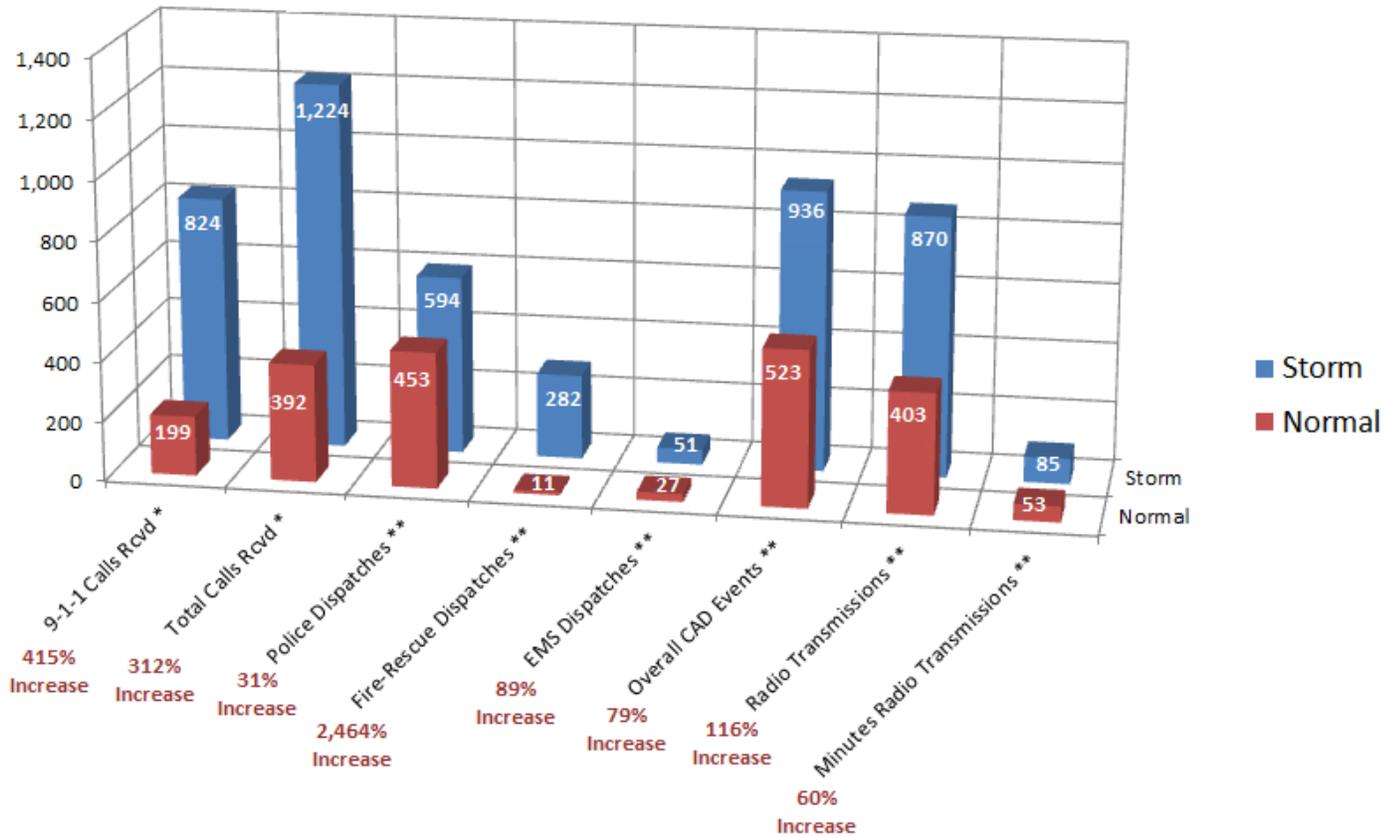


Department of Public Safety Communications (9-1-1 Center)

DPSC Storm Call Volume

Significant Event Activity Report
 High Winds/Thunderstorm
 Fri., June 29, 10:30 p.m. – Sat., June 30, 2 a.m.



* = % of increase/decrease over same period for previous week. ** = % of increase/decrease over same period for previous 3 weeks

Department of Public Safety Communications (9-1-1 Center)

Major Milestones of Storm and 9-1-1 Outage

Friday June 29, 2012	Saturday June 30, 2012	Sunday July 1, 2012	Monday July 2, 2012	Tuesday July 3, 2012
	 Storm Duration <ul style="list-style-type: none"> (10:30 pm – 2:00 am) – 415% Increase in Calls (7:00 am – 8:00 am) Some phone line problems noticed DPSC uses backup phone lines  OUT (07:40 am – 3:00 pm) <ul style="list-style-type: none"> No 9-1-1 Calls received DPSC: Notifies OEM of 9-1-1 phone outage Verizon: Sends message to all Virginia PSAPs about 9-1-1 outage OEM: Notifies Public of 9-1-1 outage via CEAN message DPSC: COOP team arrives at Pine Ridge 9-1-1 Alternate PSAP Center SLOW <ul style="list-style-type: none">  Some 9-1-1 incoming calls begin (Sat 3:00 pm) OPA: Announces partial restoration of 9-1-1 & alternate ten digit numbers for 9-1-1 DPSC: Requested update from Verizon of whether continued use of alternate ten digit numbers for 9-1-1 is necessary Verizon: Status Updates DPSC: Chairs Northern VA PSAP Status Meeting- Conference Call 			 <ul style="list-style-type: none"> Normal 9-1-1 (11:00 am)