

From: Shawn Romanoski <shawn.romanoski@pd.boston.gov>
Sent: Wednesday, September 13, 2017 8:35 PM EDT
To: Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>
CC: Louie Madeira <Louie Madeira <louis.madeira@pd.boston.gov>>; matthew.spillane@pd.boston.gov; Rene Fielding <Rene.Fielding@cityofboston.gov>; Sarah Plowman <Sarah Plowman <sarah.plowman@boston.gov>>
Subject: Re: Bragdon St Cameras

Eric

Thank you for the update. We will have to operate with the two CIMS connected cameras for tonight.

I am aware of the additional complications that were involved and I will touch base with Dan Rothman in an effort to reduce the turn-around time on our side.

Thank you,
Shawn

Shawn Romanoski
Director of Telecommunications
Boston Police Dept.
(617) 594-2994

On Sep 13, 2017, at 7:43 PM, Eric Johnson <ejohnson@lan-tel.com> wrote:

Shawn

Just a heads up , the 3 cameras outside of main entrances to OEM are down for tonite . This is due to not having a Ethernet port available we tried to originally land on BONET , when the cameras were installed . We temporarily landed on CIMS wireless network .

Today , we finally had the chance and worked with DOIT to create that port with equipment provided by them .We then found that the network was not configured between BONET and the BPD Camera network, thus we were unable to land the cameras with new BONET IP addresses , and past the point of return of Putting back on wireless .

DOIT was also under the impression that these cameras were going to be landed on the Genetec . We informed them today that they were and will be landed on The BPD FLIR system .

DOIT reports that they will perform this work tomorrow to fix path between networks .

However , and as you know , we did install the 2 extra cameras that we had in stock and you recommended for Ernst and Bragdon street . We in turn and anticipation of a network problem with a BONET left these two Cameras connected to the CIMS wireless network for minimal coverage until DOIT performs this IT work .

Thanks
Eric



Respectfully,

Eric Johnson
Security Project Manager
1400 PROVIDENCE HIGHWAY,
SUITE 3100
NORWOOD, MA 02062

M 617.785.8254 | **F** 781.551.8667

ejohnson@lan-tel.com ☘ |
www.lan-tel.com

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From: Brett Haynes <brett.haynes@boston.gov>
Sent: Friday, August 25, 2017 11:13 AM EDT
To: Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>
CC: Linda Calnan <Linda Calnan <linda.calnan@boston.gov>>; Sarah Plowman <Sarah Plowman <sarah.plowman@boston.gov>>
Subject: Re: BPD needs 3 IPs for 3 new cameras today - Emergency Install per OEM

Thanks Eric. I know how you feel!!!

Regards,

Brett Haynes

Network Operations Manager
City of Boston, City Hall
(617) 635-2342
Brett.Haynes@Boston.Gov
Network Technical Support – W: (617) 635-2167
NOC@Boston.Gov
Department of Innovation and Technology
City of Boston, City Hall

Twitter: [@DotITNetwork](https://twitter.com/DotITNetwork)

On Fri, Aug 25, 2017 at 11:11 AM, Eric Johnson<ejohnson@lan-tel.com> wrote:

Brett

Ok sorry I didn't understand that. My apologies , I am doing this out of pocket . regardless the tech I had there was not able to perform the work the following day or for the week .I only have two techs that have performed work on BONET and 1 was on vacation, I started vacation the next day as well .I understand urgency to put on BONET but I did the best I could under circumstances to get cameras online for OEM and keep of integrity of system intact and not bring anything down with a tech unfamiliar with BONET . since EMS and OEM are housed there.

We will get there and have this on BONET , that is my goal. I thought we could do all in one day like we have before.but we couldn't , I could not get downtown to pick up this piece of equipment the same day as install.

I will let you know when we can do . It will probably be Tuesday . Will let you know Monday .

Have a great weekend

Eric



Respectfully,

Eric Johnson
Security Project Manager
1400 PROVIDENCE HIGHWAY,
SUITE 3100
NORWOOD, MA 02062

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ejohnson@lan-tel.com ♣ |

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On Aug 25, 2017, at 10:55 AM, Brett Haynes <brett.haynes@boston.gov> wrote:

Eric,

You do understand that it is not a switch you had picked up, but a Juniper Copper SFP to accept the copper Cat5 connection from your camera switch.

You just have to plug it into the Juniper SFP slot that corresponds to ge-1/0/3. That is why I wanted whoever was going to be onsite to call me so I could assist with this in case there was any confusion.

Regards,

Brett Haynes

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City of Boston, City Hall

Twitter: [@DoITNetwork](https://twitter.com/DoITNetwork)

On Fri, Aug 25, 2017 at 10:08 AM, Eric Johnson<ejohnson@lan-tel.com> wrote:

Linda

Yes I understand everything .I did not anticipate having to pick up and install the switch .

Sorry for the delay



Respectfully,

Eric Johnson
Security Project Manager
1400 PROVIDENCE HIGHWAY,
SUITE 3100
NORWOOD, MA 02062

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On Aug 25, 2017, at 9:59 AM, Linda Calnan <linda.calnan@boston.gov> wrote:

Eric - please move the 3 emergency cameras that were set up at the EOC from the wireless set up to the BoNet/fiber network by mid next week the latest. We want to monitor and support these cameras thru BoNet. Also, please re-IP those cameras with the BoNet IPs provided on Monday. I have cc'd OEM as this was their request.

Also - we provided the copper SFP connection that your team picked up on Wed, 8/23, and as agreed your switch will need to be Gig not 100 MB.

I have cc'd OEM as this was their request.

Please let us all know when this has been completed.

Thank you.



Linda Calnan
Sr. Project Manager | [Department of Innovation & Technology \(DoIT\)](#) | City of Boston

1 City Hall Square, Room 109
Boston, MA 02201
D: [617-635-2875](tel:617-635-2875)
C: [781-738-2020](tel:781-738-2020)
linda.calnan@boston.gov

On Fri, Aug 25, 2017 at 9:37 AM, Eric Johnson<ejohnson@lan-tel.com> wrote:

Brett I put this on wireless for now . Adding the switch threw me off for the day we put in cameras , and I already had guys scheduled other days and a couple of other fires popped up too . I took Thursday and Friday as well as Mark Savage being out on vacation I would like to do this next wed . Sorry for delay but I don't want to have someone not accustomed to working on BONET equipment and I'm not there as well .

Thank you for your help on this since this was dropped in my lap last minute



Respectfully,

Eric Johnson
Security Project Manager
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On Aug 25, 2017, at 9:24 AM, Brett Haynes <brett.haynes@boston.gov> wrote:

Ok, now it's Friday and connection is still showing DOWN on the Juniper MX80 and no Copper SFP has been installed yet.

Do we have a timeframe on this install? I just want to know so that I can manage my time.

Brett

Regards,

Brett Haynes

Network Operations Manager
City of Boston, City Hall
[\(617\) 635-2342](tel:6176352342)
Brett.Haynes@Boston.Gov
Network Technical Support – W: [\(617\) 635-2167](tel:6176352167)
NOC@Boston.Gov
Department of Innovation and Technology
City of Boston, City Hall

Twitter: [@DolTNetwork](https://twitter.com/DolTNetwork)

On Tue, Aug 22, 2017 at 10:43 AM, Eric Johnson<ejohnson@lan-tel.com> wrote:

Absolutely will do Brett



Respectfully,

Eric Johnson
Security Project Manager
1400 PROVIDENCE HIGHWAY,
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On Aug 22, 2017, at 10:38 AM, Brett Haynes <brett.haynes@boston.gov> wrote:

I need to know when they place that SFP in the SFP slot so I can determine if they are in the right port or not.

Please have them call me at [617-635-2342](tel:617-635-2342)

Regards,

Brett Haynes

Network Operations Manager
City of Boston, City Hall
[\(617\) 635-2342](tel:617-635-2342)
Brett.Haynes@Boston.Gov
Network Technical Support – W: [\(617\) 635-2167](tel:617-635-2167)
NOC@Boston.Gov
Department of Innovation and Technology
City of Boston, City Hall

Twitter: [@DotITNetwork](https://twitter.com/DotITNetwork)

On Tue, Aug 22, 2017 at 10:36 AM, Eric Johnson<ejohnson@lan-tel.com> wrote:

Yes Linda Im sorry , we were caught up tihs AM. I have someone who should be there very shortly

From: Linda Calnan <linda.calnan@boston.gov>

Sent: Tuesday, August 22, 2017 8:50 AM

To: Eric Johnson

Cc: Brett Haynes

Subject: Re: BPD needs 3 IPs for 3 new cameras today - Emergency Install per OEM

Morning,

Are your guys coming to pick up the SFP? It is at my desk and Brett has the port configured. We both are getting busied up for today so want to take care of this asap.

Tks.

Linda Calnan

Sr. Project Manager | [Department of Innovation & Technology \(DoIT\)](#) | City of Boston

1 City Hall Square, Room 109

Boston, MA 02201

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C: [781-738-2020](tel:781-738-2020)

linda.calnan@boston.gov

On Mon, Aug 21, 2017 at 12:08 PM, Eric Johnson<ejohnson@lan-tel.com> wrote:

I am going to try and send someone by if not today first thing AM



Respectfully,

Eric Johnson
Security Project Manager
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On Aug 21, 2017, at 11:33 AM, Linda Calnan
<linda.calnan@boston.gov> wrote:

I have it at my desk now. I sit next to Jerry Turner -
1st floor, room 109 at City Hall.



Linda Calnan
Sr. Project Manager | [Department of Innovation & Technology](#)
(DoIT) | City of Boston

1 City Hall Square, Room 109
Boston, MA 02201
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C: [781-738-2020](tel:781-738-2020)
linda.calnan@boston.gov

On Mon, Aug 21, 2017 at 11:30 AM, Eric Johnson
<ejohnson@lan-tel.com> wrote:
Will do thank you



Respectfully,

Eric Johnson
Security Project Manager
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On Aug 21, 2017, at 11:29 AM, Brett Haynes
<brett.haynes@boston.gov> wrote:

Eric,

You will need a copper Juniper SFP to
uplink your camera switch into the
Juniper MX80 at Bragdon St.

I have one available for you at City Hall,
so you can arrange to have it picked up
from Linda.

Your switch will also need to be Gig not
100 MB.

Regards,

Brett Haynes

Network Operations Manager
City of Boston, City Hall
[\(617\) 635-2342](tel:617.635.2342)
Brett.Haynes@Boston.Gov
Network Technical Support – W: [\(617\) 635-2167](tel:617.635.2167)
NOC@Boston.Gov
Department of Innovation and Technology
City of Boston, City Hall

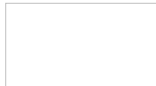
Twitter: [@DoITNetwork](#)

On Mon, Aug 21, 2017 at 11:20 AM,
Linda Calnan

<linda.calnan@boston.gov> wrote:

Eric - this is an SFP switch you will
be connecting to so you will need
and SFP connection. Brett has them
and will drop one off at my desk. Are
you using copper cabling?

Please advise. Thanks.



Linda Calnan
Sr. Project Manager | [Department of Innovation & Technology \(DoIT\)](#) | City of Boston

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linda.calnan@boston.gov

On Mon, Aug 21, 2017 at 11:09 AM,
Linda Calnan

<linda.calnan@boston.gov> wrote:

Here you go



Linda Calnan
Sr. Project Manager | [Department of Innovation & Technology \(DoIT\)](#) | City of Boston

1 City Hall Square, Room 109
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C: [781-738-2020](tel:781-738-2020)
linda.calnan@boston.gov

----- Forwarded message -----

--

From: **Brett Haynes**
<brett.haynes@boston.gov>
Date: Mon, Aug 21, 2017 at 11:03 AM
Subject: Re: BPD needs 3 IPs for 3 new cameras today - Emergency Install per OEM
To: Linda Calnan
<linda.calnan@boston.gov>
Cc: Louis Madeira
<louis.madeira@pd.boston.gov>,
BoNetSupport
<BoNetSupport@cityofboston.gov>,
Eric Johnson <ejohnson@lan-tel.com>

Linda,

Here is the IP addressing and port assignment.

Bragdon St Juniper MX80: Port 1/0/3
Camera IPs: 10.100.18.66 - 70
Mask: 255.255.255.224
Gateway: 10.100.18.65

Regards,

Brett Haynes

Network Operations Manager
City of Boston, City Hall
[\(617\) 635-2342](tel:617-635-2342)
Brett.Haynes@Boston.Gov
Network Technical Support – W: [\(617\) 635-2167](tel:617-635-2167)
NOC@Boston.Gov
Department of Innovation and Technology
City of Boston, City Hall

Twitter: [@DolTNetwork](https://twitter.com/DolTNetwork)



On Mon, Aug 21, 2017 at 7:54 AM, Linda Calnan

<linda.calnan@boston.gov> wrote:

Due to the recent violence on Bragdon St that happened outside of the EOC , BPD was tasked with providing camera coverage on Bragdon St and tie into BPD camera network by Superintendent Daley and OEM Director Fielding this past Friday .

BPD is requesting 3 IPs for 3 new cameras to be installed at the EOC and brought online **today** by Lan-tel.

Please call me with any questions at [617-635-2875](tel:617-635-2875).

Linda



Linda Calnan
Sr. Project Manager | [Department of Innovation & Technology \(DoIT\)](#) | City of Boston

1 City Hall Square, Room 109
Boston, MA 02201
D: [617-635-2875](tel:617-635-2875)
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linda.calnan@boston.gov

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From: Brett Haynes <brett.haynes@boston.gov>
Sent: Monday, August 28, 2017 1:27 PM EDT
To: Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>
CC: Linda Calnan <Linda Calnan <linda.calnan@boston.gov>>; Sarah Plowman <Sarah Plowman <sarah.plowman@boston.gov>>
Subject: Re: BPD needs 3 IPs for 3 new cameras today - Emergency Install per OEM

Eric,

This may be helpful when you are onsite at Bragdon St and need to plug in the Copper SFP into port ge-1/0/3.

Regards,

Brett Haynes

Network Operations Manager
City of Boston, City Hall
(617) 635-2342
Brett.Haynes@Boston.Gov
Network Technical Support – W: (617) 635-2167
NOC@Boston.Gov
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City of Boston, City Hall

Twitter: [@DolTNetwork](https://twitter.com/DolTNetwork)

On Fri, Aug 25, 2017 at 11:11 AM, Eric Johnson<ejohnson@lan-tel.com> wrote:

Brett

Ok sorry I didn't understand that. My apologies , I am doing this out of pocket . regardless the tech I had there was not able to perform the work the following day or for the week .I only have two techs that have performed work on BONET and 1 was on vacation, I started vacation the next day as well .I understand urgency to put on BONET but I did the best I could under circumstances to get cameras online for OEM and keep of integrity of system intact and not bring anything down with a tech unfamiliar with BONET . since EMS and OEM are housed there.

We will get there and have this on BONET , that is my goal. I thought we could do all in one day like we have before.but we couldn't , I could not get downtown to pick up this piece of equipment the same day as install.

I will let you know when we can do . It will probably be Tuesday . Will let you know Monday .

Have a great weekend

Eric



Respectfully,

Eric Johnson
Security Project Manager
1400 PROVIDENCE HIGHWAY,
SUITE 3100
NORWOOD, MA 02062

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ejohnson@lan-tel.com ♣ |

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You do understand that it is not a switch you had picked up, but a Juniper Copper SFP to accept the copper Cat5 connection from your camera switch.

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Regards,

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City of Boston, City Hall

Twitter: [@DotITNetwork](https://twitter.com/DotITNetwork)

On Fri, Aug 25, 2017 at 10:08 AM, Eric Johnson<ejohnson@lan-tel.com> wrote:

Linda

Yes I understand everything .I did not anticipate having to pick up and install the switch .

Sorry for the delay



Respectfully,

Eric Johnson
Security Project Manager
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Thank you for your help on this since this was dropped in my lap last minute



Respectfully,

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Do we have a timeframe on this install? I just want to know so that I can manage my time.

