

Situational Awareness And Next Generation 9-1-1 Reliability

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- ✓ Definition of Situational Awareness
- ✓ Value
- ✓ Demonstration

Situational awareness is a human experience defined as:

- Knowing and understanding what is happening around you
- Predicting how it will change with time
- Being unified with the dynamics of your environment

From:

Public Safety and Homeland Security Situational Awareness
An ESRI White Paper, 2008

<https://www.esri.com/library/whitepapers/pdfs/situational-awareness.pdf>

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“All entities in the chain of end-to-end 911 service must give serious consideration to ensuring that information about alarms associated with critical physical and logical functionalities is shared among such entities along the 911 call chain”

From:

April 2014 Multistate 911 Outage: Cause and Impact

Report and Recommendations, Dated October 10/2014

Public Safety Docket No. 14-72 PSHSB Case File Nos. 14-CCR-0001-0007

Section 4.4 Communications Among 911 Ecosystem Participants

“Our goal of proactive, measured accountability for reliable 911 call completion extends from the provision of service to the 911 caller at one end to the provision of service to the PSAP on the other.”

From:

Document FCC-14-186A1

POLICY STATEMENT AND NOTICE OF PROPOSED RULEMAKING

Adopted: November 21, 2014

Released: November 21, 2014

II. BACKGROUND, A. Entities Providing 911 Connectivity, Paragraph 7, Page 4

To LIVES

To Business

are investigated aren't the pernicious ones, but the ones that willingly flout FCC rules. The last time a wireless carrier received a fine was T-Mobile, in 2007; both examples since early 2011 were incurred by wireline services, in what the commission apparently considered flagrant infractions.

"IT TOOK NEARLY ONE MINUTE FOR THE OPERATOR TO REALIZE SHE COULD NOT FIND MY D I HAD THE WRONG 911."



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Dispatch to fatal fire delayed nearly 4 minutes

911 center director not able to account for 2 minutes of delay

Author: Adam Schrager, aschrager@wiscvtv.com

Published On: Jun 09 2014 07:29:20 PM CDT | Updated On: Jun 10 2014 11:56:41 AM CDT

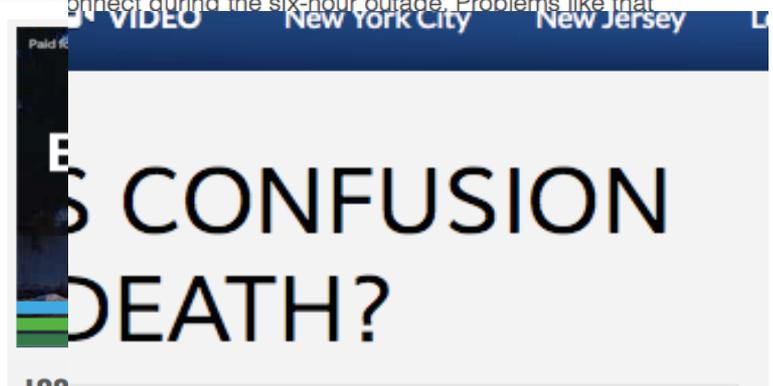


Crews' dispatch to fire where man died delayed nearly 4 minutes

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...sive that inquiries are opened. Two months before
...age hit eight states. It was centered in Washington.
...onnect during the six-hour outage. Problems like that



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FCC zaps CenturyLink with \$16 million fine over 2014 911 outage

NationalJournal

America's Beer Distributors:
Helping Brewers Grow [Learn More](#)



Verizon Hit with \$3.4 Million Fine for Not Reporting 911 Outage

Emergency 911 services went down in part of California for six hours in April, but Verizon didn't let officials know until after the problem was fixed.

