



Communications Status Report for Areas Impacted by Hurricane Irma September 12, 2017

The following is a report on the status of communications services in geographic areas impacted by Hurricane Irma as of September 12, 2017 at 11:00 AM EDT. This report incorporates network outage data submitted by communications providers to the Federal Communications Commission's Disaster Information Reporting System (DIRS). DIRS is currently activated for all areas of Florida, Puerto Rico, the U.S. Virgin Islands, and parts of Georgia and Alabama. Note that the operational status of communications services during a disaster may evolve rapidly, and this report represents a snapshot in time. It should also be noted that not all communications providers have reported in DIRS, so some outage information may not be complete.

The following counties are in the geographic area that was covered by the DIRS activation as of this morning (the "disaster area").

Alabama: Houston, Geneva and Henry

Florida: Alachua, Baker, Bay, Bradford, Brevard, Broward, Calhoun, Charlotte, Citrus, Clay, Collier, Columbia, Desoto, Dixie, Duval, Escambia, Flagler, Franklin, Gadsden, Gilchrist, Glades, Gulf, Hamilton, Hardee, Hendry, Hernando, Highlands, Hillsborough, Holmes, Indian River, Jackson, Jefferson, Lafayette, Lake, Lee, Leon, Levy, Liberty, Madison, Manatee, Marion, Martin, Miami-Dade, Monroe, Nassau, Okaloosa, Okeechobee, Orange, Osceola, Palm Beach, Pasco, Pinellas, Polk, Putnam, Santa Rosa, Sarasota, Seminole, St. Johns, St. Lucie, Sumter, Suwannee, Taylor, Union, Volusia, Wakulla, Walton, Washington

Georgia: Seminole, Decatur, Grady, Thomas, Brooks, Lowndes, Lanier, Echols, Clinch, Ware, Charlton, Camden, Glynn, Early, Miller, Baker, Mitchell, Colquitt

Puerto Rico: Adjuntas, Aguada, Aguadilla, Aguas Buenas, Aibonito, Anasco, Arecibo, Arroyo, Barceloneta, Barranquitas, Bayamon, Cabo Rojo, Caguas, Camuy, Canovanas, Carolina, Catano, Cayey, Ceiba, Ciales, Cidra, Coamo, Comerio, Corozal, Culebra, Dorado, Fajardo, Florida, Guanica, Guayama, Guayanilla, Guaynabo, Gurabo, Hatillo, Hormigueros, Humacao, Isabela, Jayuya, Juana Diaz, Juncos, Lajas, Lares, Las Marias, Las Piedras, Loiza, Luquillo, Manati, Maricao, Maunabo, Mayaguez, Moca, Morovis, Naguabo, Naranjito, Orocovis, Patillas, Penuelas, Ponce, Quebradillas, Rincon, Rio Grande, Sabana Grande, Salinas, San German, San Juan, San Lorenzo, San Sebastian, Santa Isabel, Toa Alta, Toa Baja, Trujillo Alto, Utuado, Vega Alta, Vega Baja, Vieques, Villalba, Yabucoa, Yauco

U.S. Virgin Islands: St. Croix, St. John, St. Thomas



911 Services

The Public Safety and Homeland Security Bureau (PSHSB) learns the status of each Public Safety Answering Point (PSAP) through the filings of 911 Service Providers in DIRS, reporting to the FCC's Public Safety Support Center (PSSC), coordination with state 911 Administrators, and, if necessary, from individual PSAPs.

There are a total of 29 (up from 27 yesterday) PSAPs affected in the reporting area in Florida and 2 (same as yesterday) PSAPs affected in the U.S. Virgin Islands.

