



When you call 911 and No One Answers

CALIFORNIA STATE 911 ADVISORY BOARD

BILL SCHRIER

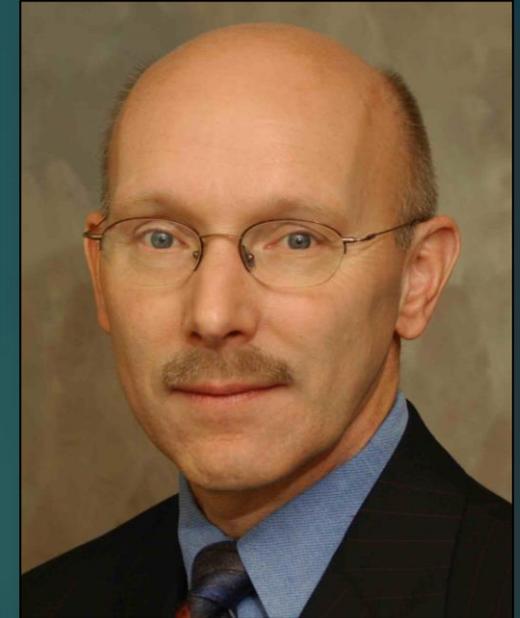
20 NOVEMBER 2014



Bill Schrier



- Chair, Washington State Interoperability Executive Committee (SIEC)
- Retired Chief Technology Officer, City of Seattle – 10+ EOC activations
- Retired U.S. Army Corps Engineers
- Former police officer (Iowa) and yes, 911 dispatcher ...

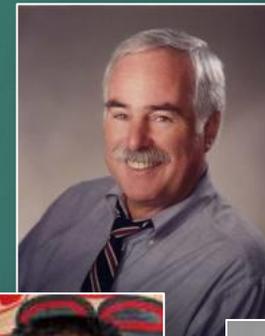




Washington State Interoperability Executive Committee



- ▶ Bill Benedict, Clallam County Sheriff
- ▶ Al Compaan, Edmonds Police Chief
- ▶ John Batiste, State Patrol Chief
- ▶ Bret Daugherty, Adjutant General
- ▶ Mike Doherty, Clallam County Commissioner
- ▶ Chuck Duffy, Fire Marshal
- ▶ Robert Ezell, Emergency Mgmt Director
- ▶ Stephanie Fritts, Pacific County EM Director
- ▶ Jennifer Gregerson, Mayor
- ▶ Randell Harris, Quinault Tribe
- ▶ Albert Kassel, Resource Director, DNR
- ▶ Patti Kelly, Whitcom 911 Director
- ▶ John Nisbet, State Traffic Engineer
- ▶ Jim Sharp, West Pierce Fire Chief





What a Place!



1999



1981

Every
Year



2001

Weekly



May, 2013 Interstate-5



“1952 hrs: Emergency services advising that cell phones are no longer working.”

State Route 530 (Oso) Landslide



The Seattle Times
Winner of Nine Pulitzer Prizes

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September 30, 2014 at 6:14 PM

911 services restored in Darrington, Oso

Posted by [Paige Cornwell](#)

