



PSAP SURVEY ON WIRELESS 9-1-1 LOCATION ACCURACY

Summary Report

Conducted among 1,014 managers and employees of Public Safety Answering Points (PSAPs) that receive 9-1-1 calls in all 50 states

Margin of error +/-3% at 95% confidence level

Survey conducted online from March 27-April 3, 2014

For more information, visit www.findme911.org

Executive Summary

This survey of those who handle the 9-1-1 calls to our country's Public Safety Answering Points paints a vivid picture of the urgent, often life-and-death, challenges faced by public safety professionals in trying to locate callers in need on wireless phones, particularly when they are calling from indoor locations.

The responses of 9-1-1 professionals from all 50 states show that the percentage of calls placed to 9-1-1 from wireless phones is skyrocketing. Three out of every four calls—or 76 percent—to 9-1-1 now come from wireless phones rather than land lines. Of those wireless calls, 64 percent are made from inside buildings—a scenario that reduces or negates the accuracy of carrier-provided location information. Current FCC regulations establish location accuracy requirements, but they are applied only to call originating outdoors.

Nearly every 9-1-1 call center faces the problem of receiving calls from those who cannot tell the dispatcher their location, with 97 percent reporting they had received at least one such wireless 9-1-1 call within the last year, and 40 percent saying they regularly receive such wireless calls. The reasons varied from the caller being lost, being too young to know their address, not speaking English, having Alzheimer's or age-related confusion, suffering a stroke or other medical emergency, or being deaf or hard of hearing.

Eighty-two percent of 9-1-1 professionals said they do not have a great deal of confidence in location information provided by carriers, and 54 percent said the latitude and longitude data provided by carriers is "regularly" inaccurate. Further, a disturbing 48 percent of respondents said that calls are regularly misrouted to the wrong call center.

The support for the FCC's proposed rule requiring accurate indoor location information was virtually unanimous: 99 percent of 9-1-1 professionals said they supported the FCC's proposed requirements, and an equal 99 percent said adoption of the rule was "critically" or "very" important for public safety in their communities. Ninety-four percent opposed waiting an additional three years to implement the rule, as some carriers have proposed.

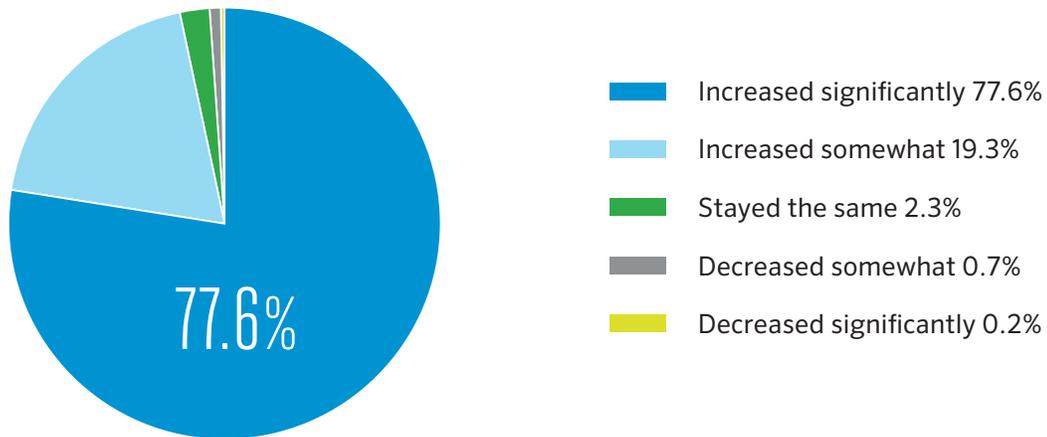
The survey results are both supported and complemented by more than 200 powerful stories from individual 9-1-1 professionals about difficulties they have faced in locating callers with inaccurate location information, as well as the tragic consequences for some callers. Those stories can be found on www.findme911.org.

