

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: Eileen

Last Name: Black

Mailing Address: 9001 Ne 54th St. #118

City: Vancouver

Country: United States

State or Province: WA

ZIP/Postal Code: 98662

Email Address: eblack824@gmail.com

Comment: As a 24 year 911 dispatcher, I am now retired, I cannot say enough how important it is to get wireless companies to work with emergency agencies to make it a lot easier to obtain locations in emergency 911 calls

Too many times I had received calls for help and the call transmission was so broken I was unable to get information from the caller. I would then have to find out who carrier is for the number that was calling,

Then I would have had to fill out a form requesting information regarding the owner of the phone and to have the carrier triangulate the location of the call. This would take a minimum of 5 minutes, but usually took 10 to 15 minutes or longer. Several times the carrier was unable to get the information needed to locate where the call location was.

This is inexcusable for emergency situations. Lives have been lost that may have been saved, if help was enroute in a much

fast response time.

I urge you to please take the initiative to make cell phone carriers to provide emergency agencies with necessary information without response agencies having jump through paperwork and red tape.

Sincerely,

Eileen Black

Retired telecommunication specialist with Bonner County 911 Sandpoint, Idaho.

As a 24 year 911 dispatcher, I am now retired, I cannot say enough how important it is to get wireless companies to work with emergency agencies to make it a lot easier to obtain locations in emergency 911 calls

Too many times I had received calls for help and the call transmission was so broken I was unable to get information from the caller. I would then have to find out who carrier is for the number that was calling,

Then I would have had to fill out a form requesting information regarding the owner of the phone and to have the carrier triangulate the location of the call. This would take a minimum of 5 minutes, but usually took 10 to 15 minutes or longer. Several times the carrier was unable to get the information needed to locate where the call location was.

This is inexcusable for emergency situations. Lives have been lost that may have been saved, if help was enroute in a much

fast response time.

I urge you to please take the initiative to make cell phone carriers to provide emergency agencies with necessary information without response agencies having jump through paperwork and red tape.

Sincerely,

Eileen Black

Retired telecommuniacion specialist with Bonner County 911 Sandpount, Idaho.