

**STATEMENT OF
COMMISSIONER OLIVIA TRUSTY**

Re: *Facilitating Implementation of Next Generation 911 Services; Improving 911 Reliability*, Second Report & Order and Second Further Notice of Proposed Rulemaking, PS Docket Nos. 21-479, 13-75 (June 25, 2026).

A few months ago, I visited the Washington, D.C. Emergency Operations Center where I saw how calls and texts are received from across the District and how emergency responders are dispatched in our unique urban environment. Observing the critical work performed there reinforced the importance of the FCC's public safety mission: ensuring that when Americans reach out for help, their 911 call connects to a Public Safety Answering Point (PSAP) and emergency assistance can be mobilized without delay.

Under this administration, this Commission has been focused on modernizing communications networks and strengthening the tools Americans rely upon to access emergency services. Foremost among those tools is the ability to call 911 and connect with a trained emergency telecommunicator. As this work continues, states across the country have made significant progress in transitioning to Next-Generation 911, creating a more resilient emergency communications ecosystem that is better equipped to withstand outages, including those caused by intentional acts of network vandalism.

The benefits of Next Generation 911 are significant, including enhanced resilience and interoperability, as well as enabling the transmission of text, photos, videos, and other data that can help emergency personnel respond to those in need more effectively. But as the nation continues its transition to all-IP networks, the Commission has a responsibility to ensure that access to 911 remains reliable and consistent throughout this migration. Technological advancements should strengthen emergency communications, not introduce new vulnerabilities or leave Americans without access to lifesaving services when they need them most.

The measures adopted in this item strike that balance. By updating the definition of covered 911 service providers to include operators of key NG911 network facilities and components, while also streamlining the reliability certification process, the Commission is improving accountability and oversight in addition to reducing unnecessary regulatory burdens. I also appreciate the inclusion of language to ensure the certification process yields assurances that providers are complying with the reliability rules without requiring excess or unnecessary updates.

Emergency calls are too important to leave to chance. As modern technology continues to expand and improve the nation's ability to transport 911 calls, it is essential that our reliability framework keeps pace.

I thank the Public Safety and Homeland Security Bureau for their work on this item.