

Communications Status Report for Areas Impacted by Tropical Storm Marco & Hurricane Laura August 31, 2020

The following is a report on the status of communications services in geographic areas impacted by Tropical Storm Marco and Hurricane Laura as of August 31, 2020 at 12:00 p.m. EDT. This report incorporates network outage data submitted by communications providers to the Federal Communications Commission's (FCC) Disaster Information Reporting System (DIRS). Note that the operational status of communications services during a disaster may evolve rapidly, and this report represents a snapshot in time.

The following map covers the current geographic area that is part of DIRS (the "disaster area") for today's report. The complete list of states and counties for this activation are listed in the appendix.





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, coordination with state 911 Administrators and, if necessary, direct contact with individual PSAPs.

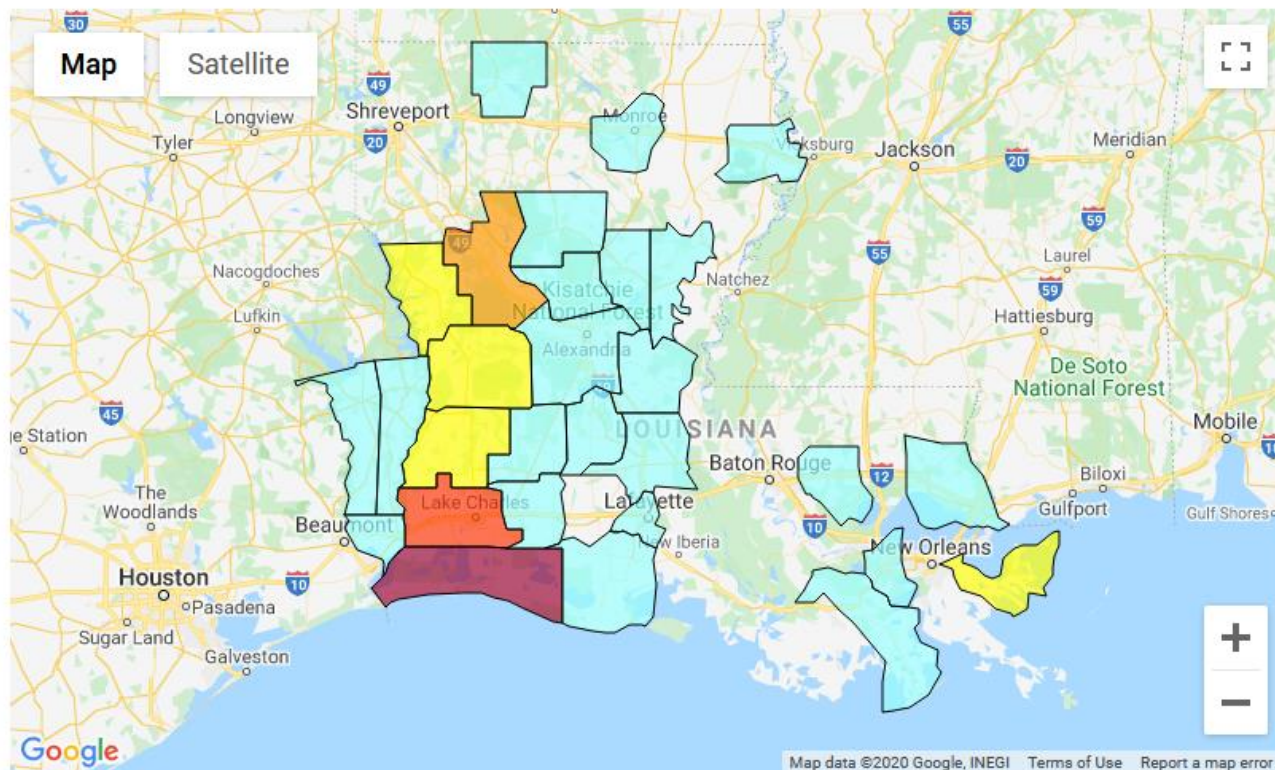
- **Louisiana:** Rapides Parish E911 have rerouted 911 calls to administrative lines without location information.
- **Texas:** No PSAPs reported being out of service.

