



## Communications Status Report for Areas Impacted by Hurricane Irma September 14, 2017

The following is a report on the status of communications services in geographic areas impacted by Hurricane Irma as of September 14, 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 areas of Florida, Puerto Rico, the U.S. Virgin Islands, and parts of Georgia and Alabama. 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").

**Alabama:** Houston, Geneva, Henry

**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

**Georgia:** Seminole, Decatur, Grady, Thomas, Brooks, Lowndes, Lanier, Echols, Clinch, Ware, Charlton, Camden, Glynn, Early, Miller, Baker, Mitchell, Colquitt

**Puerto Rico:** Adjuntas, Aguada, Aguadilla, Aguas Buenas, Aibonito, Anasco, Arecibo, Arroyo, Barceloneta, Barranquitas, Bayamon, Cabo Rojo, Caguas, Camuy, Canovanas, Carolina, Catano, Cayey, Ceiba, Ciales, Cidra, Coamo, Comerio, Corozal, Culebra, Dorado, Fajardo, Florida, Guanica, Guayama, Guayanilla, Guaynabo, Gurabo, Hatillo, Hormigueros, Humacao, Isabela, Jayuya, Juana Diaz, Juncos, Lajas, Lares, Las Marias, Las Piedras, Loiza, Luquillo, Manati, Maricao, Maunabo, Mayaguez, Moca, Morovis, Naguabo, Naranjito, Orocovis, Patillas, Penuelas, Ponce, Quebradillas, Rincon, Rio Grande, Sabana Grande, Salinas, San German, San Juan, San Lorenzo, San Sebastian, Santa Isabel, Toa Alta, Toa Baja, Trujillo Alto, Utuado, Vega Alta, Vega Baja, Vieques, Villalba, Yabucoa, Yauco

**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 21 (down from 29 yesterday) PSAPs affected in Florida, 1 (down from 5 yesterday) PSAPs affected in the reporting area in Georgia, and 2 (same as yesterday) PSAPs affected in the U.S. Virgin Islands.

- **Down with no re-routes:** None
- **Up without Automatic Location Information (ALI):** 14 (Big Cypress Indian Reservation, FL, Cape Coral PD, FL, Collier County EOC, FL, Desoto County Sheriff, FL, Ft. Myers Police Department, FL, Glades County Sheriff, FL, Hardee County Back Up, FL, Hardee County Sheriff, FL, Hendry County Sheriff, FL, Highlands County Sheriff, FL, Lee County Emergency Dispatch Center EOC, FL, Lee County Sheriff, FL, Naples PD, FL, and Okeechobee County Sheriff's Department, FL)
- **Re-routed with ALI:** 4 (Broward County, FL, Florida Atlantic University, FL, Marathon SO, FL, and Sanibel Police Department, FL)
- **Re-routed without ALI:** 4 (Clewiston Police Department, FL, Glades County Sheriff Back Up, FL, Lee County Backup, FL, and Monroe County SO, GA)

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.

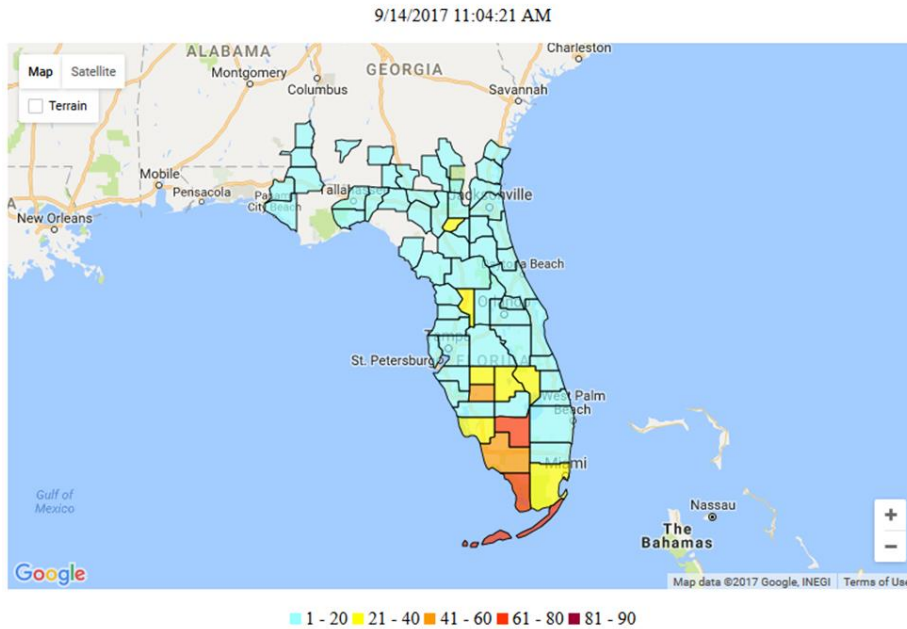
## Wireless Services

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 maps of the disaster area illustrate which counties in Alabama, Florida, Georgia, and Puerto Rico are most affected:

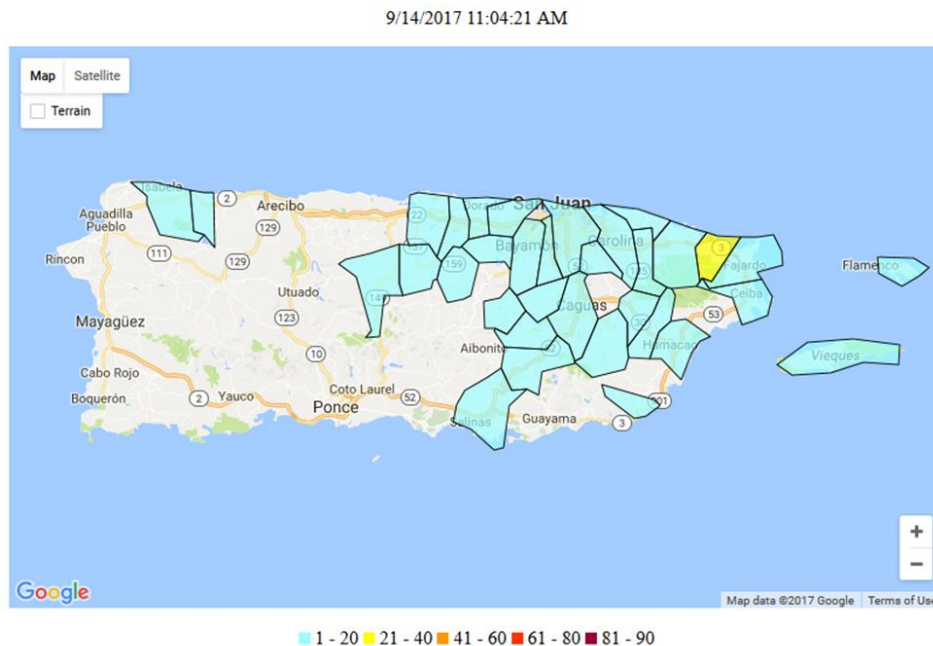
Alabama, Florida, and Georgia:

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



Puerto Rico:

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





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:

**Alabama:** Overall, 1.2% (up from 0.6% yesterday)

**Florida:** Overall, 13.4% (down from 18.1% yesterday) of cell sites in the disaster are out of service.

**Georgia:** Overall, 2.2% (down from 5.3% yesterday) of cell sites are out of service.

**Puerto Rico:** Overall, 6.3% (down from 10.1% yesterday) of cell sites are out of service.

**Virgin Islands:** Overall, 53.8% (virtually unchanged from 54.7% yesterday) of cell sites are out of service.

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

**Alabama:** None

**Florida:** Collier, Hendry, and Monroe

**Georgia:** None

**Puerto Rico:** None

**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.

**Alabama:**

State	Affected Counties	Cell Sites Served	Cell Sites Out	Percent Out
AL	HOUSTON	196	2	1.0%
AL	GENEVA	52	0	0.0%
AL	HENRY	87	2	2.3%
<b>TOTAL</b>		<b>335</b>	<b>4</b>	<b>1.2%</b>



Florida:

State	Affected Counties	Cell Sites Served	Cell Sites Out	Percent Out
FL	ALACHUA	279	20	7.2%
FL	BAKER	22	4	18.2%
FL	BAY	208	1	0.5%
FL	BRADFORD	22	1	4.5%
FL	BREVARD	316	45	14.2%
FL	BROWARD	924	175	18.9%
FL	CALHOUN	15	0	0.0%
FL	CHARLOTTE	123	18	14.6%
FL	CITRUS	111	17	15.3%
FL	CLAY	178	23	12.9%
FL	COLLIER	212	107	50.5%
FL	COLUMBIA	73	5	6.8%
FL	DESOTO	34	14	41.2%
FL	DIXIE	18	1	5.6%
FL	DUVAL	807	47	5.8%
FL	ESCAMBIA	186	0	0.0%
FL	FLAGLER	86	13	15.1%
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	13	33.3%
FL	HENDRY	46	29	63.0%
FL	HERNANDO	117	7	6.0%
FL	HIGHLANDS	80	22	27.5%
FL	HILLSBOROUGH	1,140	54	4.7%
FL	HOLMES	21	0	0.0%
FL	INDIAN RIVER	105	12	11.4%
FL	JACKSON	60	1	1.7%
FL	JEFFERSON	41	1	2.4%
FL	LAFAYETTE	14	0	0.0%
FL	LAKE	218	32	14.7%
FL	LEE	343	97	28.3%
FL	LEON	440	7	1.6%
FL	LEVY	76	3	3.9%
FL	LIBERTY	9	0	0.0%
FL	MADISON	37	3	8.1%
FL	MANATEE	239	10	4.2%
FL	MARION	274	50	18.2%
FL	MARTIN	123	14	11.4%
FL	MIAMI-DADE	1,435	355	24.7%
FL	MONROE	108	83	76.9%
FL	NASSAU	109	9	8.3%
FL	OKALOOSA	194	0	0.0%



FL	OKEECHOBEE	70	21	30.0%
FL	ORANGE	1,152	89	7.7%
FL	OSCEOLA	237	29	12.2%
FL	PALM BEACH	726	136	18.7%
FL	PASCO	321	31	9.7%
FL	PINELLAS	596	70	11.7%
FL	POLK	481	84	17.5%
FL	PUTNAM	88	10	11.4%
FL	ST. JOHNS	251	32	12.7%
FL	ST. LUCIE	195	17	8.7%
FL	SANTA ROSA	135	0	0.0%
FL	SARASOTA	244	31	12.7%
FL	SEMINOLE	314	27	8.6%
FL	SUMTER	78	18	23.1%
FL	SUWANNEE	56	2	3.6%
FL	TAYLOR	51	0	0.0%
FL	UNION	13	3	23.1%
FL	VOLUSIA	474	70	14.8%
FL	WAKULLA	38	1	2.6%
FL	WALTON	120	0	0.0%
FL	WASHINGTON	35	1	2.9%
<b>TOTAL</b>		<b>14,730</b>	<b>1,972</b>	<b>13.4%</b>



Georgia:

State	Affected Counties	Cell Sites Served	Cell Sites Out	Percent Out
GA	SEMINOLE	76	0	0.0%
GA	DECATUR	58	0	0.0%
GA	GRADY	41	0	0.0%
GA	THOMAS	76	0	0.0%
GA	BROOKS	50	1	2.0%
GA	LOWNDES	180	1	0.6%
GA	LANIER	20	0	0.0%
GA	ECHOLS	21	0	0.0%
GA	CLINCH	34	1	2.9%
GA	WARE	74	2	2.7%
GA	CHARLTON	30	0	0.0%
GA	CAMDEN	86	7	8.1%
GA	GLYNN	141	9	6.4%
GA	EARLY	17	0	0.0%
GA	MILLER	7	0	0.0%
GA	BAKER	22	1	4.5%
GA	MITCHELL	34	0	0.0%
GA	COLQUITT	74	1	1.4%
GA	LINCOLN	1	0	0.0%
<b>TOTAL</b>		<b>1,042</b>	<b>23</b>	<b>2.2%</b>





**Puerto Rico:**

State	Affected Counties	Cell Sites Served	Cell Sites Out	Percent Out
PR	AGUADILLA	34	0	0.0%
PR	AGUAS BUENAS	11	2	18.2%
PR	ARECIBO	43	0	0.0%
PR	BARCELONETA	15	0	0.0%
PR	BAYAMON	103	4	3.9%
PR	CAGUAS	67	2	3.0%
PR	CAMUY	11	0	0.0%
PR	CANOVANAS	20	2	10.0%
PR	CAROLINA	86	4	4.7%
PR	CATANO	14	0	0.0%
PR	CEIBA	8	1	12.5%
PR	COROZAL	12	1	8.3%
PR	CULEBRA	5	1	20.0%
PR	DORADO	28	1	3.6%
PR	FAJARDO	25	2	8.0%
PR	FLORIDA	4	0	0.0%
PR	GUAYNABO	66	11	16.7%
PR	GURABO	22	0	0.0%
PR	HATILLO	19	0	0.0%
PR	HUMACAO	29	3	10.3%
PR	ISABELA	20	1	5.0%
PR	JUNCOS	14	1	7.1%

