



# City of Cambridge

R-7.

**IN CITY COUNCIL**  
September 24, 2001

MAYOR GALLUCCIO  
COUNCILLOR BORN  
COUNCILLOR BRAUDE  
COUNCILLOR DAVIS  
COUNCILLOR DECKER  
VICE MAYOR MAHER  
COUNCILLOR REEVES  
COUNCILLOR SULLIVAN  
COUNCILLOR TOOMEY

WHEREAS: It has come to the attention of this City Council that David Cann has retired from the Public Health Authority effective July 13, 2001; and

WHEREAS: David began his employment on September 15, 1975 as a Hospital Aide in the Operating Room; and

WHEREAS: On January 12, 1982 David became a transporter; and

WHEREAS: David was promoted to an Anesthesia Technician on January 20, 1986, the position from which he will retire; now therefore be it

RESOLVED: That this City Council go on record expressing its appreciation to David Cann for his twenty-five years of dedicated service to the citizens and to the City of Cambridge and wish him much happiness in his retirement; and be it further

RESOLVED: That the City Clerk be and hereby is requested to forward a suitably engrossed copy of this resolution to David Cann on behalf of the entire City Council.

In City Council September 24, 2001.

Adopted by the affirmative vote of nine members.

Attest:- D. Margaret Drury, City Clerk.

A true copy;

ATTEST:-

A handwritten signature in cursive script, reading "D. Margaret Drury".

D. Margaret Drury  
City Clerk

P-17

Mayor Halliwell  
all

WHEREAS: It has come to the attention of this City Council that

David Cann has ~~or will~~ retired  
from the Public Health Authority ~~Department~~ effective  
July 13, 2001; and

WHEREAS: David began his employment on Sept. 15, 1975  
as a Hospital Aide in the Operating Room;

Whereas: On Jan. 12, 1982 David became A transporter;  
; and

WHEREAS: On David was promoted to an Anesthesia  
Technician on Jan 20, 1986, the position from  
which he will retire  
; now therefore be  
it

RESOLVED: That this City Council go on record expressing its appreciation to David Cann for his/~~her~~ <sup>25</sup> many years of dedicated service to the citizens and to the City of Cambridge and wish him/~~her~~ much happiness in his/~~her~~ retirement; and be it further

RESOLVED: That the City Clerk be and hereby is requested to forward a suitably engrossed copy of this resolution to David Cann on behalf of the entire City Council.

Cann

9/15/75 - OR - Hosp Aide

1/12/82 - transporter

1/20/86 - Anesthesia tech.

describe the reasons for the 911 system failure on May 16, 2001 and, more importantly, the specific steps they have taken to insure that such a failure does not reoccur. We have also asked them to consider rearranging the way automated messaging occurs during a similar outage so that callers who fail to reach 911 get helpful instructions on alternate dialing. They are considering how they might institute these alternate dialing instructions.

## **The 911 Outage**

After investigation, Verizon now reports that the 911 phone system outage lasted from 8:46 AM through 10:08 AM on May 16, 2001 - a period of 1 hour and 22 minutes. The outage involved over 15 communities and was first detected after 9:30 AM by Somerville, Belmont, and ourselves.

Callers to 911 during this outage got a recorded message (the 'vacant code message') saying "we're sorry, your call cannot be completed as dialed, please check the number and call again or call your operator to help you". In Cambridge, we appear to have had only one major emergency call to 911 in this period, a woman with chest pains. She called 911, got the above message, called the operator as instructed, got the operator's voice message, and was redirected back to the same "we're sorry ..." message again. Fortunately, she gave up on this approach and contacted someone in her building who reached



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1299R

**Resolution #7**

Retirement of David Cann from the  
Public Health Authority.

**Mayor Galluccio and entire  
membership**

**In City Council September 24, 2001**

**ORDER ADOPTED**