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.

Percent Cell Sites Out-of-Service By County

8/31/2020 11:43:54 AM





The following table provides cell sites out of service by county. There are 5.2% of the cell sites out of service in the affected area. The information shown was provided by the signatories to the Wireless Network Resiliency Framework Cooperative Agreement.

Louisiana

State	Affected Counties	Cell Sites Served	Cell Sites Out	Percent Out	Cell Sites Out Due to Damage	Cell Sites Out Due to Transport ¹	Cell Sites Out Due to Power
LA	ACADIA	47	0	0.0%	0	0	0
LA	ALLEN	45	6	13.3%	1	4	1
LA	ASCENSION	93	0	0.0%	0	0	0
LA	ASSUMPTION	19	0	0.0%	0	0	0
LA	AVOYELLES	57	1	1.8%	0	0	1
LA	BEAUREGARD	58	13	22.4%	0	7	6
LA	BIENVILLE	26	0	0.0%	0	0	0
LA	BOSSIER	114	0	0.0%	0	0	0
LA	CADDO	224	0	0.0%	0	0	0
LA	CALCASIEU	185	101	54.6%	1	70	21
LA	CALDWELL	19	0	0.0%	0	0	0
LA	CAMERON	29	21	72.4%	4	11	4
LA	CATAHOULA	24	2	8.3%	0	1	1
LA	CLAIBORNE	11	1	9.1%	0	0	1
LA	CONCORDIA	26	0	0.0%	0	0	0
LA	DE SOTO	42	0	0.0%	0	0	0
LA	EAST BATON ROUGE	366	0	0.0%	0	0	0
LA	EAST CARROLL	9	0	0.0%	0	0	0
LA	EAST FELICIANA	26	0	0.0%	0	0	0
LA	EVANGELINE	42	1	2.4%	0	1	0
LA	FRANKLIN	24	0	0.0%	0	0	0
LA	GRANT	49	1	2.0%	0	0	1
LA	IBERIA	50	0	0.0%	0	0	0
LA	IBERVILLE	43	0	0.0%	0	0	0
LA	JACKSON	16	0	0.0%	0	0	0
LA	JEFFERSON	313	0	0.0%	0	0	0
LA	JEFFERSON DAVIS	40	6	15.0%	0	4	2

¹ These are cell sites that are out due to issues with the (typically wireline) networks that route communications traffic to and from the cell sites.

LA	LA SALLE	24	2	8.3%	0	2	0
LA	LAFAYETTE	164	1	0.6%	0	1	0
LA	LAFOURCHE	84	1	1.2%	0	1	0
LA	LINCOLN	48	0	0.0%	0	0	0
LA	LIVINGSTON	113	3	2.7%	0	2	1
LA	MADISON	26	2	7.7%	0	1	1
LA	MOREHOUSE	27	0	0.0%	0	0	0
LA	NATCHITOCHES	69	22	31.9%	0	21	1
LA	ORLEANS	382	0	0.0%	0	0	0
LA	OUACHITA	135	1	0.7%	0	1	0
LA	PLAQUEMINES	58	0	0.0%	0	0	0
LA	POINTE COUPEE	26	0	0.0%	0	0	0
LA	RAPIDES	175	11	6.3%	0	2	4
LA	RED RIVER	9	0	0.0%	0	0	0
LA	RICHLAND	37	0	0.0%	0	0	0
LA	SABINE	39	7	17.9%	0	2	5
LA	ST. BERNARD	40	9	22.5%	0	8	1
LA	ST. CHARLES	41	1	2.4%	0	1	0
LA	ST. HELENA	15	0	0.0%	0	0	0
LA	ST. JAMES	34	0	0.0%	0	0	0
LA	ST. JOHN THE BAPTIST	28	0	0.0%	0	0	0
LA	ST. LANDRY	90	1	1.1%	0	0	1
LA	ST. MARTIN	50	0	0.0%	0	0	0
LA	ST. MARY	56	0	0.0%	0	0	0
LA	ST. TAMMANY	268	2	0.7%	0	2	0
LA	TANGIPAHOA	115	0	0.0%	0	0	0
LA	TENSAS	13	0	0.0%	0	0	0
LA	TERREBONNE	89	0	0.0%	0	0	0
LA	UNION	26	0	0.0%	0	0	0
LA	VERMILION	57	5	8.8%	0	4	1
LA	VERNON	100	29	29.0%	0	9	18
LA	WASHINGTON	61	0	0.0%	0	0	0
LA	WEBSTER	35	0	0.0%	0	0	0
LA	WEST BATON ROUGE	33	0	0.0%	0	0	0
LA	WEST CARROLL	19	0	0.0%	0	0	0
LA	WEST FELICIANA	30	0	0.0%	0	0	0
LA	WINN	27	4	14.8%	1	1	2
TOTAL		4,640	254	5.5%	7	156	73



