Communications Status Report for
Areas Impacted by Hurricane Matthew
October 8, 2016

The following is a report on the status of communications services in geographic areas impacted by Hurricane Matthew as of October 8, 2016 at 11:00 a.m. EST. This report incorporates network outage data submitted by communications providers to the Federal Communications Commission's Disaster Information Reporting System (DIRS). The operational status of communications services during a disaster may evolve rapidly, and this report represents a snapshot in time.
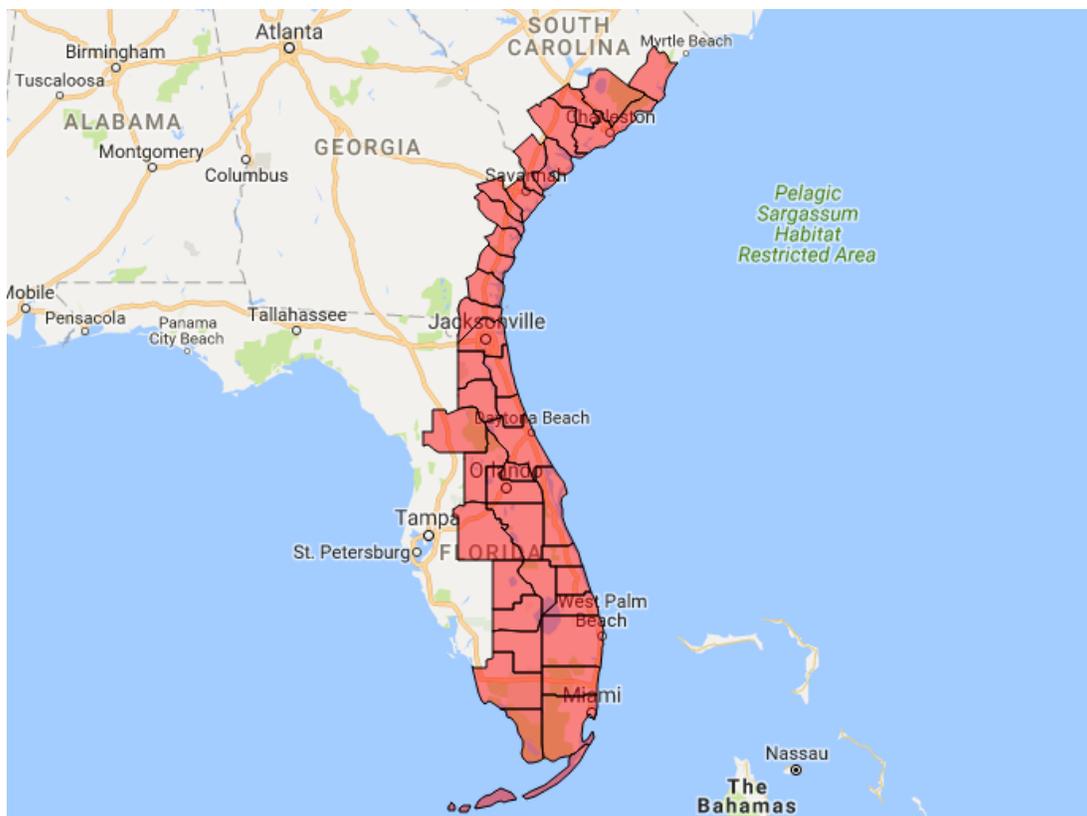
The following 39 counties are in the geographic area impacted by Hurricane Matthew (the "disaster area"):

Florida: Brevard, Broward, Clay, Collier, Duval, Flagler, Glades, Hendry, Highlands, Indian River, Lake, Marion, Martin, Miami-Dade, Monroe, Nassau, Okeechobee, Orange, Osceola, Palm Beach, Polk, Putnam, Saint Johns, Saint Lucie, Seminole, Volusia
Georgia: Bryan, Camden, Chatham, Glynn, Liberty, McIntosh
South Carolina: Beaufort, Berkeley, Charleston, Colleton, Dorchester, Georgetown, Jasper
The following map shows the counties in the disaster area:

