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Public Comments on Wireless E911 Location Accuracy Requirements:=====

Title: Wireless E911 Location Accuracy Requirements

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Comment: I work in a PSAP in NYS in which 80% of our incoming 911 calls are cell calls.

Imagine taking a cell phone from a high rise building, you hear screaming and violence in the background, you just know someone is being severely assaulted and is reaching out for help via 911.

Imagine now that all goes silent on the phone. You know in your heart that something terrible has happened and the person on the other end is in dire need of assistance. But you don't know where they are. The latitude/longitude has placed the call in an area surrounded by high rise buildings. Which one, what floor, which apartment???

You attempt to contact the cell phone company only to be told the number comes back to a trac phone and no information is available. You cross reference the number in a futile attempt to obtain a good location. With all of resources exhausted, all you can do is hope and pray that someone calls to report they heard screaming (doubtful) or requests a welfare check (also doubtful). Sometimes it isn't until someone notices an odor emanating from an apartment that we will FINALLY get the call.

Imagine now that person was YOU or a loved one, brutally murdered and left for days because someone made the decision that the Cellular Companies are not required to implement an already existing technology that would have given the PSAP the correct location in the correct building.

COULD YOU HAVE BEEN SAVED???

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