





**From:** Verdone, Robert <RVerdone@chelseama.gov>

**Sent:** Wednesday, May 31, 2017 4:15 PM EDT

**To:** Shiro Ando <Shiro Ando <sando@ftgtechnologies.com>>

**CC:** Verdone, Robert; Scott Wilder <swilder@brooklinema.gov>; Deirdre Habershaw <Deirdre Habershaw <deirdre.habershaw@boston.gov>>; Sarah Plowman <Sarah Plowman <sarah.plowman@boston.gov>>; Bob Lavery Jr <Bob Lavery Jr <blaveryjr@ftgtechnologies.com>>; Chuck Wade <Chuck Wade <Chuck@interisle.net>>; Eric Johnson <Eric Johnson <EJohnson@LAN-TEL.com>>>

**Subject:** Re: Soldiers' Home power outage tonight

I think we are ok for now. The cords are hard wires to the UPS'

Please see the attached photos.







Very Respectfully,

Robert Verdone, Asst. Director  
City of Chelsea  
Emergency Management

Cell: 339-226-1611  
Desk: 617-466-4672

On May 31, 2017, at 16:10, Shiro Ando <[sando@ftgtechnologies.com](mailto:sando@ftgtechnologies.com)> wrote:

Hi Rob  
I am adding Chuck from Interisle and Eric from LAN-TEL(I did not realize they were left out on this thread)  
We don't believe Home Depot carries them (I could be wrong), but we can check our warehouse.  
Any chance you can take a picture of plugs we need at both ends?  
Also how long of extension cord do you need?  
Thanks  
Shiro

**Shiro Ando** | CCIE # 12809  
| Vice President Engineering |

<image001.jpg>

| 2 Batterymarch Park | Suite 401 | Quincy, MA 02169 |  
| Office: 617-367-7474 | Fax: 617-367-3331 | email: [sando@ftgtechnologies.com](mailto:sando@ftgtechnologies.com) |

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**From:** Verdone, Robert [<mailto:RVerdone@chelseama.gov>]  
**Sent:** Wednesday, May 31, 2017 3:55 PM  
**To:** Shiro Ando <[sando@ftgtechnologies.com](mailto:sando@ftgtechnologies.com)>

**Cc:** Verdone, Robert <[RVerdone@chelseama.gov](mailto:RVerdone@chelseama.gov)>; Scott Wilder <[swilder@brooklinema.gov](mailto:swilder@brooklinema.gov)>; Deirdre Habershaw <[deirdre.habershaw@boston.gov](mailto:deirdre.habershaw@boston.gov)>; Sarah Plowman <[sarah.plowman@boston.gov](mailto:sarah.plowman@boston.gov)>  
**Subject:** Re: Soldiers' Home power outage tonight

The ups's on the PSnet rack have 20amp plugs on them (T-shaped) I do not have an extension cord like that. I may be able to purchase one from home depot...I'm not sure if they make them though.

Very Respectfully,

Robert Verdone, Asst. Director  
City of Chelsea  
Emergency Management

Cell: 339-226-1611  
Desk: 617-466-4672

On May 31, 2017, at 14:39, Shiro Ando <[sando@ftgtechnologies.com](mailto:sando@ftgtechnologies.com)> wrote:

Thank you Rob  
We will be standing by, please let me know if you need anything.

Shiro

**Shiro Ando** | CCIE # 12809  
| Vice President Engineering |

<image001.jpg>

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**From:** Verdone, Robert [<mailto:RVerdone@chelseama.gov>]  
**Sent:** Wednesday, May 31, 2017 2:35 PM  
**To:** Scott Wilder <[swilder@brooklinema.gov](mailto:swilder@brooklinema.gov)>  
**Cc:** Shiro Ando <[sando@ftgtechnologies.com](mailto:sando@ftgtechnologies.com)>; Verdone, Robert <[RVerdone@chelseama.gov](mailto:RVerdone@chelseama.gov)>; Deirdre Habershaw <[deirdre.habershaw@boston.gov](mailto:deirdre.habershaw@boston.gov)>; Sarah Plowman <[sarah.plowman@boston.gov](mailto:sarah.plowman@boston.gov)>  
**Subject:** Re: Soldiers' Home power outage tonight

I think I have the resources and technical aptitude to accomplish this!

I'll let you know if there are any questions.

Very Respectfully,

Robert Verdone, Asst. Director  
City of Chelsea  
Emergency Management

Cell: 339-226-1611  
Desk: 617-466-4672

On May 31, 2017, at 14:31, Scott Wilder <[swilder@brooklinema.gov](mailto:swilder@brooklinema.gov)> wrote:

Rob,

Do you need FTG to swing in and make that connection to an outlet connected to the generator, or is that something your guys can handle?