About Find Me 911:

Find Me 911 is an effort supported by more than 190,000 individuals, as well as national and local organizations representing a broad range of 9-1-1 operators and first responders—emergency medical services personnel, fire fighters and police. Find Me 911 seeks to ensure that the Federal Communications Commission (FCC) move to quickly establish a reasonable, measurable level of location accuracy for emergency calls made indoors, enabling first responders to locate emergency calls from wireless phones from all locations rapidly and efficiently.

Wireless 9-1-1 Calls Are Skyrocketing

1. Over the last years, has the percentage of wireless 9-1-1 calls to your PSAP increased or decreased?



Majority of 9-1-1 Calls Are Now Wireless

2. Approximately what percent of the 9-1-1 calls received by your PSAP are from wireless phones, rather than landlines

75.9%

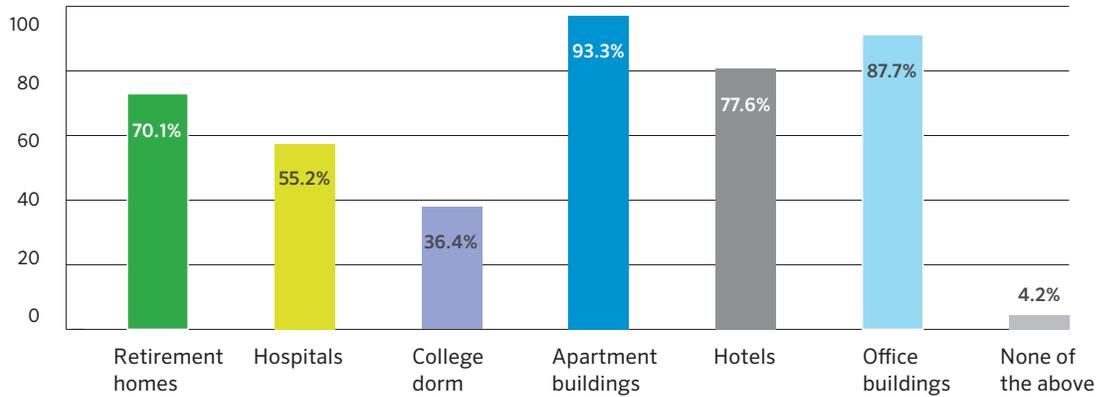
Most Wireless 9-1-1 Calls Come from Indoor Locations

3. Approximately what percent of the wireless 9-1-1 calls received by your PSAP are from indoor locations (such as houses, apartments, buildings, structures, etc.)

63.8%

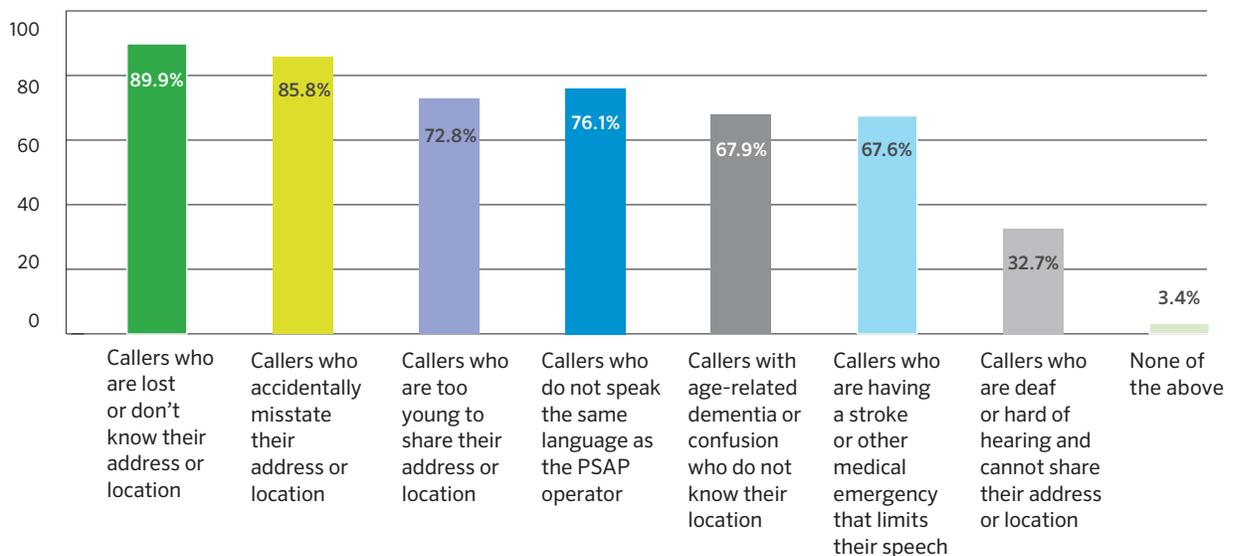
Wireless 9-1-1 Calls Common from Hotels, Hospitals, Retirement Homes, and Other Large Buildings

