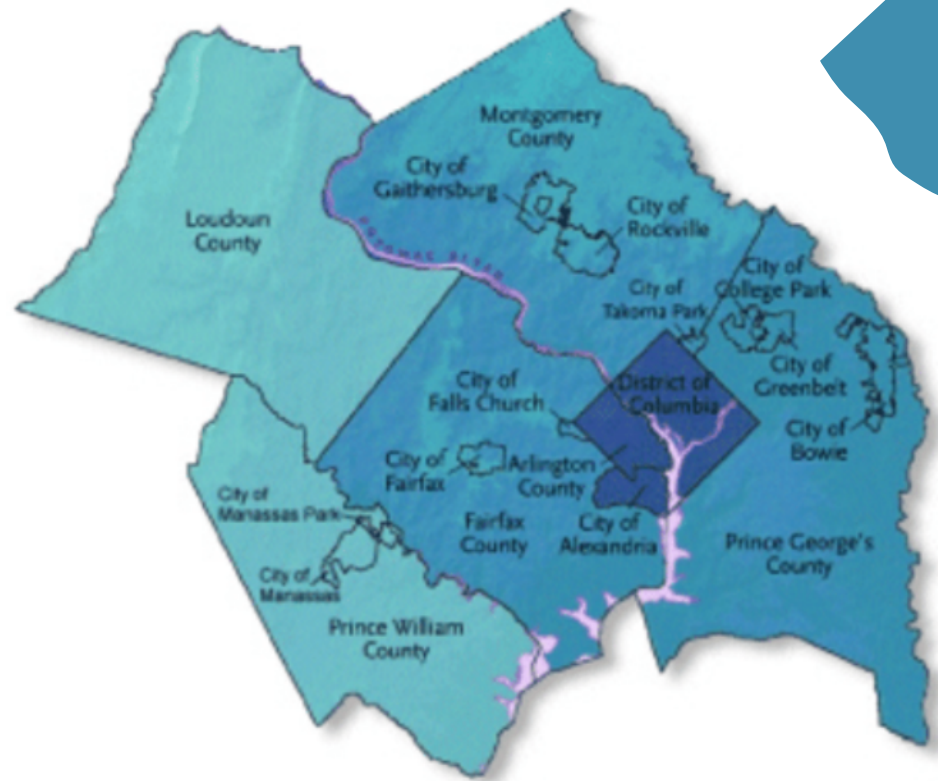


An estimated 240 million calls are made to 911 in the U.S. each year. In many areas, including Washington, DC, 80% or more of those calls are from wireless devices (NENA).

Cell phone calls, including 911 calls, are routed through cell phone towers. Sometimes, the location where the cell phone call is made and location of the cell phone tower it's being routed through are not in the same jurisdiction.

