COMMONWEALTH of VIRGINIA
Virginia 9-1-1 Services Board

Regional Advisory Committee (RAC)
Meeting Agenda
November 18, 2021 1:30 pm - 3:30 pm
Four Points Sheraton
9901 Midlothian Turnpike, Richmond VA 23235

1. Call Meeting of the Committee to Order ………………………………Chairperson

2. 9-1-1 Summit Follow-up and Next Steps…………………….................Chairperson

3. CHE Funding Strategy: RAC Input ……………………Outreach Division Director

4. PSAP Outages: Community Requirements ……………Outreach Division Director

5. Stakeholder Update: NVERS "No Call Transfer" Pilot ……… Surdam (Region 7)

6. Old Business ……………………………………………………… Chairperson

7. New Business …………………………………………………… Chairperson

8. Public Comment…………………………………………………… Chairperson

9. Adjourn Meeting of the Regional Advisory Committee……………..... Chairperson

Next Meeting: To Be Determined

Virginia Department of
Emergency Management

Regional Advisory Committee (RAC) Meeting

Date: November 18, 2021

Agenda

- Call meeting of the Committee to Order
- 9-1-1 Summit Follow-up and Next Steps
- CHE Funding Strategy: RAC Input
- Stakeholder Update - PSAP Service Interruptions
- Stakeholder Update – NVERS "No Call Transfer" Pilot
- Old Business
- New Business
- Public Comment
- Adjourn Meeting

Call meeting of the Committee to Order

9-1-1 Summit Follow-up and Next Steps

9-1-1 Summit Followup

- Feedback from this morning's Board meeting
- Priorities from the stakeholder community
- What are we focusing on over the next 6 months?

Upcoming Meetings / Dates

RAC Meeting cadence

     Meeting in person every 2 months

     Virtual meetings in between?

     Board meetings likely moving to PM on 2nd Thursday.

     Do we want to meet the same day as Board meetings or keep meetings on the 3rd Thursday?

12/02/21 Legislative Committee (1pm)

01/06/22 PSAP Grant Committee Meeting (1pm)

01/13/22 9-1-1 Services Board Meeting (1 pm)

CHE Funding Strategy RAC Input

Funding CHE Replacement: Background

- VESTA systems are refreshed every 5 years
- VIPER systems are refreshed every 7 years
- CHE Refresh has been included in NG migration funding during the NG9-1-1 deployment window (2018-present)
- Future funding (outside of NG migration funding) is expected to be needed in the near future as we come up on the 5 year mark for NG funding.
- Requires interaction with other committees and the Board

Funding CHE Replacement: Planning Assumptions

- PSAPs eligible for CHE replacement:
    (approximately 120)
- Current Funding Levels
    Individual Award: $150k per PSAP
    Shared Services Award: $200k per PSAP

Funding CHE Replacement: Budgetary Impact

- Split evenly over 4 years (30 PSAPs per year)
    $4.5-6.0 Million per year on a recurring basis
- Split evenly over 5 years (24 PSAPs per year)
    $3.6-4.8 Million per year on a recurring basis
- Split evenly over 6 years (20 PSAPs per year)
    $3.0-4.0 Million per year on a recurring basis

Funding CHE Replacement: Actions Since Last PGC Meeting

- September RAC met virtually and was not able to conduct business.

- The sense of the Finance Committee and the Board is to separate NG9-1-1 deployment expenses from ongoing 9-1-1 operations / support related expenses.

Funding CHE Replacement: Additional Information

- CHE providers maintain listings of last refresh dates
- VIPER systems refresh every 7 years
- VESTA systems refresh every 5 years
- Raises equity questions for funding CHE. Both systems require annual maintenance and PSAPs use the grant to help prepay maintenance expenses.