4. From which of the following locations has your PSAP received wireless 9-1-1 calls over the last year? (Check all that apply)



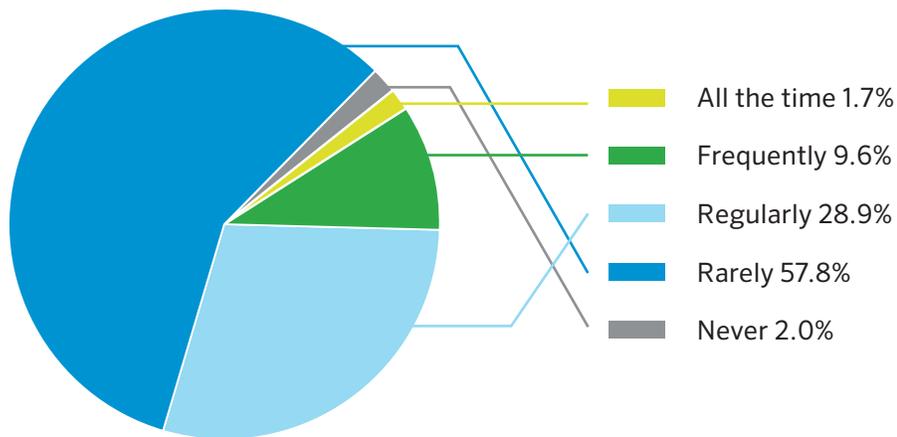
Almost All PSAPs Receive 9-1-1 Calls from Callers Who Cannot Share Location

5. From which of the following types of callers has your PSAP received wireless 9-1-1 calls over the last year? (Check all that apply)



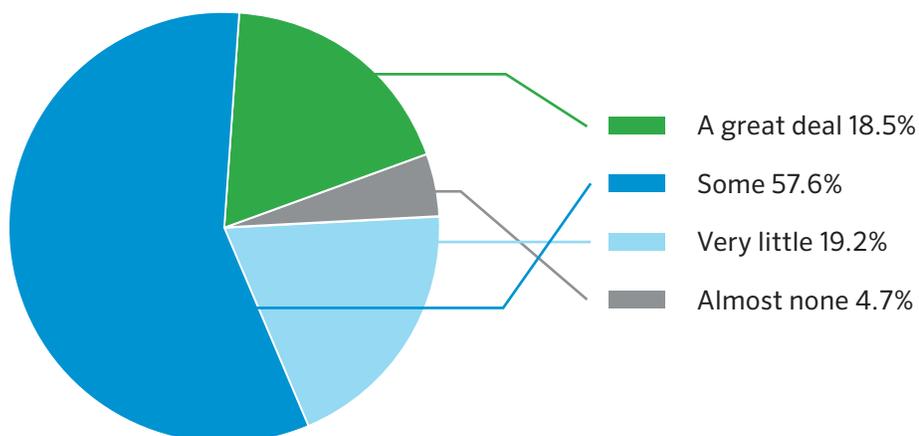
Frequency of Calls from Callers Unable to Share Location Varies

6. How often does your PSAP receive wireless 9-1-1 calls from callers who are, for any reason, unable to verbally communicate their locations to the PSAP telephone operator?