Brett

Regards,

Brett Haynes

Network Operations Manager
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Brett.Haynes@Boston.Gov
Network Technical Support – W: [\(617\) 635-2167](tel:617-635-2167)
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Twitter: [@DotNetwork](https://twitter.com/DotNetwork)

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Absolutely will do Brett



Respectfully,

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Security Project Manager
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Regards,

Brett Haynes

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Sent: Tuesday, August 22, 2017 8:50 AM

To: Eric Johnson

Cc: Brett Haynes

Subject: Re: BPD needs 3 IPs for 3 new cameras today - Emergency Install per OEM

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Linda Calnan
Sr. Project Manager | [Department of Innovation & Technology \(DoIT\)](#) | City of Boston

1 City Hall Square, Room 109
Boston, MA 02201
D: [617-635-2875](tel:617-635-2875)
C: [781-738-2020](tel:781-738-2020)
linda.calnan@boston.gov

On Mon, Aug 21, 2017 at 12:08 PM, Eric Johnson<ejohnson@lan-tel.com> wrote:

I am going to try and send someone by if not today first thing AM



Respectfully,

Eric Johnson
Security Project Manager
1400 PROVIDENCE HIGHWAY,
SUITE 3100
NORWOOD, MA 02062

M [617.785.8254](tel:617.785.8254) | F [781.551.8667](tel:781.551.8667)

ejohnson@lan-tel.com ✉ |

www.lan-tel.com

FOLLOW US: [Twitter](#) | [LinkedIn](#) | [Facebook](#)

On Aug 21, 2017, at 11:33 AM, Linda Calnan
<linda.calnan@boston.gov> wrote:

I have it at my desk now. I sit next to Jerry Turner -
1st floor, room 109 at City Hall.



Linda Calnan
Sr. Project Manager | [Department of Innovation & Technology](#)
[DoIT](#) | City of Boston

1 City Hall Square, Room 109
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linda.calnan@boston.gov

On Mon, Aug 21, 2017 at 11:30 AM, Eric Johnson
<ejohnson@lan-tel.com> wrote:

Will do thank you



Respectfully,

Eric Johnson
Security Project Manager
1400 PROVIDENCE HIGHWAY,
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M [617.785.8254](tel:617.785.8254) | **F** [781.551.8667](tel:781.551.8667)

ejohnson@lan-tel.com ♣ □

www.lan-tel.com

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US: [Twitter](#) | [LinkedIn](#) | [Facebook](#)

On Aug 21, 2017, at 11:29 AM, Brett Haynes
<brett.haynes@boston.gov> wrote:

Eric,

You will need a copper Juniper SFP to
uplink your camera switch into the
Juniper MX80 at Bragdon St.

I have one available for you at City Hall,
so you can arrange to have it picked up
from Linda.

Your switch will also need to be Gig not
100 MB.

Regards,

Brett Haynes

Network Operations Manager
City of Boston, City Hall
[\(617\) 635-2342](tel:617.635.2342)
Brett.Haynes@Boston.Gov
Network Technical Support – W: [\(617\) 635-2167](tel:617.635.2167)
NOC@Boston.Gov
Department of Innovation and Technology
City of Boston, City Hall

Twitter: [@DoITNetwork](#)

On Mon, Aug 21, 2017 at 11:20 AM,
Linda Calnan

<linda.calnan@boston.gov> wrote:

Eric - this is an SFP switch you will
be connecting to so you will need
and SFP connection. Brett has them
and will drop one off at my desk. Are
you using copper cabling?

Please advise. Thanks.



Linda Calnan
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<linda.calnan@boston.gov> wrote:
Here you go



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linda.calnan@boston.gov

----- Forwarded message -----

--

From: **Brett Haynes**
<brett.haynes@boston.gov>
Date: Mon, Aug 21, 2017 at 11:03 AM
Subject: Re: BPD needs 3 IPs for 3 new cameras today - Emergency Install per OEM
To: Linda Calnan
<linda.calnan@boston.gov>
Cc: Louis Madeira
<louis.madeira@pd.boston.gov>, BoNetSupport
<BoNetSupport@cityofboston.gov>, Eric Johnson <ejohnson@lan-tel.com>

Linda,

Here is the IP addressing and port assignment.

Bragdon St Juniper MX80: Port 1/0/3
Camera IPs: 10.100.18.66 - 70
Mask: 255.255.255.224
Gateway: 10.100.18.65

Regards,

Brett Haynes

Network Operations Manager
City of Boston, City Hall
[\(617\) 635-2342](tel:6176352342)
Brett.Haynes@Boston.Gov
Network Technical Support – W: [\(617\) 635-2167](tel:6176352167)
NOC@Boston.Gov
Department of Innovation and Technology
City of Boston, City Hall

Twitter: [@DolITNetwork](https://twitter.com/DolITNetwork)



On Mon, Aug 21, 2017 at 7:54 AM, Linda Calnan

<linda.calnan@boston.gov> wrote:

Due to the recent violence on Bragdon St that happened outside of the EOC , BPD was tasked with providing camera coverage on Bragdon St and tie into BPD camera network by Superintendent Daley and OEM Director Fielding this past Friday .

BPD is requesting 3 IPs for 3 new cameras to be installed at the EOC and brought online **today** by Lan-tel.

Please call me with any questions at [617-635-2875](tel:6176352875).

Linda



Linda Calnan
Sr. Project Manager | [Department of Innovation & Technology \(DoIT\)](#) | City of Boston

1 City Hall Square, Room 109
Boston, MA 02201
D: [617-635-2875](tel:6176352875)
C: [781-738-2020](tel:7817382020)
linda.calnan@boston.gov

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From: Eric Johnson <ejohnson@Lan-Tel.com>
Sent: Monday, August 28, 2017 1:49 PM EDT
To: Brett Haynes <Brett Haynes <brett.haynes@boston.gov>>
CC: Linda Calnan <Linda Calnan <linda.calnan@boston.gov>>; Sarah Plowman <Sarah Plowman <sarah.plowman@boston.gov>>
Subject: Re: BPD needs 3 IPs for 3 new cameras today - Emergency Install per OEM

Brett thank you sir



Respectfully,

Eric Johnson
Security Project Manager
1400 PROVIDENCE HIGHWAY,
SUITE 3100
NORWOOD, MA 02062

M 617.785.8254 | **F** 781.551.8667

ejohnson@lan-tel.com ✖ |
www.lan-tel.com
FOLLOW US: [Twitter](#) | [LinkedIn](#) | [Facebook](#)

On Aug 28, 2017, at 1:27 PM, Brett Haynes <brett.haynes@boston.gov> wrote:

Eric,

This may be helpful when you are onsite at Bragdon St and need to plug in the Copper SFP into port ge-1/0/3.



Regards,

Brett Haynes

Network Operations Manager
City of Boston, City Hall
(617) 635-2342
Brett.Haynes@Boston.Gov
Network Technical Support – W: (617) 635-2167
NOC@Boston.Gov
Department of Innovation and Technology
City of Boston, City Hall

Twitter: [@DoITNetwork](#)



On Fri, Aug 25, 2017 at 11:11 AM, Eric Johnson<ejohnson@lan-tel.com> wrote:
| Brett

Ok sorry I didn't understand that. My apologies , I am doing this out of pocket . regardless the tech I had there was not able to perform the work the following day or for the week .I only have two techs that have performed work on BONET and 1 was on vacation, I started vacation the next day as well .I understand urgency to put on BONET but I did the best I could under circumstances to get cameras online for OEM and keep of integrity of system intact and not bring anything down with a tech unfamiliar with BONET . since EMS and OEM are housed there.

We will get there and have this on BONET , that is my goal. I thought we could do all in one day like we have before.but we couldn't , I could not get downtown to pick up this piece of equipment the same day as install. I will let you know when we can do . It will probably be Tuesday . Will let you know Monday . Have a great weekend

Eric



Respectfully,

Eric Johnson
Security Project Manager
1400 PROVIDENCE HIGHWAY,
SUITE 3100
NORWOOD, MA 02062

M [617.785.8254](tel:617.785.8254) | **F** [781.551.8667](tel:781.551.8667)

ejohnson@lan-tel.com ♣ |

www.lan-tel.com

FOLLOW US: [Twitter](#) | [LinkedIn](#) | [Facebook](#)

On Aug 25, 2017, at 10:55 AM, Brett Haynes <brett.haynes@boston.gov> wrote:

Eric,

You do understand that it is not a switch you had picked up, but a Juniper Copper SFP to accept the copper Cat5 connection from your camera switch.

You just have to plug it into the Juniper SFP slot that corresponds to ge-1/0/3. That is why I wanted whoever was going to be onsite to call me so I could assist with this in case there was any confusion.

Regards,

Brett Haynes

Network Operations Manager
City of Boston, City Hall
(617) 635-2342
Brett.Haynes@Boston.Gov
Network Technical Support – W: (617) 635-2167
NOC@Boston.Gov

Twitter: [@DoITNetwork](#)

On Fri, Aug 25, 2017 at 10:08 AM, Eric Johnson<ejohnson@lan-tel.com> wrote:

Linda

Yes I understand everything .I did not anticipate having to pick up and install the switch .

Sorry for the delay



Respectfully,

Eric Johnson
Security Project Manager
1400 PROVIDENCE HIGHWAY,
SUITE 3100
NORWOOD, MA 02062

M [617.785.8254](tel:617.785.8254) | F [781.551.8667](tel:781.551.8667)

ejohnson@lan-tel.com ☛ |

www.lan-tel.com

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On Aug 25, 2017, at 9:59 AM, Linda Calnan <linda.calnan@boston.gov> wrote:

Eric - please move the 3 emergency cameras that were set up at the EOC from the wireless set up to the BoNet/fiber network by mid next week the latest. We want to monitor and support these cameras thru BoNet. Also, please re-IP those cameras with the BoNet IPs provided on Monday. I have cc'd OEM as this was their request.

Also - we provided the copper SFP connection that your team picked up on Wed, 8/23, and as agreed your switch will need to be Gig not 100 MB.

I have cc'd OEM as this was their request.

Please let us all know when this has been completed.

Thank you.

Linda Calnan
Sr. Project Manager | [Department of Innovation & Technology \(DoIT\)](#) | City of Boston

1 City Hall Square, Room 109
Boston, MA 02201
D: [617-635-2875](tel:617-635-2875)
C: [781-738-2020](tel:781-738-2020)
linda.calnan@boston.gov

On Fri, Aug 25, 2017 at 9:37 AM, Eric Johnson <ejohnson@lan-tel.com> wrote:

Brett I put this on wireless for now . Adding the switch threw me off for the day we put in cameras , and I already had guys scheduled other days and a couple of other fires popped up too . I took Thursday and Friday as well as Mark Savage being out on vacation I would like to do this next wed . Sorry for delay but I don't want to have someone not accustomed to working on BONET equipment and I'm not there as well .

Thank you for your help on this since this was dropped in my lap last minute



Respectfully,

Eric Johnson
Security Project Manager
1400 PROVIDENCE HIGHWAY,
SUITE 3100
NORWOOD, MA 02062

M [617.785.8254](tel:617.785.8254) | F [781.551.8667](tel:781.551.8667)

ejohnson@lan-tel.com ✪ |

www.lan-tel.com

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On Aug 25, 2017, at 9:24 AM, Brett Haynes <brett.haynes@boston.gov> wrote:

Ok, now it's Friday and connection is still showing DOWN on the Juniper MX80 and no Copper SFP has been installed yet.

Do we have a timeframe on this install? I just want to know so that I can manage my time.

Brett

Regards,

Brett Haynes

Network Operations Manager
City of Boston, City Hall
[617.635.2342](tel:617.635.2342)

Brett.Haynes@Boston.Gov
Network Technical Support – W: [\(617\) 635-2167](tel:617-635-2167)
NOC@Boston.Gov
Department of Innovation and Technology
City of Boston, City Hall

Twitter: [@DotNetwork](https://twitter.com/DotNetwork)

On Tue, Aug 22, 2017 at 10:43 AM, Eric Johnson<ejohnson@lan-tel.com> wrote:

Absolutely will do Brett



Respectfully,

Eric Johnson
Security Project Manager
1400 PROVIDENCE HIGHWAY,
SUITE 3100
NORWOOD, MA 02062

M [617.785.8254](tel:617.785.8254) | F [781.551.8667](tel:781.551.8667)

ejohnson@lan-tel.com ☛ |

www.lan-tel.com

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On Aug 22, 2017, at 10:38 AM, Brett Haynes
<brett.haynes@boston.gov> wrote:

I need to know when they place that SFP in the SFP slot
so I can determine if they are in the right port or not.

Please have them call me at [617-635-2342](tel:617-635-2342)

Regards,

Brett Haynes

Network Operations Manager
City of Boston, City Hall
[\(617\) 635-2342](tel:617-635-2342)
Brett.Haynes@Boston.Gov
Network Technical Support – W: [\(617\) 635-2167](tel:617-635-2167)
NOC@Boston.Gov
Department of Innovation and Technology
City of Boston, City Hall

Twitter: [@DotNetwork](https://twitter.com/DotNetwork)

On Tue, Aug 22, 2017 at 10:36 AM, Eric Johnson
<ejohnson@lan-tel.com> wrote:

Yes Linda Im sorry , we were caught up tihs AM. I
have someone who should be there very shortly

From: Linda Calnan <linda.calnan@boston.gov>

Sent: Tuesday, August 22, 2017 8:50 AM

To: Eric Johnson

Cc: Brett Haynes

Subject: Re: BPD needs 3 IPs for 3 new cameras today -
Emergency Install per OEM

Morning,

Are your guys coming to pick up the SFP? It is at my
desk and Brett has the port configured. We both are
getting busied up for today so want to take care of this
asap.

Tks.



Linda Calnan

Sr. Project Manager | [Department of Innovation & Technology](#)
[\(DoIT\)](#) | [City of Boston](#)

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[ook](#)

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tel.com](mailto:ejohnson@lan-tel.com) ☛ |
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ook](#)

On Aug 21, 2017, at 11:29 AM, Brett Haynes <brett.haynes@boston.gov> wrote:

Eric,

You will need a copper Juniper SFP to uplink your camera switch into the Juniper MX80 at Bragdon St.

I have one available for you at City Hall, so you can arrange to have it picked up from Linda.

Your switch will also need to be Gig not 100 MB.

Regards,

Brett Haynes

Network Operations Manager
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Brett.Haynes@Boston.Gov
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Linda Calnan
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Sr. Project Manager
| Department of Innovation &
Technology (DoIT) | City of
Boston

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linda.calnan@boston.gov

----- Forwarded
message -----
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<brett.haynes@boston.gov>
Date: Mon, Aug 21,
2017 at 11:03 AM
Subject: Re: BPD
needs 3 IPs for 3 new
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Emergency Install per
OEM
To: Linda Calnan
<linda.calnan@boston.gov>
Cc: Louis Madeira
<louis.madeira@pd.boston.gov>,
BoNetSupport
<BoNetSupport@cityofboston.gov>,
Eric Johnson
<ejohnson@lan-tel.com>

Linda,

Here is the IP
addressing and port
assignment.

Bragdon St Juniper
MX80: Port 1/0/3
Camera IPs:
10.100.18.66 - 70
Mask:
255.255.255.224
Gateway:
10.100.18.65

Regards,

Brett Haynes

Network Operations Manager
City of Boston, City Hall

(617) 635-2342
Brett.Haynes@Boston.Gov
Network Technical Support – W:
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Twitter: [@DoITNetwork](https://twitter.com/DoITNetwork)



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Lan-tel.

Please call me with any
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Linda



Linda Calnan
Sr. Project Manager
| Department of
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linda.calnan@boston.gov

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notify the sender and delete this e-mail from your computer system.

From: Mary Milligan <mmilligan@lan-tel.com>

Sent: Wednesday, September 06, 2017 9:03 AM EDT

To: sarah.plowman@boston.gov

CC: Kate Waldron <Kate Waldron <kwaldron@lan-tel.com>>; Eric Johnson <Eric Johnson <ejohnson@Lan-Tel.com>>; Dennis Drain <Dennis Drain <ddrain@lan-tel.com>>; Jeff Bodio <Jeff Bodio <jeffb@lan-tel.com>>

Subject: July 2017 CIMS Billing

Attachment(s): "9916737-DOINNOV-9-06-2017-2.PDF","July 2017 CIMS Backup 9.6.17.xls"

Good Day,

Please see the attached invoice (9916737) and backup for CIMS work completed in July of 2017.

Feel free to reach out to me for any additional information.

Thanks

Mare



Mare Milligan

Accounting Specialist

1400 PROVIDENCE HIGHWAY, SUITE 3100
NORWOOD, MA 02062

T 781.352.4717 | F 781.551.8667

mmilligan@lan-tel.com | www.lan-tel.com

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From: Sarah Plowman <sarah.plowman@boston.gov>

Sent: Wednesday, September 06, 2017 2:08 PM EDT

To: Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>; Pam Monziona <Pam Monziona <pmonziona@chelseama.gov>>

Subject: Cameras for Chelsea evacuation routes

Hi Eric,

Just touching base on the 10 cameras for Chelsea evacuation routes. Pam tells me you two have talked and everything is ready. You can go ahead and get those installed.

If you have any questions, please reach out!