Funding CHE Replacement: Next Steps

- **No action needed by PGC at this time**
- Gather input from the RAC (Nov)
- Gather additional information from CHE providers and PSAPs (Nov/Dec)
- Present final decision brief to PGC (Jan 2022)
- Potential Board approval (Jan 2022)

Virginia Department of
Emergency Management

Stakeholder Update:
PSAP Service Interruptions

Virginia Department of
Emergency Management

Old Business

Virginia Department of Emergency Management

New Business

Upcoming Meeting Dates

Upcoming Meetings / Dates

11/30/21 Deadline to submit VA APCO reimbursement requests

12/02/21 Legislative Committee (1pm)

01/06/22 PSAP Grant Committee Meeting (1pm)

01/13/22 9-1-1 Services Board Meeting (1 pm)

911 Service Disruption

Exercise Plan
Date: August 27, 2021 (Functional)

The Exercise Plan (ExPlan) gives senior leaders, observers, media personnel, and players from participating organizations information they need to observe or participate in the exercise. It includes an exercise overview, objectives and aligned capabilities, roles and responsibilities, logistics, schedule, and communications plan. Some exercise material is intended for the exclusive use of exercise planners, controllers, and evaluators, but players may view other materials that are necessary to their performance. All exercise participants may view the ExPlan.

EXERCISE OVERVIEW

Exercise Name	911 Service Disruption
Exercise Dates	**Walk thru- 8-17-2021 and functional 8-27-2021**
Scope	This exercise is a tabletop and functional, planned for tabletop- 1 hour and functional 1 hour at various locations. Exercise play is limited to 911 ECC in NCR region, state EM centers.
Focus Area(s)	N/A
Capabilities	Testing the Notification Policy Process document
Objectives	#1: Understand the notification process by testing the policy and conducting a walk thru of the process with all partners #2: Carriers and ECC's communicate by using Microsoft teams #3: close out of incident
Threat/Hazard	Service Disruption
Scenario	911 centers receive notification of a service disruption from a carrier; Carrier notifies MWCOG via the service disruption notification process; The ECC that receives the notification; ECC then start TEAMS meeting with MWCOG ECC's; closeout of scenario
Sponsor	**COG 911**
Participating Organizations	The regional (MD, DC and VA ECC's), Carriers (AT&T, Verizon, TMobile, Motorola) Notifications to MD,VA and DC HSEMA emergency managers Va and MD 911 Board members 20-50 participants with 10-20 ECC's (List pending)
Point of Contact	Jeff Wobbleton, Assistant Director, 571-527-9227, jeff.wobbleton@alexandriava.gov And Tim Kane, Calvert County Training Coordinator, 443-532-8947; timothy.kane@calvertcountymd.gov

Exercise Objectives and Capabilities

The following exercise objectives in Table 1 describe the expected outcomes for the exercise. The objectives are linked to capabilities, which are distinct critical elements necessary to achieve the specific mission area(s). The objectives and aligned capabilities are guided by senior leaders and selected by the Exercise Planning Team.

Exercise Objective	Core Capability
#1: Understand the notification process by conducting quick walk thru of the process with all partners	Notification
#2: Carriers and ECC's communicate by using Microsoft Teams	Situational awareness
#3: close out of incident	N/A
[Insert objectives]	[Insert capability aligned to objective]
[Insert objectives]	[Insert capability aligned to objective]

Table 1. Exercise Objectives and Associated Capabilities

Participant Roles and Responsibilities

The term *participant* encompasses many groups of people, not just those playing in the exercise. Groups of participants involved in the exercise, and their respective roles and responsibilities, are as follows:

- **Players.** Players are personnel who have an active role in discussing or performing their regular roles and responsibilities during the exercise. Players discuss or initiate actions in response to the simulated emergency.

- **Controllers.** Controllers plan and manage exercise play, set up and operate the exercise site, and act in the roles of organizations or individuals that are not playing in the exercise. Controllers direct the pace of the exercise, provide key data to players, and may prompt or initiate certain player actions to ensure exercise continuity. In addition, they issue exercise material to players as required, monitor the exercise timeline, and supervise the safety of all exercise participants.

- **Simulators.** Simulators are control staff personnel who deliver scenario messages representing actions, activities, and conversations of an individual, agency, or organization that is not participating in the exercise. They most often operate out of the Simulation Cell (SimCell), but they may occasionally have face-to-face contact with players. Simulators function semi-independently under the supervision of SimCell controllers, enacting roles (e.g., media reporters or next of kin) in accordance with instructions provided in the Master Scenario Events List (MSEL). All simulators are ultimately accountable to the Exercise Director and Senior Controller.