In Florida:

- **Down with no re-routes:** 3 (Homestead Air Force, Marathon County SO, and Ocean Reef)
- **Up without Automatic Location Information (ALI):** 9 (Cape Coral PD, Collier County EOC, Ft. Myers Police Department, Hardee County Back Up, Hardee County Sheriff, Highlands County Sheriff, Lee County Emergency Dispatch Center EOC, Lee County Sheriff, and Okeechobee County Sheriff's Department)
- **Re-routed with ALI:** 9 (Atlantic Beach PD, Belle Glade PD, Broward County South Region, Indian River SO, Manalapan PD, Miami Beach PD, Neptune Beach PD, Sanibel Police Department, and St. Augustine PD)
- **Re-routed without ALI:** 8 (Big Cypress Indian Reservation, Clewiston Police Department, Desoto County Sheriff, Glades County Sheriff, Glades County Sheriff Back Up, Hendry County Sheriff, Lee County Backup, and Naples PD)

Two PSAPs in the Virgin Islands (St. Croix 9-1-1 Call Center and St. Thomas 9-1-1 Call Center), are unable to retrieve Phase I and Phase II location information for wireless callers and Automatic Number Identification (ANI)//ALI for VoIP Callers.

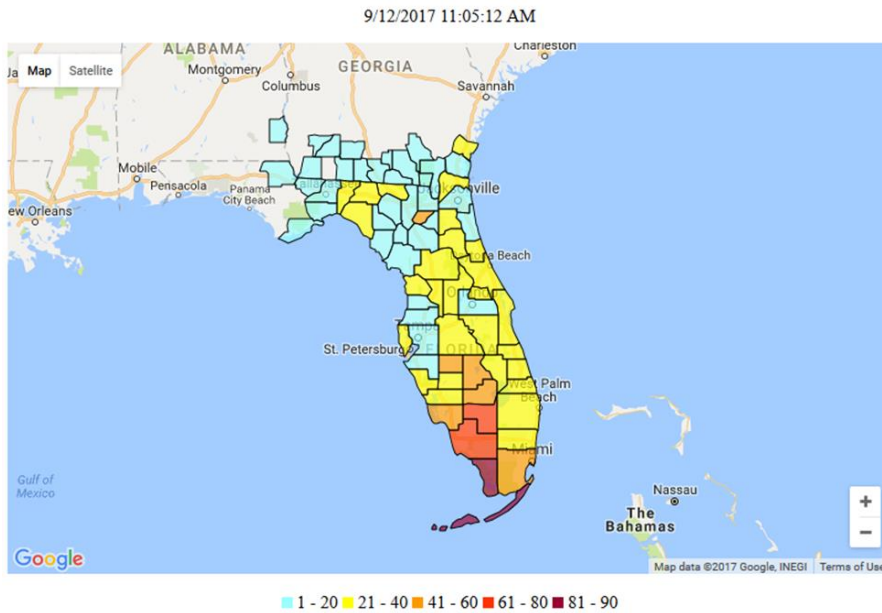
Wireless Services

The following section describes the status of wireless communications services and restoration in the disaster area, including the percentage of cell sites out of service for each county.

The following maps of the disaster area illustrate which counties in Alabama, Florida, Georgia and Puerto Rico are most affected:

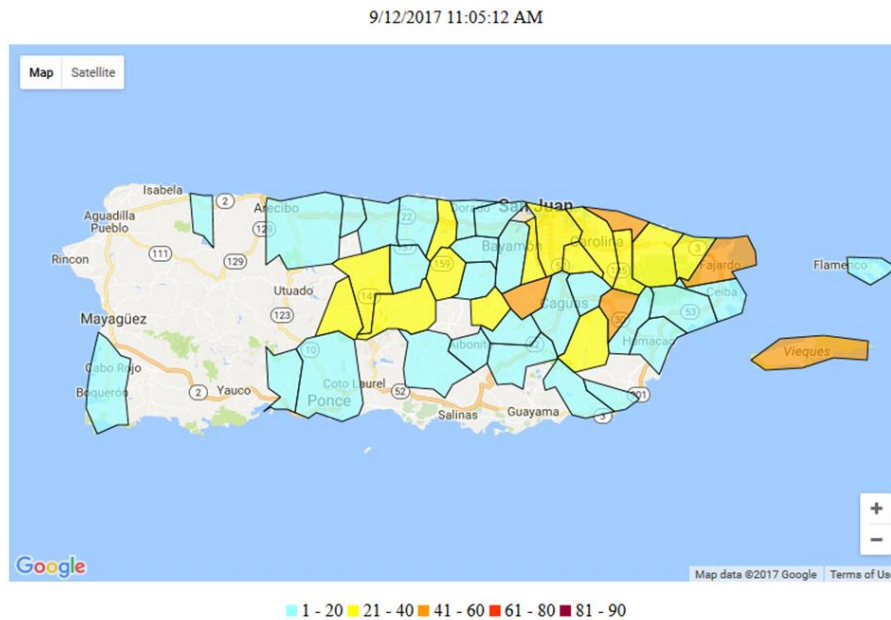
Alabama, Florida, and Georgia:

