

Orr, Tom

From: Davis, Marlys <Marlys.Davis@kingcounty.gov>
Sent: Monday, April 14, 2014 6:47 PM
To: micki.singer@ci.bothell.wa.us; bobh@police.ci.enumclaw.wa.us; Stanc@issaquahwa.gov; Butschli, Patrick; Best, Jean; Murker, Tara; Orr, Tom; Mandella, Mike; Mullen, Sheryl; McCaughan.K@portseattle.org; escairpon@redmond.gov; teffrem@seattle.gov; Matthew.Talbot@seattle.gov; dick.reed@seattle.gov; george.bray@seattle.gov; suecarr@u.washington.edu; 'B. Cantu' (bcantu@uw.edu); lorau@valleycom.org; 'Vonnie Mayer' (vonniem@Valleycom.org); jo.baumgartner@wsp.wa.gov
Subject: Update on 911 Outage
Importance: High

PSAPs,

On the missed call list that I sent to each of you (except Seattle Fire, which didn't miss any calls as a secondary), for the calls that are wireless and VoIP, we only received the routing number, not the caller's phone number, so there is no way to call these caller's back. Some of you have asked if we have a countywide policy on whether to follow-up with callers since it is four days after the incident. We don't, as we have previously received the list of missed calls right after the outage so PSAPs did call people back. After you screen out all of the wireless and VoIP calls with just a routing number and all of the test calls, it might be good customer service to attempt to call back the remaining wireline numbers. I'd like to hear your thoughts on this, so please reply all so everyone can see your comments.

Below is a new CenturyLink press release on the 911 outage:

On April 10, CenturyLink experienced a 911 outage in Washington. The outage was not caused by any failures or malfunctions of CenturyLink's network and was not related to any OpenSSL issues such as Heartbleed. The outage was due to a technical error in a third-party vendor's call router, which prevented the system from properly processing calls. CenturyLink and its vendor partner have taken steps to implement an enhanced monitoring process and have addressed the router issue. Our 911 system has been returned to normal operations and we are confident these steps have addressed this issue.

Approximately 770 911 calls were completed and 4,500 failed between 12:36 a.m. PST and 6:26 a.m., when 911 service was fully restored. This occurred across 127 public safety answering points (PSAPs) in Washington; other PSAPs successfully rerouted calls.

"CenturyLink's top priority is customer safety and reliable communications," Brian Stading, Northwest Region President said. "We are working closely with our vendor partner to fully understand this outage. At this time, we are confident that the 911 system is fully operational and stable."

The second paragraph makes it sound like PSAPs had some control over the situation and could reroute their calls and answer them. This is not the case. PSAPs had no control over this situation. There were many anomalies occurring and some PSAPs received some of their calls and some did not. CenturyLink and Intrado are making progress on figuring out the cause, and I've been told that this will be made clear once all of the information has been presented to us.

CenturyLink sent us a total of 648 911 calls that were missed during the outage. Many callers made multiple attempts to call 911, and I have not yet had time to group these so we can determine how many unique callers there were. The majority of these were wireless calls, and for wireless and VoIP calls, we only receive the routing number not the caller's phone number, so we have no way to follow-up with these callers. The majority of the missed calls are at the Sheriff's Office and Valley Com.

Our PSAPs were not totally down, because we did receive 642 911 calls during the outage, so we received more than 50% of the 911 calls countywide. As noted above, there doesn't seem to be any pattern as to which PSAPs received calls and the types of calls they received.

Intrado is supposed to be issuing their own press release this evening, but that has not come out yet.

I'll provide another update when I have additional information.

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