PR	LAS PIEDRAS	12	1	8.3%
PR	LOIZA	7	1	14.3%
PR	LUQUILLO	9	2	22.2%
PR	MANATI	21	0	0.0%
PR	MAUNABO	8	1	12.5%
PR	MOROVIS	11	1	9.1%
PR	NAGUABO	16	0	0.0%
PR	NARANJITO	15	0	0.0%
PR	QUEBRADILLAS	13	1	7.7%
PR	RIO GRANDE	29	4	13.8%
PR	SAN JUAN	249	46	18.5%
PR	SAN LORENZO	13	2	15.4%
PR	TOA ALTA	31	2	6.5%
PR	TOA BAJA	40	2	5.0%
PR	TRUJILLO ALTO	31	2	6.5%
PR	VEGA ALTA	22	1	4.5%
PR	VEGA BAJA	25	1	4.0%
PR	VIEQUES	8	1	12.5%
PR	YABUCOA	17	0	0.0%
PR	ADJUNTAS	5	0	0.0%
PR	AGUADA	11	0	0.0%
PR	AIBONITO	13	0	0.0%
PR	ANASCO	9	0	0.0%
PR	ARROYO	6	0	0.0%

PR	BARRANQUITAS	8	0	0.0%
PR	CABO ROJO	34	0	0.0%
PR	CAYEY	26	1	3.8%
PR	CIALES	9	1	11.1%
PR	CIDRA	16	1	6.3%
PR	COAMO	11	0	0.0%
PR	COMERIO	13	1	7.7%
PR	GUANICA	9	0	0.0%
PR	GUAYAMA	16	0	0.0%
PR	GUAYANILLA	5	0	0.0%
PR	HORMIGUEROS	8	0	0.0%
PR	JAYUYA	4	0	0.0%
PR	JUANA DIAZ	21	0	0.0%
PR	LAJAS	11	0	0.0%
PR	LARES	6	0	0.0%
PR	LAS MARIAS	5	0	0.0%
PR	MARICAO	3	0	0.0%
PR	MAYAGUEZ	44	0	0.0%
PR	MOCA	9	0	0.0%
PR	OROCOVIS	8	0	0.0%
PR	PATILLAS	10	0	0.0%
PR	PENUELAS	12	0	0.0%
PR	PONCE	74	0	0.0%
PR	RINCON	10	0	0.0%



PR	SABANA GRANDE	7	0	0.0%
PR	SALINAS	23	1	4.3%
PR	SAN GERMAN	13	0	0.0%
PR	SAN SEBASTIAN	13	0	0.0%
PR	SANTA ISABEL	11	0	0.0%
PR	UTUADO	10	0	0.0%
PR	VILLALBA	4	0	0.0%
PR	YAUCO	13	0	0.0%
<b>TOTAL</b>		<b>1,743</b>	<b>109</b>	<b>6.3%</b>

**U.S. Virgin Islands:**

State	Affected Counties	Cell Sites Served	Cell Sites Out	Percent Out
VI	ST. CROIX	39	9	23.1%
VI	ST. JOHN	10	9	90.0%
VI	ST. THOMAS	57	39	68.4%
<b>TOTAL</b>		<b>106</b>	<b>57</b>	<b>53.8%</b>

**Cable Systems and Wireline (Combined)**

There are at least 8,258,789 (slightly up from 8,190,407 yesterday) subscribers out of service in the affected areas in Alabama, Florida, and Georgia. This includes users who get service from cable system or wireline providers. There are a total of 2,188 (up from 1,040 yesterday) non-mobile switching centers out in Alabama, Florida, and Georgia.

Since there are widespread power outages in Puerto Rico and 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: 9 (down from 10 yesterday)

- **Alabama:** None
- **Florida:** WVFW and WSBS
- **Georgia:** None
- **Puerto Rico:** WOST, WMEI, WSJU, WQQZ, and WWKQ
- **U.S. Virgin Islands:** WTJX-TV and W05AWD

Radio stations out of service: 30 (down from 39 yesterday)

- **Alabama:** None
- **Florida:** WMFM, WWPR, WDOZ, W250BH, WAQV, WFLJ, WJFH, W251BM, WROK, WAOA-FM, WHKR, WLZR, WOLZ, WHLG, WSWN, WMFQ, WXUS, WYGC, W233AP, WMEN, WMFL, WWFR, WCNZ, WNWF, WEJZ, WGNE-FM, WKYZ and W244CT
- **Georgia:** WLFH
- **Puerto Rico:** None
- **U.S. Virgin Islands:** WTJF-FM