

Presentation on COG 9-1-1 Telecommunications Network Steering Group Report



# ADDRESSING VERIZON 9-1-1 SERVICE GAPS DURING AND FOLLOWING THE DERECHO

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# 9-1-1 Service

The 9-1-1 Emergency Call System is the vital link to public safety assistance across the country, providing access to police, fire and emergency medical services.

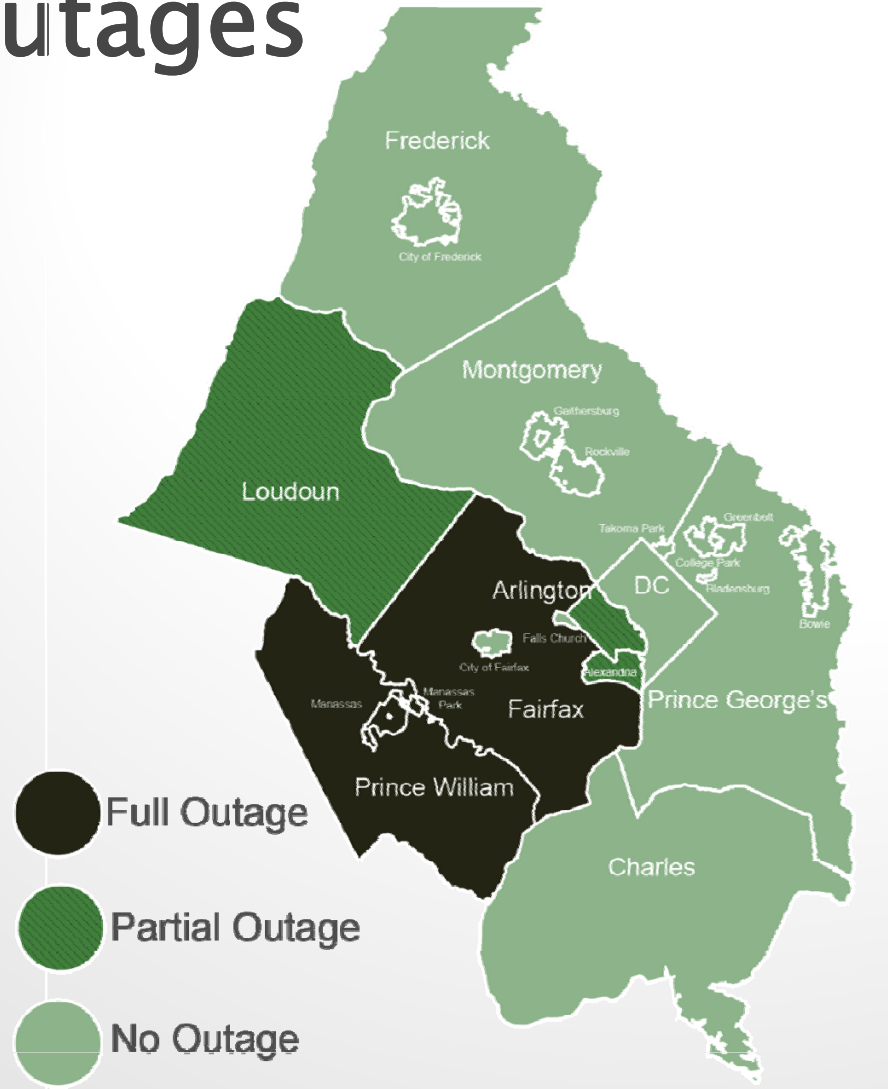


# June 29, 2012 – Derecho

“The Derecho’s impact on 9-1-1 services and the ensuing public and industry reaction has been one of the most significant events in the history of enhanced 9-1-1 services in the United States”



# 9-1-1 Outages



# COG Board Resolution R36-2012

Created Steering Group to examine:

- ▶ Cause of Verizon's 9-1-1 failure
- ▶ Existing redundancy and backup capabilities
- ▶ Vulnerability of newer technologies
- ▶ Ways to strengthen regulatory oversight
  - using COG's work to inform regulators: FCC and state commissions (localities aren't regulators)
- ▶ Verizon's communication and messaging





# Cause of Verizon's 9-1-1 Failure

- ▶ Loss of commercial power and the subsequent failure of one of the two backup generators in each of Verizon's Arlington and Fairfax Central Offices
  - Unresolved maintenance issues with generators
  - Technician dispatched to Fairfax did not realize and took several hours to identify generator supporting 9-1-1 not operating



# Additional Findings

- ▶ Existing redundancy and backup capabilities
- ▶ Vulnerability of newer technologies
- ▶ Regulatory oversight
- ▶ Verizon's communication and messaging

Verizon has taken steps to address issues, but it must maintain a high state of readiness to regain confidence of public safety community and citizens.



# COG Steering Group Recommendations

- Verizon should perform a comprehensive independent audit of entire 9-1-1 infrastructure, processes and procedures and immediately resolve any shortcomings
- Verizon should provide subject matter expertise to 9-1-1 agencies and participate in regional discussions with them to ensure network reliability
- Verizon should review communications plans and keep the public informed of any service issues, the outage extent, and time for resolution
- Regulators should establish service level agreements to ensure reliability and continuity of 9-1-1 service





# Next Steps for COG/Partners

- ▶ COG formalize a committee of 9-1-1 Directors
- ▶ COG should take the lead to work cooperatively in the development of a multi-year 9-1-1 strategic plan to include Next Generation 9-1-1.
- ▶ Incorporate 9-1-1 preparedness activities into emergency planning, training and exercises with Exercise and Training Operations Panel (ETOP).
- ▶ 9-1-1 planning should be included as an interoperable communications goal in the National Capital Region Strategic Plan and/or the Critical Infrastructure Protection (CIP)



**Questions or Comments?**