HOUSE OF REPRESENTATIVES TWENTY-SIXTH LEGISLATURE, 2011 STATE OF HAWAII

H.B. NO. ¹⁰⁰⁰ H.D. 2 S.D. 1

A BILL FOR AN ACT

RELATING TO ENHANCED 911 SERVICES.

	BE IT ENACTED BY THE LEGISLATURE OF THE STATE OF HAWAII:
1	SECTION 1. Chapter 138, Hawaii Revised Statutes, is
2	amended to read as follows:
3	"[+]CHAPTER 138[+]
4	ENHANCED 911 SERVICES [FOR MOBILE PHONES
5	-[]§138-1[-] Definitions. As used in this chapter, unless
6	the context requires otherwise:
7	"911" means the digits, address, internet protocol address,
8	or other information used to access or initiate a call to a
9	public safety answering point.
10	"911 system" means an emergency communications system that:
11	(1) Enables the user of a voice communications service
12	connection such as telephone, computer, or commercial
13	mobile radio service, interconnected voice over
14	internet protocol service or a data communications
15	service connection that transmits data exclusively,
16	such as text messaging, to reach a public safety
17	answering point by accessing 911, or via a service or



1	relay bureau or accessing a 911 system through some
2	other means; and
3	(2) Provides enhanced 911 service.
4	"Automatic location identification" means [a wireless] an
5	enhanced 911 service capability that enables the automatic
6	display of information indicating the address or approximate
7	geographic location of the [wireless telephone] communication
8	device used to place a 911 call [in accordance with the Federal
9	Communications Commission Order].
10	"Automatic number identification" means [a wireless] an
11	enhanced 911 service capability that enables the automatic
12	display of the ten-digit [wireless] telephone number [used to
13	place a 911 call in accordance with the Federal Communications
14	Commission order.] or some other unique identifier of the device
15	from which a 911 call is placed.
16	"Board" means the [wireless] enhanced 911 board established
17	under this chapter.
18	"Call" means any communication, message, signal, or
19	transmission.
20	"Commercial mobile radio service" means commercial mobile
21	radio service under sections 3(27) and 332(d) of the Federal
22	Telecommunications Act of 1996, 47 U.S.C. 151 et seq., and the
	2011-1766 HB1000 SD1 SMA.doc

Omnibus Budget Reconciliation Act of 1993, P.L. 103-66, August 1 10, 1993, 107 Stat. 312. 2 3 "Commercial mobile radio service connection" means each 4 active wireless telephone number assigned to a commercial mobile 5 radio service customer, including end-users of resellers whose 6 place of primary use is within the State. 7 ["Federal Communications Commission order" means the 8 original order issued in the Federal Communications Commission 9 Docket No. 94 102 governing wireless enhanced 911 service and 10 any other Federal [Communications] Commission orders related to 11 the provision of wireless enhanced 911 service.] 12 "Communications service" means a service capable of accessing, connecting with, or interfacing with a 911 system, by 13 14 dialing, initializing, or otherwise activating the 911 system by 15 means of a local telephone device, commercial mobile radio 16 service device, interconnected voice over internet protocol device, indirect communication through a service bureau or call 17 relay service, such as alarm companies or any other means. 18 19 "Communications service connection" means each telephone 20 number or a device's unique identifier assigned to a residential 21 or commercial subscriber by a communications service provider, 22 without regard to technology deployed. 2011-1766 HB1000 SD1 SMA.doc



Page 4

1	"Communications service provider" means an entity that
2	provides communications service to a subscriber.
3	"Competitive local exchange carrier" means an alternative
4	provider of local communication services other than the
5	incumbent local exchange carrier.
6	"Database service provider" means a service supplier who
7	maintains and supplies or contracts to maintain and supply an
8	automatic information location database or master street address
9	guide.
10	"Enhanced 911 fund" or "fund" means the special fund
11	established by section 138-3.
12	"Enhanced 911 service costs" means all capital,
13	nonrecurring, and recurring costs directly related to the
14	implementation, operation, and administration of enhanced 911
15	services.
16	"Interconnected voice over internet protocol" or "voice
17	over internet protocol" means a service that:
18	(1) Enables real-time, two-way voice communications;
19	(2) Requires a broadband connection from the user's
20	location;
21	(3) Requires internet protocol-compatible customer
22	premises equipment; and