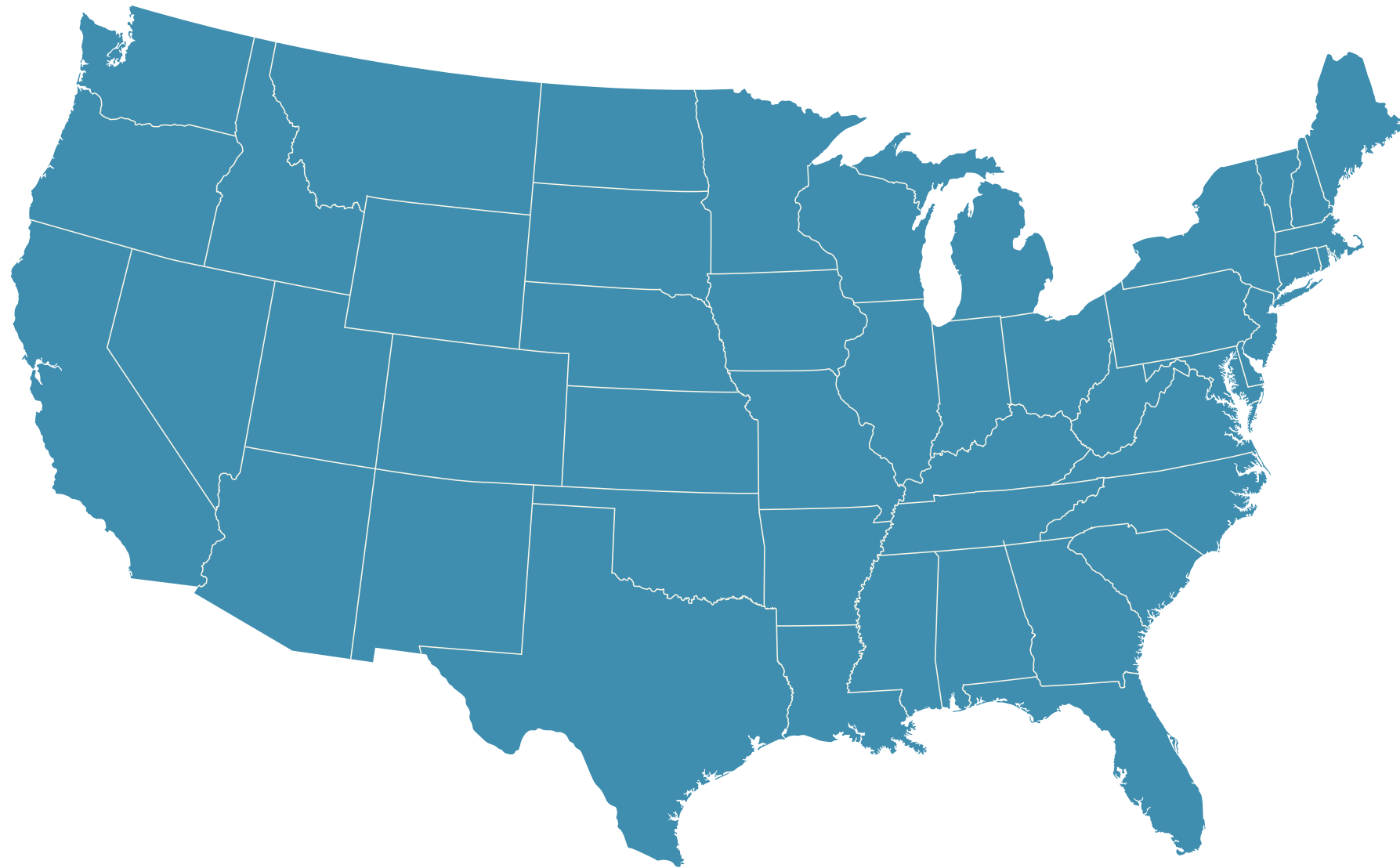


Misroutes occur more frequently near Emergency Communication Center (ECC) service boundaries and in areas where multiple jurisdictions are in close proximity, such as in the Washington, DC region (APCO).



# LOCATION-BASED ROUTING

## a National Perspective



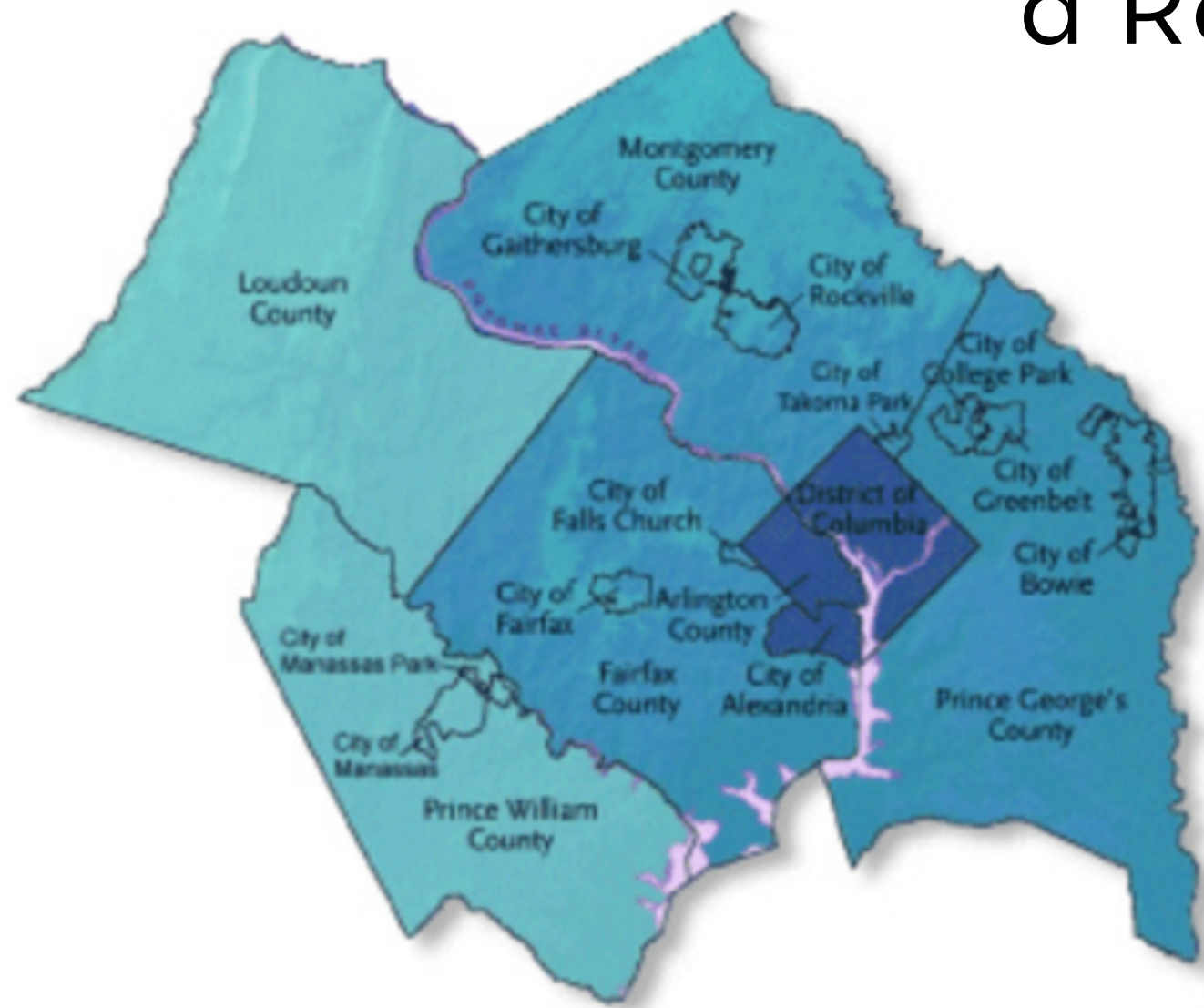
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# LOCATION-BASED ROUTING

## a Regional Perspective



The National Capital Region encompasses Washington, DC; Montgomery and Prince George's counties in Maryland; Arlington, Fairfax, Loudon and Prince William counties of Virginia.

Misroutes occur more frequently near Emergency Communication Center (ECC) service boundaries and in areas where multiple jurisdictions are in close proximity, such as in the Washington, DC region (APCO).

The District shares a border with Prince George's, Montgomery, and Arlington County.



# LOCATION-BASED ROUTING

## a District Perspective



District residents who live in areas near bordering jurisdictions may occasionally have their 911 calls answered by a neighboring jurisdiction.

If you're on 30th Place and Perry Street, NE and make a 911 call from your cell phone, you may first be connecting with Prince George's County, because the closest cell phone tower to where you are is in PG County.



# THE MAJOR PLAYERS



The Federal  
Communications  
Commission



**AT&T**

Cellular  
Carriers



Public Safety  
Answering Points



Tech Companies



# HOW DO WE "FIX" IT?

What are the major players doing to remedy this?

## 2018

The FCC, in a Notice of Inquiry, sought public comments on how frequently misrouting calls occurs for wireless 911 calls, how it impacts emergency response, and how to prevent it.

## 2022

AT&T launches first-ever nationwide location-based routing. Device location is now used to route 911 calls and dispatch first responders to the right location faster.

## 2019

Apple announces that iOS 13 will offer cellular carriers the option to enable location-based routing (LBR) which allow cellular carriers to route wireless 911 calls based on location information gathered from the device, rather than the location of the cell tower.



# CONNECTING WITH DC 911

What is OUC doing to remedy this?

OUC works with our neighbors and the cellular carriers to minimize this occurrence from happening. We often audit tower sites to identify where the majority of the calls originate from.

If you have a call that routed to a neighboring jurisdiction prior to coming to DC – you can help us out by letting us know via our website or email at [ouc.director@dc.gov](mailto:ouc.director@dc.gov).





Q&A

**Welcome**  
Feel free to ask the host and panelists questions

Hello! I am a test question. How are you?

Send anonymously

Cancel Send

# QUESTIONS?

Utilize the Question & Answer function to submit your questions.





# FEEDBACK FORM

✕

Feedback

[OUC.DC.GOV/PAGE/FEEDBACK](https://ouc.dc.gov/page/feedback)



# THANK YOU!



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OUC DC



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Communications



WE ARE WASHINGTON  
GOVERNMENT OF THE  
DISTRICT OF COLUMBIA  
DC MURIEL BOWSER, MAYOR