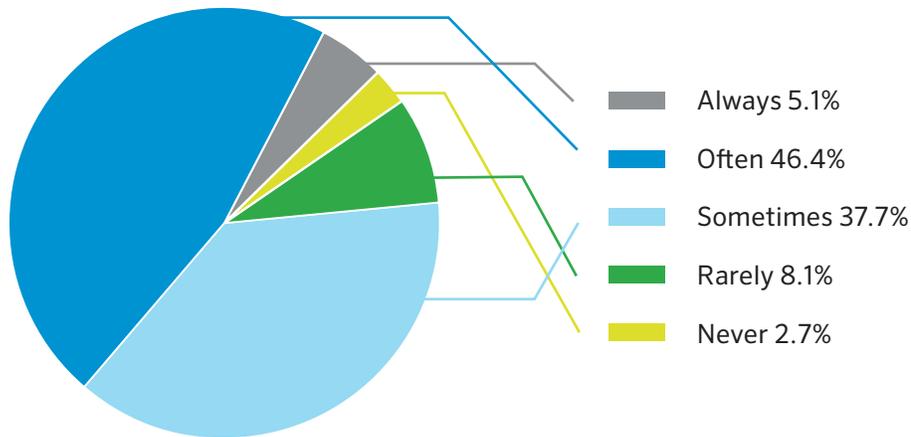
9-1-1 Dispatchers and Managers Lack Confidence in Location Data from Carriers

7. How much confidence do you have in the accuracy of the location data provided to your PSAP by the wireless carriers?



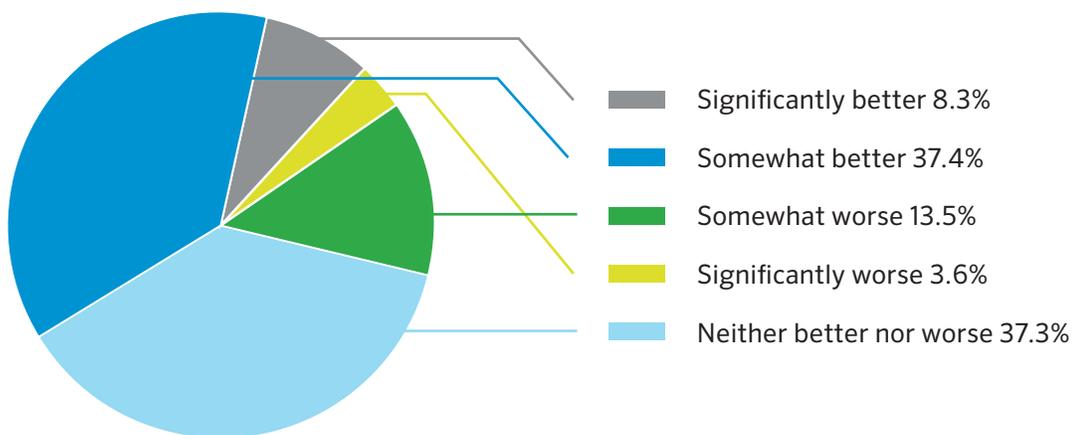
Location Data from Carriers Not Consistently Accurate

8. How often do the wireless 9-1-1 calls received by your PSAP include accurate Phase II (latitude-longitude) location data?



