



MEMORANDUM

TO: 9-1-1 Advisory Task Force
FROM: Daryl Branson, PUC Staff
DATE: Feb 3, 2023
RE: Criteria for Staff Investigations Into Apparent BES Outages

NOTE: The Task Force adopted this list of proposed criteria at its meeting on March 9, 2023.

Task Force Members:

The new 9-1-1 reliability rules adopted by Commission Decision R22-0811 establish a new process by which Commission Staff will conduct investigations into apparent Basic Emergency Service outages that meet certain criteria.¹ New rule 2143(k) states that the criteria for initiating a BES outage investigation will be established by the 9-1-1 Advisory Task Force.

Therefore, at our March meeting, I will ask the Task Force to approve a list of criteria for Commission staff to use for determining when an apparent BES outage should be subjected to a staff investigation. The Outage Committee has already been using a list of criteria for triggering special investigations, and the proposed list of criteria below are a shortened, streamlined version of that existing list created by the Outage Committee. This proposed list may be modified by the Task Force prior to approval; this is only provided as a starting point for discussion.

Proposal:

Commission staff shall commence an informal investigation of any apparent BES outage as described in 4 CCR 723-2-2143(k) if the apparent BES outage meets any of the following criteria:

- Multiple PSAPs affected;
- Details of the outage are unclear from the report;
- Over 4 hours in duration;
- Unusual pattern of impact;
- Apparent failure to notify PSAP in a timely manner;
- Repeated outages of a similar nature or in the same area over a short period of time;
- At the request of one or more affected PSAP(s) or 9-1-1 Authority(ies); or

¹ See Proceeding 22R-0122T.






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- There were any potential or apparent violations of Commission rules.