1	(4) Permits users generally to receive calls that
2	originate on the public switched telephone network and
3	to terminate calls to the public switched telephone
4	network.
5	"Interconnected voice over internet protocol service
6	provider" means an entity that provides interconnected voice
7	over internet protocol service.
8	"Prepaid connection" means the sale of a communications
9	service that is paid for in advance or sold in predetermined
10	units of which the number of units declines with use of the
11	services.
12	"Proprietary information" means customer lists and other
13	related information (including the number of customers),
14	technology descriptions, technical information, or trade
15	secrets, and the actual or developmental costs of [wireless]
16	enhanced 911 service that are developed, produced, or received
17	internally by a [wireless] communications service provider or by
18	a provider's employees, directors, officers, or agents.
19	"Public safety agency" means a functional division of [the
20	State or county] a governmental entity that provides or has
21	authority to provide, or a private entity contracted by a [state
22	or county agency] governmental entity that provides,
	2011-1766 HB1000 SD1 SMA.doc

Page 6



2011-1766 HB1000 SD1 SMA.doc

		1000
HB	NO.	H.D. 2
		S.D. 1

1	facilities-based commercial mobile radio service within the
2	State.]
3	"Universal emergency number service" or "911 service" means
4	public communications service that provides service users with
5	the ability to reach a public safety answering point by
6	accessing a 911 system.
7	[+]§138-2[]] [Wireless enhanced] Enhanced 911 board. (a)
8	There is created within the department of accounting and general
9	services, for administrative purposes, [a wireless] <u>an</u> enhanced
10	911 board consisting of [eleven] <u>thirteen</u> voting members;
11	provided that the membership shall consist of:
12	(1) The comptroller or the comptroller's designee;
13	(2) Three representatives from wireless communications
14	service providers, who shall be appointed by the
15	governor as provided in section 26-34[, except as
16	otherwise provided by law];
17	(3) One representative each from the public safety
18	answering points for Oahu, Hawaii, Kauai, Maui, and
19	Molokai[, who shall be appointed by the governor,] and
20	one representative, chosen by the mayor of the city
21	and county of Honolulu, who shall be appointed by the
22	governor as provided in section 26-34 [except as



1		otherwise provided by law, from a list of five names
2		submitted by each respective public safety answering
3		<pre>point];</pre>
4	(4)	The consumer advocate or the consumer advocate's
5	• •	designee; [and]
6	(5)	One representative from a communications service
7		company that offers interconnected voice over internet
8		protocol services, who shall be appointed by the
9		governor as provided in section 26-34; and
10	[(5)]	(6) One representative of the current [wireline
11		provider of enhanced 911.] local exchange carrier.
12	(b)	[Six members] A simple majority shall constitute a
13	quorum, wl	nose affirmative vote shall be necessary for all
14	actions by	y the board.
15	(c)	The chairperson of the board shall be elected by the
16	members o	f the board by simple majority and shall serve a term
17	of one yea	ar.
18	(d)	The board shall meet upon the call of the chairperson,
19	but not le	ess than quarterly.
20	(e)	The members representing wireless, local exchange
21	carrier,	and interconnected voice over internet protocol service
22	providers	shall be appointed by the governor for terms of two
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1	years[, except that terms of the two members initially appointed	
2	shall be for eighteen months].	
3	(f) Each member shall hold office until the member's	
4	successor is appointed and qualified. Section 26-34 shall apply	
5	only insofar as it relates to succession, vacancies, and	
6	suspension of board members, and as provided in subsection (a).	
7	(g) The board may adopt rules under chapter 91 as	
8	necessary to carry out the purposes of this chapter.	
9	[(g)] (h) The members shall serve without compensation.	
10	Members shall be entitled to reimbursements from the [wireless]	
11	enhanced 911 fund for reasonable traveling expenses incurred in	
12	connection with the performance of board duties.	
13	[(h)] <u>(i)</u> The board or its chairperson, with the approval	
14	of the board, may retain independent, third-party accounting	
15	firms, consultants, or other third party to:	
16	(1) Create reports, make payments into the fund, process	
17	checks, and make distributions from the fund, as	
18	directed by the board and as allowed by this chapter;	
19	and	
20	(2) Perform administrative duties necessary to administer	
21	the fund or oversee operations of the board, including	
22	providing technical advisory support [-]; provided that	
	2011-1766 HB1000 SD1 SMA.doc ,	