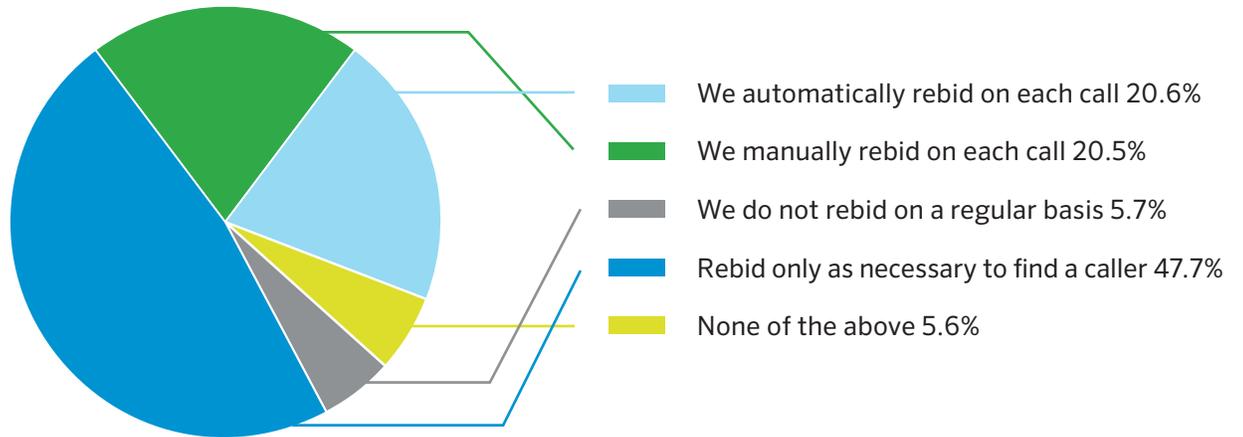
Accuracy of Location Data Not Improving Quickly Enough

9. Is the issue of receiving accurate location data for wireless 9-1-1 calls getting better or worse over time?



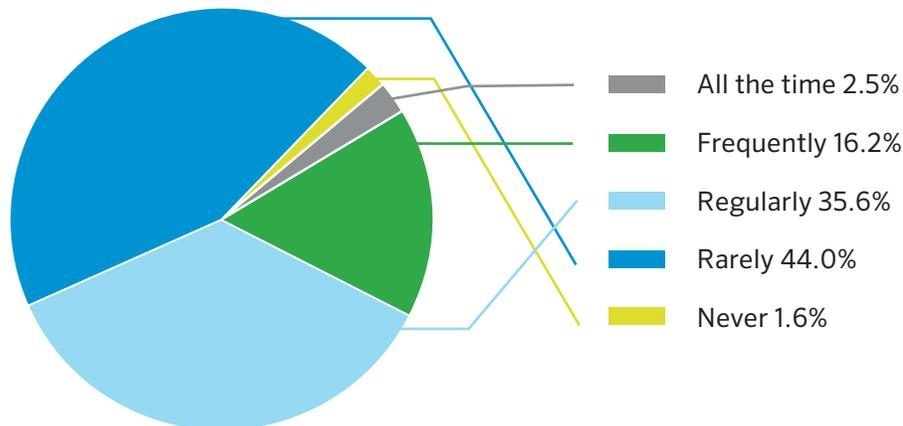
Rebidding Practices Vary Among PSAPs

10. Does your PSAP have a standard practice on when or how to “rebid” to request updated location information from the carriers?



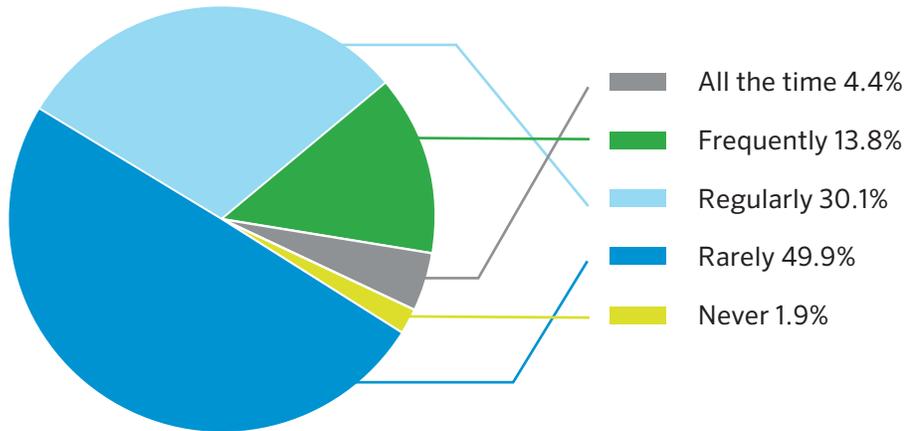
Most 9-1-1 Dispatchers Regularly Receive Inaccurate Location Data

