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COMMONWEALTH OF MASSACHUSETTS HIRES GENERAL DYNAMICS TO CREATE
NEXT GENERATION 9-1-1 SYSTEM

(August 6, 2014) Boston, MA – The State 911 Department, an agency within the Executive Office of Public Safety and Security, has contracted with General Dynamics Information Technology, a business unit of General Dynamics, to create the Commonwealth's Next Generation 9-1-1 System. The new system will be developed to fit a Commonwealth, increasingly comprised of mobile texting, video and web-based information platforms.

"The telecommunications market place has undergone continuous evolution but our technological core that supports 9-1-1 has largely remained unchanged since its introduction in 1968," said Public Safety Secretary Andrea Cabral. "Our new challenge is based in the reality that we must adapt to a changing world of information gathering and sharing. This circumstance demands a new system be put in place that comports to the methods used to communicate now and into the future."

In order to catch up and keep pace with the way people communicate today the Commonwealth's new system will:

- Introduce technology communications that will allow the Commonwealth's Public Safety Answering Points (PSAP) that serve as the first point of reception of 9-1-1 calls to receive emergency calls from any voice, text, telemetry or image based device.
- Enhance interoperability for our first responders and provide the foundation for future public safety communications.

"As a systems integrator, we understand the complexity, challenges and benefits of implementing unified communications solutions like the Commonwealth's Next Generation 9-1-1 system," said Charlie Plummer, vice president and general manager of General Dynamics Information Technology's IT Solutions sector. "We are proud to support the Commonwealth as it delivers this critical public safety service to the community."

"We are very excited about the transition from our current enhanced 9-1-1 system to the Next Generation 9-1-1 system that will take place over the next two years," said Frank Pozniak, Executive Director of the Massachusetts State 911 Department. "This new system will allow for a more efficient communication between citizens and the PSAPs, and be capable of expanding the means of making a 9-1-1 call beyond voice to the benefit of the citizens of the Commonwealth."

The task of deploying an entirely new technological infrastructure across the Commonwealth and into each of the 249 PSAPs will require close coordination with several public safety agencies and public safety entities.

General Dynamics Information Technology provides information technology, systems engineering, professional services and simulation and training to customers in the defense, federal civilian government, health, homeland security, intelligence, state and local government and commercial sectors. The State 911 Department provides enhanced 9-1-1 equipment, database, network, technical, training and grant support to all 249 Massachusetts PSAPs.