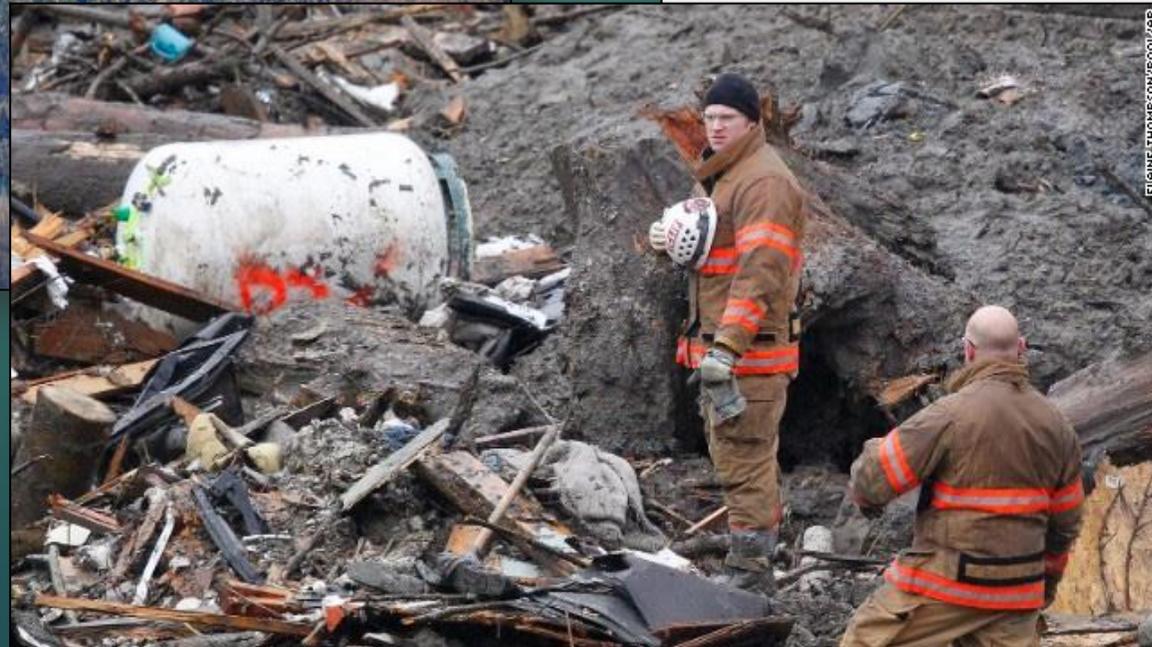
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0 Comments

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been restored to
2 p.m. Tuesday.
e in Darrington and Oso, Snohomish County,
ndslide area.
own and there is no estimate on when service
Sheriff's Office. Residents in the area should
vice, the sheriff's office said.
[mudslide near Oso](#), which killed 43 people.





Carlton Complex Fire



Sheriff's Office confirms 100 homes destroyed; fiber line repair, generators needed

The Chronicle

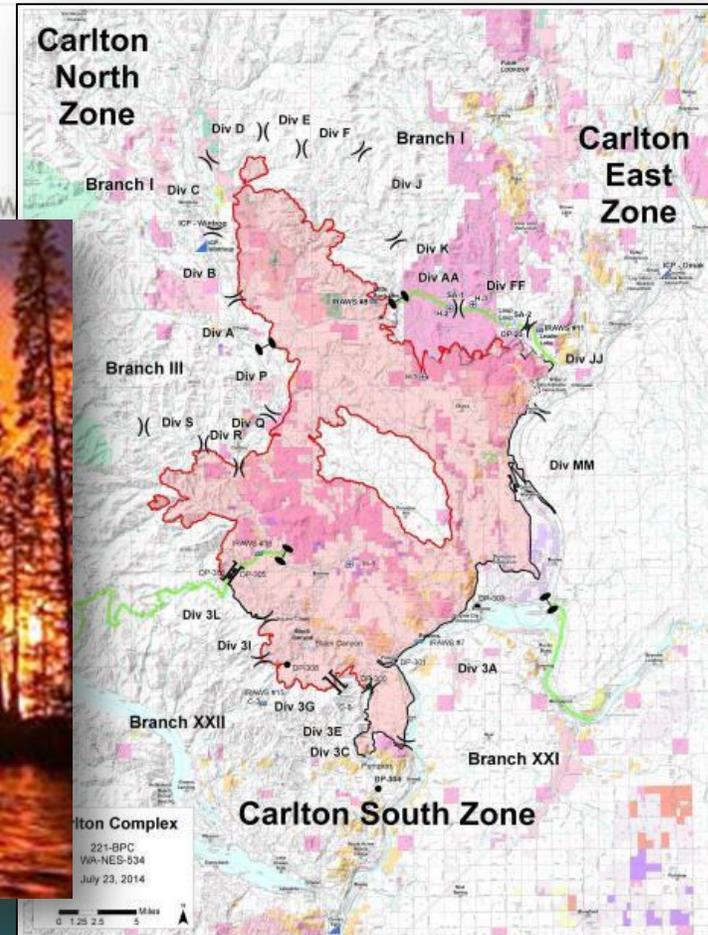
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OKANOGAN — Okanogan
in the Carlton Complex fire

During a Saturday morning
been confirmed destroyed
have burned across the m
area.



