



## Communications Status Report for Areas Impacted by Hurricane Irma September 15, 2017

The following is a report on the status of communications services in geographic areas impacted by Hurricane Irma as of September 15, 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 counties in Florida and the U.S. Virgin Islands. On September 14 DIRS was deactivated for all counties in Alabama, Georgia and Puerto Rico. 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").

**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

**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 6 (down from 20 yesterday) PSAPs affected in Florida and 2 (same as yesterday) PSAPs affected in the U.S. Virgin Islands. For Florida:

- **Down with no re-routes:** None
- **Up without Automatic Location Information (ALI):** None

- **Re-routed with ALI:** 6 (Broward County, FL; Florida Atlantic University, FL; Glades County Sheriff Back Up, FL; Lee County Backup, FL; Marathon SO, FL; and Sanibel Police Department, FL)
- **Re-routed without ALI:** None

Two PSAPs in the U.S. 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.

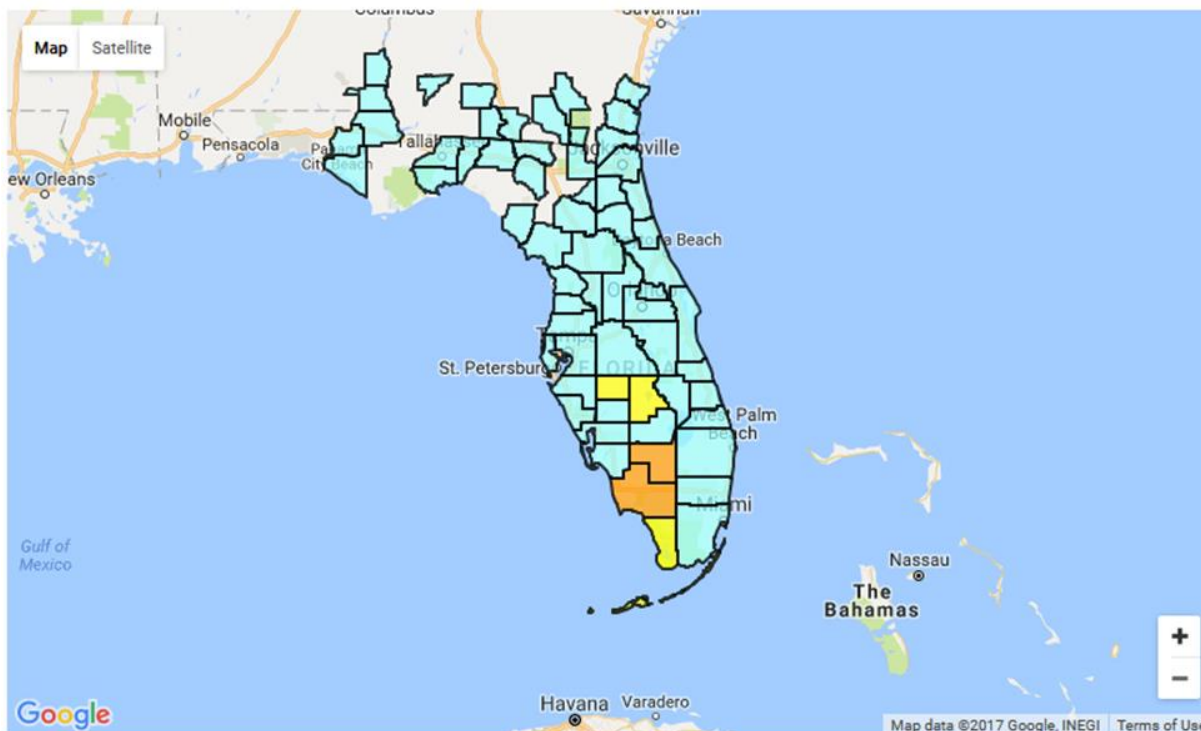
### Wireless Services

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 map of the disaster area illustrates which counties in Florida are most affected:

## Percent Cell Sites Out-of-Service By County

9/15/2017 11:11:28 AM





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:

**Florida:** Overall, 8.5% (down from 13.4% yesterday) of cell sites in the disaster are out of service.

**Virgin Islands:** Overall, 50.9% (down from 53.8% yesterday) of cell sites are out of service.

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

**Florida:** Hendry

**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.

**Florida:**

State	Affected Counties	Cell Sites Served	Cell Sites Out	Percent Out
FL	ALACHUA	279	8	2.9%
FL	BAKER	22	1	4.5%
FL	BAY	208	1	0.5%
FL	BRADFORD	22	1	4.5%
FL	BREVARD	316	22	7.0%
FL	BROWARD	924	125	13.5%
FL	CALHOUN	15	0	0.0%
FL	CHARLOTTE	123	15	12.2%
FL	CITRUS	111	9	8.1%
FL	CLAY	178	9	5.1%
FL	COLLIER	212	96	45.3%
FL	COLUMBIA	73	0	0.0%