Thanks  
Scott

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**From:** Shiro Ando [<mailto:sando@ftgtechnologies.com>]  
**Sent:** Wednesday, May 31, 2017 2:29 PM  
**To:** Scott Wilder; Chuck Wade; Verdone, Robert; 'John Surette'; 'DERDAK@bostonems.org'; Conlon, Joseph; Quatieri, John; Griffin, Robert; Taverna, Bert; 'GCurreri@sidebandsys.com'; 'Deirdre Habershaw'; Alpert, Allan; Eric Johnson; Mark Savage; Jim Rex  
**Cc:** Fred Goldstein; Colin Strutt  
**Subject:** RE: Soldiers' Home power outage tonight  
**Importance:** High

Hi Scott/Chuck  
We can send a tech out this afternoon.  
Please let us know if would like us to do so.  
Thanks  
Shiro

**Shiro Ando** | CCIE # 12809  
| Vice President Engineering |

<image001.jpg>

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**From:** Scott Wilder [<mailto:swilder@brooklinema.gov>]  
**Sent:** Wednesday, May 31, 2017 2:12 PM  
**To:** Chuck Wade <[Chuck@Interisle.net](mailto:Chuck@Interisle.net)>; Verdone, Robert <[RVerdone@chelseama.gov](mailto:RVerdone@chelseama.gov)>; 'John Surette' <[john.surette@pd.boston.gov](mailto:john.surette@pd.boston.gov)>; 'DERDAK@bostonems.org' <[DERDAK@bostonems.org](mailto:DERDAK@bostonems.org)>; Conlon, Joseph <[JConlon@chelseama.gov](mailto:JConlon@chelseama.gov)>; Quatieri, John <[JQuatieri@chelseama.gov](mailto:JQuatieri@chelseama.gov)>; Griffin, Robert <[RGriffin@chelseama.gov](mailto:RGriffin@chelseama.gov)>; Taverna, Bert <[BTaverna@chelseama.gov](mailto:BTaverna@chelseama.gov)>; 'GCurreri@sidebandsys.com' <[GCurreri@sidebandsys.com](mailto:GCurreri@sidebandsys.com)>; 'Deirdre Habershaw' <[deirdre.habershaw@boston.gov](mailto:deirdre.habershaw@boston.gov)>; Alpert, Allan <[AAlpert@chelseama.gov](mailto:AAlpert@chelseama.gov)>; Eric Johnson <[EJohnson@LAN-TEL.com](mailto:EJohnson@LAN-TEL.com)>; Mark Savage <[MSavage@LAN-TEL.com](mailto:MSavage@LAN-TEL.com)>; Jim Rex <[JREx@LAN-TEL.com](mailto:JREx@LAN-TEL.com)>; Shiro Ando <[sando@ftgtechnologies.com](mailto:sando@ftgtechnologies.com)>  
**Cc:** Fred Goldstein <[Fred@Interisle.net](mailto:Fred@Interisle.net)>; Colin Strutt <[Colin@Interisle.net](mailto:Colin@Interisle.net)>  
**Subject:** RE: Soldiers' Home power outage tonight

Chuck,  
Thanks for the information , it seems the precaution of getting the PSnet equipment to a known outlet that is connected to the generator should be a simple undertaking, to keep things on line.

Thanks  
Scott

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**From:** Chuck Wade [<mailto:Chuck@Interisle.net>]  
**Sent:** Wednesday, May 31, 2017 1:51 PM  
**To:** Verdone, Robert; 'John Surette'; 'DERDAK@bostonems.org'; Conlon, Joseph; Quatieri, John; Griffin, Robert; Taverna, Bert; 'GCurreri@sidebandsys.com'; Scott Wilder; 'Deirdre Habershaw'; Alpert, Allan; Eric Johnson; Mark Savage; Jim Rex; Shiro Ando  
**Cc:** Fred Goldstein; Mark Savage; Colin Strutt  
**Subject:** Re: Soldiers' Home power outage tonight  
**Importance:** High

Rob,

Thank you for this heads up.

Please note that our real world experience indicates that the PSnet equipment rack is NOT on a circuit with a standby generator. While we have been assured on several occasions that the PSnet rack is [supposed to be] protected by a standby generator, our experience every time power has been lost at the Soldiers' Home Quigley Hospital is that PSnet stays up at this site only as long as the batteries in the UPSs last (roughly 45 minutes). However, we do have evidence that the equipment in the radio room has standby power protection.

Therefore, PSnet services at this site will most likely go down when the UPS batteries are exhausted. The services we expect to be impacted are:

- CIMS cameras that are backhauled via Soldiers' Home
- City of Chelsea communications to Detectives' room at Quigley (including telephone services)
- All microwave connections, including these backbone links:

- o Revere PD
- o Winthrop PD
- o Winthrop Water Tower
- o Chelsea EOC
- o Chelsea PD

Note that PSnet has sufficient path diversity to maintain services to all other sites, except Soldiers' Home. In particular, Chelsea will not be isolated from the PSnet backbone, nor will Revere and Winthrop (Everett's link to Soldiers' Home is currently down, anyway). There will, however, be significant routing updates when the Soldiers' Home site goes offline, and when it comes back up. These routing events may create the appearance of brief network disruptions lasting 20 - 30 seconds. This will likely cause the Chelsea MCC7500 to briefly lose its connection to the Zone 2 Core. Other MCC7500 Consoles in the Metro North sub-region should not be impacted.

