✅ The Enhancing First Response Act Strengthens Public Safety Communications

The Enhancing First Response Act (EFRA) (S. 725) is a bipartisan bill that recognizes the lifesaving work of 9-1-1 professionals and strengthens public safety communications by improving Americans' ability to reach help when they dial 9-1-1. **The Senate unanimously passed EFRA on September 10, 2025.**

APCO and NENA urge swift passage of EFRA in the House of Representatives under suspension of the rules. EFRA delivers results for public safety communications, and with a CBO score of zero, it achieves this without adding to the federal deficit.

EFRA contains three important provisions to address challenges facing the public safety communications community:

Corrects the federal classification of public safety telecommunicators.

- Our country's 9-1-1 professionals are currently misclassified in OMB's Standard Occupational Classification as "clerical" workers. EFRA fixes this. Public safety telecommunicators are performing lifesaving work and deserve recognition as "Protective Service Occupations," alongside law enforcement and fire personnel, parking enforcement workers, school bus monitors, and others.
- Reclassification would appropriately recognize the critical protective work these professionals perform every day – whether it might be coaching callers through CPR, assessing scene safety for first responders, assisting with the delivery of a baby, or triaging 9-1-1 calls during an active shooter incident..
- This provision mirrors the 9-1-1 SAVES Act (H.R. 637) introduced in the House Education and Workforce Committee.

Improves information available to 9-1-1 centers during outages that impact 9-1-1.

- 9-1-1 call centers need timely, actionable information about network outages when they prevent the public from reaching 9-1-1. EFRA directs the FCC to investigate and report on recommendations to improve situational awareness about network outages.
- EFRA also requires the FCC to issue reports and conduct field hearings after major disasters to investigate the impact on emergency communications and make recommendations to strengthen 9-1-1 system resiliency.
- This provision mirrors the Emergency Reporting Act (H.R. 5200) introduced in the House Energy and Commerce Committee.

Assesses compliance with FCC requirements to ensure callers can "direct dial" 9-1-1 from multi-line telephone systems (MLTS) with multiple phones or extensions (such as those installed in hotels or college campuses).

- In 2018, with strong bipartisan support, Congress enacted Kari's Law to require MLTS devices be capable of reaching 9-1-1 without the need to first dial a prefix, such as "9." Since the law was enacted, there have been concerns regarding compliance with the legislation's requirements.
- EFRA would direct the FCC to evaluate implementation of Kari's Law and develop recommendations for further regulatory and legislative actions, if necessary.
- This provision mirrors the Kari's Law Reporting Act (H.R. 5201) introduced in the House Energy and Commerce Committee.

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