FL	DESOTO	34	4	11.8%
FL	DIXIE	18	1	5.6%
FL	DUVAL	807	31	3.8%
FL	ESCAMBIA	186	0	0.0%
FL	FLAGLER	86	6	7.0%
FL	FRANKLIN	28	0	0.0%
FL	GADSDEN	62	0	0.0%
FL	GILCHRIST	13	0	0.0%
FL	GLADES	30	5	16.7%
FL	GULF	22	0	0.0%
FL	HAMILTON	18	2	11.1%
FL	HARDEE	39	10	25.6%
FL	HENDRY	46	23	50.0%
FL	HERNANDO	117	5	4.3%
FL	HIGHLANDS	80	22	27.5%
FL	HILLSBOROUGH	1,140	27	2.4%
FL	HOLMES	21	0	0.0%
FL	INDIAN RIVER	105	11	10.5%
FL	JACKSON	60	1	1.7%
FL	JEFFERSON	41	1	2.4%
FL	LAFAYETTE	14	0	0.0%
FL	LAKE	218	16	7.3%
FL	LEE	343	63	18.4%
FL	LEON	440	7	1.6%



FL	LEVY	76	3	3.9%
FL	LIBERTY	9	0	0.0%
FL	MADISON	37	2	5.4%
FL	MANATEE	239	6	2.5%
FL	MARION	274	20	7.3%
FL	MARTIN	123	13	10.6%
FL	MIAMI-DADE	1,434	234	16.3%
FL	MONROE	108	35	32.4%
FL	NASSAU	109	8	7.3%
FL	OKALOOSA	194	0	0.0%
FL	OKEECHOBEE	70	9	12.9%
FL	ORANGE	1,152	49	4.3%
FL	OSCEOLA	237	23	9.7%
FL	PALM BEACH	726	89	12.3%
FL	PASCO	321	23	7.2%
FL	PINELLAS	596	40	6.7%
FL	POLK	481	37	7.7%
FL	PUTNAM	88	6	6.8%
FL	ST. JOHNS	251	28	11.2%
FL	ST. LUCIE	195	13	6.7%
FL	SANTA ROSA	135	0	0.0%
FL	SARASOTA	244	21	8.6%
FL	SEMINOLE	314	16	5.1%
FL	SUMTER	78	10	12.8%



FL	SUWANNEE	56	1	1.8%
FL	TAYLOR	51	0	0.0%
FL	UNION	13	0	0.0%
FL	VOLUSIA	474	43	9.1%
FL	WAKULLA	38	2	5.3%
FL	WALTON	120	0	0.0%
FL	WASHINGTON	35	1	2.9%
<b>TOTAL</b>		<b>14,729</b>	<b>1,254</b>	<b>8.5%</b>

**U.S. Virgin Islands:**

State	Affected Counties	Cell Sites Served	Cell Sites Out	Percent Out
VI	ST. CROIX	39	8	20.5%
VI	ST. JOHN	10	9	90.0%
VI	ST. THOMAS	57	37	64.9%
<b>TOTAL</b>		<b>106</b>	<b>54</b>	<b>50.9%</b>

**Cable Systems and Wireline (Combined)**

There are at least 1,691,484 subscribers out of service in the affected areas in Florida. This includes users who get service from cable system or wireline providers. There are a total of 1,995 (down from 2,188 yesterday) non-mobile switching centers out in Florida.

[NOTE: The number of cable systems and wireline subscribers out of service is reduced significantly from yesterday because, in addition to removing from the total states/territories deactivated in DIRS, the FCC found that one or more providers had previously filed multiple entries, resulting in double/triple counting number of subscribers and inaccurate percentages per day. Those duplicative entries have now been removed.]



Since there are widespread power outages in 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: 5

- **Florida:** WVFW, WXOD and WSBS
- **U.S. Virgin Islands:** WTJX-TV and W05AWD

Radio stations out of service: 24

**Florida:** WMFM, WWPR, WDOZ, W250BH, WAQV, WJFH, W251BM, WROK, WAOA-FM, WHKR, WLZR, WXUS, WYGC, W295BJ, WMEN, WMFL, WWFR, WCNZ, WNWF, WEJZ, WGNE-FM, WKYZ and W244CT

- **U.S. Virgin Islands:** WTJF-FM