



OFFICE OF THE CITY CLERK

CITY OF CAMBRIDGE

CITY HALL, CAMBRIDGE, MASSACHUSETTS 02139

JOSEPH E. CONNARTON
CITY CLERK

(617) 349-4260

JOHN E. FLYNN
DEPUTY CITY CLERK

May 8, 1991

Mr. Michael J. Connolly
Secretary of State
Commissions
One Ashburton Place
Room 1719
Boston, MA 02108

RE: Chapter 291 of the Acts of 1990
Enhanced 9-1-1

Dear Secretary Connolly:

Please be advised that this municipality has accepted the provision of the above reference legislation.

Attached is a certified copy of the vote of the City Council meeting.

Sincerely,

Joseph E. Connarton
City Clerk

JEC/mev
attachments



City of Cambridge

IN CITY COUNCIL

May 6, 1991

WHEREAS: That the City, acting through the City Council, vote to accept the provisions of Chapter 291 of the Acts of 1990, thereby allowing the City to receive Enhanced 9-1-1 service as defined in said Act and, if acceptance and notification to the Secretary of the Commonwealth of said acceptance occur on or before December 11, 1991, the City will also receive, at no cost to it, the benefits of Enhanced 9-1-1 network features and components and any other Enhanced 9-1-1 network features that may be made available by the Statewide Emergency Telecommunications Board; now therefore be it

RESOLVED: That the City Council vote to accept the provisions of Chapter 291 of the Acts of 1990 relative to Enhanced 9-1-1 service and that the City Clerk notify the Secretary of the Commonwealth of said acceptance on or before December 11, 1991.

In City Council May 6, 1991.

Adopted by a yeas and nays vote:

Yeas 9; Nays 0; Absent 0.

Attest:- Joseph E. Connarton, City Clerk

A true copy;

ATTEST:-

A handwritten signature in dark ink, appearing to read "Joseph E. Connarton".

Joseph E. Connarton, City Clerk

City of Cambridge

MASSACHUSETTS

Agenda Item No. 2
Relative to the Enhanced 911 emergency
telephone bill.

In City Council _____ May 6, _____ 1991

	YEA	NAY	ABSENT	PRESENT	
Mr. Ed Cyr	✓				
Mr. Francis H. Duehay	✓				
Mr. Jonathan S. Myers	✓				
Mr. Kenneth E. Reeves	✓				
Mrs. Sheila T. Russell	✓				
Mr. Walter J. Sullivan	✓				
Mr. Timothy J. Toomey, Jr.	✓				
Mr. William H. Walsh	✓				
Mayor Alice K. Wolf	✓				

C. Sullivan
MS
14- *all*

9

0



City of Cambridge

IN CITY COUNCIL

May 6, 1991

WHEREAS: That the City, acting through the City Council, vote to accept the provisions of Chapter 291 of the Acts of 1990, thereby allowing the City to receive Enhanced 9-1-1 service as defined in said Act and, if acceptance and notification to the Secretary of the Commonwealth of said acceptance occur on or before December 11, 1991, the City will also receive, at no cost to it, the benefits of Enhanced 9-1-1 network features and components and any other Enhanced 9-1-1 network features that may be made available by the Statewide Emergency Telecommunications Board; now therefore be it

RESOLVED: That the City Council vote to accept the provisions of Chapter 291 of the Acts of 1990 relative to Enhanced 9-1-1 service and that the City Clerk notify the Secretary of the Commonwealth of said acceptance on or before December 11, 1991.

In City Council May 6, 1991.

Adopted by a yeas and nays vote:

Yeas 9; Nays 0; Absent 0.

Attest:- Joseph E. Connarton, City Clerk

A true copy;

ATTEST:-

A handwritten signature in black ink, appearing to read "Joseph E. Connarton".

Joseph E. Connarton, City Clerk



CITY OF CAMBRIDGE

491 BROADWAY, CAMBRIDGE, MA 02138
FIRE HEADQUARTERS BUILDING



KEVIN J. FITZGERALD
CHIEF OF DEPARTMENT

(617) 349-4900
FAX (617) 349-4912

Chief Kevin J. Fitzgerald
491 Broadway
Cambridge, MA 02138

The enclosed material is in reference to the Enhanced 911 emergency telephone bill, or E-911. The information indicates that the City, or Town government must submit their acceptance of the legislation by December 11, 1991, to the Office of the Secretary of State. The enclosure explains in detail the scope of the project, in its direct benefits that will be realized by the City of Cambridge.