Percent Cell Sites Out-of-Service By County



Puerto Rico:

Percent Cell Sites Out-of-Service By County





The information shown was provided by the signatories to the Wireless Resiliency Cooperative Framework and several additional companies that agreed to allow us to include their data in the aggregated data:

Alabama: Less than 1% of cell sites in the disaster area are out of service.

Florida: 24.6% (down from 27.4% yesterday) of the cell sites are out of service.

Georgia: 10.5% of the cell sites in the disaster area are out of service.

Puerto Rico: 14.5% (down from 19.4% yesterday) of cell sites are out of service.

U.S. Virgin Islands: 53.8% (down from 55.1%) of cell sites are out of service.

Counties with 50% or greater of cell sites out are:

Alabama: None

Florida: Collier, Hendry, Highlands, Monroe, and Union

Georgia: Wilkes (1 of 2 cell sites is out of service.)

Puerto Rico: Aguas Buenas, Juncos, and Vieques

U.S. Virgin Islands: St. John and St. Thomas

The tables below provide the percentage of cell sites out of service by county per state or territory.

Alabama:

State	Affected Counties	Cell Sites Served	Cell Sites Out	Percent Out
AL	HOUSTON	196	0	0.0%
AL	GENEVA	52	0	0.0%
AL	HENRY	87	2	2.3%
TOTAL		335	2	0.6%

Florida:

State	Affected Counties	Cell Sites Served	Cell Sites Out	Percent Out
FL	ALACHUA	279	41	14.7%
FL	BAKER	22	2	9.1%

FL	BAY	208	0	0.0%
FL	BRADFORD	22	4	18.2%
FL	BREVARD	316	89	28.2%
FL	BROWARD	924	353	38.2%
FL	CALHOUN	15	0	0.0%
FL	CHARLOTTE	123	33	26.8%
FL	CITRUS	111	32	28.8%
FL	CLAY	178	44	24.7%
FL	COLLIER	212	154	72.6%
FL	COLUMBIA	73	13	17.8%
FL	DESOTO	34	11	32.4%
FL	DIXIE	18	1	5.6%
FL	DUVAL	807	112	13.9%
FL	ESCAMBIA	186	0	0.0%
FL	FLAGLER	86	23	26.7%
FL	FRANKLIN	28	2	7.1%
FL	GADSDEN	62	2	3.2%
FL	GILCHRIST	13	2	15.4%
FL	GLADES	30	13	43.3%
FL	GULF	22	0	0.0%
FL	HAMILTON	18	4	22.2%
FL	HARDEE	39	19	48.7%
FL	HENDRY	46	36	78.3%
FL	HERNANDO	117	19	16.2%

FL	HIGHLANDS	80	43	53.8%
FL	HILLSBOROUGH	1,140	157	13.8%
FL	HOLMES	21	0	0.0%
FL	INDIAN RIVER	105	28	26.7%
FL	JACKSON	60	1	1.7%
FL	JEFFERSON	41	9	22.0%
FL	LAFAYETTE	14	2	14.3%
FL	LAKE	218	60	27.5%
FL	LEE	343	170	49.6%
FL	LEON	440	14	3.2%
FL	LEVY	76	11	14.5%
FL	LIBERTY	9	0	0.0%
FL	MADISON	37	10	27.0%
FL	MANATEE	239	23	9.6%
FL	MARION	274	73	26.6%
FL	MARTIN	123	35	28.5%
FL	MIAMI-DADE	1,435	602	42.0%
FL	MONROE	108	89	82.4%
FL	NASSAU	109	24	22.0%
FL	OKALOOSA	194	0	0.0%
FL	OKEECHOBEE	70	17	24.3%
FL	ORANGE	1,152	170	14.8%
FL	OSCEOLA	237	51	21.5%
FL	PALM BEACH	726	244	33.6%



