September 25, 2019

The Honorable Gavin Newsom
Governor, State of California
State Capitol, Governor’s Office
Sacramento, CA 95814

Re: SB 670 (McGuire) Telecommunications: Community Isolation Outage: Notification
City of Beverly Hills – Request for Signature

Dear Governor Newsom,

On behalf of the City of Beverly Hills, I am pleased to write to you in SUPPORT of SB 670 (McGuire) and respectfully request you SIGN this measure when it comes before your desk. This bill will require the California Office of Emergency Services (CalOES) to develop regulations for notifications of telecommunications service outages that limit their customers’ ability to make 911 calls or to receive emergency notifications.

Currently, telecommunications providers are not required to provide pertinent outage information such as approximation of areas affected, number of customers affected, or time of repair to CalOES. While there is a reporting threshold for large outages to the Federal Communications Commissions, that information is not provided to CalOES or local emergency offices.

Telecommunications outages are an ongoing issue in the state, and the frequent occurrences of natural disasters has raised awareness of this issue. In 2017 and 2018, California’s catastrophic wildfires underscored both the importance of telecommunications in sending emergency warnings and the degree to which redundant and diverse telecommunications networks would not necessarily prevent outages.

SB 670 (McGuire) requires, upon the adoption of regulations, all providers of telecommunications services to notify CalOES within 60 minutes of discovery of a community isolation outage that limits their customers’ ability to make 911 calls or receive emergency notifications. The outage
information would provide a description of the estimated area affected, approximate number of customers affected, estimated time to repair the outage, and a contact person that can provide CalOES with further updates.

SB 670 (McGuire) is an essential tool for state and local offices of emergency services to obtain the necessary information they need to address 911 service interruptions in a timely manner. For these reasons, the City of Beverly Hills is pleased to SUPPORT SB 670 (McGuire). Thank you for your consideration.

Sincerely,

[Signature]

John A. Mirisch
Mayor, City of Beverly Hills

cc: The Honorable Mike McGuire, 2nd Senate District
    The Honorable Ben Allen, 26th Senate District
    The Honorable Richard Bloom, 50th Assembly District
    Andrew K. Antwih, Shaw / Yoder / Antwih, Inc.