

Standard Operating Procedures

DIRS-Lite

The Disaster Information Reporting System (DIRS) was designed to collect information on the status of communications assets during a disaster. The information is used by Federal Agencies e.g., FEMA, to guide the restoration efforts by providing situational awareness of communications status in a disaster area. DIRS is only to be activated for major disasters, e.g., category 2 hurricanes. In lesser cases, a federal agency including the FCC, itself, may need information on the status of communication assets during a disaster. DIRS-Lite has been designed for these lesser cases.

DIRS-Lite is a limited data collection effort aimed at determining the status of major wireline/wireless assets, e.g., switches, PSAPS. It is a scaled back version of DIRS in which the information is collected via e-mail and phone calls. DIRS is only activated for major disasters while DIRS-Lite is activated for lesser disasters.

DIRS-Lite collects information only from wireline/wireless carriers who have communications asset in the disaster area. DIRS-Lite will be activated based on a request for information from a Federal agency (including the Chairman of the FCC). When DIRS-Lite is activated, a request will be sent via email/phone call to the wireline/wireless carriers in the area asking for the following information:

Wireline Carriers

- CLLI code of switches/STPs that are out
- Names of PSAPs that are out
- Estimated users out of service
- Major facilities out of service (> 192 DS3)
- Very short status description of the effects of event (e.g., “No major equipment out”)

Wireless Carriers

- CLLI code of MSCs/STPs that are out
- Total cell sites out in disaster area
- Very short status description

The list of contacts provided by the NRSC will be used where applicable. The e-mail message will include the counties that define the disaster area. It will also include dates and times when information is requested. Data will be requested once daily. Over weekends or holidays, information will be limited to significant status changes, e.g., switch restored. However, the FCC may have to change this on an exception basis depending on the disaster and when it occurred.

Information can be sent back to the FCC via e-mail or via phone call. All information will be treated as confidential in the same manner as information submitted for DIRS and as outlined in the FCC's September 11, 2007, Public Notice (DA-07-3871).

It should be noted that the same information is requested from each wireline carrier and each wireless carrier. One of the goals of DIRS-Lite is to collect consistent information from each of the participating companies. In addition, all definitions used for DIRS also apply for DIRS-Lite. It should be noted that the information collected in DIRS-Lite is a subset of the information collected in DIRS. In particular, some information that is not collected include: power status of any asset, customers out by switch, Digital Loop Carrier (or Remote Terminal) information, reasons cell sites are out, any information by county, PSAPs that are functioning, blocked calls, coverage maps. This information will be gladly accepted but is not specifically asked for in DIRS-Lite.