



CITY OF CAMBRIDGE

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EMERGENCY COMMUNICATIONS DEPARTMENT

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May 18, 2015

Richard C. Rossi
City Manager

Re: City Council Order #3, dated March 16, 2015

Dear Mr. Rossi,

I am writing in response to request for information on the feasibility of implementing text to 911 in the City of Cambridge.

On August 6, 2014, the Executive Office of Public Safety and Security, State 911 Department contracted with General Dynamics Information Technology to deploy the Commonwealth's Next Generation 9-1-1 System. This upgrade will make improvements to the aging 9-1-1 infrastructure to allow each of the state's 249 PSAPs (Public Safety Answering Points) to receive emergency calls via voice, text, telemetry and imaged-based devices.

General Dynamics has the daunting task of implementing the Next Generation 9-1-1 system at all 249 PSAPs in the Commonwealth during FY2016. They are in the process of setting up the data centers and training program to ensure the infrastructure is in place for a seamless migration from the current Enhanced 9-1-1 to the Next Generation 9-1-1. Upon completion of the infrastructure, several PSAP that have been selected as test sites will be brought on line with the new system. If all goes well, the deployment of the new system will continue statewide.

We anticipate that the City of Cambridge, Emergency Communications Department will be upgraded in the latter half of FY16. The State 911 Department and General Dynamics have conducted a site visit to assess our center and equipment rooms for the logistics of the equipment installation. We anticipate that the training will begin for all Emergency Telecommunications Dispatchers shortly before our scheduled install date, which has yet to be scheduled by the State 911 Department. As we begin to formulate the install plan and timeline, I will provide a more detailed update on the implementation and community education program.

If you require any additional information or have any questions, please feel free to let me know.

Sincerely,

A handwritten signature in cursive script, appearing to read "Christina Giacobbe".

Christina Giacobbe

Director of Emergency Communications and 911