FL	PASCO	321	57	17.8%
FL	PINELLAS	596	159	26.7%
FL	POLK	481	145	30.1%
FL	PUTNAM	88	27	30.7%
FL	ST. JOHNS	251	35	13.9%
FL	ST. LUCIE	195	43	22.1%
FL	SANTA ROSA	135	0	0.0%
FL	SARASOTA	244	66	27.0%
FL	SEMINOLE	314	76	24.2%
FL	SUMTER	78	24	30.8%
FL	SUWANNEE	56	11	19.6%
FL	TAYLOR	51	11	21.6%
FL	UNION	13	7	53.8%
FL	VOLUSIA	474	111	23.4%
FL	WAKULLA	38	4	10.5%
FL	WALTON	120	0	0.0%
FL	WASHINGTON	35	0	0.0%
TOTAL		14,730	3,618	24.6%

Georgia:

State	Affected Counties	Cell Sites Served	Cell Sites Out	Percent Out
GA	SEMINOLE	76	0	0.0%
GA	DECATUR	58	4	6.9%
GA	GRADY	41	0	0.0%



GA	THOMAS	76	6	7.9%
GA	BROOKS	50	7	14.0%
GA	LOWNDES	180	11	6.1%
GA	LANIER	20	2	10.0%
GA	ECHOLS	21	1	4.8%
GA	CLINCH	34	2	5.9%
GA	WARE	74	7	9.5%
GA	CHARLTON	30	2	6.7%
GA	CAMDEN	86	15	17.4%
GA	GLYNN	141	37	26.2%
GA	EARLY	17	0	0.0%
GA	MILLER	7	0	0.0%
GA	BAKER	22	1	4.5%
GA	MITCHELL	34	5	14.7%
GA	COLQUITT	74	9	12.2%
GA	WILKES	2	1	50.0%
GA	LINCOLN	1	0	0.0%
TOTAL		1,044	110	10.5%

Puerto Rico:

State	Affected Counties	Cell Sites Served	Cell Sites Out	Percent Out
PR	AGUADILLA	34	0	0.0%
PR	AGUAS BUENAS	11	6	54.5%
PR	ARECIBO	43	1	2.3%

PR	BARCELONETA	15	1	6.7%
PR	BAYAMON	103	10	9.7%
PR	CAGUAS	67	7	10.4%
PR	CAMUY	11	0	0.0%
PR	CANOVANAS	20	5	25.0%
PR	CAROLINA	86	18	20.9%
PR	CATANO	14	0	0.0%
PR	CEIBA	8	1	12.5%
PR	COROZAL	12	3	25.0%
PR	CULEBRA	5	1	20.0%
PR	DORADO	28	1	3.6%
PR	FAJARDO	25	11	44.0%
PR	FLORIDA	4	0	0.0%
PR	GUAYNABO	66	18	27.3%
PR	GURABO	22	1	4.5%
PR	HATILLO	19	0	0.0%
PR	HUMACAO	29	5	17.2%
PR	ISABELA	20	0	0.0%
PR	JUNCOS	14	7	50.0%
PR	LAS PIEDRAS	12	2	16.7%
PR	LOIZA	7	3	42.9%
PR	LUQUILLO	9	2	22.2%
PR	MANATI	21	4	19.0%
PR	MAUNABO	8	1	12.5%

PR	MOROVIS	11	1	9.1%
PR	NAGUABO	16	3	18.8%
PR	NARANJITO	15	2	13.3%
PR	QUEBRADILLAS	13	1	7.7%
PR	RIO GRANDE	29	8	27.6%
PR	SAN JUAN	249	74	29.7%
PR	SAN LORENZO	13	3	23.1%
PR	TOA ALTA	31	4	12.9%
PR	TOA BAJA	40	8	20.0%
PR	TRUJILLO ALTO	31	11	35.5%
PR	VEGA ALTA	22	6	27.3%
PR	VEGA BAJA	25	1	4.0%
PR	VIEQUES	8	4	50.0%
PR	YABUCOA	17	0	0.0%
PR	ADJUNTAS	5	0	0.0%
PR	AGUADA	11	0	0.0%
PR	AIBONITO	13	2	15.4%
PR	ANASCO	9	0	0.0%
PR	ARROYO	6	0	0.0%
PR	BARRANQUITAS	8	0	0.0%
PR	CABO ROJO	34	1	2.9%
PR	CAYEY	26	1	3.8%
PR	CIALES	9	2	22.2%
PR	CIDRA	16	1	6.3%

