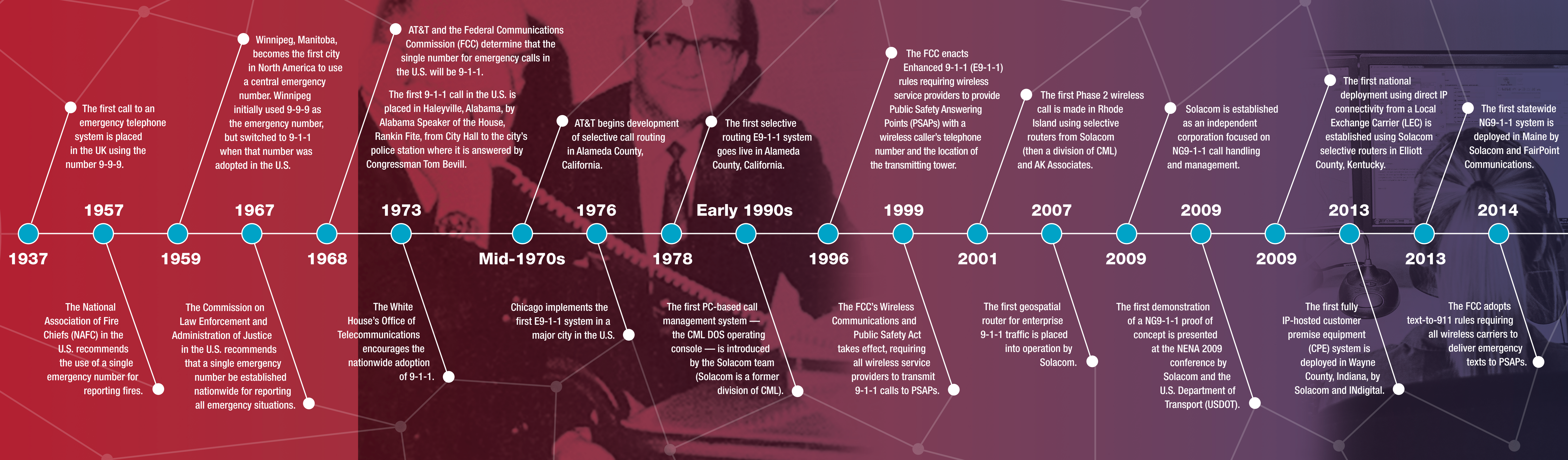# Solacom and the Evolution of 9-1-1

Since 9-1-1 was first adopted, the pace of innovation in call handling and management technology has been exciting to see.

Solacom 9-1-1 call handling and management solutions are built on more than 30 years of research and innovation in the application of advanced hardware and software technologies for public safety. We've been at the forefront of the evolution of 9-1-1, and we continue to innovate for the next generation of 9-1-1.

Timeline

1937 — The first call to an emergency telephone system is placed in the UK using the number 9-9-9.

1957 — The National Association of Fire Chiefs (NAFC) in the U.S. recommends the use of a single emergency number for reporting fires.

1959 — Winnipeg, Manitoba, becomes the first city in North America to use a central emergency number. Winnipeg initially used 9-9-9 as the emergency number, but switched to 9-1-1 when that number was adopted in the U.S.

1967 — The Commission on Law Enforcement and Administration of Justice in the U.S. recommends that a single emergency number be established nationwide for reporting all emergency situations.

1968 — AT&T and the Federal Communications Commission (FCC) determine that the single number for emergency calls in the U.S. will be 9-1-1.

The first 9-1-1 call in the U.S. is placed in Haleyville, Alabama, by Alabama Speaker of the House, Rankin Fite, from City Hall to the city's police station where it is answered by Congressman Tom Bevill.

1973 — The White House's Office of Telecommunications encourages the nationwide adoption of 9-1-1.

Mid-1970s — Chicago implements the first E9-1-1 system in a major city in the U.S.

1976 — AT&T begins development of selective call routing in Alameda County, California.

1978 — The first PC-based call management system — the CML DOS operating console — is introduced by the Solacom team (Solacom is a former division of CML).

Early 1990s — The first selective routing E9-1-1 system goes live in Alameda County, California.

1996 — The FCC's Wireless Communications and Public Safety Act takes effect, requiring all wireless service providers to transmit 9-1-1 calls to PSAPs.

1999 — The FCC enacts Enhanced 9-1-1 (E9-1-1) rules requiring wireless service providers to provide Public Safety Answering Points (PSAPs) with a wireless caller's telephone number and the location of the transmitting tower.

2001 — The first geospatial router for enterprise 9-1-1 traffic is placed into operation by Solacom.

2007 — The first Phase 2 wireless call is made in Rhode Island using selective routers from Solacom and AK Associates.

2009 — The first demonstration of a NG9-1-1 proof of concept is presented at the NENA 2009 conference by Solacom and the U.S. Department of Transport (USDOT).

2009 — Solacom is established as an independent corporation focused on NG9-1-1 call handling and management.

2009 — The first fully IP-hosted customer premise equipment (CPE) system is deployed in Wayne County, Indiana, by Solacom and INdigital.

2013 — The first national deployment using direct IP connectivity from a Local Exchange Carrier (LEC) is established using Solacom selective routers in Elliott County, Kentucky.

2013 — The FCC adopts text-to-911 rules requiring all wireless carriers to deliver emergency texts to PSAPs.

2014 — The first statewide NG9-1-1 system is deployed in Maine by Solacom and FairPoint Communications.

Proven Call Handling and Management

Today, Solacom Guardian 9-1-1 solutions support thousands of agencies affecting millions of lives annually. From dense urban environments to statewide deployments, Solacom solutions are trusted to streamline 9-1-1 call handling and management processes and enable more efficient collection of critical information in emergency situations.

Find out why Solacom is the choice of leading PSAPs and state and local governments.

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