Page 10

1		no third-party accounting firm, consultant, or other
2		third party hired to perform these administrative
3		duties may be retained if the accounting firm,
4		consultant, or other third party, either directly or
5		indirectly, has a conflict of interest or is
6		affiliated with the management of or owns a pecuniary
7		interest in any entity subject to the provisions of
8		this chapter.
9	[(i)]	(j) The board shall develop reasonable procedures to
10	ensure that	at all [wireless providers] members receive adequate
11	notice of	board meetings and information concerning board
12	decisions	• · · · · · · · · · · · · · · · · · · ·
13	[+]§:	138-3[] Wireless enhanced] Enhanced 911 fund. There
14	is establ:	ished outside the state treasury a special fund, to be
15	known as t	the [wireless] enhanced 911 fund, to be administered by
16	the board	. The fund shall consist of amounts collected under
17	section 13	38-4. The board shall place the funds in an interest-
18	bearing ac	count at any federally insured financial institution,
19	separate a	and apart from the general fund of the State. Moneys
20	in the fur	nd shall be expended exclusively by the board for the
21	purposes o	of ensuring adequate [cost recovery for the deployment,
22	of phase	H and phase II wireless] funding to deploy and sustain
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1 enhanced 911 service, developing and funding future enhanced 911 2 technologies, and [for] funding expenses of administering the 3 fund. [Any funds that accumulate in the wireless enhanced 911 4 fund shall be retained in the fund unless determined by the 5 legislature to be in excess.] 6 [+] §138-4[] Surcharge. (a) A monthly [wireless] 7 enhanced 911 surcharge, subject to this chapter, shall be 8 imposed upon each [commercial mobile radio] communications 9 service connection [-], except connections of the local exchange 10 carrier providing land line enhanced 911 services through 11 section 269-16.95. 12 (b) [The effective date of the surcharge shall be July 1, 13 2004.] The rate of the surcharge shall be set at 66 cents per 14 month for each [commercial mobile radio] communications service 15 connection. The surcharge shall have uniform application and 16 shall be imposed on each [commercial mobile radio] 17 communications service connection operating within the State 18 except: 19 (1) Connections billed to federal, state, and county 20 governmental entities; [and] 21 (2) Prepaid connections [-]; and



Page 11

Page 12

1 Connections provided by a local exchange carrier (3) 2 providing land line enhanced 911 services through 3 section 269-16.95. 4 All [wireless] communications service providers and (C) 5 resellers shall bill to and collect from each of their customers 6 a monthly surcharge at the rate established for each [commercial 7 mobile radio] communications service connection. The [wireless] 8 communications service provider or reseller may list the 9 surcharge as a separate line item on each bill. If a [wireless] 10 communications service provider or reseller receives a partial 11 payment for a monthly bill from a [commercial mobile radio] 12 communications service customer, the [wireless] communications 13 service provider or reseller shall apply the payment against the 14 amount the customer owes the [wireless] communications service 15 provider or reseller, before applying the partial payment 16 against the surcharge. 17 (d) A [wireless] communications service provider that: 18 (1) Is collecting the surcharge and remitting appropriate 19 portions of the surcharge to the fund pursuant to this 20 chapter; and

H.B. NO.

1 (2) Has been requested by a public safety answering point 2 to provide [phase I or phase II wireless] enhanced 911 service in a particular county or counties, 3 4 may recover [wireless] enhanced 911 [commercial mobile radio] 5 service costs as provided in this chapter. 6 (e) Each [wireless] communications service provider or 7 reseller may retain two per cent of the amount of surcharges 8 collected to offset administrative expenses associated with 9 billing and collecting the surcharge. A [wireless] communications service provider or 10 (f) reseller shall remit to the [wireless] enhanced 911 fund, within 11 sixty days after the end of the calendar month in which the 12 13 surcharge is collected, an amount that represents the surcharges collected less amounts retained for administrative expenses 14 incurred by the [wireless] communications service provider or 15 reseller, as provided in subsection (e). 16 17 (q) A public utility providing local exchange enhanced 911 18 communication services for its customer base and other service providers using the wire line provider's enhanced 911 service 19 may collect and retain the surcharge at the established rate set 20 21 forth in section 269-16.95.



