

I found this proceeding incredibly interesting and essential to our present and future-day societies. Living in this modern, high-tech era where we are constantly bombarded with information whether its through social media, the internet, or through our cell phones, it is time for the outdated dialed 9-11 system to be updated with the times. Texting has become just as common (if not more common) than talking on the phone and picture messaging has always grown exponentially through the domination of smart phones on the market. In instances of an emergency, it is incredibly important that victims should be able to text or send picture messages to convey their emergency situation just as easily as they do through a 9-1-1 telephone call. Just as operators answer 9-1-1 phone calls there should be operators delegated to reading and responding to texts and picture messages since they could contain just as much, if not more, valuable information in an emergency situation. Two years ago I was involved in a horrible car accident that caused me extreme disorientation when dialing 9-1-1. It may have been easier for me, for instance, to take a picture of the wreck and my location and send it to a 9-1-1 operator instead of having to describe my location vocally in my shaken, disoriented state of mind. I also feel that in cases of a robbery or emergency situations where silence is essential, being able to text will prove safer to users than having to call 9-11 operators on the phone and speak vocally where there is the risk of being heard by the perpetrator with the call. Overall, this proceeding is important to be addressed and I look forward to seeing regulations passed by the FCC to modernize the 9-1-1 system.