Texas

State	Affected Counties	Cell Sites Served	Cell Sites Out	Percent Out	Cell Sites Out Due to Damage	Cell Sites Out Due to Transport	Cell Sites Out Due to Power
TX	JASPER	134	3	2.2%	1	2	0
TX	NEWTON	88	2	2.3%	0	0	2
TX	ORANGE	132	3	2.3%	0	2	1
TOTAL		354	8	2.3%	1	4	3

The number of cell site outages in a specific area does not necessarily correspond to the availability of wireless service to consumers in that area. See Improving the Resiliency of Mobile Wireless Communications Networks, Order, 31 FCC Rcd 13745, para. 10 (2016) (recognizing the difficulties in accurately depicting the ongoing status of a wireless provider's service during emergencies). Wireless networks are often designed with numerous, overlapping cell sites that provide maximum capacity and continuity of service even when an individual site is inoperable. In addition, wireless providers frequently use temporary facilities such as cells-on-wheels (also known as COWs), increased power at operational sites, roaming agreements, or take other actions to maintain service to affected consumers during emergencies or other events that result in cell site outages.

Cable Systems and Wireline (Combined)

Cable and wireline companies reported 188,985 subscribers out of service in the affected areas; this may include the loss of telephone, television, and/or Internet services.

Broadcast:

- 2 TV stations reported being out of service (KBCA, KMLU).
- 16 FM radio stations reported being out of service (K221GT, K246CK, K255BB, K272EI, K292GE, KBK, KEZ, KIT, KLCJ, KLN, KLXA, KLXE, KLX, KRLR, KZWA, W252AQ).
- 2 FM radio station reported being out of service with programming re-routed to another transmitter (KEDM, KXUL).
- No AM radio stations reported being out of service.



APPENDIX

The following counties are in the current geographic area that is part of DIRS (the “disaster area”) for today’s report.

Louisiana: Acadia, Allen, Ascension, Assumption, Avoyelles, Beauregard, Bienville, Bossier, Caddo, Calcasieu, Caldwell, Cameron, Catahoula, Claiborne, Concordia, De Soto, East Baton Rouge, East Carroll, East Feliciana, Evangeline, Franklin, Grant, Iberia, Iberville, Jackson, Jefferson, Jefferson Davis, La Salle, Lafayette, Lafourche, Lincoln, Livingston, Madison, Morehouse, Natchitoches, Orleans, Ouachita, Plaquemines, Pointe Coupee, Rapides, Red River, Richland, Sabine, St. Bernard, St. Charles, St. Helena, St. James, St. John The Baptist, St. Landry, St. Martin, St. Mary, St. Tammany, Tangipahoa, Tensas, Terrebonne, Union, Vermilion, Vernon, Washington, Webster, West Baton Rouge, West Carroll, West Feliciana, Winn

Texas: Jasper, Newton, Orange