

San Francisco is a large PSAP responsible for dispatching Police, Fire and Medical, and delivery of all wireless 9-1-1 calls citywide. We consistently strive to meet the NENA Standards of answering all E911 calls within 10 seconds. However we continually battle meeting that goal due to NSI abuse calls. We have historically been inundated with these calls, and were a major target of both WINTON & NOMAR, who made over 30,000 false calls to San Francisco Bay Area E911 centers in just one year (2007); and thousands of E911 abuse calls since. In 2008 the State of California Department of General Services Telecommunications Office responded to then Federal Communications Secretary Marlene Dortch Notice of Inquiry regarding this type of abuse, and the FCC posted a response that indicated further action should be taken by the FCC. However, to date we have seen no relief to address this ongoing problem.

Last week alone San Francisco E911 received a huge number of abuse/annoyance calls from three NSI cell phone numbers. The police handling this investigation believed that at least one caller is using more than one NSI cell phone to make all of these calls. For the 24-hour period from midnight to midnight on Thanksgiving Day we counted one-thousand-five-hundred-twenty-seven (1527) abuse calls. That is an average of 64 calls per hour or, more than one call per minute. The Cell phone companies that house the accounts for these NSI cell phones are Metro, AT&T, and T-Mobile. The companies and the PSAP were unable to do anything to stem the flow of these calls, due to FCC requirements.

Our E911 system is being bombarded by these abusive/annoyance calls that tie up E911 personnel and are impeding our timely response to actual emergencies. This is a serious threat to public safety and I am concerned that this problem is going unanswered, along with real E911 calls. I understand there is some interest at the FCC to revitalize the original Notice of Inquiry on this matter from 2008.

I would like to personally convey that this issue continues to be a serious public safety threat and that the revitalization of this NOI is relevant and extremely necessary. I am very interested in pursuing this matter and would welcome an opportunity to respond.