



City of Cambridge

23.

IN CITY COUNCIL

January 23, 1995

COUNCILLOR SULLIVAN
COUNCILLOR BORN
COUNCILLOR DUEHAY
COUNCILLOR GALLUCCIO
COUNCILLOR MYERS
VICE MAYOR RUSSELL
COUNCILLOR TOOMEY
COUNCILLOR TRIANTAFILLOU

ORDERED: That the City Manager be and hereby is requested to respond to the attached letter concerning the response to a 911 call; and be it further

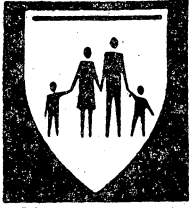
ORDERED: That the City Manager be and hereby is requested to provide this Council with an update as to the installation of the new enhanced 911 emergency response system.

In City Council January 23, 1995
Adopted by the affirmative vote of nine members.
Attest:- D. Margaret Drury, City Clerk.

A true copy;

ATTEST:- *D. Margaret Drury*

D. Margaret Drury
City Clerk



The Cambridge Hospital



1493 Cambridge Street, Cambridge, Massachusetts 02139 (617) 498-1000

To Whom It May Concern:

Dec. 19, 1994

We am writing about an experience which was of grave concern to us and, we hope, to you as well. It involves an emergency call to 911 which was responded to in a very slow, inefficient, and incorrect manner.

On Dec. 7'th I, Judy Grunebaum, called 911 between 1:00 and 1:30PM as I had dislocated my artificial hip. I asked for an ambulance to come to the house 37 Gray Gardens East, Cambridge, 02138, MA. The ambulance arrived at about 2:00PM having gone to several other houses on Gray Gardens East.

Had this call been for a heart attack or other acute emergency, clearly the ambulance could easily have been to late. Fortunately, the ambulance in this case was not.

I, Henry Grunebaum, called the Police Department and was referred to the Fire Dept. and spoke with Mr. Tom Cahill who said he would look into this matter. We have not heard from him and we believe the way that this call was handled should be examined with great care in order to ensure that "mistakes" like this do not happen again.

Yours truly,

Henry and Judy Grunebaum
37 Gray Gardens East
Cambridge, MA 02138

CC, Tom Cahill
Police Dept
City Manager
City Council



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Born, Duhaay Galluccio, Myers
Russell, Toomey, Trantafyllou

Consent Order #23

CM-17

Councillor Sullivan re: Installation of the
new enhanced 911 system.

2/13/95 - report received
& referred to the Public
Safety Committee on
motion of Councillor
Sullivan - See Agenda # 2
of 2/13/95.

In City Council January 23, 1995

Order adopted