BY KAVEH WADDELL
Follow on Twitter

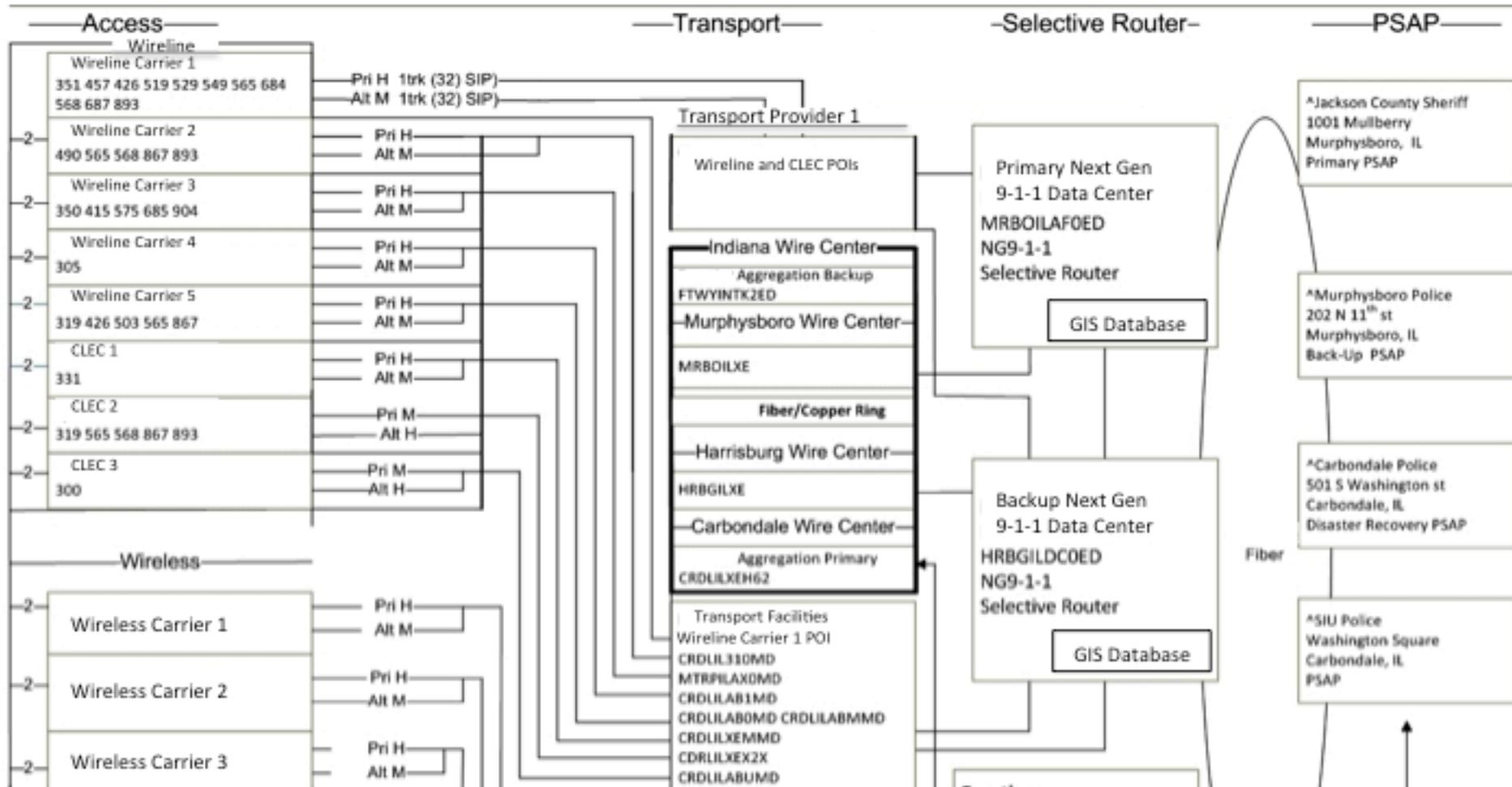
- Events
- Rural Spectrum Scanner
- Informational Memos
- Filing Deadlines

FCC RESOLVES APRIL 2014 OUTAGE INVESTIGATIONS: CENTURYLINK FINED \$16 MILLION, INTRADO FINED \$1.4 MILLION

Posted on April 7, 2015

The Federal Communications Commission's (FCC) Enforcement Bureau (Bureau) has entered into separate consent decrees with CenturyLink, Inc. (CenturyLink) and Intrado Communications Inc.