I have talked to the City Clerk Mr. Joseph Connerton, and he does not recall any orders in regard to E-911. The City Clerk suggests we pass this information on to City Manager for further action.

Respectfully Submitted,

Captain Gerald R. Reardon



The Commonwealth of Massachusetts

Executive Office of Public Safety

One Ashburton Place

Boston, Massachusetts 02108

William F. Weld
Governor

James B. Roche
Secretary

STATEWIDE EMERGENCY TELECOMMUNICATIONS BOARD

(617) 727-7775

After five years of effort, Massachusetts passed a statewide Enhanced 9-1-1 emergency telephone bill, bringing a new era of emergency communication to the commonwealth.

Governor Dukakis signed Senate Bill 390 into law on December 11, 1990 as Chapter 291 of the acts of 1990.

Over the next several years, an estimated \$50 to \$60 million in hardware and software will be installed to upgrade telephone company switching equipment, emergency dispatch centers and telephone access for the disabled community.

Enhanced 9-1-1 is a major improvement over Basic 9-1-1. Enhanced or E-9-1-1 provides public safety dispatchers with an instantaneous video display of the listed name and address from where the call is originating. It eliminates wrong street addresses, sound-alike street names, bogus calls and problems from victims who are limited by language barriers or physical disability.

Unlike Basic 9-1-1, Enhanced 9-1-1 recognizes geographical boundaries, eliminating the problem of overlapping telephone exchanges that can send the call to the wrong community.

Enhanced 9-1-1 even identifies the location of telephone booths and can route emergency calls to the proper agency in multi-agency jurisdictions. Access to Enhanced 9-1-1 does not require that the caller have Touch Tone dialing.

Under the law, every community is entitled to access to the network at no cost to the city or town. Communities which can staff a 24-hour a day dispatch center by itself or in cooperation with the other communities, are entitled to the display and call routing hardware that is part of the system. The amount of hardware a community needs will be established through a formula approved by the Enhanced 9-1-1 board.

Communities will have to provide 24-hour, seven days a week emergency dispatching to have a Public Safety Answering Point (PSAP) installed in their community. Communities unable to staff a full time dispatch center will still be able to connect with a regional public safety answering point (PSAP). There is no need for a community to have Basic 9-1-1 to qualify for Enhanced 9-1-1 service.

For municipalities electing to participate in the new system, all necessary network components, including software and hardware for the control office, other central office modifications, trunking and all components of the computer storage system will be provided at no cost. The all important database used for selective routing of 9-1-1 calls and automatic location identification will be provided by New England Telephone along with maintenance of the primary public safety answering point (PSAP). The system will also include certain essential equipment to ensure accessibility for users with disabilities.

System accessories, such as additional video displays or printers, that are determined under the formula to be non-essentials for delivery of Enhanced 9-1-1 service to a particular community, will be purchased at the community's expense. Should a community elect to install a secondary PSAP, it would do so at its own expense.

The only anticipated implementation expense to the average community should be the in-house addressing program by assessors or other local officials to rectify inappropriate or missing addresses from the telephone company database.

To accurately respond to emergencies, communities need to supply actual street addresses for those properties that are currently designated with post office boxes or RFD route numbers. All properties that do not have a formal street address will have to be assigned a street name and number. The telephone company database will have to be continually updated with new addresses and corrections made when listed addresses differ from actual locations serviced by emergency responders.

The board is required to issue operational standards for PSAPs by June 11, 1991. Once PSAP standards are established, it is anticipated that all of the hardware requirements will either be part of the Enhanced 9-1-1 package or a part of the existing equipment that is part of emergency dispatch centers today.

However, there may be some communities that may not have certain equipment that will be required by the board but will not be part of the Enhanced 9-1-1 package. In that instance, the community would be responsible for the cost of the item.

The board will provide both printed and print accessible material and conduct regional seminars on the overall project and special emphasis on the addressing issue as the project progresses.