- **Evaluators.** Evaluators evaluate and provide feedback on a designated functional area of the exercise. Evaluators observe and document performance against established capability targets and critical tasks, in accordance with the Exercise Evaluation Guides (EEGs).
- **Support Staff.** The exercise support staff includes individuals who perform administrative and logistical support tasks during the exercise (e.g., registration, catering).

Exercise Assumptions and Artificialities

In any exercise, assumptions and artificialities may be necessary to complete play in the time allotted and/or account for logistical limitations. Exercise participants should accept that assumptions and artificialities are inherent in any exercise, and should not allow these considerations to negatively impact their participation.

Assumptions

Assumptions constitute the implied factual foundation for the exercise and, as such, are assumed to be present before the exercise starts. The following assumptions apply to the exercise:

- The exercise is conducted in a no-fault learning environment wherein capabilities, plans, systems, and processes will be evaluated.
- The exercise scenario is plausible, and events occur as they are presented.
- Exercise simulation contains sufficient detail to allow players to react to information and situations as they are presented as if the simulated incident were real.
- Participating agencies may need to balance exercise play with real-world emergencies. Real-world emergencies take priority.

Artificialities

During this exercise, the following artificialities apply:

- Exercise communication and coordination is limited to participating exercise organizations, venues, and the SimCell.
- Only communication methods listed in the Communications Directory are available for players to use during the exercise.

EXERCISE LOGISTICS

Safety

Exercise participant safety takes priority over exercise events. The following general requirements apply to the exercise:

- A Safety Controller is responsible for ensuring the exercise is conducted in a safe environment; any safety concerns must be immediately reported to the Safety Controller. The Safety Controller and Exercise Director will determine if a real-world emergency warrants a pause in exercise play and when exercise play can be resumed.

- For an emergency that requires assistance, use the phrase **["real-world emergency."]** The following procedures should be used in case of a real emergency during the exercise:

    – Anyone who observes a participant who is seriously ill or injured will immediately notify emergency services and the closest controller, and, within reason and training, render aid.

    – The controller aware of a real emergency will initiate the **["real-world emergency"]** broadcast and provide the Safety Controller, Lead Controller, and Exercise Director with the location of the emergency and resources needed, if any. The Lead Controller will notify the Dep Planner Tim Kane as soon as possible if a real emergency occurs.

POST-EXERCISE ACTIVITIES

Debriefings

Post-exercise debriefings aim to collect sufficient relevant data to support effective evaluation and improvement planning.

Hotwash

At the conclusion of exercise play, a controller or evaluator will lead a Hot Wash to allow players to discuss strengths and areas for improvement, and evaluators to seek clarification regarding player actions and decision-making processes. All participants may attend; however, observers are not encouraged to attend the meeting. The information gathered during a hotwash contributes to the AAR/IP and any exercise suggestions can improve future exercises.

Exercise Rules

The following general rules govern exercise play:

- Real-world emergency actions take priority over exercise actions.

- Exercise players will comply with real-world emergency procedures, unless otherwise directed by the control staff.

- All communications (including written, radio, telephone, and e-mail) during the exercise will begin and end with the statement [**"This is an exercise."**]

- Exercise players who place telephone calls or initiate radio communication with the SimCell must identify the organization or individual with whom they wish to speak.

Players Instructions

Players should follow certain guidelines before, during, and after the exercise to ensure a safe and effective exercise.

Before the Exercise

- Review appropriate organizational plans, procedures, and exercise support documents.

- Be at the appropriate site at least 30 minutes before the exercise starts. Wear the appropriate uniform and/or identification item(s).

- Sign in when you arrive.

- If you gain knowledge of the scenario before the exercise, notify a controller so that appropriate actions can be taken to ensure a valid evaluation.

During the Exercise

- Respond to exercise events and information as if the emergency were real, unless otherwise directed by an exercise controller.

- Controllers will give you only information they are specifically directed to disseminate. You are expected to obtain other necessary information through existing emergency information channels.