Start with a proper end-to-end diagram



Demo – Background – Diverse community of suppliers

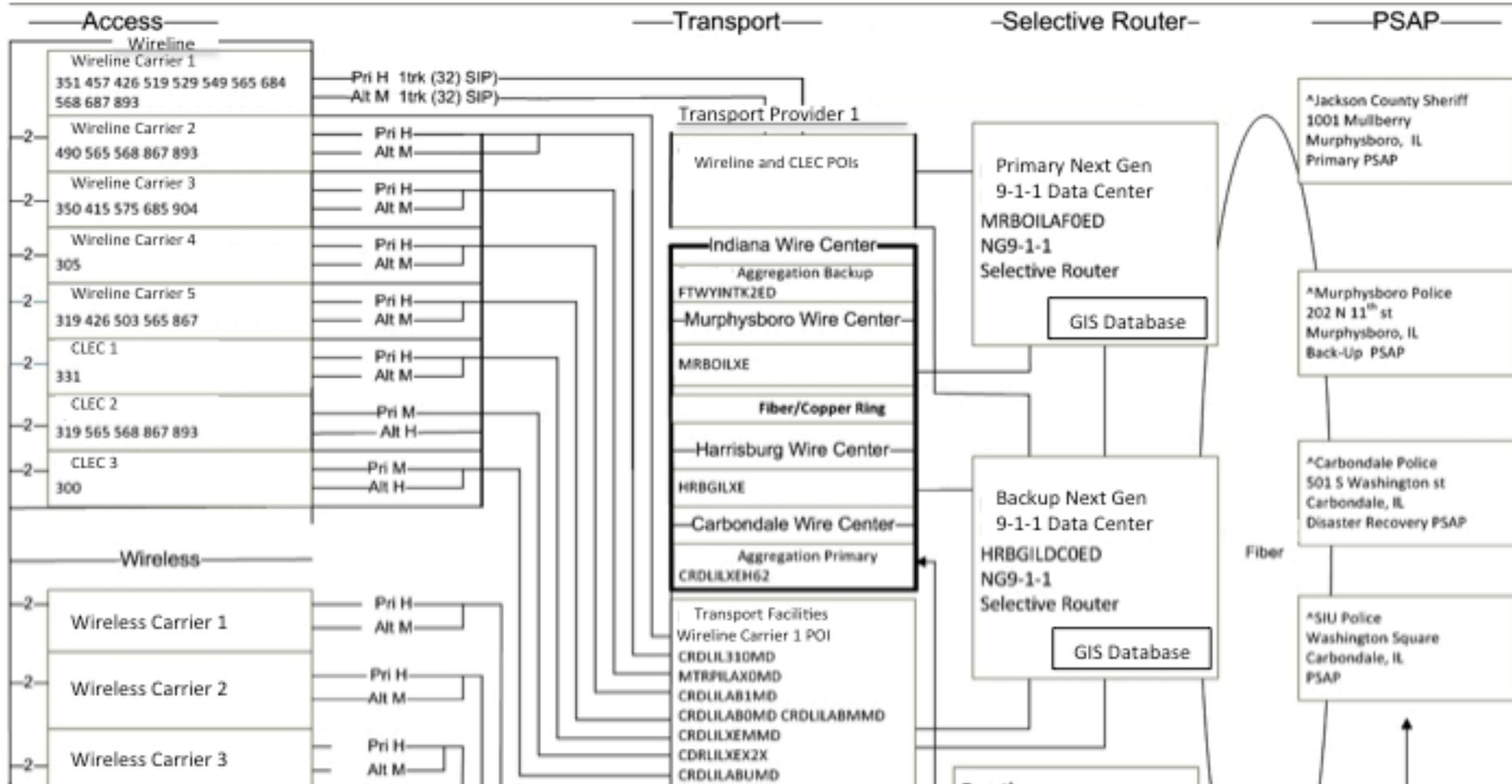
Originating Carriers, Transport Provider, NG911 Provider, PSAP

