envision
the future of emergency communications
9-1-1 Location Accuracy and the Apps Ecosystem

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Where is your emergency?
“Why can Uber find me, but 9-1-1 can’t?”
A Visit with the FCC

• Another day, another advocacy push
• Ready to return to the office
• Headed to the ground floor lobby to summon my Uber
• Wait, what’s the FCC’s address?
Carriers are using DBH location technologies.

Last September, CTIA announced the major wireless carriers would be adding new location-based tools - device-based hybrid solutions - to existing wireless 9-1-1 location technologies by the end of 2018.
Supplemental Location Solutions

• Supplemental solutions such as the RapidSOS Clearinghouse can offer features and capabilities designed to supplement information traditionally provided with 9-1-1 calls (ALI).

• In June, Apple announced a partnership with RapidSOS to make device-based location information available to ECCs through integrations with 9-1-1 call handling, CAD, and mapping solutions.

• This information can be helpful but supplemental data solutions are not presently offered under the FCC’s regulatory oversight.
  • What of reliability, accuracy, outage notifications, security, sustainability?
  • APCO, NENA, and CTIA jointly expressed several concerns to the FCC.
Questions to Ask

• How does the accuracy of the supplemental location information compare to ALI?
  • How do the accuracies compare when the call is delivered vs after rebid?
  • Will the difference in accuracy change over time, for example, as wireless carriers increasingly use device-based location information available from Apple iOS and Android devices?
  • When is location information provided? Only from some devices? Only with a specific degree of confidence/uncertainty (ex – x meters at 90% confidence vs <50 meters at x% confidence)?
  • For any claims made about location accuracy, what methodology was used to support the claims?
Questions to Ask

• What is the sustainability model for the supplemental location information provider?
  • If the service is “free” to ECCs, how does the company stay in business?
  • What constraints are there, if any, on the company’s use of the data related to 9-1-1 calls?
  • What data, if any, does the company receive about 9-1-1 calls as a result of the ECC’s decision to receive the supplemental information?
Questions to Ask

• What steps has the company taken to ensure the integrity and security of the data?

• What mechanisms are in place to ensure the reliability of the solution?

• What liability will the company accept? If a location is false or not provided after the ECC has come to rely on the information, who will accept responsibility?

• What kind of notification, if any, will the ECC receive if the supplemental location service experiences an interruption?
9-1-1 Mobile Apps

• Misleading claim: The app can “pinpoint” user locations.

• APCO published a White Paper on 9-1-1 apps:  

**Bottom Line: Apps are not ready to replace 9-1-1.**
Questions?

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