 911 surcharge amount</li> </ul>	Of 11 members on board, some represent cities, counties, professional associations, and local service providers	Minimal or no deregulation	Implementation in progress at state level - estimated that all PSAPs will have NG 911 capabilities by 2018

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Tennessee	-Tennessee Emergency Communications Board of the Department of Commerce and Insurance -Tennessee Advisory Commission on Intergovernmental Relations	Board: -Establish operating standards for local emergency communication districts (ECDs) -Develop a statewide 911 plan and review ECDs' compliance with the plan -Work toward providing NG 911 statewide -Set surcharge rates and disburse 911 funds Advisory Commission: -Tasked with studying the following: 1. Whether 911 surcharge generates adequate revenue; 2. Whether ECDs or PSAPs should be consolidated; 3. Whether the Board should be given authority to raise the surcharge rate; and 4. Whether telecom providers should notify the Board when there is a known service interruption. -Must report on its study findings by September 15, 2017	Board: -Of 9 members, includes ECD representatives, a city government representative, and a county government representative -Provides technical assistance to ECDs -Provides training to public safety dispatchers	-Eliminated basic service rate requirements -Eliminated carrier of last resort requirements	Implementation in progress at state level
Texas	Commission on State Emergency Communications (CSEC)	-Create operational standards/guidelines/rules -Administer the Implementation of a statewide 911 service -provide grants or contracts for services that enhance the effectiveness of 9-1-1 service)	-Local 911 agencies/providers have membership on the commission	-Elimination of tariff requirements -Elimination of service quality standards -Telephone companies subject to price caps may withdraw service without PUC approval	Implementation in progress - sub-state level
Utah	911 Division	-Recommends operational standards/guidelines/rules	None	Minimal or no deregulation	Planning started
Vermont	Enhanced 911 Board	-Create operational standards/guidelines/rules -Implement a statewide 911 service -Approve pre-existing 911 systems, as applicable -Authority over disbursement of funds -Report to the governor and the general assembly on the development and performance of the enhanced 911 system -Funded through state money (no surcharge)	-The board selects a coordinator to administer grants approved by the authority. -Local 911 agencies/providers have membership on statewide 911 board	Minimal or no deregulation	Implemented at statewide level. Vermont was the first state to implement an IP network for 911 statewide. As a result, Vermont was able to handle Hurricane Irene in 2011 with no calls lost, even when one PSAP had to be evacuated. Vermont now supports text-to-911 for 98% of the state.
Virginia	-911 Services Board -Public Safety Communications Division of the Virginia Information Technologies Agency	-Collect and disburse 911 funding -Develop best practices for PSAPs -Plan and develop statewide NG 911, including development of standards -Work on interoperability throughout state and with neighboring states -Report annually to governor and legislature on recommended legislation and need for any changes in 911 funding -Provide grants to PSAPs from 911 fund -State auditor audits 911 fund each year	-Of 16 members of Board, 13 represent law enforcement agencies, PSAP professionals, and telecom service providers -Division serves the Board and provides technical assistance and system design and support to PSAPs throughout commonwealth	Eliminated tariff requirements	Implementation in progress at state level
Washington	E911, Unit of the Emergency Management Division	-Facilitates local planning and installation of enhanced 911 emergency communications systems	-Works with counties and communications companies to ensure the E911 system is operational and available to all in the State of Washington.	Minimal or no deregulation	Preparation activity at the state level
West Virginia	The Public Service Commission (utilities commission)	- Develop, adopt and periodically review a comprehensive plan establishing the technical and operational standards -No state board, but "Each county or municipality shall appoint for each answering point an enhanced emergency telephone system advisory board" -The commission has some latitude to distribute funds, but the statutes have many disbursement requirements to meet first	-Commission required to "consult" with providers and public safety units when creating/reviewing plans -Annually review with each operating telephone company their construction and upgrading of 911 infrastructure	Minimal or no deregulation	None or unknown



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Wisconsin	Minimal authority of Public Service Commission (utilities commission) over 911 surcharges	<ul style="list-style-type: none"> <li>-Public Service Commission has limited authority to authorize a telecom service provider to impose a 911 surcharge if the service provider presents proof that it has entered into a contract with a county to provide 911 service</li> <li>-911 surcharges in Wisconsin are unique in that they are only used for reimbursing landline service providers - not wireless - and no portion of the funds go to the local 911 systems (which are funded through county or municipal budgets)</li> </ul>	N/A	<ul style="list-style-type: none"> <li>-Eliminated service quality standards</li> <li>-Eliminated tariff requirements, except for access to intrastate long distance service</li> </ul>	Planning started
Wyoming	N/A	N/A	N/A	Mostly deregulated, except for regulation of essential services in noncompetitive areas	Planning started