Carrier and VSP OSS

IP Transport OSS

Element Manager

Element Manager



Demo – Background – Sharing data for highest reliability

ASSURE911

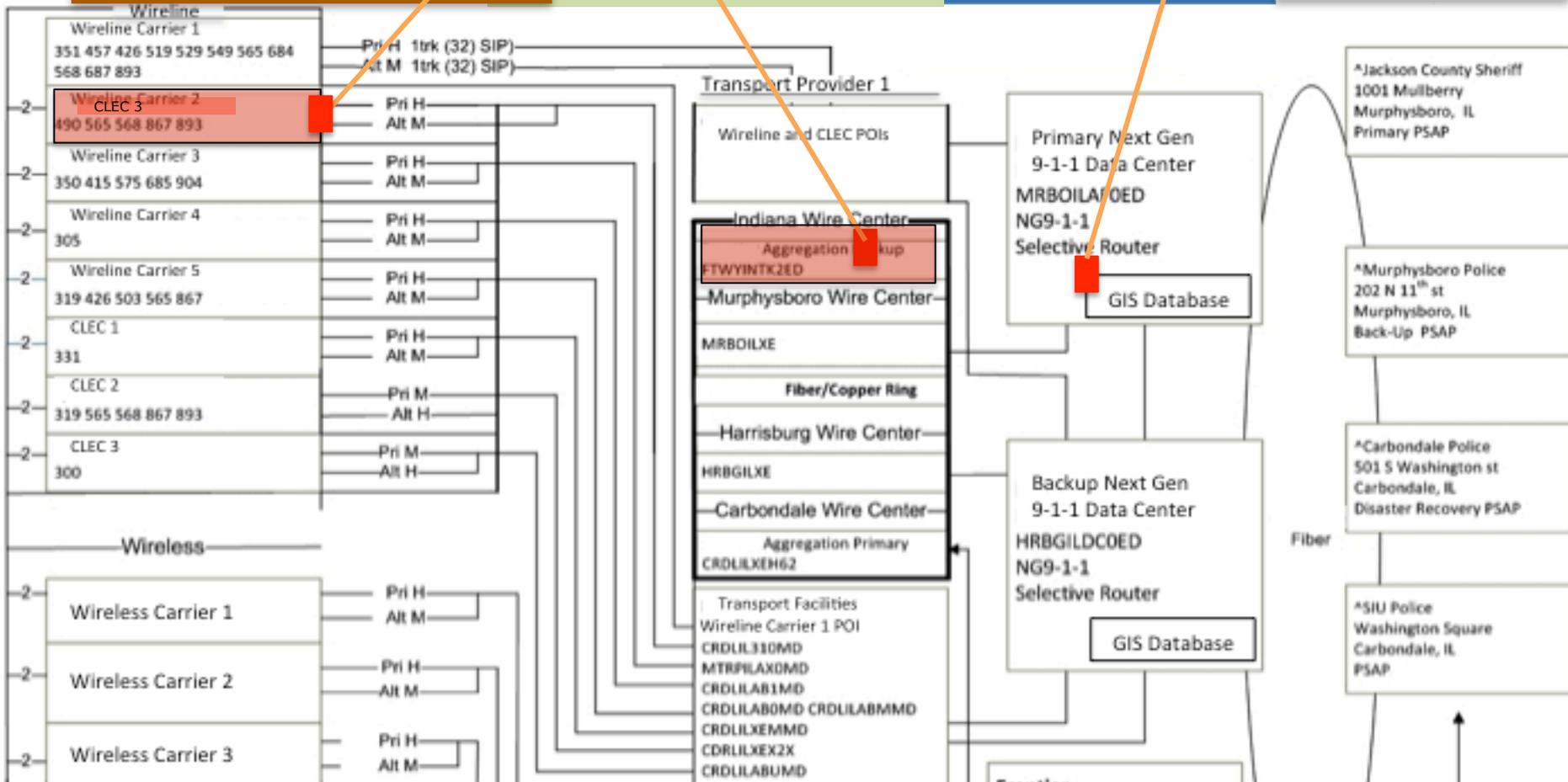


Carrier and VSP OSS

IP Transport OSS

Element Manager

Element Manager



Go to Google Play, or to the site:

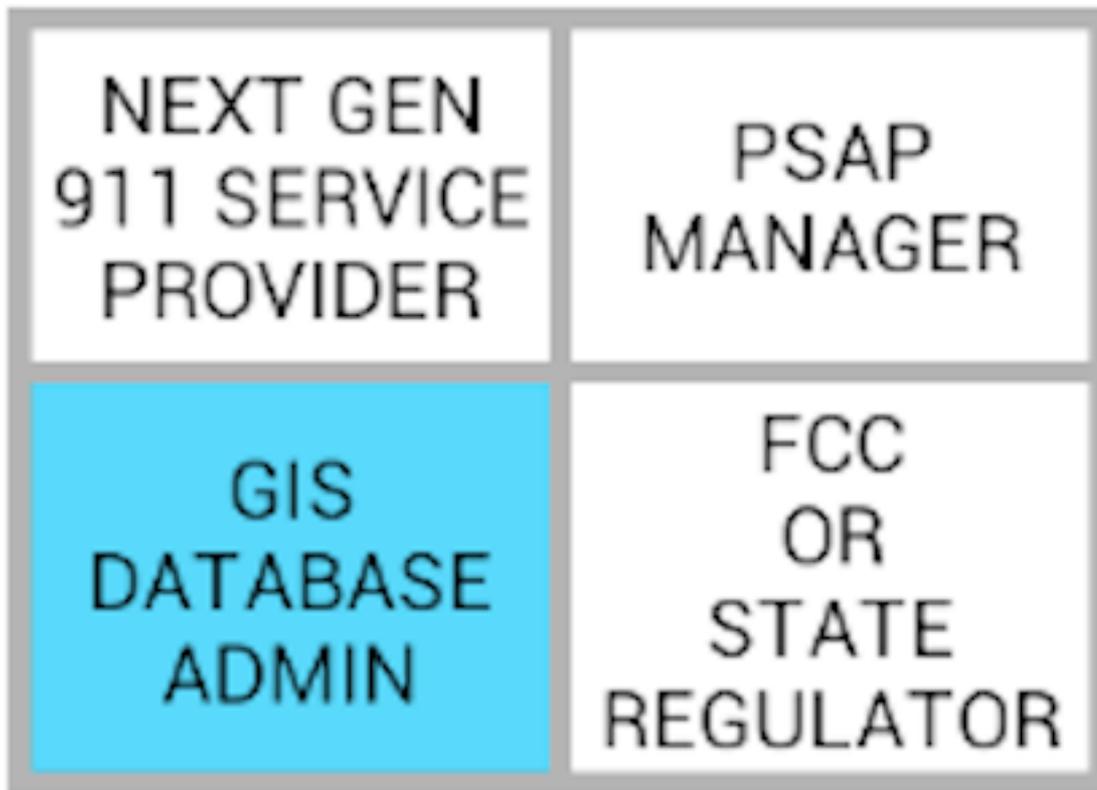
<http://play.google.com/store>

Search for “assure911”

Download the demo app

Go to Settings

Demo – Setup – Pick a Role based on where you're sitting ASSURE911



“A 51-year-old Madison native died ...

three minutes and 48 seconds before fire crews were alerted is more than two minutes longer than the national standard ...

the call-taker and the dispatcher had to override their computer ...

911 staff underwent training last fall to recognize and work-around ... boundary issues.”

Delayed Dispatch as reported on Jun 10 2014 11:56:41 AM CDT

<http://www.channel3000.com/news/crews-dispatch-to-fire-where-man-died-delayed-nearly-4-minutes/26409642>

“County X said Thursday morning that some 911 calls placed in the far western area of the county from cellphones have been affected. Callers were getting a busy signal or nothing at all, according to a release.”

