



CITY OF CAMBRIDGE

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EMERGENCY COMMUNICATIONS DEPARTMENT

George L. Fosque, Emergency Communications and 911 Director

Thomas F. Cahill, Chief of Emergency Operations

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Pat Macher, Administrative Assistant

RECEIVED
97 JAN 21 11:02
OFFICE OF THE CITY MANAGER

Memorandum

To: Robert Healy
From: George Fosque
Re: Council Order #066 of 1/6/97: Privacy of E911 data, etc.
Date: 1/15/97

The Council has requested that we research and report on the privacy of E911 data "with regard to data base creation and linkage". The following is our reply.

1. E911 call records are not public records; they are private and confidential records kept by the Emergency Communications Department.

E911 call records are not public records.

They are not made public nor disclosed to the media.

They are not linked to any outside database of any kind, nor will they be so linked.

State regulations promulgated by the Massachusetts Statewide Emergency Telecommunications Board (560 CMR 2.00, see below) require both that we secure E911 information and keep these call detail records for 5 years. Consequently, we sharply restrict access to E911 information and maintain call detail records in monthly binders in a secure place within the Emergency Communications Center.

2. Restricted Usage within Cambridge public safety agencies.

These confidential records are not disclosed outside the Emergency Communications Center except in the following very narrow circumstances:

- a. for police response to a 911 "hang-up" call

Certain E911 call facts are given to dispatched police units attempting to respond to a hang-up 911 call.

- b. for police investigative purposes

Specific call information may be provided to the Cambridge Police, as well as to other police agencies having a need to know (e.g., the MBTA Police), in support of a specific investigation.

- c. for purposes of resolving frequent call hangups from a specific location that is problematic.

A list of specific calls including only the number calling and the date and time of the call may, at the discretion of the Emergency Communications Director, be given to a telecommunications director or security director of a city-based company or institution that is generating a large number of hang-up calls. This list is then used to locate the problem and stop the repeat hang-ups.

Language of SETB Regulations relating to security:

560 CMR 2.06 1j (Operational Standards, Security of Data)

"Subscriber information provided in accordance with the 911 system shall be used only for the purpose of responding to emergency calls or for use in any ensuing investigation or prosecution, including the investigation of false or intentionally misleading reports of incidents requiring emergency services.

The PSAPs must provide protection and confidentiality for ANI and ALI data. Each PSAP shall establish personnel security clearance standards that are acceptable to all public safety agencies served by the city."



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13.

EXECUTIVE DEPARTMENT
ROBERT W. HEALY
City Manager

RICHARD C. ROSSI
Deputy City Manager

January 27, 1997

To The Honorable, The City Council:

Please find attached a response to Awaiting Report Item No. 27, regarding privacy issues related to "Enhance 911" data, received from Emergency Communications and 911 Director George L. Fosque.

Very truly yours,

Robert W. Healy
City Manager

RWH/mec
attachment

Consent Agenda #13

S-35

Relative to Awaiting Report Item
Number Twenty-seven, regarding
privacy issues related to "Enhance
911" data.

In City Council January 27, 1997

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