



**State of Vermont**  
**Enhanced 9-1-1 Board**  
100 State Street, Ste. #400  
Montpelier, VT 05620-6501  
E911.info@vermont.gov

[phone] 802-828-4911  
[fax] 802-828-4109  
[TTY] 802-828-5779  
[800 VT] 800-342-4911

**11/1/2018: FOR IMMEDIATE RELEASE**

**Media Contacts:**

Barbara Neal, Executive Director (available through November 2 and after November 19)  
Gary Taylor, Chair  
Roger Marcoux, Vice-Chair

**Vermont 9-1-1 Celebrates 20<sup>th</sup> Anniversary**

November 17, 2018 will mark the 20<sup>th</sup> anniversary of Vermont’s statewide enhanced 9-1-1 system.

Following four years of planning and preparation, the statewide system went “live” on November 17, 1998. At approximately 9:17 AM, the first call – a request for medical assistance in southern Vermont – was answered by a certified Vermont 9-1-1 call-taker at the Williston Public Safety Answering Point (PSAP). In the twenty years since, Vermont 9-1-1 call-takers have answered more than 3.7 million calls for assistance.

The vision for a statewide 9-1-1 system began to develop in the early 1990’s at the prompting of citizens, municipalities, emergency responders and legislators. In 1994, the Vermont legislature, having determined that enhanced 9-1-1 would further the safety, health, and welfare of the state’s citizens, passed legislation to create the Vermont Enhanced 9-1-1 Board. Act 197 was signed into law by Governor Howard Dean and the Board began its work of designing, implementing and overseeing a reliable and efficient statewide enhanced 9-1-1 system capable of automatically delivering a wire line caller’s telephone number and address to the call-taker’s computer screen. Vermont’s 9-1-1 system has adapted to changes in technology over the years and is now a Next Generation 9-1-1 (NG911) system. The NG911 system continues to receive voice calls and associated data from callers using wire line, wireless, and/or VoIP technologies and is also capable of receiving text messages to 9-1-1.

It is not possible to count the number of individuals whose hard work and dedication launched the original system and whose efforts have sustained the program over the years. Local volunteers, municipal officials, legislators, emergency service providers, emergency communications professionals in Vermont’s PSAPs, multiple state agencies including the Department of Public Safety and the Public Service Department, system contractors and 9-1-1 Board staff have all worked together to provide Vermont’s citizens and visitors with a uniform and reliable statewide 9-1-1 system. The Enhanced 9-1-1 Board thanks all its partners – past and present – for their commitment to this essential service. The 9-1-1 Board will continue to rely upon these important partnerships as we move into the future.

As it celebrates the 20<sup>th</sup> anniversary of Vermont 9-1-1, the Enhanced 9-1-1 Board also wishes to join the emergency communications community around the country in celebrating the 50<sup>th</sup> anniversary of the nation's first 9-1-1 call. This historic call was placed on February 16, 1968 in Haleyville, Alabama.

More information about the Vermont 9-1-1 program can be found at [e911.vermont.gov](http://e911.vermont.gov) or by finding us on Facebook at Vermont 911.

xxx