

NENA

The 9-1-1 Association

1700 Diagonal Road | Suite 500 | Alexandria, VA 22314

Ms. Marlene H. Dortch, Secretary
Federal Communications Commission
445 12th Street SW
Washington, D.C. 20554

August 17th, 2012

RE: PS Docket No. 11-60, 9-1-1 Resiliency and Reliability in the Wake of the June 29th,
2012, Derecho

Dear Ms. Dortch:

On behalf of NENA: The 9-1-1 Association and its more than 7,000 members across North America, I write to support the Commission's ongoing efforts to ensure that reliable and resilient 9-1-1 service is available to everyone in times of need.

As I know you are aware, the derecho this past June caused widespread outages in 9-1-1 systems in the Washington, D.C., area. As a consequence of these outages, some citizens of northern Virginia were unable to access 9-1-1 during and after the storm. NENA has begun gathering information concerning these outages from affected Public Safety Answering Points and from the carriers who serve those PSAPs. In particular, we have recently received a report authored by Verizon that describes certain issues related to backup generator functionality and network damage that may have occasioned some of the PSAP outages. NENA is still reviewing information received from these sources and to better understand the causes of the outages and the full scope of their effects on PSAPs and the public. Accordingly, we decline to offer specific comment at this time. However, NENA encourages the Commission to keep open this proceeding and to issue another Public Notice in the near future with an eye toward refreshing the record. This will allow relevant agencies and carriers to more fully analyze the causes and effects of the derecho and to better inform the Commission as to the steps that may be taken to ensure that future storms do not result in preventable outages.

Sincerely,



Trey Forgety
Director of Government Affairs