




MEMORANDUM

Date: November 9, 2023

To: Honorable Mayor and Commissioners

Via: Albert P. Childress
City Manager 

From: Gregory Barroso
Emergency Manager

Subject: **AT&T Fiber Outage**

Introduction

This discussion item has been placed on the agenda to provide the Mayor and City Commission information on the City Manager and Emergency Management's Meeting with AT&T concerning the most recent AT&T cell phone service outage.

Background

On Thursday October 12, 2023, at approximately 12:45pm, the City of Key West 911 Communication Center lost phone service for a short period of time. In addition, AT&T customers in the City of Key West also experienced a loss of AT&T cell phone service for approximately 2 hours. It was later determined that, in the City of Key West, some wireless customers of other cell phone service providers maintained their cell phone service, including some with old landline phones. During this outage, all emergency and non-emergency numbers were being rerouted to the Marathon Communication Center (Monroe County). At that time, the Key West 911 Communication Center was able to contact their officers and firefighters in the field through hand-held radios.

At approximately 1:54pm we received an email from MCSO stating that a fiber line had been cut around Mile Marker 82.5 and it would be approximately 2 hours before a temporary fix was in place to get those phone services back up and working.

On Tuesday October 24, 2023, Mr. Childress and I hosted a meeting with some of our Monroe County partners and AT&T representatives to discuss this situation. Although I cannot communicate publicly all the details that were discussed at our meeting, I can tell you that we expressed our concerns from the City's perspective about the importance of our citizens who are AT&T customers having and maintaining cell service for reporting emergencies. Collectively, we all had a chance to discuss lessons learned: Strengths, Weaknesses, Opportunities, and Threats (SWAT). This meeting also highlighted what we did best and some successful strategies for the future. Overall, this meeting was very productive.