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United States Senate

WASHINGTON, DC 20510

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October 28, 2014

The Honorable Thomas Wheeler,
Chairman
Federal Communications Commission
445 12th Street SW
Washington, DC 20554

Dear Chairman Wheeler,

I am writing to urge you to continue to strengthen the Federal Communication Commission's (FCC) wireless 911 location accuracy rules, particularly with respect to indoor location accuracy. The FCC plays a vital role in making sure that public safety communications systems, including 911 operations, are protecting and acting in the best interest of the public. The FCC must ensure that its policies and rules requiring wireless 911 location accuracy are just as modern as the technologies Americans are using every day to communicate with public safety services.

Today a vast number of Americans use wireless phones as their primary phone service. Those consumers expect the same quality of service for wireless as they do for traditional landlines. Unfortunately, when it comes to calling 911 from a wireless phone, that expectation often does not match reality. In fact, Americans are at risk of emergency responders not always being able to find them because of poor location accuracy information. This is particularly true when a 911 call from a wireless phone is made from an indoor location.

It is concerning that today's 911 technologies and policies have not kept up with consumers' transition from traditional landline to wireless voice services. Americans count on 911 in the case of an emergency--no matter if it is from a cell phone or a landline, indoors or outdoors. The evolution to wireless technology should keep Americans safe by connecting them with first responders no matter where they are. Far too often, though, it seems that calling 911 from a wireless phone has become a hindrance to public safety response times.

The FCC took initial action earlier this year in calling for new proposed rules for indoor location accuracy for wireless 911 calls. The FCC, public safety officials, and the wireless companies need to step up now and make sure that there are strong rules of the road in place to give wireless callers the confidence to know that when they call 911 first responders will be able to find them no matter where they are.

I urge the FCC to take action to protect the public by strengthening indoor wireless 911 location accuracy rules and working with stakeholders. I appreciate your attention to these issues.

Sincerely,



Amy Klobuchar
United States Senator