11. How often does caller data appear as Phase II that does not accurately show the caller’s location?



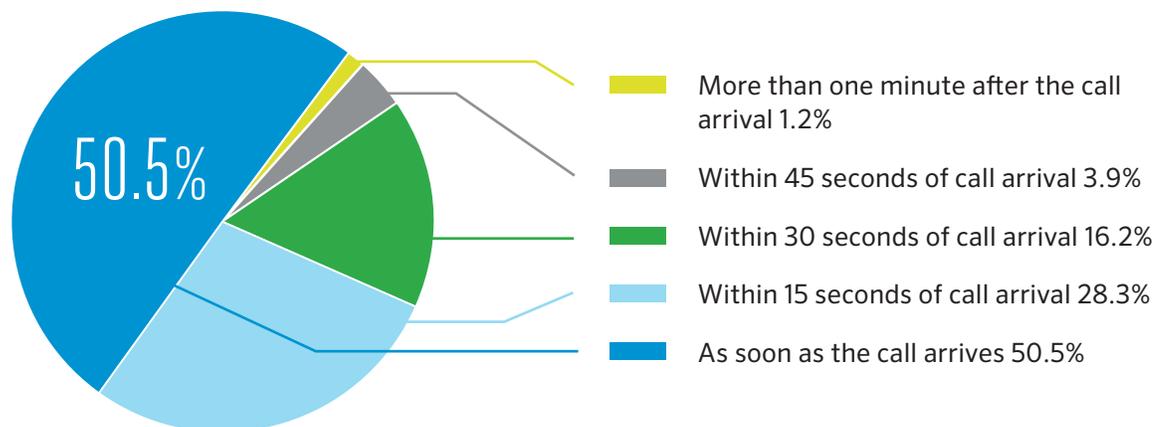
Misrouted Calls Are Significant Related Problem

12. How often are calls misrouted to the wrong PSAP in your area?



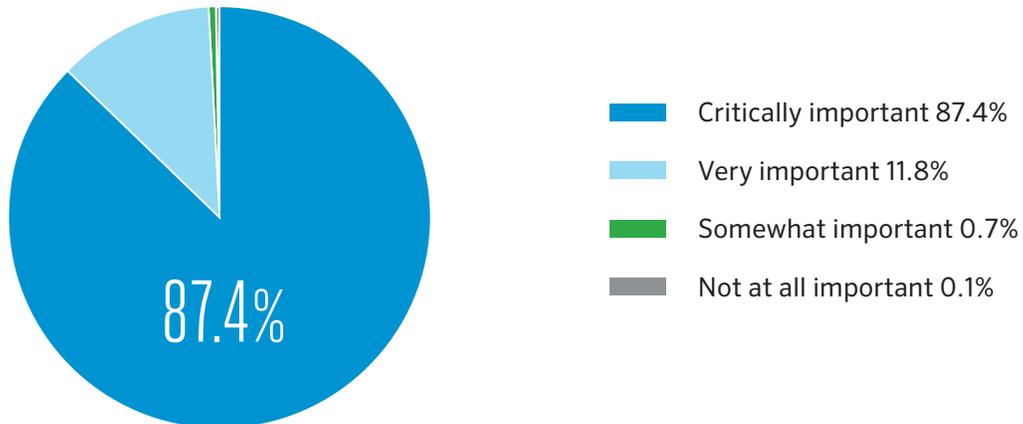
First Responders Need Accurate Location Data Immediately to Dispatch Help