Thanks,

Sarah

--

Sarah Plowman

Regional Planner

Mayor's Office of Emergency Management

Boston City Hall, Room 204

One City Hall Square | Boston, MA 02201

Phone: 617.635.1400

Fax: 617.635.2974

From: Eric Johnson <ejohnson@Lan-Tel.com>
Sent: Wednesday, September 06, 2017 2:41 PM EDT
To: Sarah Plowman <Sarah.Plowman@boston.gov>>
CC: Pam Monzione <Pam Monzione <pmonzione@chelseama.gov>>
Subject: Re: Cameras for Chelsea evacuation routes

Sarah thank you ! I will proceed



Respectfully,

Eric Johnson
Security Project Manager
1400 PROVIDENCE HIGHWAY,
SUITE 3100
NORWOOD, MA 02062

M 617.785.8254 | **F** 781.551.8667

ejohnson@lan-tel.com ✪ |
www.lan-tel.com
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On Sep 6, 2017, at 2:08 PM, Sarah Plowman <sarah.plowman@boston.gov> wrote:

Hi Eric,

Just touching base on the 10 cameras for Chelsea evacuation routes. Pam tells me you two have talked and everything is ready. You can go ahead and get those installed.

If you have any questions, please reach out!
Thanks,
Sarah

--

Sarah Plowman
Regional Planner
Mayor's Office of Emergency Management
Boston City Hall, Room 204

One City Hall Square | Boston, MA 02201
Phone: 617.635.1400
Fax: 617.635.2974

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From: Linda Calnan <linda.calnan@boston.gov>
Sent: Tuesday, September 12, 2017 8:54 AM EDT
To: Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>
CC: Brett Haynes <Brett Haynes <brett.haynes@boston.gov>>; Sarah Plowman <Sarah Plowman <sarah.plowman@boston.gov>>
Subject: Re: BPD needs 3 IPs for 3 new cameras today - Emergency Install per OEM

Eric - following up on this camera infrastructure requirement. Have these 3 cameras been moved off of wireless and on to the BoNet network? Please advise. Thanks.



Linda Calnan
Sr. Project Manager | [Department of Innovation & Technology \(DoIT\)](#) | City of Boston

1 City Hall Square, Room 109
Boston, MA 02201
D: 617-635-2875
C: 781-738-2020
linda.calnan@boston.gov

On Fri, Aug 25, 2017 at 9:59 AM, Linda Calnan<linda.calnan@boston.gov> wrote:

Eric - please move the 3 emergency cameras that were set up at the EOC from the wireless set up to the BoNet/fiber network by mid next week the latest. We want to monitor and support these cameras thru BoNet. Also, please re-IP those cameras with the BoNet IPs provided on Monday. I have cc'd OEM as this was their request.

Also - we provided the copper SFP connection that your team picked up on Wed, 8/23, and as agreed your switch will need to be Gig not 100 MB.

I have cc'd OEM as this was their request.

Please let us all know when this has been completed.

Thank you.



Linda Calnan
Sr. Project Manager | [Department of Innovation & Technology \(DoIT\)](#) | City of Boston

1 City Hall Square, Room 109
Boston, MA 02201
D: [617-635-2875](tel:617-635-2875)
C: [781-738-2020](tel:781-738-2020)
linda.calnan@boston.gov

On Fri, Aug 25, 2017 at 9:37 AM, Eric Johnson<ejohnson@lan-tel.com> wrote:

Brett I put this on wireless for now . Adding the switch threw me off for the day we put in cameras , and I already had guys scheduled other days and a couple of other fires popped up too . I took Thursday and Friday as well as Mark Savage being out on vacation I would like to do this next wed . Sorry for delay but I don't want to have someone not accustomed to working on BONET equipment and I'm not there as well .

Thank you for your help on this since this was dropped in my lap last minute



Respectfully,

Eric Johnson

Security Project Manager
1400 PROVIDENCE HIGHWAY,
SUITE 3100
NORWOOD, MA 02062

M [617.785.8254](tel:617.785.8254) | **F** [781.551.8667](tel:781.551.8667)

ejohnson@lan-tel.com ✖ |

www.lan-tel.com

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On Aug 25, 2017, at 9:24 AM, Brett Haynes <brett.haynes@boston.gov> wrote:

Ok, now it's Friday and connection is still showing DOWN on the Juniper MX80 and no Copper SFP has been installed yet.

Do we have a timeframe on this install? I just want to know so that I can manage my time.

Brett

Regards,

Brett Haynes

Network Operations Manager
City of Boston, City Hall
[\(617\) 635-2342](tel:617.635.2342)
Brett.Haynes@Boston.Gov
Network Technical Support – W: [\(617\) 635-2167](tel:617.635.2167)
NOC@Boston.Gov
Department of Innovation and Technology
City of Boston, City Hall

Twitter: [@DoITNetwork](#)

On Tue, Aug 22, 2017 at 10:43 AM, Eric Johnson<ejohnson@lan-tel.com> wrote:

Absolutely will do Brett



Respectfully,

Eric Johnson
Security Project Manager
1400 PROVIDENCE HIGHWAY,
SUITE 3100
NORWOOD, MA 02062

M [617.785.8254](tel:617.785.8254) | **F** [781.551.8667](tel:781.551.8667)

ejohnson@lan-tel.com ♣
www.lan-tel.com
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On Aug 22, 2017, at 10:38 AM, Brett Haynes <brett.haynes@boston.gov> wrote:

I need to know when they place that SFP in the SFP slot so I can determine if they are in the right port or not.

Please have them call me at [617-635-2342](tel:617-635-2342)

Regards,

Brett Haynes

Network Operations Manager
City of Boston, City Hall
[\(617\) 635-2342](tel:617-635-2342)
Brett.Haynes@Boston.Gov
Network Technical Support – W: [\(617\) 635-2167](tel:617-635-2167)
NOC@Boston.Gov
Department of Innovation and Technology
City of Boston, City Hall

Twitter: [@DoITNetwork](#)

On Tue, Aug 22, 2017 at 10:36 AM, Eric Johnson<ejohnson@lan-tel.com> wrote:

Yes Linda Im sorry , we were caught up tihs AM. I have someone who should be there very shortly

From: Linda Calnan <linda.calnan@boston.gov>

Sent: Tuesday, August 22, 2017 8:50 AM

To: Eric Johnson

Cc: Brett Haynes

Subject: Re: BPD needs 3 IPs for 3 new cameras today - Emergency Install per OEM

Morning,

Are your guys coming to pick up the SFP? It is at my desk and Brett has the port configured. We both are getting busied up for today so want to take care of this asap.

Tks.

Linda Calnan
Sr. Project Manager | [Department of Innovation & Technology \(DoIT\)](#) | City of Boston

1 City Hall Square, Room 109
Boston, MA 02201
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C: [781-738-2020](tel:781-738-2020)
linda.calnan@boston.gov

On Mon, Aug 21, 2017 at 12:08 PM, Eric Johnson<ejohnson@lan-tel.com> wrote:
I am going to try and send someone by if not today first thing AM



Respectfully,

Eric Johnson
Security Project Manager
1400 PROVIDENCE HIGHWAY,
SUITE 3100
NORWOOD, MA 02062

M [617.785.8254](tel:617.785.8254) | F [781.551.8667](tel:781.551.8667)

ejohnson@lan-tel.com ♣ |

www.lan-tel.com

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On Aug 21, 2017, at 11:33 AM, Linda Calnan <linda.calnan@boston.gov> wrote:

I have it at my desk now. I sit next to Jerry Turner - 1st floor, room 109 at City Hall.



Linda Calnan
Sr. Project Manager | [Department of Innovation & Technology \(DoIT\)](#) | City of Boston

1 City Hall Square, Room 109
Boston, MA 02201
D: [617-635-2875](tel:617-635-2875)
C: [781-738-2020](tel:781-738-2020)
linda.calnan@boston.gov

On Mon, Aug 21, 2017 at 11:30 AM, Eric Johnson<ejohnson@lan-tel.com> wrote:

Will do thank you



Respectfully,

Eric Johnson
Security Project Manager
1400 PROVIDENCE HIGHWAY,
SUITE 3100
NORWOOD, MA 02062

M [617.785.8254](tel:617.785.8254) | F [781.551.8667](tel:781.551.8667)

ejohnson@lan-tel.com ✉ |

www.lan-tel.com

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On Aug 21, 2017, at 11:29 AM, Brett Haynes <brett.haynes@boston.gov> wrote:

Eric,

You will need a copper Juniper SFP to uplink your camera switch into the Juniper MX80 at Bragdon St.

I have one available for you at City Hall, so you can arrange to have it picked up from Linda.

Your switch will also need to be Gig not 100 MB.

Regards,

Brett Haynes

Network Operations Manager
City of Boston, City Hall
[\(617\) 635-2342](tel:617.635.2342)
Brett.Haynes@Boston.Gov
Network Technical Support – W: [\(617\) 635-2167](tel:617.635.2167)
NOC@Boston.Gov
Department of Innovation and Technology
City of Boston, City Hall

Twitter: [@DoITNetwork](#)

On Mon, Aug 21, 2017 at 11:20 AM, Linda Calnan

<linda.calnan@boston.gov> wrote:

Eric - this is an SFP switch you will be connecting to so you will need an SFP connection. Brett has them and will drop one off at my desk. Are you using copper cabling?

Please advise. Thanks.

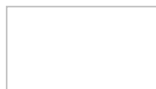


Linda Calnan
Sr. Project Manager | [Department of Innovation & Technology \(DoIT\)](#) | City of Boston

1 City Hall Square, Room 109
Boston, MA 02201
D: [617-635-2875](tel:617-635-2875)
C: [781-738-2020](tel:781-738-2020)
linda.calnan@boston.gov

On Mon, Aug 21, 2017 at 11:09 AM, Linda Calnan
<linda.calnan@boston.gov> wrote:

Here you go



Linda Calnan
Sr. Project Manager | [Department of Innovation & Technology \(DoIT\)](#) | City of Boston

1 City Hall Square, Room 109
Boston, MA 02201
D: [617-635-2875](tel:617-635-2875)
C: [781-738-2020](tel:781-738-2020)
linda.calnan@boston.gov

----- Forwarded message -----

From: **Brett Haynes** <brett.haynes@boston.gov>
Date: Mon, Aug 21, 2017 at 11:03 AM
Subject: Re: BPD needs 3 IPs for 3 new cameras today -
Emergency Install per OEM
To: Linda Calnan <linda.calnan@boston.gov>
Cc: Louis Madeira <louis.madeira@pd.boston.gov>, BoNetSupport <BoNetSupport@cityofboston.gov>, Eric Johnson <ejohnson@lan-tel.com>

Linda,

Here is the IP addressing and port assignment.

Bragdon St Juniper MX80: Port 1/0/3
Camera IPs: 10.100.18.66 - 70
Mask: 255.255.255.224
Gateway: 10.100.18.65

Regards,

Brett Haynes

Network Operations Manager
City of Boston, City Hall
(617) 635-2342
Brett.Haynes@Boston.Gov
Network Technical Support – W: (617) 635-2167
NOC@Boston.Gov
Department of Innovation and Technology
City of Boston, City Hall

Twitter: [@DoITNetwork](#)



On Mon, Aug 21, 2017 at 7:54 AM, Linda Calnan

<linda.calnan@boston.gov> wrote:

Due to the recent violence on Bragdon St that happened outside of the EOC , BPD was tasked with providing camera coverage on Bragdon St and tie into BPD camera network by Superintendent Daley and OEM Director Fielding this past Friday .

BPD is requesting 3 IPs for 3 new cameras to be installed at the EOC and brought online **today** by Lan-tel.

Please call me with any questions at [617-635-2875](tel:617-635-2875).

Linda



Linda Calnan
Sr. Project Manager | [Department of Innovation & Technology \(DoIT\)](#) |
[City of Boston](#)

1 City Hall Square, Room 109
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linda.calnan@boston.gov

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From: Linda Calnan <linda.calnan@boston.gov>

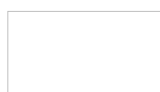
Sent: Tuesday, September 12, 2017 2:21 PM EDT

To: Jason Marshall <Jason.Marshall@pd.boston.gov>; Michael Flaherty <Michael Flaherty <michael.flaherty2@boston.gov>; Reidy, Richard; Brett Haynes <Brett Haynes <brett.haynes@boston.gov>; Don Burgess <Don Burgess <don.burgess@boston.gov>; Robert Slade <Robert Slade <robert.slade@boston.gov>; McDavitt, Conor; Beers, Jeff; Vasconcelos, Nelson; Dan Rothman <Dan Rothman <dan.rothman@boston.gov>; Jerry Turner <Jerry Turner <jerry.turner@boston.gov>; William Joyce <William Joyce <william.joyce@boston.gov>; Jarrod Fullerton <Jarrod Fullerton <jfullerton@genetec.com>; Wilson Aleman <Wilson Aleman <wilson.aleman@boston.gov>; Vincent Stancato <Vincent Stancato <vstancato@lan-tel.com>; Henry, Brian; Michael Kane <Michael Kane <michael.kane@boston.gov>; Jim Fitzpatrick <Jim Fitzpatrick <jim.fitzpatrick@pd.boston.gov>; Brian Barcelou <Brian Barcelou <Brian.Barcelou@pd.boston.gov>; Mike Lynch (DoIT) <Mike Lynch (DoIT) <mike.lynch@boston.gov>; Shawn Romanoski <Shawn Romanoski <Shawn.Romanoski@pd.boston.gov>; Thomas, Ian; Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>; Michael Driscoll <Michael Driscoll <mdriscoll@dvteel.com>; John Grennon <John Grennon <jgrennon@lan-tel.com>; Jason MacDonald <Jason MacDonald <Jason.MacDonald@boston.gov>; Peter Clifford <Peter Clifford <Peter.clifford@boston.gov>; Louis Madeira <Louis Madeira <Louis.madeira@pd.boston.gov>; Michael Sulprizio <Michael Sulprizio <Michael.Sulprizio@boston.gov>; Ramasamy, Krishnamoorthi; Gary Cupido <Gary Cupido <cupidog@vidsys.com>; Robert Flaherty <Robert Flaherty <robert.flaherty@boston.gov>

Subject: Security Camera Strategy Status Meeting - 9/13/17

Attachment(s): "Security Camera Strategy Meeting_9-13-17.docx"

Attached are the latest updates. We will resume our bi-weekly schedule.



Linda Calnan

Sr. Project Manager | [Department of Innovation & Technology \(DoIT\)](#) | City of Boston

1 City Hall Square, Room 109

Boston, MA 02201

D: 617-635-2875

C: 781-738-2020

linda.calnan@boston.gov

From: Eric Johnson <ejohnson@Lan-Tel.com>

Sent: Wednesday, September 13, 2017 7:43 PM EDT

To: Shawn <RomanoskiS.bpd@cityofboston.gov> Romanoski

CC: Louie Madeira <Louie Madeira <louis.madeira@pd.boston.gov>>; matthew.spillane@pd.boston.gov; Rene Fielding <Rene.Fielding@cityofboston.gov>>; Sarah Plowman <Sarah Plowman <sarah.plowman@boston.gov>>

Subject: Bragdon St Cameras

Shawn

Just a heads up , the 3 cameras outside of main entrances to OEM are down for tonite . This is due to not having a Ethernet port available we tried to originally land on BONET , when the cameras were installed . We temporarily landed on CIMS wireless network .

Today , we finally had the chance and worked with DOIT to create that port with equipment provided by them .We then found that the network was not configured between BONET and the BPD Camera network, thus we were unable to land the cameras with new BONET IP addresses , and past the point of return of Putting back on wireless .

DOIT was also under the impression that these cameras were going to be landed on the Genetec . We informed them today that they were and will be landed on The BPD FLIR system .

DOIT reports that they will perform this work tomorrow to fix path between networks .

However , and as you know , we did install the 2 extra cameras that we had in stock and you recommended for Emst and Bragdon street . We in turn and anticipation of a network problem with a BONET left these two Cameras connected to the CIMS wireless network

for minimal coverage until DOIT performs this IT work .

