



DEPARTMENT OF PUBLIC SAFETY

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The Honorable Tom Wheeler
Chairman
The Federal Communications Commission
445 12th Street SW
Washington, DC 20554
December 9, 2013

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FCC Mail Room

Dear Chairman Wheeler,

One of the most valuable resources a 9-1-1 dispatcher depends on is accurate reliable information. During an emergency, the appropriate assistance must be sent as quickly as possible. When seconds count, dispatchers cannot rely on guessing games when it comes to determining the location of an emergency. Unfortunately guessing games are what dispatchers often face when receiving emergency calls from mobile devices.

The evolution of mobile devices has drastically changed the environment 9-1-1 dispatchers operate in, and Cumberland County is no exception. Over 60% of Cumberland County's incoming emergency phone calls are from mobile devices and we see that number increase steadily each year. It is not uncommon for a mobile device user to be unaware of their location or unable to speak, delaying the dispatcher's ability to accurately locate and send first responders. While technology has made great strides in recent years to help us narrow down a callers location to a general location, more can and must be done.

In some instances 9-1-1 dispatchers may invoke law enforcement privileges and formally request a cell phone provider to "Ping" a cell phone to obtain an accurate geographical location. This process however can take 15-20 minutes at times, an unacceptable amount of time in the public safety world.

As technology continues to evolve, so must the FCC standards. For the safety of our community, we ask that you urge the FCC to adopt indoor location accuracy standards for cell phone providers. Lives and the 9-1-1 dispatchers serving our communities depend on it.

Sincerely,

J. Theodore Wise
Director of Public Safety
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