



**State of Vermont  
Enhanced 911 Board**

**Vermont 911 Fact Sheet**

- The State’s 911 system has effectively and successfully served Vermont since 1998. It has received and processed over 3.7 million 911 calls since that time.
- Currently, on a yearly basis, the State’s 911 system receives and handles nearly 200,000 calls or approximately 550 per day.
- There are fewer than 5 complaints annually regarding the manner in which a 911 call was handled (data from last four years).
- The State of Vermont was among the first to implement statewide “text to 911” service in 2012. Text to 911 provides life-saving access to 911 when callers who are unable to make a voice call – including the deaf/hard of hearing community; domestic violence victims and others.
- The State has six 911 call taking centers called Public Safety Answering Points (PSAPs). The Department of Public Safety operates two of the PSAPs which handle approximately 68% of the 911 call volume. The remaining 32% of calls are answered in four regional PSAPs located in Hartford, Shelburne, St Albans and Lamoille County.
- In 2018, approximately seven (7) out of ten (10) calls to 911 were placed by cellular telephones. This is nearly a 30% increase since 2008.
- Every wireline (landline) telephone company operating in Vermont is under the supervisory jurisdiction of the Public Utility Commission and is required by law to provide 911 services to its customers. Wireless (cellular) and VoIP telephone service providers are subject to the supervisory jurisdiction of the Federal Communications Commission, who requires these companies to deliver their customers’ 911 calls to the state’s 911 system.
- In some areas of Vermont, when there is a temporary failure in a wireline telephone service provider’s network, it can result in what is known as “isolation” in which a caller has dial tone, but cannot complete long distance calls or calls to 911.
- Telephone service providers in Vermont are required by rule/regulation to alert E911 when there is an “isolation” event. E911 has been notified of four “isolation” events occurring in each of the last two years.<sup>1</sup> Of the four isolation events in 2018:
  - 1 lasted 11 hours in a town that averages 1 call to 911 every five days
  - 1 lasted 7 hours in a town that averages 1.5 calls to 911 a day
  - 1 lasted 4 hours in three towns which average 3.5, 4.5 and less than 1 calls to 911 a day
  - 1 lasted 1.25 hours in a town averaging 1 call to 911 every three days.
- All PSAPs are notified by E911 when there is an “isolation” event. The PSAP, in turn, notifies the affected local agency and/or dispatching center for situational awareness.
- On March 27, 2019, after a year-long procurement process, the Board signed a five-year, \$11M contract with a new vendor for the State’s Next Generation 911 system which will “go-live” in July 2020. This contract:
  - Meets all of the more than 200 technical requirements outlined in the 911 Board’s Request for Proposal (RFP)
  - Meets all the Board’s requirements for robust service level agreements which align with industry best practice and will better serve Vermont.
  - Proven system provider focused solely on NG911 solutions operating in 34 states, including statewide deployments in Indiana, Alabama and New Hampshire
  - Keeps Vermont at the forefront of NG911 technology – critical as NG911 deployments continue nationwide
  - Expected to save Vermont \$1.6 million in operating costs over the life of the contract (through 2025)

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<sup>1</sup> At the request of the E911 Board, the Department of Public Service has petitioned the Public Utility Commission to open a “workshop” on the issue of “isolation” to include scope, locations, and costs of mitigation.