13. How quickly does a PSAP telephone operator need accurate location information to send a call to be dispatched?



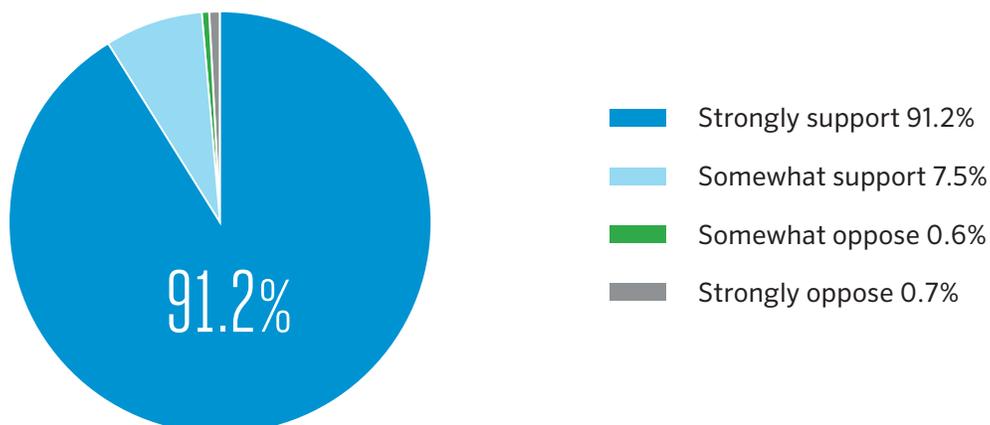
Accurate Location Information Vital to Finding Callers

14. How important is it that you receive accurate Phase II information from the carriers in future to help locate callers?



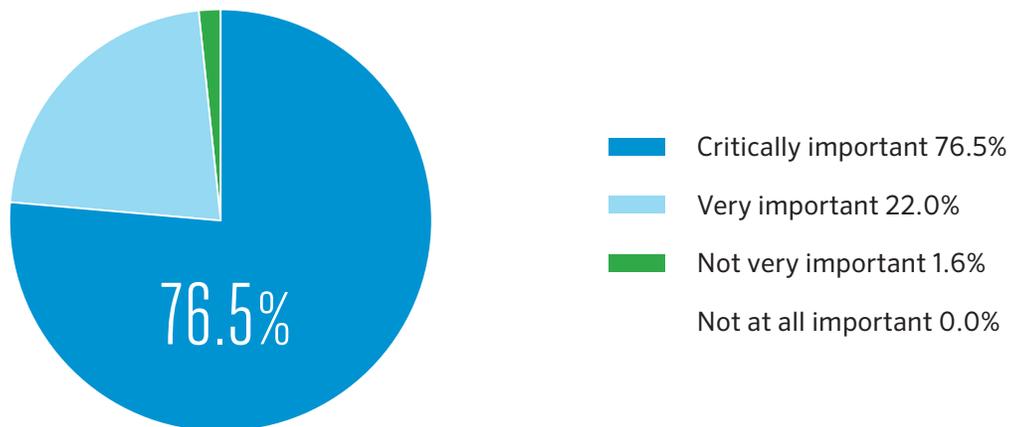
9-1-1 Dispatchers and Managers Overwhelmingly Support Proposed FCC Rule

15. Currently the FCC does not require carriers to provide accurate Phase II locations for calls originating indoors. The FCC has proposed new standards that will require wireless carriers to be able to accurately locate callers inside buildings no later than two years from now. Do you support or oppose that requirement?



9-1-1 Dispatchers and Managers Believe Proposed FCC Rule Is Critical to Public Safety

16. How important do you think adoption of these indoor location standards by the FCC is for public safety in your community?



9-1-1 Dispatchers and Managers Strongly Oppose Efforts to Delay Rule

17. The wireless carriers have argued that any indoor location requirements should not take effect until 2019 or beyond, rather than the two years proposed by the FCC. Do you support or oppose waiting until 2019?

