

City of Cambridge

MASSACHUSETTS

In City Council Sept 8, 2003

Mgt's Consent Agenda

YEA	NAY	ABSENT	PRESENT	
✓				Vice Mayor Henrietta Davis
✓				Ms. Marjorie C. Decker
✓				Mr. Anthony D. Galluccio
✓				Mr. David P. Maher
✓				Mr. Brian Murphy
✓				Mr. Kenneth E. Reeves
✓				Ms. Denise Simmons
✓				Mr. Timothy J. Toomey, Jr.
✓				Mayor Michael A. Sullivan

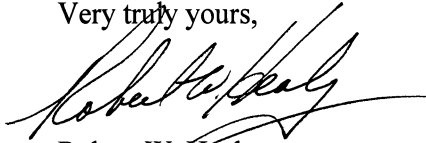
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3. Massachusetts Should Give 911 Centers Access to E911 records

One way to solve this problem (and several others) is to change Mass. law/regulation to require or allow the state's 911 system vendor (currently Verizon) to make available E911 phone records directly to 911 Centers. Currently, 911 Centers ("PSAPs") can only see a E911 phone record when a 911 call is made. We cannot browse, search, or even access Cambridge E911 phone records. E911 records are the property of the phone company with no provision for municipal public safety access. Many other states allow 911 Centers access to their jurisdiction's 911 phone records; Massachusetts should also allow this subject to appropriate rules established by the state 911 agency.

The law should be changed so that these records are routinely made available to 911 Centers. For example, every month Verizon might send us a computer file of all 250,000 Cambridge phone records and we would maintain these records in a highly secure part of our Computer Aided Dispatch system. They would also be available for import into our Reverse 911 system. Thus we would always maintain an up-to-date record of all Cambridge phone records.

Very truly yours,

A handwritten signature in black ink, appearing to read "Robert W. Healy", with a stylized flourish extending from the end.

Robert W. Healy
City Manager

RWH/mec



3.

CITY OF CAMBRIDGE • EXECUTIVE DEPARTMENT

Robert W. Healy, City Manager Richard C. Rossi, Deputy City Manager

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September 8, 2003

To the Honorable, the City Council:

In response to Awaiting Report Item Number 03-91, regarding a report on problems that the "Do Not Call" registries may pose to the Cambridge Reverse 911 system, Emergency Communications and 911 Director George Fosque reports the following:

1. We Are Not Yet Affected

Our current "Reverse 911" phone database dates from January 2003, BEFORE either the Massachusetts or National Do Not Call Registries were available for public subscription. Therefore, until we update our Reverse 911 phone database (the vendor provides a yearly database update around January of each year), we are not yet affected by any Do Not Call registration.

2. After January 2004

We have been in conversation with our Reverse 911 supplier (Sigma Corporation) to understand our options at the point of the yearly update sometime around January of 2004. It appears that the phone lists that Sigma obtains commercially (from InfoUSA in the case of Reverse 911 systems) do not presently contain any record that is registered with the National Do Not Call Registry (and presumably also with any Massachusetts Do Not Call registry entry). We assume that many Cambridge residents have registered with Do Not Call and thus will NOT then be reachable through our Reverse 911 system.

At present it appears there are at least two options:

- a. When we receive the phone list update - say in January 2004 - we can select the 'do not delete old entries' option when we install it. This will RETAIN all the phone records of Cambridge residents and businesses even if they subsequently registered with any Do Not Call registry and thus were deleted from the January 2004 Reverse 911 Phone List update. In this way we would be preserving our older records for the purpose of maintaining contact with our residents.
- b. Alternatively, we can select the 'delete old entries' option and thus NOT retain all Cambridge Do Not Call registrants (likely a very large number of persons). But we can then allow these persons to place their phone numbers back on our Reverse 911 system by advertising the option to enter their phone numbers on the City or EC Web Page (or send us a FAX or even call us). Unfortunately, this option would realistically not result in many add-backs, but it does give the option to our residents.

There is even a third possible option. It may be that InfoUSA (and other phone list database vendors) will be able to come to some agreement with federal authorities about obtaining access to these Do Not Call records for the limited purpose of Community Notification Systems such as Reverse 911. I will monitor these developments.

Consent Agenda #3

Transmitting communication from
Robert W. Healy, City Manager,
relative to **Awaiting Report Item**
Number 03-91, regarding a report on
problems that the "Do Not Call"
registries may pose to the Cambridge
Reverse 911 system.

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