[-(g)-] (h) The surcharges collected by the [wireless]
 communications service provider or reseller pursuant to this
 section shall not be subject to any tax, fee, or assessment, nor
 are [they] the surcharges considered revenue of the provider or
 reseller.

6 $\left[\frac{h}{h}\right]$ (i) Each customer who is subject to this chapter 7 shall be liable to the State for the surcharge until it has been 8 paid to the [wireless] communications service provider. [Wireless] Communications service providers shall have no 9 10 liability to remit surcharges that have not been paid by 11 customers. A [wireless] communications service provider or reseller shall have no obligation to take any legal action to 12 13 enforce the collection of the surcharge for which any customer 14 is billed. However, the board may initiate a collection action against the customer. If the board prevails in such a 15 16 collection action, reasonable attorney's fees and costs shall be 17 awarded.

18 [(i)] (j) At any time the members deem it necessary and 19 appropriate, the board may meet to make recommendations to the 20 legislature as to whether the surcharge and fund should be 21 discontinued, continued as is, or amended.

2011-1766 HB1000 SD1 SMA.doc

H.B. NO. ¹⁰⁰⁰ H.D. ² S.D. 1

1 $\left[\frac{j}{j}\right]$ (k) When considering whether to discontinue, 2 continue as is, or amend the fund or surcharge, the board's 3 recommendations shall be based on the latest available 4 information concerning costs associated with providing 5 [wireless] enhanced 911 service [in accordance with the Federal 6 Communications Commission order]. 7 [4] §138-5[] Recovery] Disbursements from the fund. (a) 8 [After January 1, 2005, every] Every public safety answering 9 point shall be eligible to seek [reimbursement] disbursements from the fund [solely] to pay for the reasonable costs to lease, 10 11 purchase, or maintain all necessary equipment, including 12 computer hardware, software, and database provisioning, required 13 by the public safety answering point to provide technical 14 functionality for the [wireless] enhanced 911 service [pursuant 15 to the Federal Communications Commission order]. Reasonable 16 costs may include expenses directly associated with the planning phases and training of personnel in any new and emerging 17 18 technologies involving enhanced 911. All other expenses 19 necessary to operate the public safety answering point, 20 including but not limited to those expenses related to overhead, 21 staffing, and other day-to-day operational expenses, shall

2011-1766 HB1000 SD1 SMA.doc

1 continue to be paid through the general funding of the 2 respective counties. 3 (b) Every public safety answering point shall be eligible 4 to seek disbursements from the fund to pay for the reasonable 5 costs associated with having representatives, other than 6 enhanced 911 board members, on enhanced 911 board committees, 7 including established and investigative committees. 8 [(b) After January 1, 2005, each wireless] (c) Each 9 communications service provider may request reimbursement from 10 the fund of [wireless] enhanced 911 [commercial mobile radio] 11 service costs incurred; provided that the costs: 12 (1) Are recoverable under section 138-4(d); and 13 (2) Have not already been reimbursed to the [wireless] 14 communications service provider from the fund. 15 In no event shall a [wireless] communications service provider 16 be reimbursed for any amount above its actual [wireless] 17 enhanced 911 [commercial mobile radio] communications service 18 costs allowed to be recovered under section 138-4(d). (d) [°] Every communications service provider may seek 19 20 disbursements from the fund to pay for the reasonable costs 21 associated with having representatives, other than board

H.B. NO.

16

2011-1766 HB1000 SD1 SMA.doc

members, on board committees, including established and 1 2 investigative committees. $\left[\frac{(c)}{(c)}\right]$ (e) After the expenses of the board are paid, the 3 public safety answering points shall be allocated two-thirds of 4 the remaining balance of the fund. The remaining one-third 5 6 shall be available for [wireless] communications service provider cost recovery. The board shall determine the 7 reimbursement amounts for the public safety answering points, 8 based on the limitations set forth in section 138-5(a). The 9 10 reimbursement level for each [wireless] communications service 11 provider shall be limited: (1) To one-third of the total contribution made by the 12 [wireless] individual communications service provider 13 14 [to the wireless provider cost recovery portion of] into the fund; provided that this method of direct 15 reimbursement shall not be available to the provider 16 of wire line enhanced 911; and 17 18 (2) As provided in [section 138-5(b).] subsection (c). [+] §138-6[+] Report to the legislature. The board shall · 19 submit an annual report to the legislature, including: 20 The total aggregate surcharge collected by the State 21 (1)22 in the last fiscal year;

H.B. NO.