Thanks

Eric



Respectfully,

Eric Johnson
Security Project Manager
1400 PROVIDENCE HIGHWAY,
SUITE 3100
NORWOOD, MA 02062

M 617.785.8254 | **F** 781.551.8667

ejohnson@lan-tel.com ☛ |

www.lan-tel.com

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From: Shiro Ando <sando@ftgtechnologies.com>

Sent: Thursday, September 14, 2017 9:09 AM EDT

To: Chuck Wade <Chuck Wade <Chuck@Interisle.net>>; Paul Landry <Paul Landry <paul.landry@cityofeverett.org>>; Jeffrey Gilmore <Jeffrey Gilmore <jeffrey.gilmore@cityofeverett.org>>

CC: Allen Peluso <Allen.Peluso@Ci.Everett.MA.US>>; Sarah Plowman <Sarah Plowman <sarah.plowman@boston.gov>>; Scott Wilder <SWilder@BrooklineMA.gov>>; Mike Cobb <Mike Cobb <mcobb@ftgtechnologies.com>>; ejohnson@Lan-Tel.com

Subject: RE: PSnet Everett

Attachment(s): "smime.p7s"

We are dispatching to Whidden. Mike Cobb (copied) is heading there.

We will keep everyone informed.

Thanks

Shiro

Shiro Ando | CCIE # 12809

| Vice President Engineering |



| 2 Batterymarch Park | Suite 401 | Quincy, MA 02169 |

| Office: 617-367-7474 | Fax: 617-367-3331 | email:sando@ftgtechnologies.com |

From: Chuck Wade [mailto:Chuck@Interisle.net]

Sent: Thursday, September 14, 2017 8:39 AM

To: Shiro Ando <sando@ftgtechnologies.com>; Paul Landry <paul.landry@cityofeverett.org>

Cc: Allen Peluso <Allen.Peluso@Ci.Everett.MA.US>; Sarah Plowman <sarah.plowman@boston.gov>; Scott Wilder <SWilder@BrooklineMA.gov>

Subject: Re: PSnet Everett

Shiro,

Perhaps Allen Peluso can assist. I've copied him on this response.

...Chuck

Chuck Wade, Principal
Interisle Consulting Group
+1 508 435-3050 Office
+1 508 277-6439 Mobile
www.interisle.net

On 9/14/17 8:31 AM, Shiro Ando wrote:

Thank you

Is there anyone else we can contact?

Shiro

Shiro Ando | CCIE # 12809

FTG Technologies

Vice President Engineering

On Sep 14, 2017, at 8:01 AM, Paul Landry <paul.landry@cityofeverett.org> wrote:

I won't be in the office until later this morning and Gilmore is at the range so cant confirm - my apologies

Sent from my iPhone

On Sep 14, 2017, at 7:54 AM, Shiro Ando <sando@ftgtechnologies.com> wrote:

Hi Paul,

I just left you a voicemail, but wanted to follow up with this email.

We are seeing many devices down in Everett, it may be related to the power issue at Whidden Hospital.

Would you be able to confirm power?

Thank you,

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 |

From: Sarah Plowman <sarah.plowman@boston.gov>

Sent: Thursday, September 14, 2017 9:14 AM EDT

To: Chuck Wade <Chuck Wade <Chuck@interisle.net>>; Jeffrey Gilmore <Jeffrey Gilmore <jeffrey.gilmore@cityofeverett.org>>; Paul Landry <Paul Landry <paul.landry@cityofeverett.org>>; Shiro Ando <Shiro Ando <sando@ftgtechnologies.com>>

CC: Allen Peluso <Allen.Peluso@ci.everett.ma.us>>; Mike Cobb <Mike Cobb <mcobb@ftgtechnologies.com>>; Scott Wilder <Scott Wilder <SWilder@brooklinema.gov>>; ejohnson@Lan-Tel.com

Subject: Re: PSnet Everett

Attachment(s): "image001.jpg"

Thanks Shiro (and Chuck)

On Thu, Sep 14, 2017 at 09:09 Shiro Ando <sando@ftgtechnologies.com> wrote:

We are dispatching to Whidden. Mike Cobb (copied) is heading there.

We will keep everyone informed.

Thanks

Shiro

Shiro Ando | CCIE # 12809

| Vice President Engineering |

ftg-black-169x39 JPEG

| 2 Battery March Park | Suite 401 | Quincy, MA 02169 |

| Office: 617-367-7474 | Fax: 617-367-3331 | email:sando@ftgtechnologies.com |

From: Chuck Wade [mailto:Chuck@Interisle.net]

Sent: Thursday, September 14, 2017 8:39 AM

To: Shiro Ando <sando@ftgtechnologies.com>; Paul Landry <paul.landry@cityofeverett.org>

Cc: Allen Peluso <Allen.Peluso@Ci.Everett.MA.US>; Sarah Plowman <sarah.plowman@boston.gov>; Scott Wilder <SWilder@BrooklineMA.gov>

Subject: Re: PSnet Everett

Shiro,

Perhaps Allen Peluso can assist. I've copied him on this response.

...Chuck

Chuck Wade, Principal
Interisle Consulting Group
+1 508 435-3050 Office
+1 508 277-6439 Mobile
www.interisle.net

On 9/14/17 8:31 AM, Shiro Ando wrote:

Thank you

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Shiro

Shiro Ando | CCIE # 12809

FTG Technologies

Vice President Engineering

On Sep 14, 2017, at 8:01 AM, Paul Landry paul.landry@cityofeverett.org> wrote:

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Sent from my iPhone

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Hi Paul,

I just left you a voicemail, but wanted to follow up with this email.

We are seeing many devices down in Everett, it may be related to the power issue at Whidden Hospital.

Would you be able to confirm power?

Thank you,

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](#) |

--

Sarah Plowman

Regional Planner

Mayor's Office of Emergency Management

Boston City Hall, Room 204

One City Hall Square | Boston, MA 02201

Phone: 617.635.1400

Fax: 617.635.2974

From: Shiro Ando <sando@ftgtechnologies.com>
Sent: Thursday, September 14, 2017 9:49 AM EDT
To: Chuck Wade <Chuck Wade <Chuck@Interisle.net>>; Paul Landry <Paul Landry <paul.landry@cityofeverett.org>>; Jeffrey Gilmore <Jeffrey Gilmore <jeffrey.gilmore@cityofeverett.org>>
CC: Allen Peluso <Allen Peluso <Allen.Peluso@Ci.Everett.MA.US>>; Sarah Plowman <Sarah Plowman <sarah.plowman@boston.gov>>; Scott Wilder <SWilder@BrooklineMA.gov>>; Mike Cobb <Mike Cobb <mcobb@ftgtechnologies.com>>; ejohnson@Lan-Tel.com
Subject: RE: PSnet Everett
Attachment(s): "smime.p7s"

Hi Allen/Paul,

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Shiro

Shiro Ando | CCIE # 12809
| Vice President Engineering |



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

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Sent: Thursday, September 14, 2017 9:10 AM
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CHA Everett Hospital Administrator
CHA Safety Officer and Emergency Management Director
CHA Everett Hospital
103 Garland Street, Administration Suite
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617-381-7100 (O)

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Sent: Thursday, September 14, 2017 10:17 AM EDT

To: Christian Lanphere <Christian Lanphere <clanphere@challiance.org>>; Paul Landry <Paul Landry <paul.landry@cityofeverett.org>>; Shiro Ando <Shiro Ando <sando@ftgtechnologies.com>>

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Subject: Re: PSnet Everett

Hi, yes maintenance can give access. Unfortunately i dont have a POC.

Det Allen Peluso
45 Elm Street
Everett, MA. 02148
617-394-2293

----- Original message -----

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Just a quick update, the roof rack seems fine, but there is an UPS related power issue in the closet below.
We are going to fix this temporarily and come up with a long term plan.

More update to follow.

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Would you be able to confirm power?
Thank you,
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@ftetechnologies.com](#) |

--

Christian Lanphere, PhD, CEM
CHA Everett Hospital Administrator
CHA Safety Officer and Emergency Management Director
CHA Everett Hospital
103 Garland Street, Administration Suite
Everett, MA 02149
617-381-7100 (O)

The information transmitted in this electronic communication, including all contents enclosed and/or attached, is intended only for the person or entity to whom it is addressed and may contain material that is confidential, privileged or otherwise protected from disclosure. Any review, re-transmission, copy, disclosure, dissemination or other use of, or taking of any action in reliance upon, this information by persons or entities other than the intended recipient is prohibited. If you received this information in error, please contact the sender and properly destroy this communication and all copies thereof.

From: Allen Peluso <allen.peluso@cityofeverett.org>
Sent: Thursday, September 14, 2017 12:29 PM EDT
To: Shiro Ando <Shiro Ando <sando@ftgtechnologies.com>>; Christian Lanphere <Christian Lanphere <clanphere@challiance.org>>; Paul Landry <Paul Landry <paul.landry@cityofeverett.org>>
CC: Chuck Wade <Chuck Wade <Chuck@interisle.net>>; Jeffrey Gilmore <Jeffrey Gilmore <jeffrey.gilmore@cityofeverett.org>>; Mike Cobb <Mike Cobb <mcobb@ftgtechnologies.com>>; Sarah Plowman <Sarah Plowman <sarah.plowman@boston.gov>>; Scott Wilder <Scott Wilder <SWilder@brooklinema.gov>>; ejohnson@Lan-Tel.com
Subject: Re: PSnet Everett

Thank you.

Det Allen Peluso
45 Elm Street
Everett, MA. 02148
617-394-2293

----- Original message -----

From: Shiro Ando <sando@ftgtechnologies.com>
Date: 9/14/17 12:28 PM (GMT-05:00)
To: Christian Lanphere <clanphere@challiance.org>, Paul Landry <paul.landry@cityofeverett.org>
Cc: Allen Peluso <allen.peluso@cityofeverett.org>, Chuck Wade <Chuck@interisle.net>, Jeffrey Gilmore <jeffrey.gilmore@cityofeverett.org>, Mike Cobb <mcobb@ftgtechnologies.com>, Sarah Plowman <sarah.plowman@boston.gov>, Scott Wilder <SWilder@brooklinema.gov>, "ejohnson@Lan-Tel.com" <ejohnson@lan-tel.com>
Subject: RE: PSnet Everett

Just a quick update, the roof rack seems fine, but there is an UPS related power issue in the closet below.
We are going to fix this temporarily and come up with a long term plan.

More update to follow.

Thanks
Shiro

Shiro Ando | CCIE # 12809
| Vice President Engineering |



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

From: Christian Lanphere [mailto:clanphere@challiance.org]
Sent: Thursday, September 14, 2017 9:57 AM
To: Paul Landry <paul.landry@cityofeverett.org>; Shiro Ando <sando@ftgtechnologies.com>
Cc: Allen Peluso <allen.peluso@cityofeverett.org>; Chuck Wade <Chuck@interisle.net>; Jeffrey Gilmore <jeffrey.gilmore@cityofeverett.org>; Mike Cobb <mcobb@ftgtechnologies.com>; Sarah Plowman <sarah.plowman@boston.gov>; Scott Wilder <SWilder@brooklinema.gov>; ejohnson@Lan-Tel.com
Subject: Re: PSnet Everett

Paul,

Have them come over and check in with Maintenance. I will have them give them access to the roof.

-Christian

On Thu, Sep 14, 2017 at 9:52 AM Paul Landry <paul.landry@cityofeverett.org> wrote:

Christian

These folks need to get on the roof of the hospital to check power for one of our systems

Can you assist

Shiro -

Christian Lamphere is there hospital administrator and may be able to assist - if you go to the main desk and ask for him

He is on the to line of this email

Sent from my iPhone

On Sep 14, 2017, at 9:49 AM, Shiro Ando <sando@ftgtechnologies.com> wrote:

Hi Allen/Paul,

Would you please provide a local contact so Mike can get up to the roof?

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 |

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To: 'Chuck Wade' <Chuck@Interisle.net>; Paul Landry <paul.landry@cityofeverett.org>; Jeffrey Gilmore <jeffrey.gilmore@cityofeverett.org>
Cc: Allen Peluso <Allen.Peluso@Ci.Everett.MA.US>; Sarah Plowman <sarah.plowman@boston.gov>; Scott Wilder <SWilder@BrooklineMA.gov>; Mike Cobb <mcobb@ftgtechnologies.com>; ejohnson@Lan-Tel.com
Subject: RE: PSnet Everett

We are dispatching to Whidden. Mike Cobb (copied) is heading there.

We will keep everyone informed.

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 |

From: Chuck Wade [<mailto:Chuck@Interisle.net>]
Sent: Thursday, September 14, 2017 8:39 AM
To: Shiro Ando <sando@ftgtechnologies.com>; Paul Landry <paul.landry@cityofeverett.org>
Cc: Allen Peluso <Allen.Peluso@Ci.Everett.MA.US>; Sarah Plowman <sarah.plowman@boston.gov>; Scott Wilder <SWilder@BrooklineMA.gov>
Subject: Re: PSnet Everett

Shiro,

Perhaps Allen Peluso can assist. I've copied him on this response.

...Chuck

Chuck Wade, Principal
Interisle Consulting Group
+1 508 435-3050 Office
+1 508 277-6439 Mobile
www.interisle.net

On 9/14/17 8:31 AM, Shiro Ando wrote:

Thank you
Is there anyone else we can contact?
Shiro

Shiro Ando | CCIE # 12809
FTG Technologies
Vice President Engineering

On Sep 14, 2017, at 8:01 AM, Paul Landry <paul.landry@cityofeverett.org> wrote:

I won't be in the office until later this morning and Gilmore is at the range so cant confirm - my apologies

Sent from my iPhone

On Sep 14, 2017, at 7:54 AM, Shiro Ando <sando@ftgtechnologies.com> wrote:

Hi Paul,
I just left you a voicemail, but wanted to follow up with this email.
We are seeing many devices down in Everett, it may be related to the power issue at Whidden Hospital.
Would you be able to confirm power?
Thank you,
Shiro

Shiro Ando | CCIE # 12809
| Vice President Engineering |

<image001.jpg>

| [2 Batterymarch Park](#) | [Suite 401](#) | [Quincy, MA 02169](#) |

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--

Christian Lanphere, PhD, CEM
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Subject: RE: PSnet Everett

We have everything up at this point (expect for UPS and PDU)

We will come with a long term plan.

Allen/Paul

Would you please confirm everything is up on your end?

Thanks

Shiro

Shiro Ando | CCIE # 12809

| Vice President Engineering |



| 2 Batterymarch Park | Suite 401 | Quincy, MA 02169 |

| Office: 617-367-7474 | Fax: 617-367-3331 | email:sando@ftgtechnologies.com |

From: Allen Peluso [mailto:allen.peluso@cityofeverett.org]

Sent: Thursday, September 14, 2017 12:30 PM

To: Shiro Ando <sando@ftgtechnologies.com>; Christian Lanphere <clanphere@challiance.org>; Paul Landry <paul.landry@cityofeverett.org>

Cc: Chuck Wade <Chuck@interisle.net>; Jeffrey Gilmore <jeffrey.gilmore@cityofeverett.org>; Mike Cobb <mcobb@ftgtechnologies.com>; Sarah Plowman <sarah.plowman@boston.gov>; Scott Wilder <SWilder@brooklinema.gov>; ejohnson@Lan-Tel.com

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He is on the to line of this email

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<image001.jpg>

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

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...Chuck

Chuck Wade, Principal
Interisle Consulting Group
+1 508 435-3050 Office
+1 508 277-6439 Mobile
www.interisle.net

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FTG Technologies
Vice President Engineering

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Shiro Ando | CCIE # 12809
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<image001.jpg>

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Christian Lanphere, PhD, CEM
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From: Mary Milligan <mmilligan@lan-tel.com>
Sent: Wednesday, September 20, 2017 5:01 AM EDT
To: sarah.plowman@boston.gov
CC: Kate Waldron <kwaldron@lan-tel.com>; Eric Johnson <Eric Johnson <ejohnson@Lan-Tel.com>>; Dennis Drain <Dennis Drain <ddrain@lan-tel.com>>; Jeff Bodio <Jeff Bodio <jeffb@lan-tel.com>>
Subject: August 2017 CIMS Billing
Attachment(s): "9916775-DOINNOV-9-19-2017-2.PDF","August 2017 CIMS Backup 9.19.17.xls"

Good Day,

Please see the attached invoice (9916775) and backup for CIMS work completed in August of 2017.

Feel free to reach out to me for any additional information.