Originally published February 6, 2014 at 8:50 PM | Page modified February 7, 2014 at 12:30 AM

Cell use at Seahawks parade swamped wireless networks

Overwhelmed by hordes of cellphone users trying to snap pictures and text friends, the downtown wireless network grew sluggish and unresponsive. But police and fire officials say their emergency-communications work on radio frequencies and weren't affected.

By [Lynn Thompson](#)
Seattle Times staff reporter

Wireless networks were overwhelmed Wednesday by an estimated 700,000 Seahawks fans trying to text and call friends, and upload photos and videos from the Super Bowl parade onto Facebook, Twitter and Instagram.

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2013
NFC CHAMPION



SUPER BOWL
NY XLVIII
FEBRUARY 2, 2014





911 Outage of 10 April 2014



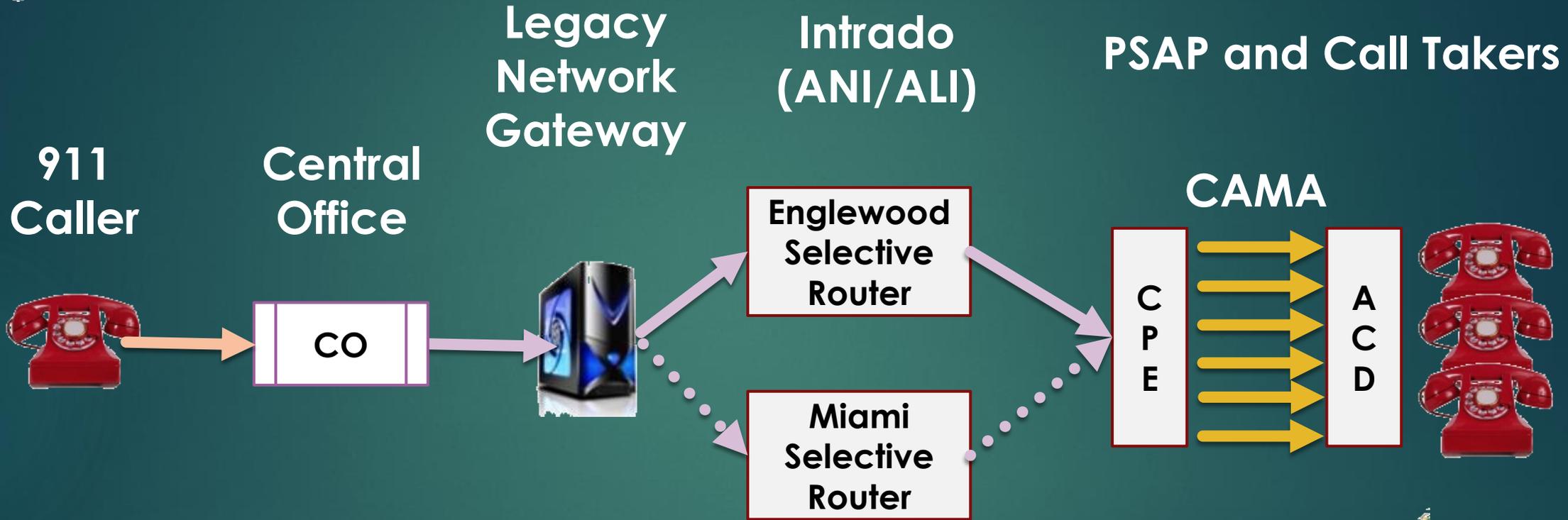
Timeline



| Date/Time | Event |
|----------------------------|--|
| 9 April – 11:54 | 911 Outage begins |
| 10 April – 00:54 | Low level alarms at Intrado |
| 10 April - 01:35 | Benton County calls Frontier |
| 10 April – 2:30-3:00 | Notification to PSAPS by State EOC and CenturyLink |
| 10 April ~ 06:30 | PSAPs report 911 working again |
| Total outage time: | 6 hours 12 minutes |
| Total dropped calls | ~ 6,600 across 7 states |