A possible preventative measure would be to connect one of the PSnet UPSs to a circuit in the Radio Room that is known to be on the standby generator. This could be done with an extension cord capable of carrying 10 Amps (PSnet equipment uses 5.1 Amps continuous). There is an access hole in the wall that could be used to feed the power through to the PSnet rack on the other side of the wall.

I have added LAN-TEL and FTG to this response, so they are informed. I will separately advise the Metro North RECC that they may see minor impact on some camera feeds during re-routing events, though they will probably see no service impact at all due to their fiber plant.

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Chuck Wade, Principal  
Interisle Consulting Group  
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+1 508 277-6439 Mobile  
[www.interisle.net](http://www.interisle.net)

On 5/31/17 11:33 AM, Verdone, Robert wrote:

All,

We have just been notified that Eversource is planning a power outage that will affect the Soldiers' Home facility. The outage is planned for tomorrow morning between the hours of 0100hrs and 0700hrs.

The Soldiers' Home electrician has verified that the penthouse is covered by the facilities generator.

Sorry for the late notice, we had just found out as well.

Please let me know if you have any questions.

**Robert A. Verdone**  
Assistant Director  
City of Chelsea  
**Emergency Management**

<image002.jpg>

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**From:** Chuck Wade <Chuck@Interisle.net>  
**Sent:** Tuesday, June 06, 2017 2:04 PM EDT  
**To:** Mahoney, David A; Shiro Ando <Shiro Ando <sando@ftgtechnologies.com>>  
**CC:** Eric Johnson <Eric Johnson <EJohnson@lan-tel.com>>; Bob Lavery Jr <Bob Lavery Jr <blaveryjr@ftgtechnologies.com>>; Scott Wilder <Scott Wilder <swilder@brooklinema.gov>>; Michael Kiely <Michael Kiely <mkiely@police.somerville.ma.us>>; FitzpatrickJ.bpd@cityofboston.gov; Deirdre Habershaw <Deirdre Habershaw <deirdre.habershaw@boston.gov>>; Sarah Plowman <Sarah Plowman <sarah.plowman@boston.gov>>; Turner, Glenn  
**Subject:** Re: APC pick up at Cambridge FD for East Boston HS  
**Attachment(s):** "smime.p7s"

Shiro, et al.,

When you retrieve the APC UPS from Cambridge Fire, make sure you get one of the units with a yellow refurb label on the APC network management card as shown in this photo:



These are the UPSs that have new batteries and updated firmware for the management cards.

I do recommend plugging in the UPS before removing it from Cambridge Fire to make sure it delivers power to the outlets. Sometimes batteries fail in storage. Also note that there are new battery packs for these model UPSs in the same storage room.

...Chuck



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On 6/6/17 1:40 PM, Mahoney, David A wrote:

Hi Shiro,

Anytime tomorrow after 10 AM or anytime Thursday is fine. If they have any issues just have them call my cell @ 508-843-0295

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**From:** Shiro Ando [<mailto:sando@ftgtechnologies.com>]

**Sent:** Tuesday, June 06, 2017 12:27 PM

**To:** Mahoney, David A <[DAMahoney@CambridgeFire.Org](mailto:DAMahoney@CambridgeFire.Org)>

**Cc:** Chuck Wade - Interisle <[Chuck@interisle.net](mailto:Chuck@interisle.net)>; Eric Johnson <[EJohnson@lan-tel.com](mailto:EJohnson@lan-tel.com)>; Bob Lavery Jr <[blaveryjr@ftgtechnologies.com](mailto:blaveryjr@ftgtechnologies.com)>; Scott Wilder <[swilder@brooklinema.gov](mailto:swilder@brooklinema.gov)>; Michael Kiely <[mkiely@police.somerville.ma.us](mailto:mkiely@police.somerville.ma.us)>; FitzpatrickJ.bpd@cityofboston.gov; Deirdre Habershaw <[deirdre.habershaw@boston.gov](mailto:deirdre.habershaw@boston.gov)>; Sarah Plowman <[sarah.plowman@boston.gov](mailto:sarah.plowman@boston.gov)>; Turner, Glenn <[GTurner@CambridgeFire.Org](mailto:GTurner@CambridgeFire.Org)>

**Subject:** APC pick up at Cambridge FD for East Boston HS

Hi Dave,

Thank you for giving us the access cards to the Cambridge Fire Department PSnet storage.

I would like to schedule Bob to come by and grab the APC SmartUPS 1500 for upcoming BoNet Boundary Router (BBR)/UPS installation at East Boston High School. This is scheduled for next Tuesday, June 13<sup>th</sup>.

Would you please let me know what day works for Bob to come by and pick up the UPS?

Thank you.

Shiro

**Shiro Ando** | CCIE # 12809

| Vice President Engineering |



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