

Please Do Not Reply To This Email.

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

Title: Wireless E911 Location Accuracy Requirements

FR Document Number: 2014-06618

RIN:

Publish Date: 3/28/2014 12:00:00 AM

Submitter Info:

First Name: Dina

Last Name: Benyo

Mailing Address: 36701 Ford Rd

City: Westland

Country: United States

State or Province: MI

ZIP/Postal Code: 48185

Email Address: [dbenyo@wlpd.net](mailto:dbenyo@wlpd.net)

Comment: I work in a combined dispatch center (PSAP) for 4 police and 4 fire departments. In my area, most people have cellular phones instead of land line phones in their homes. Most calls that we receive, people are just screaming for help in the phone. We always do our best to get their location, however, when people are in a panic they think that by simply calling E911 we know where they are. The other type of calls we get from cellular users are them calling E911 and placing the phone down because they don't want to tip off their assailant that they called for help. They are under the false belief that E911/PSAPS are able to use GPS to find their EXACT LOCATION. This is a misconception that the general public has been sold by cellular companies. I am here to tell you that the general public is very wrong! If the caller stays on the line long enough for me to rebid their phone to Phase 2 to get their coordinates, it doesn't get me their exact location. That poses a huge problem for my center being that we are dealing with high crime areas that usually involve some type of Felonious Assault. When people call E911 for help from a cellular phone, they expect help to be sent. We should be able to meet that

expectation! People are not calling our centers because they have nothing better to do or because they feel like a nice chat. They are calling our centers because they need help be it a police, fire or medical emergency. They expect their needs to be met with the utmost professionalism and in a timely manner. The professionalism part is very easy to accommodate. It is the timely manner part that most centers have a hard time accommodating when the caller uses a cellular phone. Yes the phone companies have provided E911 centers with exigent circumstance lines to call them. However, that takes time. It takes too much time when someone is being assaulted or not breathing!! Most medical emergencies you have 4-6 minutes response time before permanent damage is done to the victim. Most assault runs you have minutes to get there before that run turns into a more serious crime such as a murder. Response time is vital in these aforementioned calls for service. If I have to take the time to call a cellular phone company to try and get an address of the caller, it can cost someone or multiple people their lives. Not to mention that the owner of that phone may not be at their home. They could be shopping, visiting people or just passing through my jurisdiction. That pretty much renders the exigent circumstance line useless to me and E911 call centers around the country. I could list example after example of how when a person called E911 from a cellular phone and was not able to articulate their location to me that it hindered police, fire or ems response times. The Government has taught every adult and child to just call E911 if you have an emergency and help will come. Well unless the Government approves this rule for accuracy requirements, then the Government needs to amend their teaches to the following: "If you are having an emergency call 911. If you are calling from a cellular phone you MUST provide an address of the emergency if you want service or help will not be able to be sent." Let's see how well that sits with the public.

I work in a combined dispatch center (PSAP) for 4 police and 4 fire departments. In my area, most people have cellular phones instead of land line phones in their homes. Most calls that we receive, people are just screaming for help in the phone. We always do our best to get their location, however, when people are in a panic they think that by simply calling E911 we know where they are. The other type of calls we get from cellular users are them calling E911 and placing the phone down because they don't want to tip off their assailant that they called for help. They are under the false belief that E911/PSAPS are able to use GPS to find their EXACT LOCATION. This is a misconception that the general public has been sold by cellular companies. I am here to tell you that the general public is very wrong! If the caller stays on the line long enough for me to rebid their phone to Phase 2 to get their coordinates, it doesn't get me their exact location. That poses a huge problem for my center being that we are dealing with high crime areas that usually involve some type of Felonious Assault. When people call E911 for help from a cellular phone, they expect help to be sent. We should be able to meet that expectation! People are not calling our centers because they have nothing better to do or because they feel like a nice chat. They are calling our centers because they need help be it a police, fire or medical emergency. They expect their needs to be met with the utmost professionalism and in a timely manner. The professionalism part is very easy to accommodate. It is the timely manner part that most centers have a hard time accommodating when the caller uses a cellular phone. Yes the phone companies have provided E911 centers with exigent circumstance lines to call them. However, that takes time. It takes

too much time when someone is being assaulted or not breathing!! Most medical emergencies you have 4-6 minutes response time before permanent damage is done to the victim. Most assault runs you have minutes to get there before that run turns into a more serious crime such as a murder. Response time is vital in these aforementioned calls for service. If I have to take the time to call a cellular phone company to try and get an address of the caller, it can cost someone or multiple people their lives. Not to mention that the owner of that phone may not be at their home. They could be shopping, visiting people or just passing through my jurisdiction. That pretty much renders the exigent circumstance line useless to me and E911 call centers around the country. I could list example after example of how when a person called E911 from a cellular phone and was not able to articulate their location to me that it hindered police, fire or ems response times. The Government has taught every adult and child to just call E911 if you have an emergency and help will come. Well unless the Government approves this rule for accuracy requirements, then the Government needs to amend their teaches to the following: