



Locate Before Route

Transforming how calls are routed to public safety.

Misrouted wireless 911 calls have plagued public safety for years. According to the FCC, as many as 23 million 911 voice calls are misrouted annually. Misrouted calls result in impediments to speed and efficiency at PSAPs, increased time to resolution, and tragic outcomes in some circumstances. Seeking to end this problem, the FCC adopted location-based routing rules that require wireless carriers to route 911 calls based on a caller's precise location instead of the address of the cell sector nearest the caller.

Location-based Routing Compliance Dates

- Nationwide wireless carriers: November 13, 2024
- Non-nationwide wireless carriers: May 13, 2026
- All wireless carriers, Real-time Text: May 13, 2026

Intrado is committed to delivering a dispatchable location to public safety and to help carriers of all sizes achieve compliance with FCC location-based routing requirements.

Wireless 911 Call Routing & Locate Before Route

Wireless 911 calls are typically routed based on the location of cell towers, which can cover up to a 10-mile radius. Intrado Locate Before Route is groundbreaking technology that taps into the full location capabilities of a 911 caller's handset to acquire an accurate position.

With Locate Before Route, a wireless caller location can be pinpointed using the device location, improving overall location data for call routing and dramatically reducing delays – especially calls made within PSAP border areas where state, county or city boundaries overlap.

Using Device-based Hybrid location data and geospatial boundaries, Locate Before Route delivers wireless calls to the correct PSAP, faster and more accurately. It also keeps implementation costs under control while managing the complexity and administration of 911.

Named one of "The 100 Greatest Innovations
Of 2022" by Popular Science

Benefits

Locate Before Route reduces misroutes and jurisdictional issues, gets calls to the correct PSAP sooner, and improves emergency outcomes.

- More accurate than cell site-based routing
- Seamless location delivery to the PSAP within the existing 911 call flow
- Augments, rather than replaces, existing routing strategy
- Helps meet and exceed pending state and federal regulatory mandates
- No changes to PSAP equipment, infrastructure, or workflow

It's important to begin preparing today to ensure you're in compliance.

What's Next?

Intrado Locate Before Route is a thoroughly tested, proven and deployed solution that's been successfully implemented at a nationwide scale with multiple carriers. Carriers of all sizes can trust in Intrado's experience and the proven success of this innovative solution.

You can get ahead and stay ahead of regulatory requirements with Intrado. Talk to your account executive today to learn more.