- Do not engage in personal conversations with controllers, evaluators, observers, or media personnel. If you are asked an exercise-related question, give a short, concise answer. If you are busy and cannot immediately respond, indicate that, but report back with an answer as soon as possible.

- If you do not understand the scope of the exercise, or if you are uncertain about an organization's participation in an exercise, ask a controller.

- Parts of the scenario may seem implausible. Recognize that the exercise has objectives to satisfy and may require incorporation of unrealistic aspects. Every effort has been made by the exercise's trusted agents to balance realism with safety and to create an effective learning and evaluation environment.

- All exercise communications will begin and end with the statement [**"This is an exercise."**] This precaution is taken so that anyone who overhears the conversation will not mistake exercise play for a real-world emergency.

- When you communicate with the SimCell, identify the organization or individual with whom you wish to speak.

- Speak when you take an action. This procedure will ensure that evaluators are aware of critical actions as they occur.

- Maintain a log of your activities. Many times, this log may include documentation of activities that were missed by a controller or evaluator.

After the Exercise

- Participate in the Hotwash at your venue with controllers and evaluators.

- Complete the Participant Feedback Form. This form allows you to comment candidly on emergency response activities and exercise effectiveness. Provide the completed form to a controller or evaluator.

- Provide any notes or materials generated from the exercise to your controller or evaluator for review and inclusion in the AAR.

APPENDIX A: COMMUNICATIONS PLAN

Controller Directory

Name	Agency	Location	Phone	Email
Jeff Wobbleton	Alexandria	[Location]	5715279227	Jeff.wobbleton@alexandriava.gov
[Name]	[Agency]	[Location]	[Phone]	[Email]
[Name]	[Agency]	[Location]	[Phone]	[Email]
[Name]	[Agency]	[Location]	[Phone]	[Email]
[Name]	[Agency]	[Location]	[Phone]	[Email]
[Name]	[Agency]	[Location]	[Phone]	[Email]

Simulation Cell Directory

Name	Simulating Agency	Phone	Email
[Name]	[Agency]	[Phone]	[Email]
[Name]	[Agency]	[Phone]	[Email]
[Name]	[Agency]	[Phone]	[Email]
[Name]	[Agency]	[Phone]	[Email]
[Name]	[Agency]	[Phone]	[Email]

Name	Simulating Agency	Phone	Email
[Name]	[Agency]	[Phone]	[Email]

APPENDIX B: EXERCISE PARTICIPANTS

Participating Organizations
Federal
[Federal Participant]
[Federal Participant]
[Federal Participant]
State
[State Participant]
[State Participant]
[State Participant]
[Jurisdiction A]
[Jurisdiction A Participant]
[Jurisdiction A Participant]
[Jurisdiction A Participant]
[Jurisdiction B]
[Jurisdiction B Participant]
[Jurisdiction B Participant]
[Jurisdiction B Participant]

APPENDIX C: EXERCISE SCHEDULE

Check in:

Process #1: Open Microsoft TEAMS meeting so all participants can check in (Controller)

- Date: August 27, 2021

- Time 1345 hours

- List of participants
    - ECC
    - Carriers

Process #2: Conduct a mock walk thru/provide an overview of the service disruption notification policy and process to discuss any issues.

Process #3: Carriers make notification (s)

Page sent to the COG Notification portal

- Verizon send message (see below) at XXXX hour

- AT&T send message at XXXX hour

- Tmobile send message at XXXX hour

- Motorola send message at XXXX hour

Information on TEAMS message- ????who will add the information?

STOP- check in to see if everyone received

    - Go over checklist to see who received and who did not receive

SELECT- ECC selected to start teams meeting

Process #4: Start TEAMS meeting:

- ECC send message to COG RICCS email starting the exercise

- The message will contain a teams meeting information

- Send out notification TEAMS meeting details- Via COG messaging

- All that received message will go to the TEAMS meeting

- ECC will call in and check in

- Carriers will call and check in

Process#5: End the Exercise

- Send out COG notification
  - Verizon will send message
  - AT&T will send message
  - Tmobile will send message
  - Motorola will send message

[**Note:** Because this information is updated throughout the exercise planning process, appendices may be developed as stand-alone documents rather than part of the ExPlan.]

