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**EXECUTIVE DIRECTOR
CHIEF EXECUTIVE OFFICER**

Derek K. Poarch
poarchd@apcointl.org

HEADQUARTERS

J. Rhett McMillian, Jr. Building
351 North Williamson Boulevard
Daytona Beach, FL 32114-1112
386-322-2500

EXECUTIVE OFFICES

Gregory T. Riddle Building
1426 Prince Street
Alexandria, VA 22314
571-312-4400

www.apcointl.org

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abowen@gpstc.org

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45 L Street, NE
Washington, DC 20554

**Re: Notice of *Ex Parte*, PS Docket Nos. 13-75, 15-80; ET Docket
No. 04-35**

On April 13 and 14, the undersigned spoke with staff for Chairwoman Rosenworcel and Commissioners Carr, Starks, and Simington to discuss the draft Notice of Proposed Rulemaking (NPRM) on 9-1-1 outage notifications.¹ APCO expressed support for ensuring that emergency communications centers (ECCs) receive timely and useful notification of any outages and disruptions that could impact communications with ECCs and offered two suggestions aimed at developing a more detailed record.

First, the NPRM should explore requiring notifications for network disruptions that do not meet the current thresholds. ECCs should be notified of outages and disruptions that could impact communications with ECCs, even if the outage does not meet the high thresholds that trigger a notification requirement in the existing rules. For example, the NPRM could ask: “Should we modify our notification requirements so that originating service providers and covered 9-1-1 service providers are required to notify PSAPs of confirmed or suspected outages and disruptions that do not meet the current outage notification thresholds, and if so under what circumstances should they be required to do so?”

Second, the NPRM should invite comments to build a more detailed record on the use of graphical interface data to describe confirmed or suspected outages. ECCs should receive outage information in an easily accessible format that provides situational awareness with regard to the timing, nature, and scope of any impacts to 9-1-1 service. For example, this could be achieved by providing graphical displays, coordinate

¹ Improving 911 Reliability; Amendments to Part 4 of the Commission’s Rules Concerning Disruptions to Communications; New Part 4 of the Commission’s Rules Concerning Disruptions to Communications, PS Docket Nos. 13-75, 15-80; ET Docket No. 04-35, *Third Notice of Proposed Rulemaking*, FCC-CIRC2104-04 (rel. Apr. 1, 2021).

boundaries for the outage area, GIS files, or text information from internal carrier reporting systems that can be integrated into the ECC's mapping and/or CAD systems to provide a visual representation of the affected area. The draft NPRM asks to what extent service providers have this information.² APCO suggests an additional inquiry: "To the extent service providers are unable to provide data for visualizing outages and disruptions, what would it take to create this capability?" and to invite comment on how valuable it would be for ECCs to have easily accessible and understandable information concerning the geographic scope of the outage.

Additionally, while not discussed during these meetings, APCO offers the following suggestions to build upon the NPRM's discussion of a contact information database. Given the importance of ensuring the database is secure and confidential and encouraging ECCs to provide contact information, we suggest revising paragraph 32 by adding the underlined text: "We seek comment on whether allowing PSAPs to participate free of charge and prohibiting users and creators of the database from monetizing the information or using it for any other purposes will enhance the accuracy of PSAP contact information in the database." To highlight the concern that a blanket safe harbor policy for service providers electing to rely on a third party database outside their control would be overly-broad, we suggest adding this question to the end of paragraph 33: "Rather than establishing a safe harbor rule, would service providers' liability concerns be more appropriately addressed if we require measures to ensure the accuracy of the database that are at least as stringent as the measures they have deemed necessary for their own databases?"

Respectfully submitted,

APCO INTERNATIONAL

By:

Mark Reddish
Senior Counsel
(571) 312-4400
reddishm@apcointl.org

CC (via email):

Ethan Lucarelli
Danielle Thurmann
Austin Bonner
Carolyn Roddy

² *Id.* at para. 19.