Thanks

Mare



Mare Milligan

Accounting Specialist

1400 PROVIDENCE HIGHWAY, SUITE 3100
NORWOOD, MA 02062

T 781.352.4717 | F 781.551.8667
mmilligan@lan-tel.com | www.lan-tel.com

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From: Linda Calnan <linda.calnan@boston.gov>

Sent: Tuesday, September 26, 2017 11:35 AM EDT

To: Jason Marshall <Jason.Marshall@pd.boston.gov>; Michael Flaherty <Michael Flaherty <michael.flaherty2@boston.gov>; Reidy, Richard; Brett Haynes <Brett Haynes <brett.haynes@boston.gov>; Don Burgess <Don Burgess <don.burgess@boston.gov>; Robert Slade <Robert Slade <robert.slade@boston.gov>; McDavitt, Conor; Beers, Jeff; Vasconcelos, Nelson; Dan Rothman <Dan Rothman <dan.rothman@boston.gov>; Jerry Turner <Jerry Turner <jerry.turner@boston.gov>; William Joyce <William Joyce <william.joyce@boston.gov>; Jarrod Fullerton <Jarrod Fullerton <jfullerton@genetec.com>; Wilson Aleman <Wilson Aleman <wilson.aleman@boston.gov>; Vincent Stancato <Vincent Stancato <vstancato@lan-tel.com>; Henry, Brian; Michael Kane <Michael Kane <michael.kane@boston.gov>; Jim Fitzpatrick <Jim Fitzpatrick <jim.fitzpatrick@pd.boston.gov>; Brian Barcelou <Brian Barcelou <Brian.Barcelou@pd.boston.gov>; Mike Lynch (DoIT) <Mike Lynch (DoIT) <mike.lynch@boston.gov>; Shawn Romanoski <Shawn Romanoski <Shawn.Romanoski@pd.boston.gov>; Thomas, Ian; Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>; Jason MacDonald <Jason MacDonald <Jason.MacDonald@boston.gov>; Peter Clifford <Peter Clifford <Peter.clifford@boston.gov>; Louis Madeira <Louis Madeira <Louis.madeira@pd.boston.gov>; Michael Sulprizio <Michael Sulprizio <Michael.Sulprizio@boston.gov>; Ramasamy, Krishnamoorthi; Gary Cupido <Gary Cupido <cupidog@vidsys.com>; Robert Flaherty <Robert Flaherty <robert.flaherty@boston.gov>; Matthew Spillane <Matthew Spillane <matthew.spillane@pd.boston.gov>

Subject: Security Camera Strategy Team Meeting - 9/27/17

Attachment(s): "Security Camera Strategy Meeting_9-27-17.docx"

Attached is the status report for tomorrow's meeting.

Thanks.



Linda Calnan

Sr. Project Manager | [Department of Innovation & Technology \(DoIT\)](#) | City of Boston

1 City Hall Square, Room 109

Boston, MA 02201

D: 617-635-2875

C: 781-738-2020

linda.calnan@boston.gov

From: Sarah Plowman <sarah.plowman@boston.gov>

Sent: Friday, September 29, 2017 4:50 PM EDT

To: John Surette <John Surette <john.surette@pd.boston.gov>>; Allan Alpert <Allan Alpert <aalpert@chelseama.gov>>; Chuck Wade <Chuck Wade <chuck@interisle.net>>; Colin Strutt <Colin Strutt <colin@interisle.net>>; Dan Rothman <Dan Rothman <dan.rothman@boston.gov>>; David Mahoney <David Mahoney <damahoney@cambridgefire.org>>; Ed Hernandez Sr. <Ed Hernandez Sr. <ehernandez@chelseama.gov>>; Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>; Fred Goldstein <Fred Goldstein <fred@interisle.net>>; Glenn Turner <Glenn Turner <gtturner@cambridgefire.org>>; Jason Marshall <Jason Marshall <Jason.Marshall@pd.boston.gov>>; Jim Fitzpatrick <Jim Fitzpatrick <jim.fitzpatrick@pd.boston.gov>>; Ken Pitts <Ken Pitts <kpitts@cambridge911.org>>; Michael Cobb <Michael Cobb <mcobb@ftgtechnologies.com>>; Michael Saltzman <Michael Saltzman <michael.saltzman@state.ma.us>>; Mike Kiely <Mike Kiely <mkiely@police.somerville.ma.us>>; Robert Griffin <Robert Griffin <rgriffin@chelseama.gov>>; Robert Verdone <Robert Verdone <RVerdone@chelseama.gov>>; Scott Wilder <Scott Wilder <swilder@brooklinema.gov>>; Sean Doherty <Sean Doherty <sdoherly@ftgtechnologies.com>>; Shawn Romanoski <Shawn Romanoski <shawn.romanoski@pd.boston.gov>>; Shiro Ando <Shiro Ando <sando@ftgtechnologies.com>>; Stan Reichgott <Stan Reichgott <sreichgott@brooklinema.gov>>; Stephen Maywalt <Stephen Maywalt <smaywalt@cambridgepolice.org>>; Steven Ford <Steven Ford <sford@reverepolice.org>>

Subject: Fwd: Forward to PSnet group

Attachment(s): "SecureMA October 25 Briefing Invitation .docx"

Hi PSnet folks -- please see the attached event notice, passed along by Scott Wilder. If you're interested in attending and have questions, there's an email on the flyer.

----- Forwarded message -----

From: **Scott Wilder** <swilder@brooklinema.gov>

Date: Fri, Sep 29, 2017 at 12:17 PM

Subject: Forward to PSnet group

To: Sarah Plowman <sarah.plowman@boston.gov>

Hi Sarah,

Could you send this attachment out to the PSnet group, in case anyone is interested in this event.

Thank You,

Scott

Officer Scott Wilder

Director of Technology

Brookline Police Department

350 Washington Street

Brookline, MA. 02445-6800

Office : [617-730-2259](tel:617-730-2259)

swilder@brooklinema.gov

The substance of this message, including any attachments, may be confidential, legally privileged and/or exempt from disclosure pursuant to Massachusetts law. It is intended solely for the addressee. If you received this in error, please contact the sender and delete the material from any computer.

--

Sarah Plowman

Regional Planner

Mayor's Office of Emergency Management

Boston City Hall, Room 204

One City Hall Square | Boston, MA 02201
Phone: 617.635.1400
Fax: 617.635.2974

From: Scott Wilder <swilder@brooklinema.gov>
Sent: Wednesday, October 04, 2017 4:39 PM EDT
To: Eric Johnson <Ejohnson@Lan-Tel.com>; Sarah Plowman <Sarah.Plowman@boston.gov>; Shiro Ando <Sando@ftgtechnologies.com>
Subject: FW: PSnet: NEBH<=>BosPDHq microwave link down

Hi Eric,
Do you have a contact at NE Baptist Hospital ? or is just reporting to their security good enough to get to the roof and work on the microwave units?

Thanks
Officer Scott Wilder
Director of Technology
Brookline Police Department
350 Washington Street
Brookline, MA. 02445-6800
Office : 617-730-2259
swilder@brooklinema.gov

From: Sarah Plowman [<mailto:sarah.plowman@boston.gov>]
Sent: Wednesday, October 04, 2017 4:22 PM
To: Shiro Ando
Cc: Scott Wilder
Subject: Re: PSnet: NEBH<=>BosPDHq microwave link down
Importance: High

Shiro -

Have you contacted LAN-TEL to ask about access? If they have cameras there, presumably they have a way to get in. Perhaps they can connect you. Let us know if that is another dead end, though.

Re: Airfiber -- I think this was the unit we tried to order several months ago and ran into issues w/purchasing not being able to ID the parts. I was supposed to have received that information from either John or Shawn (I forget which) in order to try again, but I think that request got buried on their desks. Regardless, even if I got the info today, we wouldn't be able to turn around an order in time for you to go out next week. But we can definitely order the necessary equipment so that it's ready at a later date. Shawn is coming to the PSnet meeting on Tuesday; we can corral him then about specific part numbers if I don't have it beforehand. Or, if you can pull together a quote/cut sheet of some kind for me from any vendor to use as a starting point, that could also work.

Hope that helps a bit...
Sarah

On Wed, Oct 4, 2017 at 3:15 PM, Shiro Ando <Sando@ftgtechnologies.com> wrote:
Hi Scott/Sarah,

I would like to schedule the work at NEBH for this Friday if all possible.
I am struggling to get the contact info and don't want to keep harassing Boston folks.
I would appreciate any suggestion you may have.

Also is it possible to get an Airfiber24 and bring to the NEBH when the techs go out?
It would save a trip if the unit is completely dead.
If not, we can go and figure out what's wrong and then get a replacement unit if necessary and send a tech back out.

Thanks
Shiro

Shiro Ando | CCIE # 12809
| Vice President Engineering |



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

From: Scott Wilder [<mailto:swilder@brooklinema.gov>]
Sent: Thursday, September 21, 2017 9:44 AM
To: Shiro Ando <Sando@ftgtechnologies.com>
Cc: Sarah Plowman <Sarah.Plowman@boston.gov>
Subject: RE: PSnet: NEBH<=>BosPDHq microwave link down

Hi Shiro,

This is an exception from that, there has always been a plan to replace the Bridgewave at the Baptist Hospital with the licensed Dragonwave that Boston has register with the FCC.
So the link from Brookline Town Hall to the Baptist needs to be swapped out with the Dragon wave units.
There is no fiber option for this connection.
Currently the Bridgewave is causing a lot of problems, my router 2 on the radio core can't connect to the core due to this problem.
So we need to get this scheduled, currently Brookline is operating on only 1 link, the link to Cambridge.

Officer Scott Wilder
Director of Technology
Brookline Police Department
[350 Washington Street](#)
[Brookline, MA. 02445-6800](#)
[Office : 617-730-2259](#)
swilder@brooklinema.gov

From: Shiro Ando [<mailto:sando@ftgtechnologies.com>]
Sent: Wednesday, September 20, 2017 11:16 AM
To: Scott Wilder
Subject: RE: PSnet: NEBH<=>BosPDHq microwave link down
Importance: High

Hi Scott,
In our last meeting, Dan and Shawn from Boston mentioned we shouldn't be doing any more microwave work because of the fiber project of some sort that they are involved in. would you let me know how you would like to proceed.

Thank
Shiro

Shiro Ando | CCIE # 12809
| Vice President Engineering |



| 2 Batterymarch Park | [Suite 401](#) | [Quincy, MA 02169](#)
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From: Chuck Wade [<mailto:Chuck@Interisle.net>]
Sent: Wednesday, September 20, 2017 10:31 AM
To: Scott Wilder <SWilder@BrooklineMA.gov>; Shiro Ando <sando@ftgtechnologies.com>
Subject: PSnet: NEBH<=>BosPDHq microwave link down

Scott, Shiro,

The Ubiquiti AirFiber24 microwave link between NEBH and Boston Police HQ went down on 14-Sep at 18:26. This means that Brookline's primary console connection is down, and console traffic is dependent on the path to Cambridge.

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I'll also note that it would be good to get some of the other microwave links that are currently down back in service before the cold weather and winter storms arrive.

...Chuck

--

Chuck Wade, Principal
Interisle Consulting Group
[+1 508 435-3050](tel:+15084353050) Office
[+1 508 277-6439](tel:+15082776439) Mobile
www.interisle.net

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--

Sarah Plowman

Regional Planner

Mayor's Office of Emergency Management

Boston City Hall, Room 204

One City Hall Square | Boston, MA 02201

Phone: 617.635.1400

Fax: 617.635.2974

From: Eric Johnson <ejohnson@Lan-Tel.com>
Sent: Wednesday, October 04, 2017 4:42 PM EDT
To: Scott Wilder <swilder@brooklinema.gov>
CC: Sarah Plowman <Sarah.Plowman@boston.gov>
Subject: Re: PSnet: NEBH<=>BosPDHq microwave link down
Attachment(s): "image001.jpg"

I believe just reporting to security guard is ok , however on Monday, I told FTG to call NEBH security and explain what they are doing and give yours or Shawn's number or email as a safe reference if they wanted to verify.



Respectfully,

Eric Johnson
Security Project Manager
1400 PROVIDENCE HIGHWAY,
SUITE 3100
NORWOOD, MA 02062

M 617.785.8254 | **F** 781.551.8667

ejohnson@lan-tel.com ☘ |

www.lan-tel.com

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On Oct 4, 2017, at 4:39 PM, Scott Wilder <swilder@brooklinema.gov> wrote:

Hi Eric,

Do you have a contact at NE Baptist Hospital ? or is just reporting to their security good enough to get to the roof and work on the microwave units?

Thanks

Officer Scott Wilder
Director of Technology
Brookline Police Department
350 Washington Street
Brookline, MA. 02445-6800
Office : 617-730-2259
swilder@brooklinema.gov

From: Sarah Plowman [<mailto:sarah.plowman@boston.gov>]
Sent: Wednesday, October 04, 2017 4:22 PM
To: Shiro Ando
Cc: Scott Wilder
Subject: Re: PSnet: NEBH<=>BosPDHq microwave link down
Importance: High

Shiro -

Have you contacted LAN-TEL to ask about access? If they have cameras there, presumably they have a way to get in. Perhaps they can connect you. Let us know if that is another dead end, though.

Re: Airfiber -- I think this was the unit we tried to order several months ago and ran into issues w/purchasing not being able to ID the parts. I was supposed to have received that information from either John or Shawn (I forget which) in order to try again, but I think that request got buried on their desks. Regardless, even if I got the info today, we wouldn't be able to turn around an order in time for you to go out next week. But we can definitely order the necessary equipment so that it's ready at a later date. Shawn is coming to the PSnet meeting on Tuesday; we can corral him then about specific part numbers if I don't have it beforehand. Or, if you can pull together a quote/cut sheet of some kind for me from any vendor to use as a starting point, that could also work.

Hope that helps a bit...
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I am struggling to get the contact info and don't want to keep harassing Boston folks.
I would appreciate any suggestion you may have.

Also is it possible to get an Airfiber24 and bring to the NEBH when the techs go out?
It would save a trip if the unit is completely dead.
If not, we can go and figure out what's wrong and then get a replacement unit if necessary and send a tech back out.

Thanks
Shiro

Shiro Ando | CCIE # 12809
| Vice President Engineering |

<image001.jpg>
| 2 Batterymarch Park | Suite 401 | Quincy, MA 02169 |
| Office: [617-367-7474](tel:617-367-7474) | Fax: [617-367-3331](tel:617-367-3331) | email: sando@ftgtechnologies.com |

From: Scott Wilder [mailto:swilder@brooklinema.gov]
Sent: Thursday, September 21, 2017 9:44 AM
To: Shiro Ando <sando@ftgtechnologies.com>
Cc: Sarah Plowman <sarah.plowman@boston.gov>
Subject: RE: PSnet: NEBH<=>BosPDHq microwave link down

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Officer Scott Wilder
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Brookline Police Department
[350 Washington Street](https://www.brookline.org/350-Washington-Street)
[Brookline, MA, 02445-6800](https://www.brookline.org/Brookline,MA,02445-6800)
Office : [617-730-2259](tel:617-730-2259)
swilder@brooklinema.gov

From: Shiro Ando [mailto:sando@ftgtechnologies.com]
Sent: Wednesday, September 20, 2017 11:16 AM
To: Scott Wilder
Subject: RE: PSnet: NEBH<=>BosPDHq microwave link down
Importance: High

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In our last meeting, Dan and Shawn from Boston mentioned we shouldn't be doing any more microwave work because of the fiber project of some sort that they are involved in. would you let me know how you would like to proceed.

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Shiro

Shiro Ando | CCIE # 12809
| Vice President Engineering |

<image001.jpg>

| 2 Batterymarch Park | Suite 401 | Quincy, MA 02169 |

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From: Scott Wilder <swilder@brooklinema.gov>
Sent: Wednesday, October 04, 2017 4:52 PM EDT
To: Eric Johnson <Eric.Johnson@Lan-Tel.com>>
CC: Sarah Plowman <Sarah.Plowman@boston.gov>>
Subject: RE: PSnet: NEBH<=>BosPDHq microwave link down

Thank you

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350 Washington Street
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Office : 617-730-2259
swilder@brooklinema.gov

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Sent: Wednesday, October 04, 2017 4:43 PM
To: Scott Wilder
Cc: Sarah Plowman
Subject: Re: PSnet: NEBH<=>BosPDHq microwave link down
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M 617.785.8254 **F** 781.551.8667

cjohnson@lan-tel.com ☛ |
www.lan-tel.com
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<image001.jpg>
| 2 Battery March Park | Suite 401 | Quincy, MA 02169 |
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From: Linda Calnan <linda.calnan@boston.gov>

Sent: Tuesday, October 10, 2017 2:52 PM EDT

To: Jason Marshall <Jason.Marshall@pd.boston.gov>; Michael Flaherty <Michael Flaherty <michael.flaherty2@boston.gov>>; Reidy, Richard; Brett Haynes <brett.haynes@boston.gov>; Don Burgess <Don Burgess <don.burgess@boston.gov>>; Robert Slade <Robert Slade <robert.slade@boston.gov>>; McDavitt, Conor; Beers, Jeff; Vasconcelos, Nelson; Dan Rothman <Dan Rothman <dan.rothman@boston.gov>>; Jerry Turner <Jerry Turner <jerry.turner@boston.gov>>; William Joyce <William Joyce <william.joyce@boston.gov>>; Jarrod Fullerton <Jarrod Fullerton <jfullerton@genetec.com>>; Wilson Aleman <Wilson Aleman <wilson.aleman@boston.gov>>; Vincent Stancato <Vincent Stancato <vstancato@lan-tel.com>>; Henry, Brian; Michael Kane <Michael Kane <michael.kane@boston.gov>>; Jim Fitzpatrick <Jim Fitzpatrick <jim.fitzpatrick@pd.boston.gov>>; Brian Barcelou <Brian Barcelou <Brian.Barcelou@pd.boston.gov>>; Mike Lynch (DoIT) <Mike Lynch (DoIT) <mike.lynch@boston.gov>>; Shawn Romanoski <Shawn Romanoski <Shawn.Romanoski@pd.boston.gov>>; Thomas, Ian; Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>; Jason MacDonald <Jason MacDonald <Jason.MacDonald@boston.gov>>; Peter Clifford <Peter Clifford <Peter.clifford@boston.gov>>; Louis Madeira <Louis Madeira <Louis.madeira@pd.boston.gov>>; Michael Sulprizio <Michael Sulprizio <Michael.Sulprizio@boston.gov>>; Ramasamy, Krishnamoorthi; Gary Cupido <Gary Cupido <cupidog@vidsys.com>>; Robert Flaherty <Robert Flaherty <robert.flaherty@boston.gov>>; Matthew Spillane <Matthew Spillane <matthew.spillane@pd.boston.gov>>

Subject: Security Camera Strategy Meeting - 10/11/17

Attachment(s): "Security Camera Strategy Meeting_10-11-17.docx"

Attached are the status updates for tomorrow's meeting. Thanks.