Normal Call Flow



Dashes = Alternate Route
 Orange = telephone or IP
 Purple = IP
 Yellow = CAMA

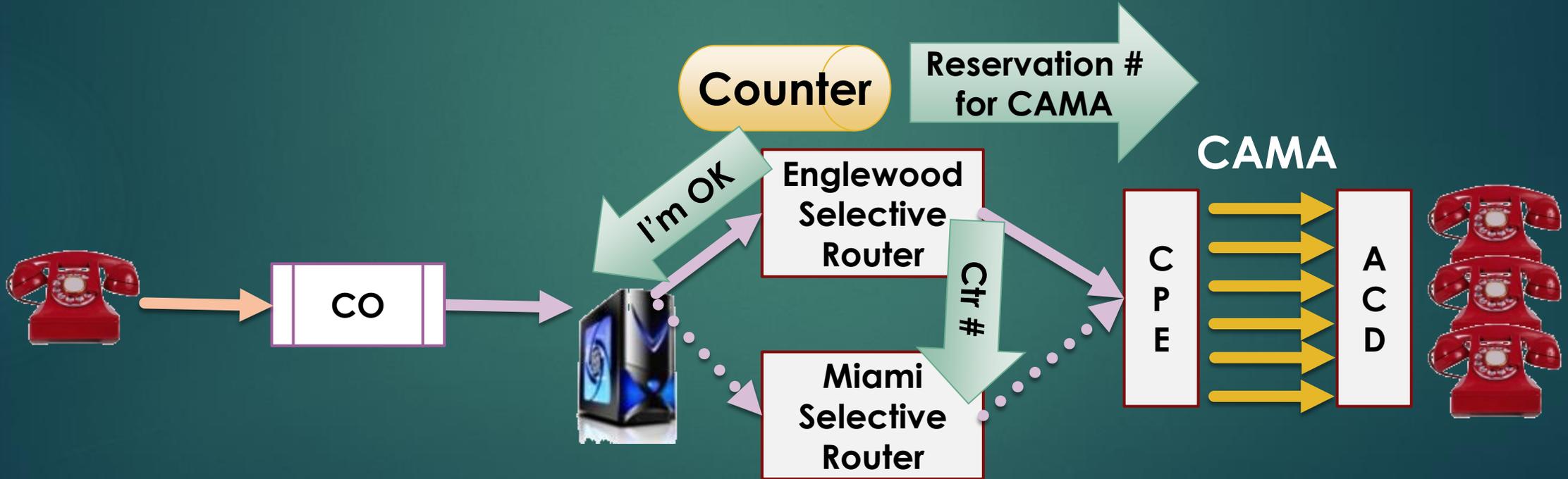




Normal Call Flow with Counter



911 Caller Central Office Legacy Network Gateway Intrado (ANI/ALI) PSAP and Call Takers





Effects



- 11 million Americans, 7 states
- 6,600 calls to 911 dropped
- 81 PSAPs affected
- Washington almost complete outage
- Parts of NC, SC, Pennsylvania, California, Minnesota and Florida also went dark



Effects



| | Total No. Consumers Possibly Affected | PSAPs Affected | Counties Affected |
|-----------------------|--|-----------------------|--------------------------|
| California | 30,000 | 13 | 8 |
| Florida | 477,739 | 3 | 3 |
| Minnesota | 2,857,370 | 9 | 6 |
| North Carolina | 175,936 | 2 | 2 |
| Pennsylvania | 561,973 | 1 | 1 |
| South Carolina | 239,363 | 1 | 1 |
| Washington | 6,971,406 | 52 | 39 |
| TOTAL | 11,313,787 | 81 | 60 |

Source: FCC, October, 2014



Effects



| Call Type | Attempted Calls | Failed Calls | Successful Calls |
|------------------|------------------------|---------------------|-------------------------|
| | | | |
| VoIP | 465 | 425 | 40 |
| Wireless | 3,598 | 3,555 | 43 |
| Wireline | 2,347 | 1,638 | 709 |
| | | | |
| Total | 6,410 | 5,618 | 792 |