7 hour outage as reported on Dec 19 2014 at 06:48:55 AM cst
<http://www.channel3000.com/news/adams-county-wis-dells-report-911-outage/30295488>

Demo – Case 1: Database Issue

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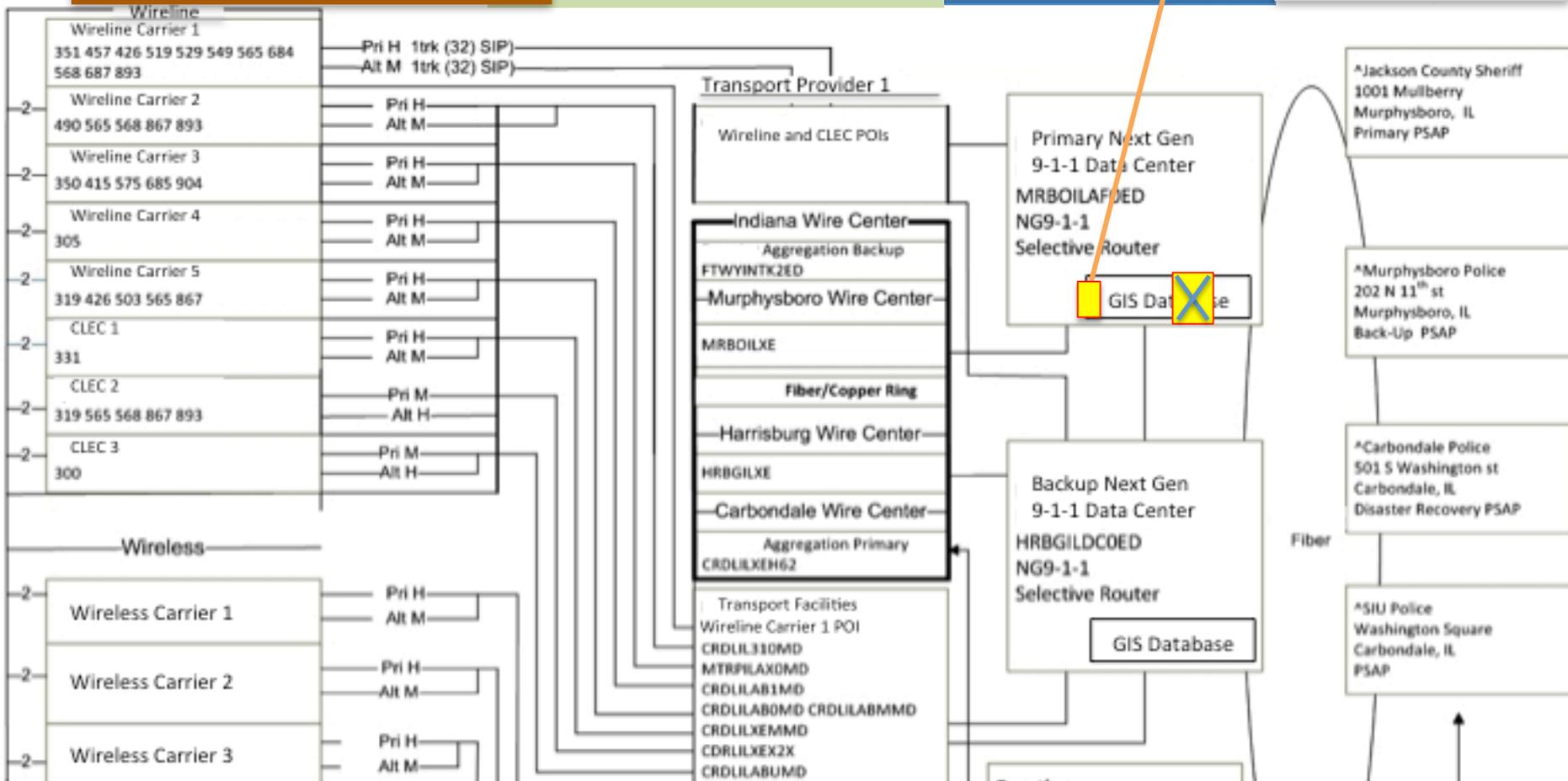


Carrier and VSP OSS

IP Transport OSS

Element Manager

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Demo – Case 2: Transport Network Trouble

