

7521153794.txt

The April 10, 2014 911 outage impacting 6 states was a single point of failure in the database in the Intrado IP selective router in Englewood Colorado. The error was an insufficient priority to cause the calls to reroute to the IPSR in Miami, Florida. The alarm on the error message has been changed per Intrado. During a report on the outage on May 15 to the Washington State E911 Advisory Committee it was also learned that the Intrado owned LNGs did not have sufficient routing diversity between Englewood, Co and Miami, FL IP selective routers. Most calls seemed to be directed to the IPSR with the single point of failure in Englewood, Co. During the outage, Spokane County received 110 911 calls (which were processed through Miami), but failed to receive over 200 calls for assistance.