



City of Cambridge

O-3.

IN CITY COUNCIL

May 21, 2001

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

ORDERED: That the City Manager be and hereby is requested to report back to the City Council relative to the failure of the E911 system due to problems with Verizon as detailed in the attached May 17, 2001 Boston Globe article.

In City Council May 21, 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 that reads "D. Margaret Drury".

D. Margaret Drury
City Clerk

SOMERVILLE

911 service temporarily fails in 43 towns

Emergency phone service crashed for about an hour in Somerville and 42 other communities north and west of Boston yesterday as a result of a software glitch in the Verizon telephone lines, officials said. Instead of getting a police or fire dispatcher, 911 callers heard a recording telling them the connection could not be made. Somerville city spokesman Sean Fitzgerald said officials in that city were alerted by a medical emergency caller who used the routine business line to get help. Other communities affected were Lexington, Lincoln, Concord, Bedford, Belmont, Arlington, Cambridge, Everett, Winchester, Watertown, Wakefield, and Chelsea.

TO DONNA
FR MICHAEL

DATE: MAY 17, 2001 7:15 AM

RE ORDERS

Please put the following in
for me

- ① Death of former Chief James Regan
- ② Death of Rito Russell
- ③ Congrats New officers Riverside Neighborhood Assoc
- ④ Congrats New officers Mid Com Bridge Neighborhood Assoc
- ⑤ CM requested to assist Riverside residents w/ their 9th annual planting of bonellia on Western Ave on ~~June~~ Saturday June 9th @ 10am

Beckwith ⑥ CM is hereby requested to report back to the City Council relative to the failure of the E 911 system due to problems w/ Verizon (~~see Globe 5-17-01 pg B2~~) as detailed in ~~the~~ May 17, 2001 Bost. Globe article on page B-2.

0-3

SOMERVILLE

911 service temporarily fails in 13 towns

Emergency phone service crashed for about an hour in Somerville and 12 other communities north and west of Boston yesterday as a result of a software glitch in the Verizon telephone lines, officials said. Instead of getting a police or fire dispatcher, 911 callers heard a recording telling them the connection could not be made. Somerville city spokesman Sean Fitzgerald said officials in that city were alerted by a medical emergency caller who used the routine business line to get help. Other communities affected were Lexington, Lincoln, Concord, Bedford, Belmont, Arlington, Cambridge, Everett, Winchester, Watertown, Wakefield, and Chelsea.



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May 21, 2001

COUNCILLOR SULLIVAN

ORDERED: That the City Manager be and hereby is requested to report back to the City Council relative to the failure of the E911 system due to problems with Verizon as detailed in the attached May 17, 2001 Boston Globe article.

143 cm

Order #3

Report on the recent failure of the
E911 system due to problems with
Verizon.

Councillor Sullivan

In City Council May 21, 2001

ORDER ADOPTED