APPENDIX E: EXERCISE SCENARIO (EXPECTING AN HOUR COULD BE EXTENDED)

Scenario:

Objective #1: Carrier Notification

A private company that provides service to an Emergency Communication Center (ECC) notices a disruption in service that warrants notification by the carrier to the affected ECC.

The carrier will send a notification to the COG email: *Reminder – All communication will begin and end with the phrase "this is an exercise"*

	"Service interruption events will initially be communicated to the NCR via a RICCS email message (by sending an email to 911RICCS@mwcog.org."

The COG automatic notification system will send a message to the described list.

Notification message contain: **EXERCISE,EXERCISE, EXERCISE**

- o The name of the service provider offering the notification;
- o The name of the service provider(s) experiencing the outage;
- o The date and time when the incident began
- o The type of communications service(s) affected;
- o The geographic area affected by the outage;
- o A statement of the notifying service provider's expectations for how the outage will affect the PSAP (e.g., dropped calls or missing metadata);
- o The expected date and time of restoration, including a notation of the relevant time zone;
- o The best-known cause of the outage;
- o A statement of whether the message is the notifying service provider's initial notification to the PSAP, an update to an initial notification, or a message intended to be the notifying service provider's final assessment of the outage. AND
- o Meeting details (If TEAMS meeting will be used)
- o **EXERCISE,EXERCISE, EXERCISE**

Carrier:

NOTE: MD- The state point of contact needs to be added to the notification (MEMA)

	Verizon at 1415 Hour

	AT&T at 1420 hour

	TMobile at 1425 hour

	Motorola at 1430 hour

Roll Call/Check off: Open Teams meeting for the notification part. Check off sheet on who received and who did not.

	Carrier Notification- roll call and any issues

	ECC roll call- roll call and any issues

Note: This Microsoft Teams meeting will remain open for the entire testing cycle

Note: The four carriers (Verizon, AT&T, Tmobile and Motorola) will conduct similar tests

Objective #2: (Approximately 1500 hours) ECC Notification

A designated ECC will send message to:

"Service interruption events will initially be communicated to the NCR via a RICCS email message (by sending an email to 911RICCS@mwcog.org."

The COG automatic notification system will send a message to the described list.

Notification message contain: **EXERCISE,EXERCISE, EXERCISE**

- o The name of the service provider offering the notification;
- o The name of the service provider(s) experiencing the outage;
- o The date and time when the incident began
- o The type of communications service(s) affected;
- o The geographic area affected by the outage;
- o A statement of the notifying service provider's expectations for how the outage will affect the PSAP (e.g., dropped calls or missing metadata);
- o The expected date and time of restoration, including a notation of the relevant time zone;
- o The best-known cause of the outage;
- o A statement of whether the message is the notifying service provider's initial notification to the PSAP, an update to an initial notification, or a message intended to be the notifying service provider's final assessment of the outage. AND
- o Meeting details (If TEAMS meeting will be used)
- o **EXERCISE,EXERCISE, EXERCISE**

The first message will contain a TEAMS meeting notice.

Have all ECC points of contact join the meeting via voice or video the designated meeting

The carriers will be joining the TEAMS meeting via voice or teams

Roll call/ check off point #2:

Carrier: roll call and any issues

ECC: roll call and any issues

Objective #3: Closeout of Exercise

Final notification from Carriers to the ECC will be communicated to the NCR via a RICCS email message by sending an email to 911RICCS@mwcog.org."

This part of the test will be used to identify any updates to contact list that may have been left off the original list or any issues.

Carriers will send message stating end of exercise: Version first, AT&T second, Tmobile third and Motorola fourth

Objective #4: Test capability of TEAMS; messaging, file share, etc..

NOTE: Anyone will be reminded to add information into the Teams chat function; Also anyone can add a file into the system

Weather

[N/A

APPENDIX F: ACRONYMS

Acronym	Term
DHS	U.S. Department of Homeland Security
ExPlan	Exercise Plan
HSEEP	Homeland Security Exercise and Evaluation Program
SME	Subject Matter Expert
ECC	Emergency Communications Center
TEAMS	Microsoft TEAMS meeting- web
COG	Council of government

NATIONAL CAPITAL REGION (NCR) SERVICE INTERRUPTION NOTIFICATION PROCESS

September 14, 2021

1.0   Background. The process outlined here is the preferred internal process MWCOG Public Safety Answering Points (PSAPs) to utilize when a 9-1-1 service interruption or outage occurs in the region. A graphic summary of this Service Interruption process can be found at Figure 1.

