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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

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Comment: Being a 911 Dispatcher is a challenging job, especially when you get frantic cell phone calls from someone who has been in an accident or just doesn't know where he or she is. At this point in time, a whole lot of people have disconnected their landline phones and have switched to cell phones only. Most of the E911 screens "pop" up the cell tower site closest to where the caller is calling from. This does not give us the information we need to be able to get help to that person. And, God forbid, if that person can't talk at all but can only call 911, we might not be able to find them at all. A lot of people also think that their location pops on our map when they call from a cell phone. That is not true at all. A lot of people also now have government prepaid phones with the area code of 911, which means, we cannot even call that number back at all to try to help them because as soon as we dial 911, our own phones start ringing. When we do get a hang up call or a pocket call we attempt to make contact back with that person and get the name and address of where they are so we at least have a

name and address associated with that phone number. That only helps if the next time they call 911, they are at that address.

So being able to have an exact location of a cell phone when 911 is called would be a great help in locating a person in distress so we can get the help needed to that person and not have to send our responders out to attempt to locate. Also, it would help if a child called needing help for an adult. If that child didn't know the address we could find it by having the location of the phone show up on our screens. And you might be surprised to know how many adults do not know their own addresses and when they are in an extremely stressful situation, they can't think straight a lot of the time, even if they do know it. In the case of a lost child, an abducted person or a person who has dementia or Alzheimer's disease this could be the difference between life and death.

I don't agree with invasion of privacy and I think this should ONLY be used for 911 purposes but having the exact location of a cell phone caller to 911 could save lives.

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