Timetable

Under the law, the board is required to issue operational and technical standards of operation for Public Safety Answering Points, by June 11, 1991 -- six months from the date of enactment. These standards are designed to provide uniformity and minimum performance standards including accessibility to and usability by persons with disabilities, for hardware/software and the operation of the PSAP.

Communities wishing to participate in the E-9-1-1 project must notify the Secretary of State of their acceptance of the legislation no later than December 11, 1991. If a community or communities fail to notify the Secretary of State by December 11, 1991 and subsequently vote to join the network, that community or communities will be responsible for purchasing all hardware, software and maintenance associated with the system.

Acceptance may require a vote of a town meeting or city council. Communities should consult their legal counsels and community charters regarding the mechanism for approval of a local option.

Letters of acceptance should be sent to Secretary of State, Commissions, One Ashburton Place Room 1719, Boston, MA 02108, Attn: Lee Sutera.

One year from the issuance date of the standards, communities are required to submit their plans to the board for approval of Enhanced 9-1-1 in their community or region.

Implementation

It is not the intention of the board to dictate how communities will configure their dispatch center and its equipment. Some communities may decide to reduce the staffing costs through centralization of police, fire and EMS within a city or town or through regionalization involving several communities.

Communities should form their own planning groups for implementation. The board and its executive director will provide assistance in interpretation of the statute and technical information in conjunction with New England Telephone Co.

Access for persons with disabilities

This legislation, unlike most other Enhanced 9-1-1 states, also provides broad opportunities for those whose access to emergency and regular telephone service has been limited by disability.

Under the law, all PSAPS will be equipped with communicating equipment for the deaf and hard of hearing. Similar equipment will be located in a high traffic public places.

All persons whose certified disability limits their access to telephone service at home, will be able to receive the necessary hardware/software to improve telephone access. Devices will be made available at reduced or no cost to the disabled person, depending on rules to be developed outside the scope of this commission's authority.

A percentage of public telephones will be equipped with sound amplification for the hard of hearing and all public telephones must be converted to "dial tone first" so that no coin is necessary to dial 911.

In addition, the once state funded relay center for the deaf and hard of hearing will be operated by a private telephone vendor. While the open bid process for that service moves forward, New England Telephone Co. is temporarily providing this service which allows the hearing impaired to conduct normal telephone business through an operator assisted relay center.

Funding

The cost of this overall project is being funded through charges generated from excessive use of Directory Assistance -- 411. All residential customers will receive 10 free directory assistance calls per month and be charged for the 11th and subsequent calls. The charge will be determined by the state Department of Public Utilities, but is expected to be similar to the 35 cents per call that business users have been paying for Directory Assistance since 1986.

Disabled persons for whom telephone books are not accessible by reason of print handicap or other such factor, and all senior citizens are exempt from this charge and have unlimited access to Directory Assistance.

Charging for Directory Assistance will begin after DPU approval is granted later this year. Under the law, customers will not be charged for unlisted telephone numbers beginning next year. Unlisted numbers are those which are listed with Directory Assistance but not listed in the telephone directory at the customer's request.

In the coming weeks, the board will be notifying communities about seminars in their area and other related issues as the planning process for E-9-1-1 continues. Anyone with specific questions is encouraged to contact the Executive Office of Public Safety, 1 Ashburton Place Room 2133, Boston, MA 02108 (617) 727-7775.

#



CITY OF CAMBRIDGE
CAMBRIDGE, MASSACHUSETTS 02139

TEL 349-4300
FAX 349-4307

EXECUTIVE DEPARTMENT
ROBERT W. HEALY
City Manager

RICHARD C. ROSSI
Deputy City Manager

May 6, 1991

To The Honorable, The City Council:

Attached, please find a communication received from Fire Chief Kevin J. Fitzgerald, relative to the Enhanced 911 emergency telephone bill, Chapter 291 of the Acts of 1990.

It is my recommendation that the City Council vote and accept this legislation, which will strengthen our emergency response.

Very truly yours,

Robert W. Healy
City Manager

RWH/mev

CONSENT AGENDA

Transmitting communication from Robert W. Healy, City Manager, relative to the acceptance of Chapter 291 of the Acts of 1990 (Enhanced 911).

In City Council,

May 6, 1991

Order Adopted
9-0-0