Linda Calnan

Sr. Project Manager | [Department of Innovation & Technology \(DoIT\)](#) | City of Boston

1 City Hall Square, Room 109

Boston, MA 02201

D: 617-635-2875

C: 781-738-2020

linda.calnan@boston.gov

From: Shiro Ando <sando@ftgtechnologies.com>

Sent: Tuesday, October 17, 2017 9:38 AM EDT

To: Jeffrey Gilmore <Jeffrey Gilmore <jeffrey.gilmore@cityofeverett.org>>; Paul Landry <Paul Landry <paul.landry@cityofeverett.org>>

CC: Scott Wilder <swilder@brooklinema.gov>>; Sarah Plowman <Sarah Plowman <sarah.plowman@boston.gov>>; Chuck Wade - Interisle (Chuck@Interisle.net) <Chuck Wade - Interisle (Chuck@Interisle.net) <Chuck@Interisle.net>>; Eric Johnson <Eric Johnson <ejohnson@Lan-Tel.com>>

Subject: Everett HA Switch/Motorola Point to Point

Good morning,

We are seeing errors on the switch port that connects to the Motorola Point-to-Point wireless for 881 Broadway.

I talked to Eric and was told there is one camera at 881 Broadway.

The error rate is fairly low so you may not notice any issues with the video quality, but please let me know if you are experiencing issues.

These errors are typically related to something physical so Eric will check things on his end and we will monitor this link.

Thanks,

Shiro

Shiro Ando | [CCIE # 12809](#)

| Vice President Engineering |



| 2 Batterymarch Park | Suite 401 | Quincy, MA 02169 |

| Office: 617-367-7474 | Fax: 617-367-3331 | email:sando@ftgtechnologies.com |

From: Chuck Wade <Chuck@Interisle.net>
Sent: Tuesday, October 17, 2017 10:22 AM EDT
To: Shiro Ando <Shiro Ando <sando@ftgtechnologies.com>>; Jeffrey Gilmore <Jeffrey Gilmore <jeffrey.gilmore@cityofeverett.org>>; Paul Landry <Paul Landry <paul.landry@cityofeverett.org>>
CC: Scott Wilder <Scott Wilder <swilder@brooklinema.gov>>; Sarah Plowman <Sarah Plowman <sarah.plowman@boston.gov>>; Eric Johnson <Eric Johnson <ejohnson@Lan-Tel.com>>
Subject: Re: Everett HA Switch/Motorola Point to Point
Attachment(s): "smime.p7s"

Shiro,

The only reason that particular Moto PTP camera link to 881 Broadway shows up on the "Everett S-R-F" map is that we were trying to assess why the high error rate from that radio. It has existed for years, and as far as we've known, it has not caused problems for the camera. We have seen this with other Motorola PTP radios of that generation, but we've never been able to pin down the actual cause of the problem. Our best guess is that these radios are passing corrupted frames (packets) from the wireless interface to the Ethernet interface, which they should not be doing. It's also possible this is due to the proprietary PTP power injectors that might be inducing frame errors into the wired Ethernet connection, though we have tried swapping power injectors, lightning arrestors, and patch cables in the past, with no change in the problem. That's why we wound up concluding that this is a problem with specific PTP radios.

To be clear, we do not see this problem with all the PTP radios, just a handful around the network. We have checked with camera users in the past, and with LAN-TEL, and we've not heard of any video issues directly associated with these PTP radios. When the PTP radios have been replaced with alternative products, like the Ubiquiti NanoStations or NanoBridges, these problems have disappeared, which merely confirms that these are not switch port problems. For the record, we have also tried changing the switch ports associated with these error-prone PTP radios, and the problems have moved with the port.

Unless there are video problems with that camera at 881 Broadway, then it seems these high error rates can be ignored.

As an aside, InterMapper now supports a mechanism to disable error reports for specific interface ports. We actually used this specific situation last year to test out that InterMapper capability back when the InterMapper developers were still trying to get this capability working. With the current version of InterMapper, we can now disable the error reporting on that link so that you do not receive further notices.

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To: Chuck Wade <Chuck Wade <Chuck@Interisle.net>>
CC: Shiro Ando <Shiro Ando <sando@ftgtechnologies.com>>; Paul Landry <Paul Landry <paul.landry@cityofeverett.org>>; Scott Wilder <Scott Wilder <swilder@brooklinema.gov>>; Sarah Plowman <Sarah Plowman <sarah.plowman@boston.gov>>; Eric Johnson <Eric Johnson <ejohnson@Lan-Tel.com>>
Subject: Re: Everett HA Switch/Motorola Point to Point
Attachment(s): "image001.jpg"

I just checked the live and forensic on 881 Broadway camera. All is working at this time.

Officer Jeffrey Gilmore
Everett Police Dept
45 Elm Street
Everett, MA. 02149

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From: Linda Calnan <linda.calnan@boston.gov>

Sent: Tuesday, October 24, 2017 8:42 AM EDT

To: Jason Marshall <Jason.Marshall@pd.boston.gov>; Michael Flaherty <Michael Flaherty <michael.flaherty2@boston.gov>; Reidy, Richard; Brett Haynes <Brett Haynes <brett.haynes@boston.gov>; Don Burgess <Don Burgess <don.burgess@boston.gov>; Robert Slade <Robert Slade <robert.slade@boston.gov>; McDavitt, Conor; Beers, Jeff; Vasconcelos, Nelson; Dan Rothman <Dan Rothman <dan.rothman@boston.gov>; Jerry Turner <Jerry Turner <jerry.turner@boston.gov>; William Joyce <William Joyce <william.joyce@boston.gov>; Jarrod Fullerton <Jarrod Fullerton <jfullerton@genetec.com>; Wilson Aleman <Wilson Aleman <wilson.aleman@boston.gov>; Vincent Stancato <Vincent Stancato <vstancato@lan-tel.com>; Henry, Brian; Michael Kane <Michael Kane <michael.kane@boston.gov>; Jim Fitzpatrick <Jim Fitzpatrick <jim.fitzpatrick@pd.boston.gov>; Brian Barcelou <Brian Barcelou <Brian.Barcelou@pd.boston.gov>; Mike Lynch (DoIT) <Mike Lynch (DoIT) <mike.lynch@boston.gov>; Shawn Romanoski <Shawn Romanoski <Shawn.Romanoski@pd.boston.gov>; Thomas, Ian; Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>; Jason MacDonald <Jason MacDonald <Jason.MacDonald@boston.gov>; Peter Clifford <Peter Clifford <Peter.clifford@boston.gov>; Louis Madeira <Louis Madeira <Louis.madeira@pd.boston.gov>; Michael Sulprizio <Michael Sulprizio <Michael.Sulprizio@boston.gov>; Ramasamy, Krishnamoorthi; Gary Cupido <Gary Cupido <cupidog@vidsys.com>; Robert Flaherty <Robert Flaherty <robert.flaherty@boston.gov>; Matthew Spillane <Matthew Spillane <matthew.spillane@pd.boston.gov>

Subject: Security Camera Strategy Meeting Status Updates

Attachment(s): "Security Camera Strategy Meeting_10-24-17.docx"

Attached is the status update for tomorrow's meeting.



Linda Calnan

Sr. Project Manager | [Department of Innovation & Technology \(DoIT\)](#) | City of Boston

1 City Hall Square, Room 109

Boston, MA 02201

D: 617-635-2875

C: 781-738-2020

linda.calnan@boston.gov

From: Vincent Stancato <vstancato@lan-tel.com>

Sent: Tuesday, October 24, 2017 9:41 AM EDT

To: Linda Calnan <Linda Calnan <linda.calnan@boston.gov>>; Jason Marshall <Jason Marshall <jason.marshall@pd.boston.gov>>; Michael Flaherty <Michael Flaherty <michael.flaherty2@boston.gov>>; Reidy, Richard; Brett Haynes <Brett Haynes <brett.haynes@boston.gov>>; Don Burgess <Don Burgess <don.burgess@boston.gov>>; Robert Slade <Robert Slade <robert.slade@boston.gov>>; McDavitt, Conor; Beers, Jeff; Vasconcelos, Nelson; Dan Rothman <Dan Rothman <dan.rothman@boston.gov>>; Jerry Turner <Jerry Turner <jerry.turner@boston.gov>>; William Joyce <William Joyce <william.joyce@boston.gov>>; Jarrod Fullerton <Jarrod Fullerton <jfullerton@genetec.com>>; Wilson Aleman <Wilson Aleman <wilson.aleman@boston.gov>>; Henry, Brian; Michael Kane <Michael Kane <michael.kane@boston.gov>>; Jim Fitzpatrick <Jim Fitzpatrick <jim.fitzpatrick@pd.boston.gov>>; Brian Barcelou <Brian Barcelou <brian.barcelou@pd.boston.gov>>; Mike Lynch (DoIT) <Mike Lynch (DoIT) <mike.lynch@boston.gov>>; Shawn Romanoski <Shawn Romanoski <shawn.romanoski@pd.boston.gov>>; Thomas, Ian; Eric Johnson <Eric Johnson <ejohnson@Lan-Tel.com>>; Jason MacDonald <Jason MacDonald <jason.macdonald@boston.gov>>; Peter Clifford <Peter Clifford <peter.clifford@boston.gov>>; Louis Madeira <Louis Madeira <louis.madeira@pd.boston.gov>>; Michael Sulprizio <Michael Sulprizio <michael.sulprizio@boston.gov>>; Ramasamy, Krishnamoorthi; Gary Cupido <Gary Cupido <cupidog@vidsys.com>>; Robert Flaherty <Robert Flaherty <robert.flaherty@boston.gov>>; Matthew Spillane <Matthew Spillane <matthew.spillane@pd.boston.gov>>

Subject: Re: Security Camera Strategy Meeting Status Updates

Thank you Tom..

I told Rick that I will give you a call sometime around 1:30 this afternoon announcing my 2:00 arrival.

Respectfully,

Vincent P Stancato
Business Development
Security Specialist
LAN-TEL Communications Inc.
1400 Providence Highway Suite 3100
Norwood, Ma. 02062
Cell 781.414.2663
Fax 781.551.8667

From: Linda Calnan <linda.calnan@boston.gov>

Sent: Tuesday, October 24, 2017 8:42:20 AM

To: Jason Marshall; Michael Flaherty; Reidy, Richard; Brett Haynes; Don Burgess; Robert Slade; McDavitt, Conor; Beers, Jeff; Vasconcelos, Nelson; Dan Rothman; Jerry Turner; William Joyce; Jarrod Fullerton; Wilson Aleman; Vincent Stancato; Henry, Brian; Michael Kane; Jim Fitzpatrick; Brian Barcelou; Mike Lynch (DoIT); Shawn Romanoski; Thomas, Ian; Eric Johnson; Jason MacDonald; Peter Clifford; Louis Madeira; Michael Sulprizio; Ramasamy, Krishnamoorthi; Gary Cupido; Robert Flaherty; Matthew Spillane

Subject: Security Camera Strategy Meeting Status Updates

Attached is the status update for tomorrow's meeting.



Linda Calnan
Sr. Project Manager | [Department of Innovation & Technology \(DoIT\)](#) | [City of Boston](#)

1 City Hall Square, Room 109
Boston, MA 02201
D: 617-635-2875
C: 781-738-2020
linda.calnan@boston.gov

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From: Eric Johnson <ejohnson@Lan-Tel.com>
Sent: Thursday, October 26, 2017 7:52 AM EDT
To: Shawn <RomanoskiS. bpd@cityofboston. gov> Romanoski
CC: Chuck Wade <Chuck Wade <Chuck@Interisle.net>>; sando@ftgtechnologies.com; sarah.plowman@boston.gov; Scott Wilder <Scott Wilder <swilder@brooklinema.gov>>; Jim Rex < Jim Rex <jrex@lan-tel.com>>; Mark Savage <Mark Savage <msavage@lan-tel.com>>; Fred Goldstein <Fred Goldstein <Fred@Interisle.net>>
Subject: Mather Router

Shawn

The Mather radio back haul link to Pasccciou Bldg 1 [REDACTED] is in high error rate . We need someone to look at or possibly recycle the

Mather router switch port 10.0.69.1 . All cameras are up but it's not an optimal setting .

I am requesting Interisle or FTG to look at since this is out of our area .

□

Respectfully,

Eric Johnson
Security Project Manager
1400 PROVIDENCE HIGHWAY,
SUITE 3100
NORWOOD, MA 02062

M 617.785.8254 | **F** 781.551.8667

ejohnson@lan-tel.com ♣ □

www.lan-tel.com

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From: Sarah Plowman <sarah.plowman@boston.gov>

Sent: Thursday, October 26, 2017 9:19 AM EDT

To: Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>; FTG NOC <FTG NOC <noc@ftgtechnologies.com>>; Shawn <RomanoskiS. bpd@cityofboston. gov> Romanoski

CC: Chuck Wade <Chuck Wade <Chuck@interisle.net>>; Fred Goldstein <Fred Goldstein <Fred@interisle.net>>; Jim Rex <Jim Rex <jrex@lan-tel.com>>; Mark Savage <Mark Savage <msavage@lan-tel.com>>; Scott Wilder <Scott Wilder <swilder@brooklinema.gov>>; sando@ftgtechnologies.com

Subject: Re: Mather Router

Thanks, Eric. By the way I'm also forwarding/copying this to the FTG NOC email, as I didn't see them on your original list. That will be a quick way to get someone's eyes on this.

On Thu, Oct 26, 2017 at 07:52 Eric Johnson <ejohnson@lan-tel.com> wrote:

Shawn

The Mather radio back haul link to Pasccciou Bldg 1 [REDACTED] in high error rate . We need someone to look at or possibly recycle the

Mather router switch port 10.0.69.1 . All cameras are up but it's not an optimal setting .

I am requesting Interisle or FTG to look at since this is out of our area .

Respectfully,

Eric Johnson

Security Project Manager

[1400 PROVIDENCE HIGHWAY.](#)

[SUITE 3100](#)

[NORWOOD, MA 02062](#)

M 617.785.8254 | **F** 781.551.8667

ejohnson@lan-tel.com ♣ □

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--
Sarah Plowman

Regional Planner

Mayor's Office of Emergency Management

Boston City Hall, Room 204

One City Hall Square | Boston, MA 02201

Phone: 617.635.1400

Fax: 617.635.2974

From: Eric Johnson <ejohnson@Lan-Tel.com>
Sent: Thursday, October 26, 2017 9:24 AM EDT
To: Sarah Plowman <Sarah Plowman <sarah.plowman@boston.gov>>
CC: FTG NOC <FTG NOC <noc@ftgtechnologies.com>>; Shawn <RomanoskiS. bpd@cityofboston. gov> Romanoski;
Chuck Wade <Chuck Wade <Chuck@interisle.net>>; Fred Goldstein <Fred Goldstein <Fred@interisle.net>>; Jim Rex <Jim
Rex <jrex@lan-tel.com>>; Mark Savage <Mark Savage <msavage@lan-tel.com>>; Scott Wilder <Scott Wilder
<swilder@brooklinema.gov>>; sando@ftgtechnologies.com
Subject: Re: Mather Router

Thanks for including

□

Respectfully,

Eric Johnson
Security Project Manager
1400 PROVIDENCE HIGHWAY,
SUITE 3100
NORWOOD, MA 02062

M 617.785.8254 | **F** 781.551.8667

ejohnson@lan-tel.com ♣ □

www.lan-tel.com

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On Oct 26, 2017, at 9:19 AM, Sarah Plowman <sarah.plowman@boston.gov> wrote:

Thanks, Eric. By the way I'm also forwarding/copying this to the FTG NOC email, as I didn't see them on your original list. That will be a quick way to get someone's eyes on this.