H.B. NO. ¹⁰⁰⁰ H.D. 2 S.D. 1

18

1	(2)	The amount of disbursement from the fund;
2	(3)	The recipient of each disbursement and a description
3		of the project for which the money was disbursed;
4	(4)	The conditions, if any, placed by the board on
5		disbursements from the fund;
6	(5)	The planned expenditures from the fund in the next
7		fiscal year;
8	(6)	The amount of any unexpended funds carried forward for
9		the next fiscal year;
10	(7)	A cost study to guide the legislature towards
11		necessary adjustments to the fund and the monthly
12		surcharge; and
13	(8)	A [progress] <u>status</u> report of jurisdictional
14		[readiness] <u>capabilities</u> for [wireless E911] <u>enhanced</u>
15		911 services, including public safety answering
16		points[, wireless providers,] and [wireline]
17		communications service providers. [The report shall
18	ς.	include the status of requirements outlined in the
19		Federal Communications Commission Order 94-102 and
20		subsequent supporting orders related to phase I and
21		phase II wireless 911 services.

[] §138-7 Audits.[]] (a) During any period in which [a 1 2 wireless] an enhanced 911 surcharge is imposed upon customers, 3 the board may request an audited report prepared by an 4 independent certified public accountant that demonstrates that 5 the request for cost recovery from public safety answering 6 points and [wireless] communications service providers recovers 7 only costs and expenses directly related to the provision of 8 [phase I or phase II wireless] enhanced 911 service as 9 authorized by this chapter. The cost of the audited reports 10 shall be considered expenses of the board. The board shall 11 prevent public disclosure of proprietary information contained 12 in the audited report, unless required by court order or appropriate administrative agency decision. 13

H.B. NO.

14 (b) The board shall select an independent third party to 15 audit the fund every two years to determine whether the fund is 16 being managed in accordance with this chapter. The board may 17 use the audit to determine whether the amount of the surcharge 18 assessed on each [commercial mobile radio] communications 19 service connection is required to be adjusted. The costs of the 20 audit shall be an administrative cost of the board recoverable 21 from the fund.

H.B. NO. ¹⁰⁰⁰ H.D. 2 S.D. 1

1 [+] §138-8[+] Proprietary information. (a) All 2 proprietary information submitted to the board by any third 3 party used by the board in connection with its duties or any 4 public safety answering point in deploying [wireless] enhanced 5 911 service shall be retained in confidence. Proprietary 6 information submitted pursuant to this chapter shall not be released to any person, other than to the submitting [wireless] 7. communications service provider or reseller, the board, or any 8 9 independent, third-party accounting firm retained by the board, 10 without the express permission of the submitting [wireless] communications service provider or reseller. General 11 12 information collected by the board shall be released or 13 published only in aggregate amounts that do not identify or allow identification of numbers of subscribers or revenues 14 attributable to an individual [wireless] communications service 15 16 provider.

(b) The board, any third parties it may retain, and any public safety answering point shall take appropriate measures to maintain the confidentiality of the proprietary information that may be submitted by a [wireless] communications service provider. The board shall hold all propriety information in confidence and shall adopt reasonable procedures to prevent

H.B. NO. ¹⁰⁰⁰ H.D. 2 S.D. 1

1 disclosure or providing access to the proprietary information to 2 the public and competitors, including members of the board 3 representing other [wireless] communications service providers. 4 Members of the board shall not disclose the information to any 5 third parties, including their employers, without the written 6 consent of the [wireless] communications service provider whose 7 proprietary information is to be disclosed. 8 A committee consisting of all board members, except (C) 9 the [three wireless] communications service provider 10 representatives, shall have the power to act for the board on the specific matters defined by the board, when at least two-11 12 thirds of the members of the board determine that a board action 13 may be conducted by the committee to prevent disclosure of 14 proprietary information to the [wireless] communications service 15 provider representatives. 16 [+] §138-9[+] Limitation of liability. (a) 17 Notwithstanding any law to the contrary, in no event shall any 18 [wireless] communications service provider, reseller,

