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For Immediate Release**FCC TO EXAMINE WAYS TO IMPROVE 911 CALL ROUTING***Aim is to Reduce Misrouted Wireless 911 Calls and Support Faster Response*

WASHINGTON, March 22, 2018—The Federal Communications Commission today began an examination of how to more quickly route wireless 911 calls to the proper 911 call center, which could result in faster response times during emergencies.

Wireless 911 calls are currently routed to 911 call centers based on the location of the cell tower that handles the call. But in some cases—for example, if a 911 call is made near a county or a city border—the nearest cell tower may be in a neighboring jurisdiction. In these cases, the call is routed to a 911 call center in that neighboring jurisdiction, not the call center that serves the caller’s location. These wireless 911 calls must then be re-routed to the proper 911 call center, which can waste valuable time and resources during emergencies.

In a Notice of Inquiry adopted today, the Commission seeks comment on the extent of “misrouted” wireless 911 calls and approaches to avoid such delays, including the feasibility of routing 911 calls based on the location of *the caller* as opposed to the location of the cell tower that handles that call. The Commission noted that recent technological advances suggest that in many situations it is now possible to route 911 calls to the correct call center based on information about the caller’s location. Among other questions, the Notice of Inquiry invites comment on how the Commission can facilitate and promote location-based routing improvements.

The Commission noted that the need to address misrouted wireless 911 calls is growing due to the public's increasing reliance on wireless devices to call 911.

Action by the Commission March 22, 2018 by Notice of Inquiry (FCC 18-32). Chairman Pai, Commissioners Clyburn, O’Rielly, Carr and Rosenworcel approving and issuing separate statements.

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