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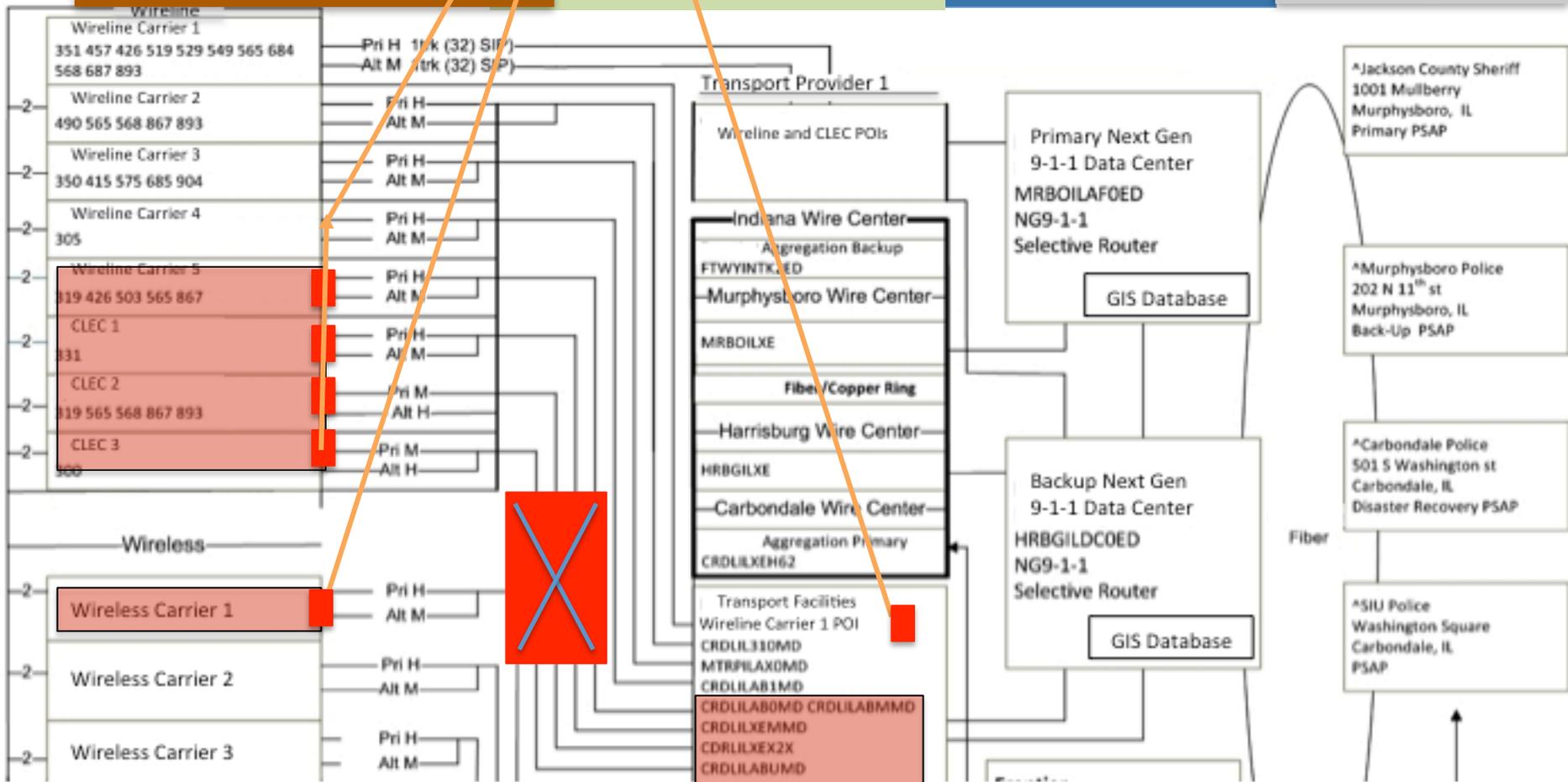


Carrier and VSP OSS

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Path Forward

Let's Explore How we
can work together
To improve 9-1-1 Reliability

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