The MWCOG established a notification process for reporting outages in a separate document in September 2018 (summary of the 2018 Carrier Outage guidelines is contained in Section 3.0).

This service interruption process shall be used when wireless, wireline, and data (text-to-9-1-1) communications are disrupted in a manner affecting the public's access to 9-1-1 and/or Public Safety Answering Points (PSAP) in the National Capital Region (NCR). Service interruptions can include issues with non-emergency lines (TDoS attacks, wireless access issues, etc.).

The following jurisdictions comprise the NCR:

- District of Columbia
- Maryland
    - Town of Bladensburg
    - City of Bowie
    - Charles County
    - City of College Park
    - City of Frederick
    - Frederick County
    - City of Gaithersburg
        - Montgomery County
        - Prince George's County
        - City of Rockville
        - City of Hyattsville
        - City of Takoma Park
        - City of Greenbelt
- Virginia
    - City of Alexandria
    - Arlington County
    - City of Fairfax
    - Fairfax County
    - Prince William County
        - City of Falls Church
        - Loudoun County
        - City of Manassas
        - City of Manassas Park

2.0   PSAP Service Interruption Notification Process

Service interruption events will initially be communicated to the NCR via a RICCS email message (by sending an email to 911RICCS@mwcog.org. Jurisdictions may opt to make reports to the FCC via the "Public Safety Reporting" link at this FCC page (FCC Public Safety Reporting).

If a <u>PSAP in the NCR detects a service interruption condition,</u> the originating PSAP will take the following actions:
- 2.1 Send a short informative email to 911RICCS@mwcog.org. Include:
    - 2.1.1   Date and time service interruption became evident,
    - 2.1.2   Source of service interruption information (first-hand, third-party, etc.)

Reasonable accommodations are provided upon request, including alternative formats of meeting materials.
Visit www.mwcog.org/accommodations or call (202) 962-3300 or (202) 962-3213 (TDD).
777 NORTH CAPITOL STREET NE, SUITE 300, WASHINGTON, DC 20002
MWCOG.ORG   (202) 962-3200

2.1.3   Impact of service interruption on reporting party's operations:

      2.1.3.1 Wireless 9-1-1 calls affected,
      2.1.3.2 Wireline 9-1-1 calls affected,
      2.1.3.3 Data outages for 9-1-1 (text-to-9-1-1 down, etc.),
      2.1.3.4 Ten-digit numbers for 9-1-1 operations impacted,
      2.1.3.5 Other relevant information (e.g., other type of service interruption, expected duration, issue isolated and estimated time of repair (if known)).

2.2 The PSAP may make internal jurisdictional notifications per their local policy.

2.3 Depending on service interruption severity or by request of regional leadership, the originating PSAP (or a designee) will utilize the 9-1-1 Directors Meeting Service Interruption Template to communicate the need for a meeting to invite jurisdiction participants to the initial Service Interruption meeting. The format and procedures (e.g., Teams, Zoom) for the template meeting will be per standard operating procedures to be developed by the 9-1-1 Directors Committee.

The PSAP originating the Service Interruption meeting will give a best effort situation report on the service interruption and provide opportunity during the meeting for questions and discussion. Subsequent meetings on the service interruption will be at the discretion of the jurisdictions based on situation status and expected duration of the interruption. (PSAPs have latitude to utilize the NCR PSAP Radio Talk group channel in lieu of the Service Interruption Template (if appropriate or desired for recurring updates).

2.4 When a RICCS service interruption email is received, each PSAP should perform the appropriate test calls in their jurisdiction based on the report to confirm if the service interruption is, or is not, impacting their jurisdiction.