On Thu, Oct 26, 2017 at 07:52 Eric Johnson <ejohnson@lan-tel.com> wrote:

Shawn

The Mather radio back haul link to Pasccciou Bldg 172.16.255.78 is in high error rate . We need someone to look at or possibly recycle the

Mather router switch port 10.0.69.1 . All cameras are up but it's not an optimal setting .

I am requesting Interisle or FTG to look at since this is out of our area .

□

Respectfully,

Eric Johnson
Security Project Manager
[1400 PROVIDENCE HIGHWAY.](#)
[SUITE 3100](#)
[NORWOOD, MA 02062](#)

M 617.785.8254 | **F** 781.551.8667

ejohnson@lan-tel.com ♣ □

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Sarah Plowman

Regional Planner

Mayor's Office of Emergency Management

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From: Shiro Ando <sando@ftgtechnologies.com>

Sent: Thursday, October 26, 2017 9:40 AM EDT

To: Sarah Plowman <Sarah Plowman <sarah.plowman@boston.gov>>

CC: Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>; FTG NOC <FTG NOC <noc@ftgtechnologies.com>>; Shawn <RomanoskiS.bpd@cityofboston.gov> Romanoski; Chuck Wade <Chuck Wade <Chuck@interisle.net>>; Fred Goldstein <Fred Goldstein <Fred@interisle.net>>; Jim Rex <Jim Rex <jrex@lan-tel.com>>; Mark Savage <Mark Savage <msavage@lan-tel.com>>; Scott Wilder <Scott Wilder <swilder@brooklinema.gov>>

Subject: Re: Mather Router

Thank you Eric and Sarah

We will look into this and get back to you.

Thanks

Shiro

Shiro Ando | CCIE # 12809

FTG Technologies

Vice President Engineering

On Oct 26, 2017, at 9:20 AM, Sarah Plowman <sarah.plowman@boston.gov> wrote:

Thanks, Eric. By the way I'm also forwarding/copying this to the FTG NOC email, as I didn't see them on your original list. That will be a quick way to get someone's eyes on this.

On Thu, Oct 26, 2017 at 07:52 Eric Johnson <ejohnson@lan-tel.com> wrote:

Shawn

The Mather radio back haul link to Pasccciou Bldg [REDACTED] is in high error rate . We need someone to look at or possibly recycle the

Mather router switch port 10.0.69.1 . All cameras are up but it's not an optimal setting .

I am requesting Interisle or FTG to look at since this is out of our area .

□

Respectfully,

Eric Johnson

Security Project Manager

[1400 PROVIDENCE HIGHWAY,](#)

[SUITE 3100](#)

[NORWOOD, MA 02062](#)

M 617.785.8254 | **F** 781.551.8667

ejohnson@lan-tel.com ♣ □

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Sarah Plowman

Regional Planner

Mayor's Office of Emergency Management

Boston City Hall, Room 204

One City Hall Square | Boston, MA 02201

Phone: 617.635.1400

Fax: 617.635.2974

From: Mary Milligan <mmilligan@lan-tel.com>
Sent: Thursday, November 02, 2017 11:32 AM EDT
To: sarah.plowman@boston.gov
CC: Kate Waldron <kwaldron@lan-tel.com>; Eric Johnson <Eric Johnson <ejohnson@Lan-Tel.com>>; Dennis Drain <Dennis Drain <ddrain@lan-tel.com>>; Jeff Bodio <Jeff Bodio <jeffb@lan-tel.com>>
Subject: September CIMS Billing
Attachment(s): "September 2017 CIMS Backup.xls", "9916911-DOINNOV-11-02-2017-2.PDF"

Good Day,

Please see the attached invoice (9916911) and backup for CIMS work completed in September of 2017.

Feel free to reach out to me for any additional information.

Thanks

Mare



Mare Milligan

Accounting Specialist

1400 PROVIDENCE HIGHWAY, SUITE 3100
NORWOOD, MA 02062

T 781.352.4717 | F 781.551.8667
mmilligan@lan-tel.com | www.lan-tel.com

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From: Sarah Plowman <sarah.plowman@boston.gov>

Sent: Friday, November 03, 2017 11:39 AM EDT

To: Mary Milligan <Mary Milligan <mmilligan@lan-tel.com>>

CC: Kate Waldron <Kate Waldron <kwaldron@lan-tel.com>>; Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>; Dennis Drain <Dennis Drain <ddrain@lan-tel.com>>; Jeff Bodio <Jeff Bodio <jeffb@lan-tel.com>>

Subject: Re: September CIMS Billing

Hi Mare,

Thanks for this. Quick clarification question. I noticed that on the invoice, the project management line reads \$568.00. However, on your supporting spreadsheets, that sheet lists \$1,568 for the project management total. Is the \$568 on the invoice a typo? When I add \$568 and \$26,355.50 I get \$26,923.50, not \$27,923.50 which is what your invoice total is. I actually think your total is correct; I think the project management line just is a typo perhaps.

Can you confirm? And if this is in fact a typo, can you please send me a revised invoice.

Thanks,
Sarah

On Thu, Nov 2, 2017 at 11:32 AM, Mary Milligan<mmilligan@lan-tel.com> wrote:

Good Day,

Please see the attached invoice (9916911) and backup for CIMS work completed in September of 2017.

Feel free to reach out to me for any additional information.

Thanks

Mare



Mare Milligan

Accounting Specialist

1400 PROVIDENCE HIGHWAY, SUITE 3100

NORWOOD, MA 02062

T [781.352.4717](tel:781.352.4717) F [781.551.8667](tel:781.551.8667)

mmilligan@lan-tel.com | www.lan-tel.com

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Sarah Plowman

Regional Planner

Mayor's Office of Emergency Management

Boston City Hall, Room 204

One City Hall Square | Boston, MA 02201

Phone: 617.635.1400

Fax: 617.635.2974

From: Mary Milligan <mmilligan@lan-tel.com>
Sent: Monday, November 06, 2017 5:36 AM EST
To: Sarah Plowman <Sarah.Plowman@boston.gov>>
CC: Kate Waldron <Kweldron@lan-tel.com>>; Eric Johnson <Eric.Johnson@Lan-Tel.com>>; Dennis Drain <Dennis.Drain@ddrain@lan-tel.com>>; Jeff Bodio <Jeff.Bodio@jeffb@lan-tel.com>>
Subject: September CIMS Billing
Attachment(s): "9916911-DOINNOV-11-02-2017-2.PDF"

Sarah,
The typo on invoice (9916911) is corrected to match the supporting spreadsheets. Project Management cost is \$1,568 for the month of September.

Feel free to reach out to me if you require anything additional.
Sorry for the confusion.

Thanks
Mare



Mare Milligan
Accounting Specialist
1400 PROVIDENCE HIGHWAY, SUITE 3100
NORWOOD, MA 02062

T 781.352.4717 | F 781.551.8687
mmilligan@lan-tel.com | www.lan-tel.com

FOLLOW US: [Twitter](#) | [LinkedIn](#) | [Facebook](#)

From: Sarah Plowman [mailto:sarah.plowman@boston.gov]
Sent: Friday, November 03, 2017 11:40 AM
To: Mary Milligan <mmilligan@lan-tel.com>
Cc: Kate Waldron <kweldron@lan-tel.com>; Eric Johnson <ejohnson@Lan-Tel.com>; Dennis Drain <ddrain@lan-tel.com>; Jeff Bodio <jeffb@lan-tel.com>
Subject: Re: September CIMS Billing

Hi Mare,

Thanks for this. Quick clarification question. I noticed that on the invoice, the project management line reads \$568.00. However, on your supporting spreadsheets, that sheet lists \$1,568 for the project management total. Is the \$568 on the invoice a typo? When I add \$568 and \$26,355.50 I get \$26,923.50, not \$27,923.50 which is what your invoice total is. I actually think your total is correct; I think the project management line just is a typo perhaps.

Can you confirm? And if this is in fact a typo, can you please send me a revised invoice.

Thanks,
Sarah

On Thu, Nov 2, 2017 at 11:32 AM, Mary Milligan <mmilligan@lan-tel.com> wrote:

Good Day,
Please see the attached invoice (9916911) and backup for CIMS work completed in September of 2017.
Feel free to reach out to me for any additional information.
Thanks
Mare



Mare Milligan

Accounting Specialist

1400 PROVIDENCE HIGHWAY, SUITE 3100
NORWOOD, MA 02062

T [781.352.4717](tel:781.352.4717) | F [781.551.8667](tel:781.551.8667)
mmilligan@lan-tel.com | www.lan-tel.com

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Sarah Plowman

Regional Planner

Mayor's Office of Emergency Management

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Phone: 617.635.1400

Fax: 617.635.2974

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From: Sarah Plowman <sarah.plowman@boston.gov>

Sent: Monday, November 06, 2017 10:45 AM EST

To: Mary Milligan <Mary Milligan <mmilligan@lan-tel.com>>

CC: Kate Waldron <Kate Waldron <kwaldron@lan-tel.com>>; Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>; Dennis Drain <Dennis Drain <ddrain@lan-tel.com>>; Jeff Bodio <Jeff Bodio <jeffb@lan-tel.com>>; Jessica Jones <Jessica Jones <jessica.jones@boston.gov>>

Subject: Re: September CIMS Billing

Hi Mare,

Thanks for sending the revised invoice. We'll process it for payment.

Also, I've cc'd Jess Jones here. She works in OEM with me and she will be the new point of contact for this purchase order. Can you please send her the monthly invoices in the future?

Thanks!

Sarah

On Mon, Nov 6, 2017 at 5:36 AM, Mary Milligan<mmilligan@lan-tel.com> wrote:

Sarah,

The typo on invoice (9916911) is corrected to match the supporting spreadsheets. Project Management cost is \$1,568 for the month of September.

Feel free to reach out to me if you require anything additional.

Sorry for the confusion.

Thanks

Mare



Mare Milligan

Accounting Specialist

1400 PROVIDENCE HIGHWAY, SUITE 3100

NORWOOD, MA 02062

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mmilligan@lan-tel.com | www.lan-tel.com

FOLLOW US: [Twitter](#) | [LinkedIn](#) | [Facebook](#)

From: Sarah Plowman [mailto:sarah.plowman@boston.gov]

Sent: Friday, November 03, 2017 11:40 AM

To: Mary Milligan <mmilligan@lan-tel.com>

Cc: Kate Waldron <kwaldron@lan-tel.com>; Eric Johnson <ejohnson@Lan-Tel.com>; Dennis Drain <ddrain@lan-tel.com>; Jeff Bodio <jeffb@lan-tel.com>

Subject: Re: September CIMS Billing

Hi Mare,

Thanks for this. Quick clarification question. I noticed that on the invoice, the project management line reads \$568.00. However, on your supporting spreadsheets, that sheet lists \$1,568 for the project management total. Is the \$568 on the invoice a typo? When I add \$568 and \$26,355.50 I get \$26,923.50, not \$27,923.50 which is what your invoice total is. I actually think your total is correct; I think the project management line just is a typo perhaps.

Can you confirm? And if this is in fact a typo, can you please send me a revised invoice.

Thanks,
Sarah

On Thu, Nov 2, 2017 at 11:32 AM, Mary Milligan <mmilligan@lan-tel.com> wrote:

Good Day,

Please see the attached invoice (9916911) and backup for CIMS work completed in September of 2017.

Feel free to reach out to me for any additional information.

Thanks

Mare



Mare Milligan

Accounting Specialist

1400 PROVIDENCE HIGHWAY, SUITE 3100

NORWOOD, MA 02062

T [781.352.4717](tel:781.352.4717) | F [781.551.8667](tel:781.551.8667)

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Sarah Plowman

Regional Planner

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Sarah Plowman

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Phone: 617.635.1400

Fax: 617.635.2974

From: Shiro Ando <sando@ftgtechnologies.com>

Sent: Tuesday, November 07, 2017 9:16 AM EST

To: Eric Johnson <Eric Johnson <ejohnson@Lan-Tel.com>>; Jim Rex <Jim Rex <jrex@lan-tel.com>>

CC: Chuck Wade - Interisle (Chuck@Interisle.net) <Chuck Wade - Interisle (Chuck@Interisle.net) <Chuck@Interisle.net>>; Scott Wilder <Scott Wilder <swilder@brooklinema.gov>>; Sarah Plowman <Sarah Plowman <sarah.plowman@boston.gov>>; Jeffrey Gilmore <Jeffrey Gilmore <jeffrey.gilmore@cityofeverett.org>>; Paul Landry <Paul Landry <paul.landry@cityofeverett.org>>

Subject: FW: FTG Alarm: EvrtHA-SwA

Hi Eric/Jim,

We are seeing errors on the switch port that connects to the Motorola PTP that shoots down to the 881 Broadway in Everett. I believe this has happened before Are you seeing any issue with cameras on this link?

Thanks
Shiro

Shiro Ando | CCIE # 12809
| Vice President Engineering |

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

-----Original Message-----

From: NOC Displays

Sent: Tuesday, November 7, 2017 6:32 AM

To: Mike Cobb <mcobb@ftgtechnologies.com>; Shiro Ando <sando@ftgtechnologies.com>; Bob Lavery Jr <blaveryjr@ftgtechnologies.com>

Subject: FW: FTG Alarm: EvrtHA-SwA

From: intermapper@ps-net.org

Sent: Tuesday, November 07, 2017 6:30:46 AM (UTC-05:00) Eastern Time (US & Canada)

To: FTG NOC

Subject: FTG Alarm: EvrtHA-SwA

11/07 06:25:44: Message from InterMapper 6.1.4 (IM at Cambridge Datacenter)

Event: Alarm

Name: EvrtHA-SwA

Map: Ever

Address:

Probe Type: SNMP - CiscoSwitch (port 161 SNMPv2c)

Condition: Total Link Errors = 11/minute, worst link is FastEthernet0/12 [Index=12] CIMS Video+Mgt with 11/minute [Previous Condition was: Total Link

Errors = 6/minute, worst link is

FastEthernet0/12 [Index=12] CIMS Video+Mgt with 6/minute]

Time since last reported down: 6 days, 13 hours, 58 minutes, 27 seconds Device's up time: 111 days, 14 hours, 8 minutes, 17 seconds

From: Eric Johnson <ejohnson@Lan-Tel.com>
Sent: Tuesday, November 07, 2017 9:29 AM EST
To: Shiro Ando <Shiro Ando <sando@ftgtechnologies.com>>
CC: Jim Rex <Jim Rex <jrex@lan-tel.com>>; Chuck Wade - Interisle (Chuck@Interisle.net) <Chuck Wade - Interisle (Chuck@Interisle.net) <Chuck@Interisle.net>>; Scott Wilder <Scott Wilder <swilder@brooklinema.gov>>; Sarah Plowman <Sarah Plowman <sarah.plowman@boston.gov>>; Jeffrey Gilmore <Jeffrey Gilmore <jeffrey.gilmore@cityofeverett.org>>; Paul Landry <Paul Landry <paul.landry@cityofeverett.org>>
Subject: Re: FTG Alarm: EvtHA-SwA

We will check



Respectfully,

Eric Johnson
Security Project Manager
1400 PROVIDENCE HIGHWAY,
SUITE 3100
NORWOOD, MA 02062

M 617.785.8254 | **F** 781.551.8667

ejohnson@lan-tel.com ☘ |

www.lan-tel.com

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On Nov 7, 2017, at 9:15 AM, Shiro Ando <sando@ftgtechnologies.com> wrote:

Hi Eric/Jim,

We are seeing errors on the switch port that connects to the Motorola PTP that shoots down to the 881 Broadway in Everett.

I believe this has happened before Are you seeing any issue with cameras on this link?

