

**STATEMENT OF  
COMMISSIONER GEOFFREY STARKS**

Re: *Federal Communications Commission Seeks to Refresh the Record on Location-Based Routing for Wireless 911 Calls*, PS Docket No. 18-64.

Quite simply, the information gathered about location-based routing of wireless 911 calls from the item before us today will save lives. Going back to 2018, when we adopted the *Notice of Inquiry*,<sup>1</sup> we have known that legacy routing technologies, including tower-based routing, can cause 911 calls to be misrouted. In that *Notice of Inquiry*, we sought comment on more accurate technologies, such as location-based routing, that would mitigate the issue.

Unfortunately, four years later, the problem remains. Now I recognize that there has been some progress made in deploying more advanced technologies that allow for more accurate call routing. But, not enough – especially when we are talking about 911. By way of example, our local NBC affiliate released an investigative report last year that found that 100,000 911 calls each year in the Washington, DC region alone were misrouted and required a transfer.<sup>2</sup> That is hundreds of calls per day that aren't reaching the correct 911 call center. We must do better.

So, I am glad that we are going to refresh the record to determine how close we are to full deployment of location-based routing. I'm very anxious to review the record, especially to see what we can do to facilitate additional deployment. Because, this can't wait. Americans expect their call to 911 to reach the correct 911 operator. Rightfully so.

Additionally, this Public Notice is important for reasons beyond 911. A few weeks ago, I spoke at the Commission's 988 Geolocation Forum.<sup>3</sup> At the Forum, panel after panel articulated the importance of being able to geolocate a 988 call to ensure that proper resources are deployed for those facing a crisis. The same is true for other emergency numbers that people rely upon, such as the National Poison Control Hotline, or even 211. The record that develops from this Public Notice will help these emergency services as well.

I hope commenters respond to this Public Notice with a full and robust record, and I thank the Commission staff for their hard work on this item. I approve.

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<sup>1</sup> *Location-Based Routing for Wireless 911 Calls*, PS Docket No. 18-64, Notice of Inquiry, 33 FCC Rcd 3238 (2018).

<sup>2</sup> Jodie Fleischer, Katie Leslie, Steve Jones, Jeff Piper, *Nearly 100,000 Local 911 Calls Each Year Sent to Wrong 911 Center, Require Transfer*, NBC4 Washington (Apr. 21, 2021), <https://www.nbcwashington.com/investigations/nearly-100000-local-911-calls-each-year-sent-to-wrong-911-center-require-transfer/2646442/>.

<sup>3</sup> *Forum on Geolocation for 988*, FCC (May 24, 2022), <https://www.fcc.gov/news-events/events/2022/05/forum-geolocation-988>.