2.4.1   If the service interruption condition does **not** apply to a jurisdiction receiving a 911RICCS@mwcog.org message as outlined in 2.1, take the following action:

      2.4.1.1 Send a brief 'No Impact" message to the RICCS email address including your jurisdiction name and 'No Impact' in the Subject line of the RICCS email.
      2.4.1.2 Monitor the situation and provide updates via a RICCS message only if the service interruption begins to affect your jurisdiction.

2.4.2   If the service interruption condition **does** apply to a jurisdiction receiving a 911RICCS@mwcog.org message as outlined in 2.1, take the following action:

      2.4.2.1 Send a brief 'Impacted" message to the RICCS email address including your jurisdiction name and 'Impacted' in the Subject line of the RICCS email.
      2.4.2.2 Provide any specific details on the nature of the service interruption that confirm the nature and circumstances of the service interruption as compared to the initial reports so that additional troubleshooting efforts can be provided to the carrier (or other) parties working to fix the service interruption.
      2.4.2.3 Request a Microsoft Teams meeting to share information with region ECC

2.5 Once the service interruption is resolved, the originating PSAP should provide a brief summary email to all jurisdictions covering the history of the service interruption, actions taken, time of resolution, and any lessons learned.
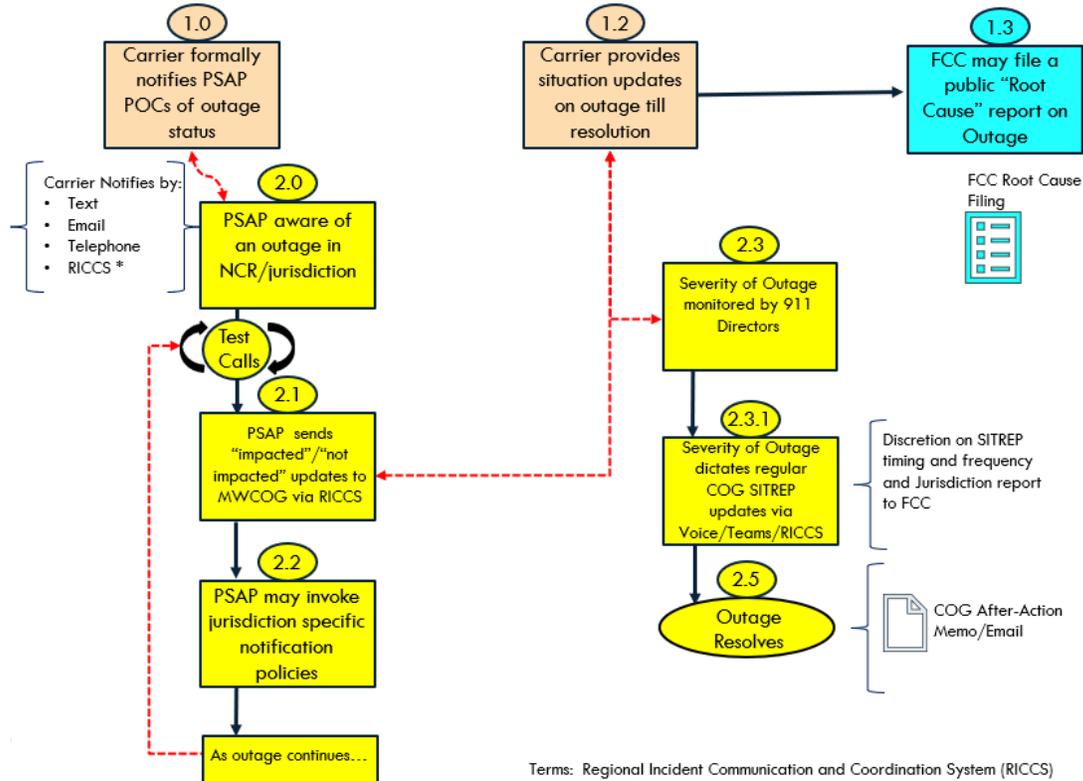
NCR PSAP SERVICE INTERRUPTION PROCESS
Ver 1.0

