

1 Problem

What When	Problem(s)	911 outage
	Date	July 16, 2016
	Time	~11:10 pm
Where	Different, unusual, unique	Malfunctioning air conditioning unit
	Facility, site	Baltimore, MD
	Task being performed	Calling for emergency help
Impact to the Goals	Safety	Potential for delay of emergency help
	Customer Service	People unable to reach 911 operators
	Regulatory	Investigation into issue
	Production/Schedule	911 outage (2 hours)
	Labor/ Time	Investigation into issue
Frequency		Previous outage reported on 6/16/2016

911 OUTAGE

Cause Map

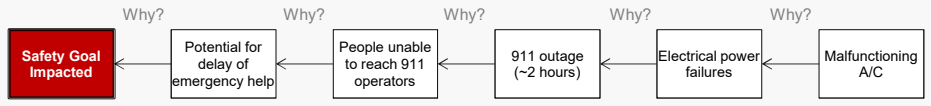
Residents dialing 911 get busy signal for 2 hours

On July 16, 2016, people dialing 911 in Baltimore got a busy signal for about two hours. Newspapers have reported that the outage occurred because of electrical power failures after both the main and back-up power systems shut down because of a malfunctioning air conditioning unit. No details have been released about exactly why the air conditioning units malfunctioned.

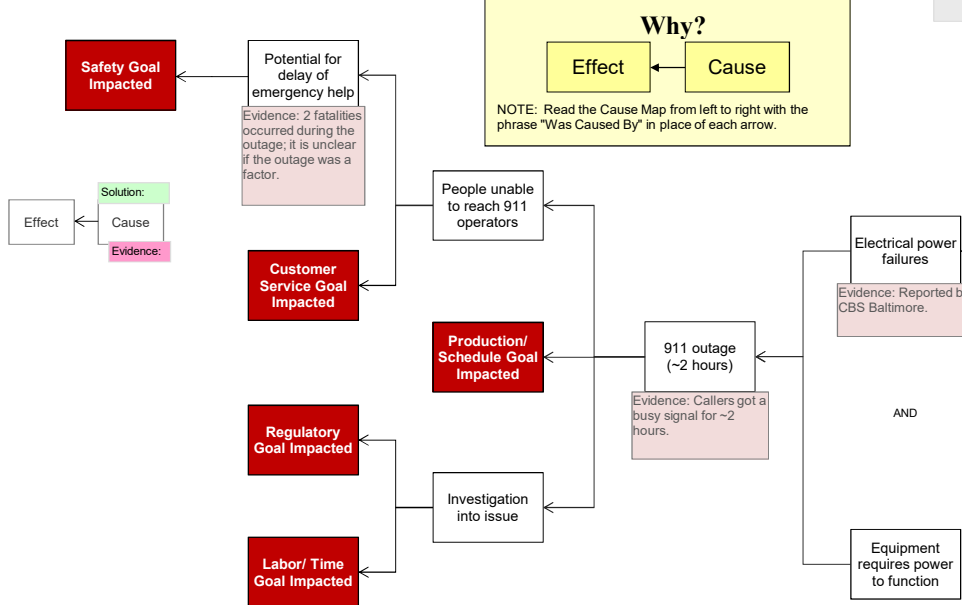
"Preserving reliable 911 service is of the highest priority to the FCC."
- David Simpson, head of the FCC's public safety office

3 Solutions

Basic Level Cause Map - Start with simple Why questions. **Basic Cause-and-Effect**



More Detailed Cause Map - Add detail as information becomes available.



Cause Mapping is a Root Cause Analysis method that captures basic cause-and-effect relationships supported with evidence.

CAUSE MAPPING

Problem Solving • Incident Investigation • Root Cause Analysis

- Step 1 Problem** - What's the Problem?
- Step 2 Analysis** - Why did it happen?
- Step 3 Solutions** - What will be done?

The final step in the Cause Mapping process is to develop and implement solutions to reduce the risk of the problem reoccurring. The investigation into this incident is still ongoing and no information about potential long-term solutions has been announced. In the short term, callers were asked to dial 311 or call their closest fire station or police district station if they heard a busy signal or were otherwise unable to get through to 911.

For a free copy of our Root Cause Analysis Template in Microsoft Excel, used to create this page, visit our web site.

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