



Federal Communications Commission
Public Safety and Homeland Security Bureau



FCC Updates
NASUCA Annual Meeting

Tech Transitions and Reliable Public Safety Communications
Anaheim, CA
November 11, 2024

Public Safety and Homeland Security Bureau
Renée Roland, Special Counsel

Outline

- Incident Management and Investigations
- Network Resiliency
- Information Sharing and Situational Awareness (DIRS/NORS)
- NG911 Transition
- Supplemental Coverage from Space

Incident Management and Investigations

- The Public Safety and Homeland Security Bureau (PSHSB) coordinates disaster and other incident management activities for the Commission, including:
 - Preparedness and response;
 - Information sharing and situational awareness activities, such as activation of the Disaster Information Reporting System (DIRS), Network Outage Reporting System (NORS) and monitoring radio frequencies to assess any impact to commercial and first responder communications and infrastructure;

Incident Management and Investigations

- On-site support for and outreach to Federal, state, local, Tribal, and territorial first responders and other public safety officials;
 - Rapid response to requests from communications providers for Special Temporary Authority (STA) or other actions to help them maintain and restore communications;
 - Requests for information or assistance from public safety and government partners.
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- PSHSB also conducts investigations into major network outages and administers procedural and technical requirements for wireless network resiliency before, during, and in the aftermath of a disaster.

Network Resiliency

In June 2022, the FCC adopted a Report and Order and Further Notice of Proposed Rulemaking establishing the Mandatory Disaster Response Initiative (MDRI).

Under the MDRI, all facilities-based mobile wireless providers are required to:

- Provide for reasonable roaming under disasters arrangements (RuDs);
- Establish mutual aid agreements for providing mutual aid during disasters;
- Take reasonable measures to:
 - Enhance municipal preparedness and restoration;
 - Increase consumer readiness and preparation; and
 - Improve public awareness and stakeholder communications on service and restoration status.

Network Resiliency

- The MDRI is triggered when:
 - Any entity authorized to declare Emergency Support Function 2 (ESF-2) activates ESF-2 for a particular emergency or disaster;
 - The Commission activates DIRS; or
 - The PSHSB Chief activates the MDRI in response to a state's request, where the state has also either activated its State Emergency Operations Center (EOC), activated mutual aid, or proclaimed a local state of emergency.
- The Commission set May 1, 2024, as the date for all providers to achieve compliance with the MDRI.
- The Commission also will treat roaming under disaster arrangements as confidential when filed with the Commission.

Link to R&O/FNPRM: <https://www.fcc.gov/document/fcc-acts-improve-network-resiliency-during-disasters>

Disaster Information Reporting System(DIRS)

- Activated in coordination with CISA, FEMA, and state emergency management officials;
- Allows the FCC to collect operational status and restoration information from communications providers during major disasters and subsequent recovery efforts in a single, coordinated, and consistent way, from wireline, wireless, broadcast, cable, interconnected VoIP, and broadband service providers.
- DIRS reports are published daily on the FCC's webpage and remain active until state emergency management officials request its deactivation.
- Voluntary nature of DIRS results in information gaps that can impair efficient emergency response.

Disaster Information Reporting System(DIRS)

In January 2024, the Commission adopted new rules:

- When the Commission activates DIRS in impacted geographic areas in which they provide service, cable, wireline, wireless, and interconnected Voice over Internet Protocol (VoIP) providers must report their infrastructure status information daily in DIRS even when their reportable infrastructure status has not changed compared to the prior day.
- Providers' NORS reporting obligations will be suspended when they are required to report in DIRS during a disaster. This means that providers would not need to report twice.
- Providers who report in DIRS must provide a single, final DIRS report to the Commission, within 24 hours of the Commission's deactivation of DIRS which provides status of the provider's infrastructure that has not yet been fully restored at the time of the DIRS deactivation.
- **Effective Date:** November 30, 2024, or the date that PSHSB publishes notice in the Federal Register that OMB has completed its review of the information collection, whichever is later.

Network Outage Reporting System (NORS)

- Always on (24/7/365)
- All US communications service providers (wireless, wireline, cable, VoIP) must report outages above a set threshold (based on duration/affected population).
- Reporting required for “sunny day” outages as well as outages caused by natural disasters.
- NORS reports are presumed confidential.

NORS/DIRS Information Sharing

- FCC rules allow Federal, state, territorial, and Tribal nation agencies to request access to direct, real-time access to NORS and DIRS reports in their jurisdictions.
- Agencies granted access may share data with other state and local authorities on a “need to know” basis, subject to confidentiality safeguards.
- To obtain access, participating agencies must apply to the FCC and meet requirements for maintaining confidentiality of outage data.
- Information on how to qualify for access can be found at: <https://www.fcc.gov/outage-information-sharing>.

NG911 Transition Report and Order

- The July 2024 Order addresses NG911 transition rules:
- **What**: OSPs must deliver 911 traffic in IP/NG911 format in response to valid Phase 1 and Phase 2 requests by 911 Authorities.
- **Where**: OSPs must deliver 911 traffic to NG911 Delivery Points designated by the 911 Authority and located within its state.
- **Who is responsible**: OSPs transmit 911 traffic from origination to NG911 Delivery Points and are responsible for associated costs. 911 Authorities are responsible for cost of transmission from NG911 Delivery Points to PSAPs.