1.0 Carrier formally notifies PSAP POCs of outage status

Carrier Notifies by:
- Text
- Email
- Telephone
- RICCS *

2.0 PSAP aware of an outage in NCR/jurisdiction

Test Calls

2.1 PSAP sends "impacted"/"not impacted" updates to MWCOG via RICCS

2.2 PSAP may invoke jurisdiction specific notification policies

As outage continues…

1.2 Carrier provides situation updates on outage till resolution

1.3 FCC may file a public "Root Cause" report on Outage

FCC Root Cause Filing

2.3 Severity of Outage monitored by 911 Directors

2.3.1 Severity of Outage dictates regular COG SITREP updates via Voice/Teams/RICCS

Discretion on SITREP timing and frequency and Jurisdiction report to FCC

2.5 Outage Resolves

COG After-Action Memo/Email

Terms: Regional Incident Communication and Coordination System (RICCS)

Figure 1

3.0 Carrier Notification Best Effort Guidelines for Outage Reporting
The below represents a summary of the September 2018 Outage Notification process MWCOG established with the carriers.

3.1 Notification timeline
- Carriers notify impacted PSAPs as soon as reasonably possible given their current alarm and monitoring systems when they detect a reportable service disruption to 9-1-1 accessibility, preferably no greater than 30 minutes from the discovery of a 9-1-1-specific network outage or the discovery of an originating network outage.

- Carriers update PSAPs on new material developments or significant changes. Carriers provide any estimates to PSAPs on the length of the service disruption and approximate repair times, if known.

3.2 Notification Methods

- Carriers can notify PSAPs of outages through any of the following methods:
  - Telephone, Email, Text, or RICCS.

3.3 Definitions

For the purposes of the September 2018 guidelines, the following definitions were outlined.

- **Outage/Reportable Event:** An outage, or reportable event is any disruption of a person's ability to reach emergency 9-1-1 services, an outage of at least 30 minutes duration and affecting a substantial amount of end users, a complete wire center (wireline) outage, a 50% degradation of NG9-1-1 ingress trunks to the PSAP, or more than 25 macro cell sites (wireless) in an outage condition across the listed NCR jurisdictions.

- **Initial Notification:** The Initial notification is to make the 9-1-1 communications center/PSAP aware that a 9-1-1 service interrupting event has been recognized. It is not required for service providers to know the cause of the outage prior to sending an initial notification.

  This Initial notification should include:

  - The name of the service provider offering the notification;
  - The name of the service provider(s) experiencing the outage;
  - The date and time when the incident began
  - The type of communications service(s) affected;
  - The geographic area affected by the outage;
  - A statement of the notifying service provider's expectations for how the outage will affect the PSAP (e.g., dropped calls or missing metadata);
  - The expected date and time of restoration, including a notation of the relevant time zone;
  - The best-known cause of the outage;
  - A statement of whether the message is the notifying service provider's initial notification to the PSAP, an update to an initial notification, or a message intended to be the notifying service provider's final assessment of the outage. AND
  - Meeting details (If Microsoft Teams meeting will be used)

  Should a Microsoft Teams meeting be necessary, please copy the following link into the initial notification: https://teams.microsoft.com/l/meetup-join/19%3ameeting_YmJjNWM1ZGEtZTYyNy00ZDA0LWIyOWQtZjY0NDRiZjdjYTFi%40thread.v2/0?context=%7b%22Tid%22%3a%22dc508cfa-4cfb-4b61-ac4d-0c43aceb0e43%22%2c%22Oid%22%3a%22177db4ff-0c40-4d6a-b0b3-3fc691812775%22%7d

- **Update Notification:** Update notifications are to provide the 9-1-1 communications center/PSAP with any new or refreshed information that is now available since the Initial notifications. Updates should be provided if a significant change occurs in the status of the outage. If no update is provided, the PSAP can assume that the information remains the same.

- **Final Notification:** The Final notification should provide the PSAP with an awareness that the systems and/or networks are operating back to normal. Any additional important information regarding the event should be included.

- For each notification, members are required to CC the NCR Watch Desk. The NCR Watch Desk will be responsible for ensuring all RICCS notifications have been sent to the 911 Directors RICCS group. If the Watch Desk identifies an issue with the sending of the notification, they will resend the RICCS message and notify appropriate COG staff of this issue.

  The NCR Watch Desks email address is the following: NCRIC3.HSEMA@dc.gov.