

SECURE COMMONWEALTH PANEL

E9-1-1 Sub-panel Report

Dario Marquez, Chair

May 6, 2013

E9-1-1 Sub-panel Members

- Dario Marquez (Chair) – MVM, Inc.
- John J. Brown, Jr. - Arlington County
- Michael M. Cline - Virginia Department of Emergency Management
- Maureen Davis - Verizon Mid Atlantic Network Operations
- Jay Fiset - Arlington County
- Tim Hemstreet - Loudoun County
- Pat Herrity - Fairfax County
- Karen Jackson – Virginia Deputy Secretary of Technology
- Mike Melo - ITA International
- Sam Nixon—Virginia Information Technologies Agency
- Chris Peace – Member, Virginia House of Delegates
- Mark Penn - City of Alexandria
- Jim Redick - City of Norfolk
- Steve Souder - Fairfax County
- Terrie Suit – Virginia Secretary of Veterans Affairs and Homeland Security
- David Waldman - True North Consultants, LLC

History of E9-1-1

- 1957 Fire Chiefs determine need for national number
- 1968 AT&T implements “911” for government
- September 11, 2001 system overwhelmed, leads to paradigm shift, critical infrastructure
- June 29, 2012 Derecho storm, role of Commonwealth ensuring “911” works

FCC Derecho Investigation Conclusions

- The E9-1-1 outage was preventable
- Result of planning and systems failures
- Lack of functional back-up power in Central Offices
- Outage could and would have been avoided if providers had followed industry best practices

SCC Derecho Investigation Conclusions

- The E9-1-1 outage was preventable
- Outages a direct result of Verizon failure to maintain Central Offices, compounded by failure to monitor system and respond
- Evidence of ongoing lack of routine maintenance in Central Offices

MWCoG Derecho Investigation Conclusions

- The E9-1-1 outage was preventable
- Loss of commercial power and failure of backup generators in two Central Offices were predominant causes of outage
- Encourage state and federal authorities to adopt new rules requiring Verizon and other service providers to adhere to higher operational standards

SCC and Tariff

- Authority over Wireline only
- Tariff is a service agreement; not performance
- Tariff establishes billing rates, limitations of liability for provider, describes responsibilities of local government
- Provider may detariff July 1, 2013

SCC Rules and Regulations

- Apply only to tariffed wireline E9-1-1 services
- Established to bring additional reliability and accountability to E9-1-1 service

E-911 Services Board and Billing Agreement

- Limited oversight of wireless E9-1-1
- Agreement is for billing; not performance
- Agreement implemented to simplify billing procedures between PSAPs and providers

PSAPs and Application for Service

- Agreement between PSAP and provider
- PSAP orders the specific services they require from the provider
- Rates are specified in Tariff
- Billing is handled by E-911 Services Board

Finding: Ineffective Governance

- No one agency has total oversight over the E9-1-1 system
- Minimal performance standards in documents
- Standards are vague or unenforced
 - P.01
 - “Minimize interruptions” to E9-1-1 services
- SCC open Docket: 1-3 years
 - Permissive wording

Finding: Best Practices Not Implemented

- SCC and FCC agree if best practices had been implemented the outage would not have occurred.
 - FCC CSRIC
 - SCC internal Verizon best practices
- Verizon audits of mission critical offices
 - SCC recommends audits of all central offices

Finding: Unintended Consequences of Legislation

- Prior to 1995 SCC had oversight of wireless and wireline telecommunications, including E9-1-1
- 1995 legislation passed removing wireless telecommunications from their jurisdiction
- 2006 legislation to return wireless to SCC authority introduced but did not pass
- 2011 legislation passed forcing SCC to allow providers to detariff retail telecommunications services, including E9-1-1, July 1, 2013
 - Current SCC rules and regulations to not apply to detariffed telecommunications service

Final Thoughts

- Verizon's job is to make certain its networks are safe and reliable ***enough*** for the security of our nation and the world to depend on.

Ivan Seidenberg, CEO

- It is the responsibility of the Commonwealth of Virginia, in the protection of its citizens, to establish and implement the definition of "enough".

Dario Marquez, Chairman

Next Steps

- Assign the Report to a standing committee for review and inclusion of recommendations to the Secretary and the Governor