Table 2: Failed Calls in Washington, Minnesota, and North Carolina

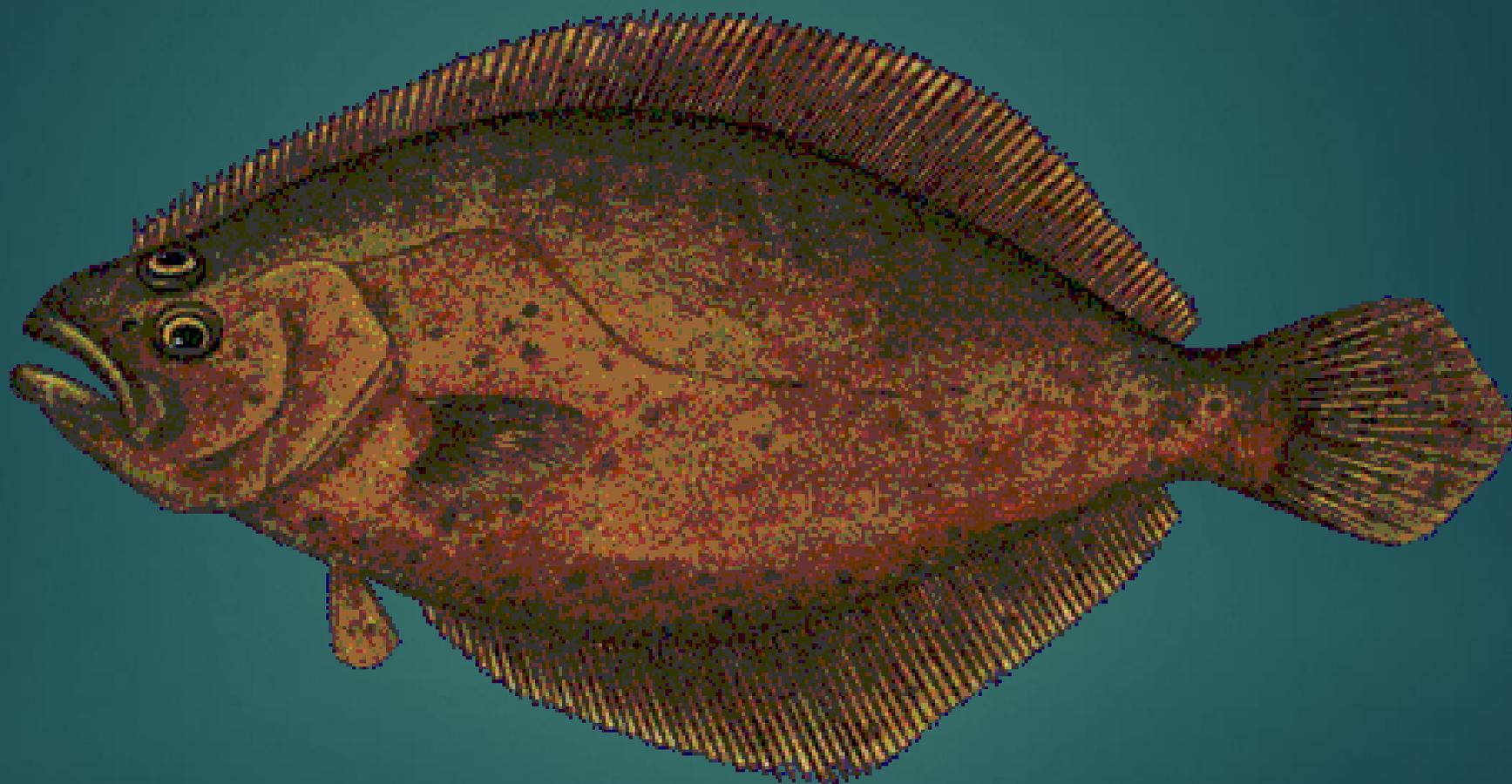
Source: FCC, October, 2014



FCC Recommendations



- **Develop and implement NG911 best practices**
- **Further proceedings FCC 911 reliability**
- **Situational awareness**
- **FCC should use enforcement powers**
- **“Contractual Relationship Monitoring”**





- **More info:**

- https://apps.fcc.gov/edocs_public/attachmatch/DOC-330012A1.pdf

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