

## MEMORANDUM

**TO:** PSAP Supervisors  
**FROM:** Thomas Ashe, Deputy Executive Director  
State 911 Department  
**DATE:** October 9, 2013  
**RE:** Re-point of Wireless 9-1-1 Calls

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The State 911 Department is sending this memo to alert you to a change in how wireless 9-1-1 calls are routed for emergency service number (ESN) 601 currently answered by the Framingham State Police wireless PSAP. ESN 601 is a geographic area comprised of 69 towns in Essex, Middlesex and Suffolk counties and was created specifically for routing of wireless 9-1-1 calls. This change will occur in two phases. Phase one will occur on October 15, 2013 when the State 911 Department directs Verizon to re-point approximately 40% of the call volume for ESN 601 from Framingham State Police to the newly created Essex Wireless Center located at the Essex County Sheriff's headquarters in Middleton. This will include calls from AT&T, Metro PCS and Sprint. Approximately one to two weeks from that initial re-point, the State 911 Department will direct Verizon to re-point the remainder of those wireless calls (T-Mobile and Verizon) from Framingham State Police to the Essex Wireless Center as part of phase two. During the transition period between phase one and phase two, you may need to contact both Framingham State Police and Essex Wireless Center if you require further information on a particular 9-1-1 call or for recording requests.

Wireless 9-1-1 calls initiated on either side of the border of ESN 601 may be answered at either Framingham State Police or the Essex Wireless Center depending on the tower that picks up the 9-1-1 call. A list of the communities within ESN 601 is located below. For additional reference a map of ESN 601 may be found on our website at <http://www.mass.gov/e911>.

Please contact Norm Fournier or me if you have any questions or concerns regarding this memo at (508) 828-2911.

## ESN 601 Communities

ACTON	MAYNARD
AMESBURY	MEDFORD
ANDOVER	MELROSE
ARLINGTON	MERRIMAC
BEDFORD	METHUEN
BEVERLY	MIDDLETON
BILLERICA	NAHANT
BOXBOROUGH	NEWBURY
BOXFORD	NEWBURYPORT
BURLINGTON	NORTH ANDOVER
CARLISLE	NORTH READING
CHELMSFORD	PEABODY
CHELSEA*	READING
CONCORD	REVERE
DANVERS	ROCKPORT
DRACUT	ROWLEY
DUNSTABLE	SALEM
ESSEX	SALISBURY
EVERETT	SAUGUS
GEORGETOWN	SOMERVILLE
GLOUCESTER	STONEHAM
GROVELAND	STOW
HAMILTON	SWAMPSCOTT
HAVERHILL	TEWKSBURY
IPSWICH	TOPSFIELD
LAWRENCE	TYNGSBOROUGH
LEXINGTON	WAKEFIELD
LINCOLN	WENHAM
LITTLETON	WEST NEWBURY
LOWELL	WESTFORD
LYNN	WILMINGTON
LYNNFIELD	WINCHESTER
MALDEN	WINTHROP*
MANCHESTER	WOBURN
MARBLEHEAD	

\* - Chelsea and Winthrop wireless 9-1-1 calls from Verizon and Sprint will continue to route to Framingham State Police until such time as the routing error for those carriers is corrected.