

**METROPOLITAN WASHINGTON COUNCIL OF GOVERNMENTS  
777 North Capitol Street, N.E.  
Washington, D.C. 20002**

**RESOLUTION TO ENCOURAGE STEPS TO ADDRESS VERIZON  
9-1-1 SERVICE GAPS DURING AND FOLLOWING THE DERECHO STORM ON JUNE 29, 2012**

**WHEREAS**, on June 29, 2012, the National Capital Region experienced unusually severe weather from Derecho storms which necessitated substantial mobilization of emergency personnel and equipment on that date and during subsequent days; however, both the public and local 9-1-1 offices were frustrated in obtaining and providing emergency responses by the periodic and extended failure of 9-1-1 service, on which the region depends; and

**WHEREAS**, Verizon's 9-1-1 service has previously and periodically failed, and local governments of the National Capital Region, their 9-1-1 centers and emergency managers, and the public have not been assured that the problems causing it to do so have been fixed; and

**WHEREAS**, the Board of Directors is extremely concerned that such gaps have occurred and increased the risks to the safety and lives of residents of the National Capital Region who have come to rely on such service; and

**WHEREAS**, COG has learned that the Commonwealth of Virginia State Corporation Commission has entered an order establishing an investigation regarding problems with 9-1-1 emergency call services within the Commonwealth from the June storms, and also that the Federal Communications Commission's staff will meet with carriers to explore the cause of service issues to 9-1-1 centers; and

**WHEREAS**, COG, through the work of its Chief Administrative Officers Committee and area 9-1-1 managers previously advised Verizon of its concerns with gaps in 9-1-1 service in 2011; and

**WHEREAS**, constant, reliable 9-1-1 service is a necessity for the National Capital Region, and the COG Board desires to strongly encourage steps which it believes will expedite addressing the gaps which have been experienced in such service at the Verizon, regional, state and national levels; and

**WHEREAS**, by separate resolution, the Board of Directors is addressing the need for an after-action report as a matter of preventive practice for future emergencies;

**NOW, THEREFORE, BE IT RESOLVED BY THE BOARD OF DIRECTORS OF THE  
METROPOLITAN WASHINGTON COUNCIL OF GOVERNMENTS (COG) THAT**

1. LOCAL AND STATE GOVERNMENT TECHNICAL INPUT – The COG Board directs its technical and other committees with expertise in 9-1-1 service, telecommunications and related matters to compile, assess and identify actions required to address the 9-1-1 service issues during and following the June 29 storms. Participating committees include but are not limited to 9-1-1 directors, public information officials, chief information/technology officers and emergency management directors.

2. COMMITTEE WORK SCOPE AND OUTCOMES – The 9-1-1 Telecommunications Network Response Steering Group, comprised of technical committee representatives shall finalize and manage a scope of work that includes:
  - a. Determine cause of Verizon’s 9-1-1 failure;
  - b. Examining existing redundancy and backup capabilities;
  - c. Examine vulnerability of newer technologies that required battery or back-up power, including home and business service;
  - d. Pursue opportunities for COG localities to influence and strengthen regulatory oversight and remedies at the state and federal levels; and
  - e. Ensure improved communication or messaging from Verizon 9-1-1 to the public and to local emergency response officials concerning 9-1-1 Emergency Network service.

The Steering Group shall include participation and input by Verizon and state and federal regulatory and oversight agencies, and report its findings and recommendations to the COG Board no later than October 31, 2012.

3. FUNDING RESOURCES – The COG Board authorizes the Executive Director or his designee to spend an amount not to exceed \$50,000 in FY 2013 contingency reserve funding.
4. TRANSMITTAL – Copies of this resolution shall be transmitted to the Federal Communications Commission, the Mayor of the District of Columbia and Governors of the State of Maryland and Commonwealth of Virginia, state telecommunications regulatory and oversight agencies, the COG Chief Administrative Officers Committee, and the National Capital Region Emergency Preparedness Council.

***The foregoing resolution was unanimously approved and adopted by the COG Board of Directors at its regular meeting held on July 11, 2012.***

***Barbara J. Chapman  
Executive Board Secretary***