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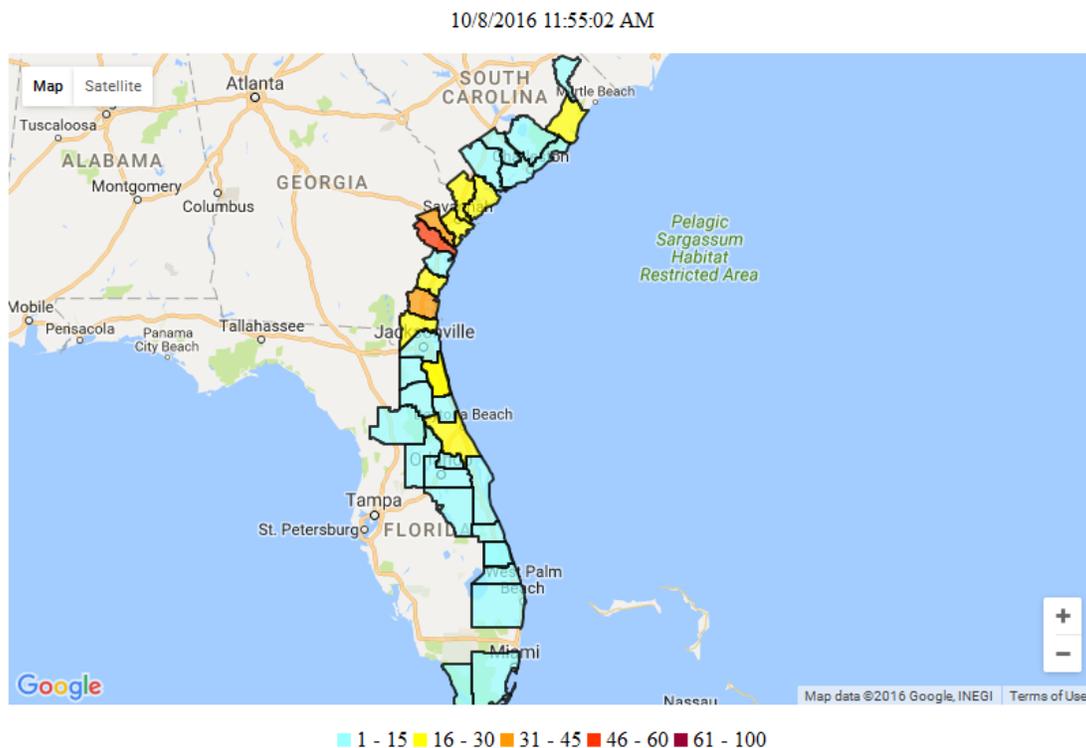
911 Services

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 the Disaster Information Reporting System (DIRS), through reporting done to the FCC's Public Safety Support Center (PSSC), coordination with state 911 Administrators and, if necessary, individual PSAPs.

There are no PSAPs down that have not had calls rerouted. The Bulloch County, Georgia PSAP has been rerouted to an adjacent PSAP (no call loss reported). Four PSAPs in FL that had previously been re-routed (Indian Harbour Beach, Jacksonville Beach, Manalapan PD, St. Augustine PD) are back in place and operational. No other PSAPs are reporting operational problems.

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 map of the disaster area illustrates which counties were most affected.

Percent Cell Sites Out-of-Service By County

10/8/2016 11:55:02 AM

■ 1 - 15 ■ 16 - 30 ■ 31 - 45 ■ 46 - 60 ■ 61 - 100

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The following table provides cell sites out by county. The information shown was provided by all major wireless providers:

State	Affected Counties	Cell Sites Served	Cell Sites Out	Percent Out
FL	BREVARD	249	21	8.4%
FL	BROWARD	614	0	0.0%
FL	CLAY	109	15	13.8%
FL	COLLIER	155	0	0.0%
FL	DUVAL	583	63	10.8%
FL	FLAGLER	69	10	14.5%
FL	GLADES	12	0	0.0%
FL	HENDRY	29	0	0.0%
FL	HIGHLANDS	32	0	0.0%
FL	INDIAN RIVER	82	5	6.1%
FL	LAKE	130	1	0.8%
FL	MARION	203	1	0.5%
FL	MARTIN	99	2	2.0%
FL	MIAMI-DADE	962	1	0.1%
FL	MONROE	71	1	1.4%
FL	NASSAU	79	23	29.1%
FL	OKEECHOBEE	56	0	0.0%
FL	ORANGE	815	6	0.7%
FL	OSCEOLA	186	2	1.1%
FL	PALM BEACH	546	4	0.7%
FL	POLK	277	0	0.0%
FL	PUTNAM	82	10	12.2%
FL	SAINT JOHNS	165	32	19.4%
FL	SAINT LUCIE	121	1	0.8%
FL	SEMINOLE	226	4	1.8%
FL	VOLUSIA	332	61	18.4%
FL	ST. JOHNS	36	9	25.0%
FL	ST. LUCIE	31	2	6.5%
GA	BRYAN	61	22	36.1%
GA	CAMDEN	65	22	33.8%
GA	CHATHAM	301	67	22.3%

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GA	GLYNN	112	22	19.6%
GA	LIBERTY	71	38	53.5%
GA	MCINTOSH	26	3	11.5%
SC	BEAUFORT	182	47	25.8%
SC	BERKELEY	180	1	0.6%
SC	CHARLESTON	417	53	12.7%
SC	COLLETON	107	8	7.5%
SC	DORCHESTER	114	6	5.3%
SC	GEORGETOWN	93	22	23.7%
SC	JASPER	78	12	15.4%
SC	MARION	7	1	14.3%
TOTAL		**8,165**	**598**	**7.3%**

Wireline

There are 120 small switching centers down (74 of them are due to no power) and 24 on back-up power. All of these switches have a small number of subscribers.

Broadcast

There are 21 radio stations out of service:
  FL – W227PP, WAOA-FM, WJFR
  GA – WLFS, WLFH, WGIG, WHFX, WYNR, WQGA, WXYY
  SC – WALC, WZLC, WZTF, WDAR, WLTQ, WMYB, WHHW, WLHH, WVSC, WMHE

Cable Systems

Most of the effects on cable system subscribers are due to loss of commercial power.

18% of the video subscribers are out of service in the disaster area.

22% of the VoIP and telephone subscribers are out of service in the disaster area.

17% of the broadband access subscribers are out of service.

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