

**STATEMENT OF  
COMMISSIONER JESSICA ROSENWORCEL**

Re: *Implementing Kari's Law and Section 506 of Ray Baum's Act, Inquiry Concerning 911 Access, Routing, and Location in Enterprise Communications Systems*, PS Docket Nos. 18-261, 17-239, Notice of Proposed Rulemaking (September 26, 2018)

Earlier this month I visited the Los Angeles Metropolitan Dispatch 911 call center with Congresswoman Norma Torres. I've been to dozens of public safety answering points in every part of the country—from Alaska to Alabama, Virginia to Vermont, and many more places in between. But this visit was unique. That's because Congresswoman Torres used to work there—as a 911 operator. In fact, she's the only member of Congress who can claim to have served in this role. In short, she knows a thing or two about public safety.

She introduced me that day to other 911 operators who are quiet heroes. With steely calm they take in call after call from people on the very worst day of their lives. They gather the facts from callers in trying circumstances and skillfully dispatch first responders. It's important to remember that before any blue and red light flashes, whistle at the fire station blows, pager rings, or air horn blares—on the front line of public safety in the United States are 911 operators.

We need to provide them with the tools they need to do their jobs. Because when our 911 operators have the right tools, we are all safer.

That is what today's rulemaking is all about. It does two essential things. First, it seeks comment on implementation of Kari's Law, which requires direct 911 dialing and on-site notification capabilities in multi-line telephone systems. Second, it seeks comment on Section 506 of Ray Baum's Act, which requires this agency to complete a proceeding to ensure that dispatchable location is conveyed with 911 calls regardless of the technology that a caller uses to make the call.

This rulemaking has my full support. That's because at the end of the day, this is simple: when you pick up the phone to dial 911, it should work. When one of the tens of thousands of 911 call operators on the other end of the call answers, they should receive the location information they need to send help. But as we move forward I hope that we keep another simple concept in mind: a deadline. When the FCC completes its work in this proceeding, I want us to be able to say that by 2020 911 callers across the country can expect that whenever, wherever, and however they call for help—first responders can find them. Now let's get to it.