19 independent, third-party accounting firms, consultants, or other

20 third party retained by the State under section 138-2, or their

21 respective employees, directors, officers, assigns, affiliates,

22 or agents, except in cases of gross negligence or wanton and



22

1 wilful misconduct, be liable for any civil damages or criminal liability resulting from death or injury to a person or from 2 3 damage to property incurred by any person in connection with any 4 act or omission in developing, designing, adopting, 5 establishing, installing, participating in, implementing, 6 maintaining, or providing access to [phase I or phase-II 7 wireless] enhanced 911 or any other [wireless] communications service intended to help persons obtain emergency assistance. 8 9 In addition, no [wireless] communications service provider, 10 reseller, independent, third-party accounting firms, 11 consultants, or other third party retained by the State under 12 section 138-2, or their respective employees, directors, 13 officers, assigns, affiliates, or agents shall be liable for civil damages or criminal liability in connection with the 14 15 release of customer information to any governmental entity, 16 including any public safety answering point, as required under 17 this chapter. In no event shall any public safety answering point, 18 (b) 19 or its employees, assigns, or agents, or emergency response 20 personnel, except in cases of gross negligence or wanton and

21 wilful misconduct, be liable for any civil damages or criminal 22 liability resulting from death or injury to the person or from





H.B. NO.

23

[+]\$138-10[+] Database or location information. (a) Any
[commercial mobile radio] communications service location
information obtained by any public safety answering point or
public safety agency or its personnel for public safety purposes
is not a government record open to disclosure under chapter 92F.

(b) A person shall not disclose or use, for any purpose
other than the [wireless] enhanced 911 calling system,
information contained in the database of the [wireless]
communications service provider's network portion of the
[wireless] enhanced 911 calling system established pursuant to
this chapter, without the prior written consent of the
[wireless] communications service provider.

17 [+]\$138-11[+] Dispute resolution. (a) Any [wireless]
18 communications service provider, reseller, independent, third19 party accounting firms, consultants, or other third party
20 retained by the State under section 138-2, or public safety
21 answering point aggrieved by a decision of the board shall have
22 the right to petition the board for reconsideration within ten
2011-1766 HB1000 SD1 SMA.doc



1 days following the rendering of the board's decision. As part 2 of its petition for reconsideration, the aggrieved party may 3 present any reasonable evidence or information for the board to 4 consider. The board shall render its decision on the 5 reconsideration petition as soon as reasonably possible, but no 6 later than thirty days after the reconsideration request is 7 made.

H.B. NO.

8 (b) An aggrieved party, following the completion of the 9 reconsideration petition process, upon agreement of the other 10 party, may have the dispute resolved through final and binding 11 arbitration by a single arbitrator in accordance with the [Wireless] Industry Arbitration Rules of the American 12 13 Arbitration Association. The costs of the arbitration, 14 including the fees and expenses of the arbitrator, shall be 15 borne by the nonprevailing party of any arbitration proceeding. 16 The arbitrator's decision shall be final and binding and may be 17 confirmed and enforced in any court of competent jurisdiction. 18 (c) Nothing in this section shall preclude any [wireless] 19 communications service provider, reseller, independent, third-20 party accounting firms, consultants, or other third party 21 retained by the State under section 138-2, or public safety

2011-1766 HB1000 SD1 SMA.doc

H.B. NO. ¹⁰⁰⁰ H.D. 2 S.D. 1

25

1	answering point from pursuing any existing right or remedy to
2	which it is entitled in any court having jurisdiction thereof.
3	[+] §138-12[+] Service contracts. A [wireless]
4	communications service provider shall not be required to provide
5	[wireless] enhanced 911 service until the [wireless]
6	communications service provider and the public safety answering
7	point providing [wireless] enhanced 911 service in the county or
8	counties in which the [wireless] communications service provider
9	is licensed to provide [commercial mobile radio] communications
10	service have entered into a written agreement setting forth the
11	basic terms of service to be provided."
12	SECTION 2. Statutory material to be repealed is bracketed
13	and stricken. New statutory material is underscored.
14	SECTION 3. This Act shall take effect on July 1, 2050.
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1000 H.D. 2 H.B. NO. SD 1

26

Report Title:

Enhanced 911 Services; Surcharge; Fund; Board

Description:

2011-1766 HB1000 SD1 SMA.doc

Establishes a single entity to administer enhanced 911 services for the State and expands the membership and responsibilities of the enhanced 911 board. Effective July 1, 2050. (SD1)

The summary description of legislation appearing on this page is for informational purposes only and is not legislation or evidence of legislative intent.