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Federal Communications Commission  
Office of the Secretary

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**U. S. House of Representatives**  
**Washington, D. C. 20515**

September 12, 2013

The Honorable Mignon Clyburn, Acting Chairwoman  
Federal Communications Commission  
445 Twelfth Street, S.W.  
Washington, D.C. 20554

Dear Acting Chairwoman Clyburn,

We read with great interest and concern the California Chapter of the National Emergency Number Association's (CALNENA) recent report that found 9-1-1 calls made from wireless phones in five areas of the state are increasingly failing to connect required location information with 9-1-1 operators.

In 1996, the FCC began adopting a series of rules aimed at ensuring 9-1-1 calls originating from wireless phones could more easily be located by first responders. Specifically, the FCC's Phase II E9-1-1 rules were rolled out in 2001 to require the latitude and longitude of the caller. More than 10 years after these rules went into effect, CALNENA's analysis paints a troubling picture: more than half of wireless 9-1-1 calls made from 2008 through 2012 in San Francisco, Pasadena, Bakersfield, San Jose and Ventura County did not connect the required Phase II location information with emergency operators.

With an increasing number of 9-1-1 calls being placed from wireless phones (70 percent by one estimate), accurate location information ensures our first responders are able to render assistance in a timely manner.<sup>1</sup> To that end, we urge you to carefully review all available data, including the CALNENA report and relevant mobile carrier information, to determine the underlying factors for this trend."

Additionally, it's our understanding that the agency is considering rules to improve the location accuracy of wireless 9-1-1 calls made indoors. This follows from the FCC's 2011 report which found that such limitations are a "significant public safety concern" that requires development of technical solutions. We urge you to proceed expeditiously with the adoption of a proposed rulemaking to ensure first responders have the necessary information to locate calls made to 9-1-1 from both outdoor and indoor locations.

Thank you for your leadership and commitment to enhancing the quality and reliability of 9-1-1 services in California and across the nation.

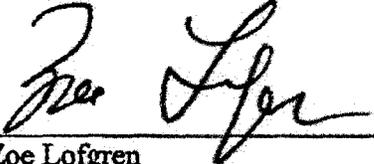
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<sup>1</sup> See *911 Wireless Services*, Federal Communications Commission, <http://www.fcc.gov/guides/wireless-911-services> (last visited September 10, 2013).

Sincerely,



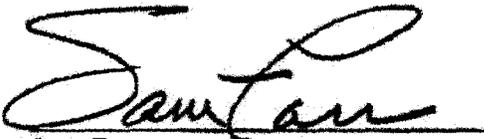
Anna G. Eshoo  
Ranking Member  
Subcommittee on Communications and Technology  
Energy and Commerce Committee



Zoe Lofgren  
Member of Congress



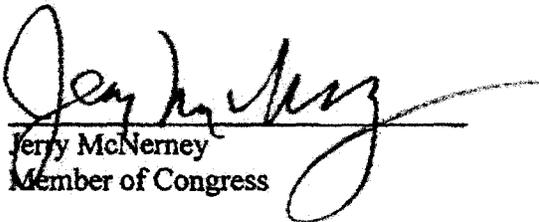
Mike Honda  
Member of Congress



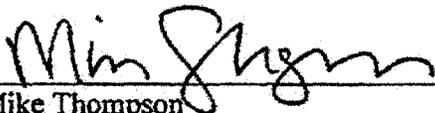
Sam Farr  
Member of Congress



Eric Swalwell  
Member of Congress



Jerry McNerney  
Member of Congress

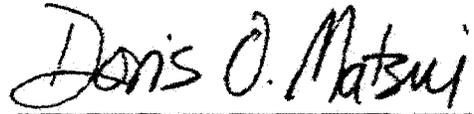


Mike Thompson  
Member of Congress

cc: Commissioner Jessica Rosenworcel  
Commissioner Ajit Pai



Henry A. Waxman  
Ranking Member  
Energy and Commerce Committee



Doris O. Matsui  
Member of Congress



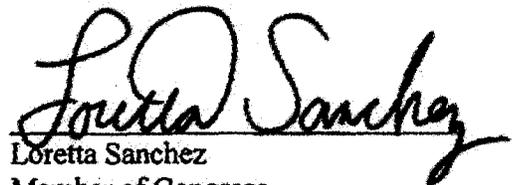
Jackie Speier  
Member of Congress



Gloria Negrete McLeod  
Member of Congress



Alan Lowenthal  
Member of Congress



Loretta Sanchez  
Member of Congress