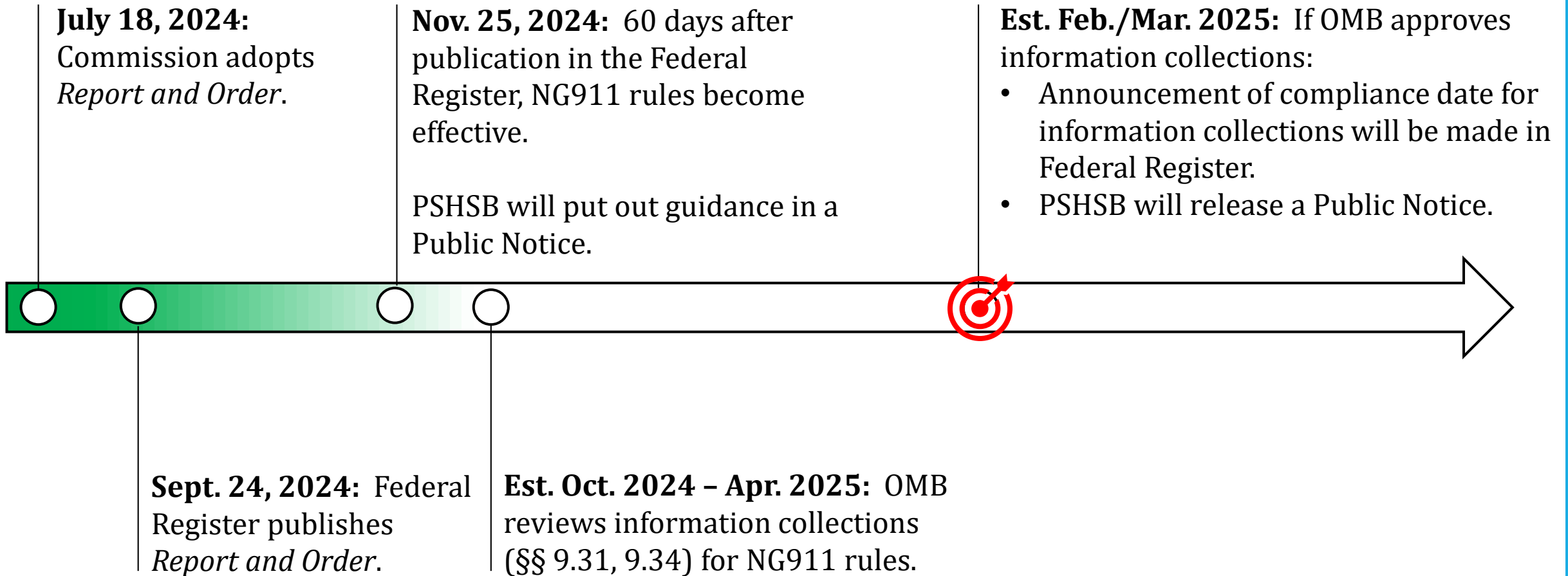
NG911 Transition Rules

The R&O rules are **default rules**: They **do not preempt** state and local 911 authorities, who may adopt alternative rules to govern the NG911 transition and cost allocation within their jurisdictions.

Phase 1 Goal: OSP delivery of 911 traffic to Emergency Services IP Networks (ESInets) in Session Initiation Protocol (SIP) format.

Phase 2 Goal: OSP delivery of 911 traffic to ESInets in NG911 format, including routing and location information, based on commonly accepted standards.

Implementation of NG911 Rules



Supplemental Coverage from Space (SCS)

- On March 14, 2024, the FCC adopted rules that allow collaboration between satellite operators and wireless providers to enable satellite connectivity directly to consumer handsets on certain wireless service spectrum bands.
- Adding satellite connectivity will provide consumers with service in more places, including remote, unserved, and underserved areas as well as areas affected by disasters.
- Rules allow FirstNet, as well as commercial wireless providers, to enter into SCS arrangements with satellite providers.



Link to SCS R&O and FNRPM: <https://docs.fcc.gov/public/attachments/FCC-24-28A1.pdf>

Supplemental Coverage from Space 911 Provisions

- SCS Order requires 911 calling and texting under interim rules.
- The terrestrial provider, not the satellite operator, is responsible for 911 compliance.
- Two routing options for satellite-based 911 calls and texts: location-based routing and emergency call center service.
- Providers must report annually on satellite 911 routing methods.
- FNPRM sought comment on ways to improve satellite-based 911.



Supplemental Coverage from Space (SCS) -- STA authorizing SpaceX to provide SCS in areas affected by Hurricane Helene

- In October, the FCC's Space Bureau granted a temporary STA enabling SpaceX to operate SCS in certain frequency bands leased from T-Mobile in areas affected by Hurricanes Helene and Milton.
- SpaceX's application noted that grant of the STA would "allow[] people and first responders to send and receive text messages, and receive Wireless Emergency Alerts, even in areas where interrupted mail service impedes the ability of consumers to access a Starlink user terminal or other means of connectivity."
- SpaceX's application also noted that because SpaceX's direct-to-cellular network has not yet been fully deployed, all services would be delivered on a best-efforts basis, and some services—such as voice and video calling—would not be available.

Thank you!

Questions?

Renee.Roland@FCC.GOV