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COMMITTEE ON TRANSPORTATION  
AND INFRASTRUCTURE  
RANKING MEMBER

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07-114  
SEP 30 2013

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# Congress of the United States

## House of Representatives

Washington, DC 20515-4803

September 23, 2013

BKB  
1066

Mr. Greg Guice  
Director, Office of Legislative Affairs  
Federal Communications Commission  
445 12th Street, S.W., Room 8-C445  
Washington, DC 20554

Dear Mr. Guice:

Please find enclosed correspondence from my constituent, Mr. Charles Burkhamer, about a matter that falls under the jurisdiction of your agency.

I would appreciate your reviewing the correspondence and providing me with information that may serve as the basis for my reply.

With warm regards, I am

Sincerely,

  
NICK J. RAHALL, II  
Member of Congress

NJR/js  
Enclosure

**Constituent**

Burkhamer, Charles  
PO Box 512  
Smithers, WV 25186-3725  
Fayette

Email: Smitherspdburkhamer@yahoo.com

**Details**

Category: Government  
Status: Closed  
Received Via: Web  
Date Received: 09/06/2013

**Web Mail Message**

Web Mail Subject: IMA MAIL on OTHER

**Constituent Letter**

I am a constituent of yours and am deeply concerned that our nation's 9-1-1 emergency system for wireless phones is broken. Please urge the Federal Communications Commission (FCC) and wireless phone companies to fix it now.

When a person in crisis dials 9-1-1 from a wireless phone, emergency dispatchers need to know the caller's location immediately, so they can send help without delay. If the caller is incapacitated, unconscious, confused, infirm, or otherwise unable to convey a location, precious time can be lost trying to find the caller, resulting in lost lives.

Despite existing FCC regulations requiring accurate location data to be provided to 9-1-1 dispatchers for wireless 9-1-1 calls, the majority of calls today may not contain that critical information. New data released in California found that more than half of wireless 9-1-1 calls in the state do not include accurate location information for the caller.

The California data also showed that the problem is getting worse, with some carriers now providing accurate location data for less than one in five calls. The data also indicated that 9-1-1 operators have even more difficulty finding callers when they are indoors or calling from a dense urban area.

A top FCC official confirmed that this is a "nationwide" problem and is "not isolated" to California. With upwards of 70% of 9-1-1 calls now coming from wireless phones, this could be a life-and-death issue for me, my family, and thousands of your other constituents.

Please tell the FCC to enforce the rules already in place and establish a reasonable, measurable level of location accuracy for all wireless 911 calls, so first responders can quickly locate all callers in crisis, whether indoors or outdoors, in a city or small town. In addition to enforcing those existing rules, I would also ask you to urge the FCC to immediately adopt new location accuracy standards for all wireless calls to 9-1-1 and ensure those standards are implemented.

Dialing 9-1-1 is a cry for help. Please don't let it go unanswered. Urge the FCC to take immediate action to enforce the existing rules, while setting new standards to ensure we can find 9-1-1 callers in need on every carrier, across every device, and from every location.

## History

### Notes/Comments:

09/13/2013 12:08:08 PM - Josh Sutherland - Buck to FCC in print queue

### Route History:

09/25/2013 - 01:13 PM - Josh Sutherland - Printed Tracksheet

09/16/2013 02:42:26 PM - David McMaster - Closed

09/16/2013 02:42:26 PM - David McMaster - Emailed Response (on behalf Congressman Rahall )

9/16/2013 2:42:05 PM - David McMaster - Edited Response

09/13/2013 12:08:09 PM - Josh Sutherland - Status Change: Queued

9/13/2013 12:08:08 PM - Josh Sutherland - Edited Response

09/13/2013 12:02:45 PM - Josh Sutherland - Response Created (EMail)

09/06/2013 08:15:45 AM - Created automatically by cworks\_admin via InterTrac Web Gateway.