

Orr, Tom

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Sent: Wednesday, April 16, 2014 8:51 AM
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Subject: Latest Update on 911 Outage from April 10th

Below are the latest statements from CenturyLink and Intrado that were released last night:

CenturyLink Statement: CenturyLink and Intrado, our vendor partner, are working together and are confident that the 9-1-1 system is fully operational, stable and working as designed.

Intrado provides 9-1-1 services to CenturyLink through its fully redundant 9-1-1 system. The service disruption was due to an isolated issue in Intrado's system that impaired call routing, which prevented the system from properly processing calls and launching their system's redundancy.

Intrado has done three things to ensure the same 9-1-1 outage will not occur:

1. Resolved a software issue that prevented the proper processing of the 9-1-1 calls
2. Added additional alarms and raised the visibility of the alarms within the operations control center and
3. Enhanced processes to ensure similar software issues do not occur

CenturyLink and Intrado place customer safety and reliable communications as top priorities and will continue to work together to ensure effective 9-1-1 communications.

Intrado plans to share with the Seattle AP reporter: The outage was due to an isolated issue in our system that impaired call routing.

Also, Intrado released the following at some point yesterday that I also received from CenturyLink:

Intrado: "Intrado has partnered with CenturyLink in the State of Washington for nearly 20 years to provide 9-1-1 services. Public and personal safety are at the heart of Intrado's business, and we take any service disruption very seriously. This service disruption was caused by an isolated system issue that was resolved on Thursday. The system is stable and continues to process 9-1-1 calls normally."

We've learned that in the Selective Router in Englewood, Colorado, a database file of 911 calls that is supposed to be purged regularly was not purged and after 3 years reached the threshold so it discontinued processing calls. 911 calls processed through the Miami, Florida Selective Router continued to process normally. This file was not alarmed, so there was no notification to the Intrado Network Operations Center that there was a problem. Once Intrado became aware of the problem, they rerouted the calls going through the Englewood Selective Router through the Miami Selective Router. CenturyLink's press release above explains steps that Intrado has taken to ensure this doesn't happen again.

There is still a lot more work to be done to follow-up on the outage. The State E911 Office and the County 911 Coordinators, including 911 technical experts in Washington and at the national 911 level, will continue to work with CenturyLink/Intrado to fully understand the problem, ensure that there are no other similar potential problems in the network, and to ensure that our fully redundant 911 system is truly fully redundant. In addition, the Utilities and Transportation Commission is investigating the outage, so we will have their expertise in analyzing this situation as well.

We are meeting this afternoon with Kathy Miller to start working on follow-up from the outage.

Please let me know if you have any questions.

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