



Network Reliability and Interoperability Council VII

NRIC Council Meeting

Focus Group 1C

**Information Sent to E911 Call
Originator During an Outage**

March 29, 2005



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Focus Group 1C Charter

“The Council shall present a report specifying the information to be sent to the person originating the E911 call when major failures occur in E911 networks.”

Focus Group 1C Report Development Process

**Focus Group 1C
Best Practices
E911 & Public Safety**

- Focus Group 1C took a sequential approach to its report:
 - Reviewed E911 call paths and listed major failure points
 - Listed impact in terms of what caller would hear
 - Evaluated the feasibility of inserting network generated message
 - Evaluated relevance of potential message to caller
 - Evaluated public notification options outside of network
 - Formulated recommendations

Results in Brief

- Focus Group 1C made the following determinations about the information that is to be sent to an E911 caller during a E911 outage
 - **Network based E911 outage notification capability beyond existing audible messages is not practicable**
 - **The public needs to know if E911 is unavailable, and how to access emergency services**
 - **The impact of E911 outages varies greatly and the message to the public must be tailored**
 - **Public Safety has tools for delivering emergent messages to the public**

Outage information for E911 Callers

- Notification options exist
 - **Emergency Alert System**
 - **Media contacts**

- Carrier & Public Safety cooperation is essential

Next Steps

- For June Council Meeting: Present a report on the survey of Best Practices effectiveness for emergency communications
- For December Council Meeting: Present updated Best Practices and a summary of conclusions from analysis of the 63.100 outages