

**STATEMENT OF  
COMMISSIONER AJIT PAI**

Re: *Wireless E911 Location Accuracy Requirements*, PS Docket No. 07-114.

Whoever you are or from wherever you are calling, 911 has to work. It doesn't matter if you're in a school or library, a hotel or motel, an office or government building; your call needs to go through, and emergency responders need to be able to find you.

That is why I supported the commencement of this proceeding last February—because it is time that 911 calls provide emergency responders with accurate location information regardless of whether the caller is indoors or outdoors. My goal, as I said back then, was to adopt rules that are both “aggressive and achievable.”<sup>1</sup> At the time, I expressed concern that the NPRM's proposals would fail to meet that test. And that concern was borne out by the record in this proceeding, which shows that our original proposals were impractical and unrealistic.

So I am pleased that we've adjusted course and are now adopting requirements that meet those two watchwords. I am also glad that the framework we're putting in place puts us on a path to providing emergency responders with a “dispatchable location”—that's the room, office, or suite number where the 911 caller is located. Public safety organizations have described this as the “gold standard” for indoor location accuracy because it tells first responders exactly which door they need to knock on, or in some cases, kick in during an emergency.<sup>2</sup>

I commend all the parties that worked cooperatively on this important issue. Although I had concerns with this Order when it first circulated, I appreciate the changes that have been made and would like to thank Commissioner Rosenworcel in particular for helping steer the item down a better path. I am pleased too that the Order now makes it clear that nothing in our decision authorizes the use of any non-U.S. satellite system in conjunction with the 911 system. I will thus be voting to approve.

Finally, I would be remiss if I did not take a moment to mention another issue that affects millions of Americans when they dial 911 from indoor locations. As some of you might recall, I launched an inquiry a year ago to ensure that dialing 911 always works.<sup>3</sup> I started the effort after hearing about the tragic death of Kari Rene Hunt Dunn in a Marshall, Texas hotel room. As I've recounted before, Kari's daughter tried calling 911 four times, but the call never went through because the hotel's 911 system required guests to first dial a “9” to get an outside line.

After hearing this story, I gave Kari's father, Hank Hunt, my personal commitment that I would do my best to ensure that no one—and no child—would ever again confront that situation. Last week, I had the chance to visit Marshall, Texas and the 911 dispatch center where the call from Kari's daughter would have—and should have—gone. I was honored to stand with Kari's father, Hank—someone whose

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<sup>1</sup> *Wireless E911 Location Accuracy Requirements*, PS Docket No. 07-114, Notice of Proposed Rulemaking 29 FCC Rcd. 2374 (2014) (Statement of Commissioner Ajit Pai Approving in Part and Concurring in Part), <http://go.usa.gov/SQXV>.

<sup>2</sup> See, e.g., Letter from Derek Poarch, Executive Director, APCO International to Marlene Dortch, Secretary, FCC (Jan. 21, 2015), <http://go.usa.gov/SQXH>.

<sup>3</sup> See Statement of FCC Commissioner Ajit Pai on the Importance of Connecting Americans to Emergency Personnel Whenever They Dial 911 (Jan. 13, 2014), <http://go.usa.gov/9DxJ>; Remarks of Commissioner Ajit Pai at the 9-1-1 Goes to Washington Conference (Mar. 24, 2014), <http://go.usa.gov/9DjA>; Statement of FCC Commissioner Ajit Pai Regarding the Ongoing Inquiry into Consumers' Ability to Reach Emergency Personnel Whenever They Dial 911 (June 24, 2014), <http://go.usa.gov/NNj4>.

courage, fortitude, and determination is humbling and inspiring. And I was pleased to report on the progress that's been made in just one year's time.<sup>4</sup>

While both my progress report and a shorter summary are available on the Commission's website, I wanted to take just a minute to highlight some of the progress that's been made. By raising awareness and through voluntary efforts, we are now on track to have solved this problem by the end of the year at all Country Inn & Suites, Crowne Plaza, Doubletree, Embassy Suites, Fairfield Inn, Four Points, Gaylord, Hampton Inn, Hilton, Holiday Inn, Hyatt, InterContinental, La Quinta, Marriott, Motel 6, Park Plaza, Radisson, Residence Inn, Ritz-Carlton, St. Regis, Sheraton, Staybridge, W, and Westin properties. That's real progress.

Manufacturers and vendors of multi-line telephone systems (MLTS) have also stepped up to the plate. Today, half of surveyed vendors ship all of their MLTS products with a default setting of direct 911 dialing—this includes NEC, Shortel, Vertical, and Windstream—and 100% recommend that their products be set up to allow for direct 911 dialing.

Bottom line: we're getting serious and substantial results. It's been an honor to work alongside Hank, Mark Fletcher, the American Hotel & Lodging Association, the National Emergency Number Association, and many others to solve this problem. I look forward to continuing our labors and making further progress in the time to come.

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<sup>4</sup> See Remarks of FCC Commissioner Ajit Pai on Connecting Americans to Emergency Personnel Whenever They Dial 911 (Jan. 23, 2015), <http://go.usa.gov/SQ5k>; see also Summary of FCC Commissioner Ajit Pai's Report on the Progress Being Made to Ensure that Dialing 911 Always Works (Jan. 23, 2015), <http://go.usa.gov/SQ5P>.