PR	COAMO	11	1	9.1%
PR	COMERIO	13	4	30.8%
PR	GUANICA	9	0	0.0%
PR	GUAYAMA	16	0	0.0%
PR	GUAYANILLA	5	0	0.0%
PR	HORMIGUEROS	8	0	0.0%
PR	JAYUYA	4	1	25.0%
PR	JUANA DIAZ	21	0	0.0%
PR	LAJAS	11	0	0.0%
PR	LARES	6	0	0.0%
PR	LAS MARIAS	5	0	0.0%
PR	MARICAO	3	0	0.0%
PR	MAYAGUEZ	44	0	0.0%
PR	MOCA	9	0	0.0%
PR	OROCOVIS	8	2	25.0%
PR	PATILLAS	10	1	10.0%
PR	PENUELAS	12	1	8.3%
PR	PONCE	74	1	1.4%
PR	RINCON	10	0	0.0%
PR	SABANA GRANDE	7	0	0.0%
PR	SALINAS	23	0	0.0%
PR	SAN GERMAN	13	0	0.0%
PR	SAN SEBASTIAN	13	0	0.0%
PR	SANTA ISABEL	11	0	0.0%



PR	UTUADO	10	0	0.0%
PR	VILLALBA	4	0	0.0%
PR	YAUCO	13	0	0.0%
TOTAL		1,743	252	14.5%

Virgin Islands:

State	Affected Counties	Cell Sites Served	Cell Sites Out	Percent Out
VI	ST. CROIX	39	10	25.6%
VI	ST. JOHN	10	9	90.0%
VI	ST. THOMAS	57	38	66.7%
TOTAL		106	57	53.8%

Cable Systems and Wireline (Combined)

There are at least 7,184,909 (down from 7,597,945 yesterday) subscribers out of service in the affected areas in Alabama, Florida, and Georgia. This includes users who get service from cable system or wireline providers. There are a total of 819 (up from 390 yesterday) non-mobile switching centers out in Florida, none in Alabama and Georgia.

Since there are widespread power outages in Puerto Rico and the U.S. Virgin Islands, the FCC has received reports that large percentages of consumers are without either cable services or wireline service. Companies are actively working to restoring service.

Broadcast

TV stations out of service: 9 (up one from yesterday)

- **Alabama:** None
- **Florida:** WVF, WVCU, WSBS (up one from yesterday)
- **Georgia:** None
- **Puerto Rico:** WOST, WMEI, WQQZ, and WWKQ (same as yesterday)
- **U.S. Virgin Islands:** WTJX-TV and W05AWD (same as yesterday)

Radio stations out of service: 51 (up from 25 yesterday)



- **Alabama:** None
- **Florida:** WMFM, WAXY, WDOZ, W227CP, W250BH, W274BB, W298BO, W300CL, WAQV, WFLJ, WJFH, W251BM, WROK, WAOA- FM, WHKR, WLZR, WIOD, WOLZ, WINZ, WBTT, WCKT, WZTA, WSVU, WSWN, WOTW, WMFQ, WXUS, WYGC, W240CI, W295BJ, W233AP, WMKO, WEAT, WMFL, WWFR, WJFR, WTIR, WMYR, WCNZ, W294AN, WNWF, WEJZ, WGNE-FM, and WJGO (up 19 from yesterday)
- **Georgia:** WLFH, WHFX, WBGA, WGIG, WEKL and WGCO (all added since yesterday)
- **Puerto Rico:** None
- **U.S. Virgin Islands:** WTJF-FM (same as yesterday)