Thanks

Shiro

Shiro Ando | CCIE # 12809
| Vice President Engineering |

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

-----Original Message-----

From: NOC Displays

Sent: Tuesday, November 7, 2017 6:32 AM

To: Mike Cobb <mcobb@ftgtechnologies.com>; Shiro Ando <sando@ftgtechnologies.com>; Bob Lavery Jr <blaveryjr@ftgtechnologies.com>
Subject: FW: FTG Alarm: EvrtHA-SwA

From: intermapper@ps-net.org
Sent: Tuesday, November 07, 2017 6:30:46 AM (UTC-05:00) Eastern Time (US & Canada)
To: FTG NOC
Subject: FTG Alarm: EvrtHA-SwA

11/07 06:25:44: Message from InterMapper 6.1.4 (IM at Cambridge Datacenter)

Event: Alarm
Name: EvrtHA-SwA
Map: Everett S-R-F
Address: [REDACTED]
Probe Type: SNMP - CiscoSwitch (port 161 SNMPv2c)
Condition: Total Link Errors = 11/minute, worst link is FastEthernet0/12 [Index=12] CIMS Video+Mgt with 11/minute [Previous Condition was: Total Link Errors = 6/minute, worst link is FastEthernet0/12 [Index=12] CIMS Video+Mgt with 6/minute]

Time since last reported down: 6 days, 13 hours, 58 minutes, 27 seconds Device's up time: 111 days, 14 hours, 8 minutes, 17 seconds

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From: Chuck Wade <Chuck@Interisle.net>
Sent: Tuesday, November 07, 2017 10:41 AM EST
To: Shiro Ando <Shiro Ando <sando@ftgtechnologies.com>>; Eric Johnson <Eric Johnson <ejohnson@Lan-Tel.com>>; Jim Rex <Jim Rex <jrex@lan-tel.com>>
CC: Scott Wilder <Scott Wilder <swilder@brooklinema.gov>>; Sarah Plowman <Sarah Plowman <sarah.plowman@boston.gov>>; Jeffrey Gilmore <Jeffrey Gilmore <jeffrey.gilmore@cityofeverett.org>>; Paul Landry <Paul Landry <paul.landry@cityofeverett.org>>
Subject: Re: FW: FTG Alarm: EvrtHA-SwA
Attachment(s): "Re Everett HA Switch Motorola Point to Point.msg", "smime.p7s"

Shiro, et al.,

As I had reported previously, this is a problem we've seen over the years with a subset of the Motorola PTP microwave radios. To my knowledge, this problem has not caused problems with video feeds from cameras. Note that the PTP radios that cause these errors on the switch ports affect all model of switches used in PSnet, including the HP and Cisco models. We've also seen this with some of the PR732 routers in the past.

The way to eliminate these errors is to replace the radios; ideally with newer models that improve performance and manageability.

...Chuck

Chuck Wade, Principal
Interisle Consulting Group
+1 508 435-3050 Office
+1 508 277-6439 Mobile
www.interisle.net

On 11/7/17 9:16 AM, Shiro Ando wrote:

Hi Eric/Jim,

We are seeing errors on the switch port that connects to the Motorola PTP that shoots down to the 881 Broadway in Everett.

I believe this has happened before Are you seeing any issue with cameras on this link?

Thanks
Shiro

Shiro Ando | CCIE # 12809
| Vice President Engineering |

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

-----Original Message-----

From: NOC Displays
Sent: Tuesday, November 7, 2017 6:32 AM
To: Mike Cobb <mcobb@ftgtechnologies.com>; Shiro Ando <sando@ftgtechnologies.com>; Bob Lavery Jr <blaveryjr@ftgtechnologies.com>
Subject: FW: FTG Alarm: EvrtHA-SwA

From: intermapper@ps-net.org
Sent: Tuesday, November 07, 2017 6:30:46 AM (UTC-05:00) Eastern Time (US & Canada)
To: FTG NOC
Subject: FTG Alarm: EvrtHA-SwA

11/07 06:25:44: Message from InterMapper 6.1.4 (IM at Cambridge Datacenter)

Event: Alarm
Name: EvrtHA-SwA
Map: Everett S-R-F
Address: 10.254.246.209
Probe Type: SNMP - CiscoSwitch (port 161 SNMPv2c)
Condition: Total Link Errors = 11/minute, worst link is FastEthernet0/12 [Index=12] CIMS Video+Mgt with 11/minute [Previous Condition was: Total Link Errors = 6/minute, worst link is FastEthernet0/12 [Index=12] CIMS Video+Mgt with 6/minute]

Time since last reported down: 6 days, 13 hours, 58 minutes, 27 seconds Device's up time: 111 days, 14 hours, 8 minutes, 17 seconds

From: Chuck Wade <Chuck@Interisle.net>
Sent: Tuesday, October 17, 2017 10:22 AM EDT
To: Shiro Ando <Shiro Ando <sando@ftgtechnologies.com>>; Jeffrey Gilmore <Jeffrey Gilmore <jeffrey.gilmore@cityofeverett.org>>; Paul Landry <Paul Landry <paul.landry@cityofeverett.org>>
CC: Scott Wilder <Scott Wilder <swilder@brooklinema.gov>>; Sarah Plowman <Sarah Plowman <sarah.plowman@boston.gov>>; Eric Johnson <Eric Johnson <ejohnson@Lan-Tel.com>>
Subject: Re: Everett HA Switch/Motorola Point to Point
Attachment(s): "smime.p7s"

Shiro,

The only reason that particular Moto PTP camera link to 881 Broadway shows up on the "Everett S-R-F" map is that we were trying to assess why the high error rate from that radio. It has existed for years, and as far as we've known, it has not caused problems for the camera. We have seen this with other Motorola PTP radios of that generation, but we've never been able to pin down the actual cause of the problem. Our best guess is that these radios are passing corrupted frames (packets) from the wireless interface to the Ethernet interface, which they should not be doing. It's also possible this is due to the proprietary PTP power injectors that might be inducing frame errors into the wired Ethernet connection, though we have tried swapping power injectors, lightning arrestors, and patch cables in the past, with no change in the problem. That's why we wound up concluding that this is a problem with specific PTP radios.

To be clear, we do not see this problem with all the PTP radios, just a handful around the network. We have checked with camera users in the past, and with LAN-TEL, and we've not heard of any video issues directly associated with these PTP radios. When the PTP radios have been replaced with alternative products, like the Ubiquiti NanoStations or NanoBridges, these problems have disappeared, which merely confirms that these are not switch port problems. For the record, we have also tried changing the switch ports associated with these error-prone PTP radios, and the problems have moved with the port.

Unless there are video problems with that camera at 881 Broadway, then it seems these high error rates can be ignored.

As an aside, InterMapper now supports a mechanism to disable error reports for specific interface ports. We actually used this specific situation last year to test out that InterMapper capability back when the InterMapper developers were still trying to get this capability working. With the current version of InterMapper, we can now disable the error reporting on that link so that you do not receive further notices.

...Chuck

Chuck Wade, Principal
Interisle Consulting Group
+1 508 435-3050 Office
+1 508 277-6439 Mobile
www.interisle.net

On 10/17/17 9:38 AM, Shiro Ando wrote:

Good morning,

We are seeing errors on the switch port that connects to the Motorola Point-to-Point wireless for 881 Broadway. I talked to Eric and was told there is one camera at 881 Broadway. The error rate is fairly low so you may not notice any issues with the video quality, but please let me know if you are experiencing issues. These errors are typically related to something physical so Eric will check things on his end and we will monitor this link.

Thanks,

Shiro

Shiro Ando | CCIE # 12809
| Vice President Engineering |



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

From: Linda Calnan <linda.calnan@boston.gov>

Sent: Tuesday, November 07, 2017 3:18 PM EST

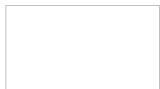
To: Jason Marshall <Jason.Marshall@pd.boston.gov>; Michael Flaherty <Michael.Flaherty@michael.flaherty2@boston.gov>; Reidy, Richard; Brett Haynes <Brett.Haynes@boston.gov>; Don Burgess <Don.Burgess@boston.gov>; Robert Slade <Robert.Slade@boston.gov>; McDavitt, Conor; Beers, Jeff; Vasconcelos, Nelson; Dan Rothman <Dan.Rothman@boston.gov>; Jerry Turner <Jerry.Turner@boston.gov>; William Joyce <William.Joyce@boston.gov>; Jarrod Fullerton <Jarrod.Fullerton@genetec.com>; Wilson Aleman <Wilson.Aleman@boston.gov>; Vincent Stancato <Vincent.Stancato@lan-tel.com>; Henry, Brian; Michael Kane <Michael.Kane@boston.gov>; Jim Fitzpatrick <Jim.Fitzpatrick@pd.boston.gov>; Brian Barcelou <Brian.Barcelou@pd.boston.gov>; Mike Lynch (DoIT) <Mike.Lynch@boston.gov>; Shawn Romanoski <Shawn.Romanoski@pd.boston.gov>; Thomas, Ian; Eric Johnson <Eric.Johnson@lan-tel.com>; Jason MacDonald <Jason.MacDonald@boston.gov>; Louis Madeira <Louis.Madeira@pd.boston.gov>; Michael Sulprizio <Michael.Sulprizio@boston.gov>; Ramasamy, Krishnamoorthi; Gary Cupido <Gary.Cupido@vidsys.com>; Robert Flaherty <Robert.Flaherty@boston.gov>; Matthew Spillane <Matthew.Spillane@pd.boston.gov>; John Gillis <John.Gillis@boston.gov>

Subject: Security Camera Bi_Weekly Strategy Meeting

Attachment(s): "Security Camera Strategy Meeting_11-8-17.docx"

All - attached is the status update for tomorrow's camera meeting.

PLEASE NOTE: For this meeting, we would like to have **ONLY** City agencies attend. VidSys, Lan-Tel, Siemens, DVTel, Genetec, etc., sorry for the inconvenience, we plan to discuss internal topics this week. If you have any updates, feel free to contact me and I will talk to them. Thank you for understanding.



Linda Calnan

Sr. Project Manager | [Department of Innovation & Technology \(DoIT\)](#) | [City of Boston](#)

1 City Hall Square, Room 109

Boston, MA 02201

D: 617-635-2875

C: 781-738-2020

linda.calnan@boston.gov

From: Linda Calnan <linda.calnan@boston.gov>

Sent: Monday, November 20, 2017 9:11 AM EST

To: Jason Marshall <Jason.Marshall@pd.boston.gov>; Michael Flaherty <Michael.Flaherty@michael.flaherty2@boston.gov>; Reidy, Richard; Brett Haynes <Brett.Haynes@boston.gov>; Don Burgess <Don.Burgess@boston.gov>; Robert Slade <Robert.Slade@boston.gov>; McDavitt, Conor; Beers, Jeff; Vasconcelos, Nelson; Dan Rothman <Dan.Rothman@boston.gov>; Jerry Turner <Jerry.Turner@boston.gov>; William Joyce <William.Joyce@boston.gov>; Jarrod Fullerton <Jarrod.Fullerton@genetec.com>; Wilson Aleman <Wilson.Aleman@boston.gov>; Vincent Stancato <Vincent.Stancato@lan-tel.com>; Henry, Brian; Michael Kane <Michael.Kane@boston.gov>; Jim Fitzpatrick <Jim.Fitzpatrick@pd.boston.gov>; Brian Barcelou <Brian.Barcelou@pd.boston.gov>; Mike Lynch (DoIT) <Mike.Lynch@boston.gov>; Shawn Romanoski <Shawn.Romanoski@pd.boston.gov>; Thomas, Ian; Eric Johnson <Eric.Johnson@lan-tel.com>; Jason MacDonald <Jason.MacDonald@boston.gov>; Louis Madeira <Louis.Madeira@pd.boston.gov>; Michael Sulprizio <Michael.Sulprizio@boston.gov>; Ramasamy, Krishnamoorthi; Gary Cupido <Gary.Cupido@vidsys.com>; Robert Flaherty <Robert.Flaherty@boston.gov>; Matthew Spillane <Matthew.Spillane@pd.boston.gov>; John Gillis <John.Gillis@boston.gov>

Subject: Security camera Strategy Status Report & Wed, 11/22, Meeting CANCELLED due to the Holiday

Attachment(s): "Security Camera Strategy Meeting_11-22-17.docx"

Attached is the Security Camera Strategy status report. This Wednesday's meeting is cancelled due to the Holiday and many folks being out. Our next meeting is scheduled for December 6th. All vendors are welcomed back and are encouraged to attend again as usual.

Thank you and have a great Thanksgiving.



Linda Calnan

Sr. Project Manager | [Department of Innovation & Technology \(DoIT\)](#) | [City of Boston](#)

1 City Hall Square, Room 109

Boston, MA 02201

D: 617-635-2875

C: 781-738-2020

linda.calnan@boston.gov

Security Camera Strategy Status Meeting – 12/6/17

Time: **Cancelling 11/22 meeting due to Holiday.** (Next meeting = 12/6/2017)
Location: Conference Room 115 / Dial In: 1-866-715-6967, Passcode: 4466461 (Host: 7860059)
Called by: Linda Calnan x52875

I. Agenda-Locations / Status Updates / Action Items

Locations: (Updates in bold)

- **City Hall Core System Upgrades: Ongoing**
 - **City Hall Physical Video Servers migrating to Virtual Servers – Virtual servers and access for admins – set up completed 11/17. Loading Genetec software and prepping directory and archiver servers this week. Migration scheduled for 11/29, Wed.**
 - **MSP/BTD/BHA/BPD Video Share** – Network connectivity completed. Federation work completed 11/17. MSP to confirm video access to BPD cameras. Working thru MOUs and access to BHA and BTD cameras. This is a major positive step for improving our public safety collaboration.
- **BCYF - Roch Ctr/W. Roxbury CC – Same Update** – Pt-to-pt wireless and switch being provided by DoIT and scheduled to be installed the week of 11/27. (Cabling to be from roof to 2nd floor closet for termination.)
- **BCYF – Tremont St/BCYF HQ/Tobin CC, – Update –First step: Fiber remediation = 11/25.** Networking, wifi and VoIP equipment (DoIT) and 7-9 cameras (BCYF). DoIT providing networking equipment. BCYF to share cost of cameras with OEM. OEM obtaining final approval for cameras. DoIT, BCYF and OEM working together on this project.
- **Strand Theater – Update** –Next steps: Cabling to kitchen & Melodi's office; cabinet installation, network equipment move and new jacks. **Waiting on Leo/Melodi to provide PO.** Linda to push this forward again.
- **400 Frontage Rd. Gas Pumps – Update** - replacing 4 cameras at gas pumps with high-res cameras – Quotes for fiber run and cameras provided to Maurice/PWD for POs. Cameras to integrate to Genetec system for Muni-Sec view access.
- **Tow Lot – Same Update** - Tow lot is replacing existing cameras with 50+ new IP cameras and new Cisco switches to support their camera infrastructure as part of a larger construction project. Requested status update from PM managing the construction project. Linda and Joe Smith managing.
- **BPD Camera projects – Two new projects for downtown to begin. ~41 new cameras.** Shawn/Louie managing.
- **Chinatown – – May be competed and will obtain update.** 3-4 cameras left to complete due to power issue. Expect to complete project next week. Shawn/Louie managing.
- **BPD HQ – Same update** - Equipment received. Shawn/Louie managing.
- **Citywide Camera project hosted by OEM/Rene. Next meeting = TBD.** Working with Shawn on camera

Security Camera Strategy

Status Meeting – 12/6/17

mappings. Most agencies have submitted lat/long for their camera locations. Shawn producing consolidated map.

- **Video Sharing MOU & Governance** – Establishing cross-agency MOUs and a standard Governance for video sharing agencies to approve and use.
- **Private Company Camera Share** – Vertex and other Seaport district companies would like to share their video (external) with BTM and possibly other agencies. We are leading this effort and working with the Seaport Leadership Group.
- ‘ **On Hold - Canterbury Street, Public Works (Comcast 100MG) (Warehouse for city lighting-theft & security issues)** - Waiting on Public Works final approval of quote provided for 16 cameras and local archiver.
- ‘ **On Hold - Water & Sewer – HQ-Harrison Ave (78 cameras) & Alford St (37 cameras) – On hold due to budget issues.** Obtaining new contact to work with.
- ‘ **BCYF – Hyde Park CC – On Hold** – Due to lack of funding.
- ‘ **On Hold – BCYF - Vine St.** - Due to renovations for ~12 months.
- ‘ **On Hold – BCYF – Cloherty Pool** – Due to pool closed for winter. . Site will be set up to record video on-site via local DVR instead of setting up connectivity to BoNet in an effort to save costs as only 2 cameras are needed.

Roadblocks / Critical issues:

- None.

II. On regular bi-weekly schedule.

Security Camera Strategy Status Meeting – 12/6/17

Attendees		Invited	Attended
Brett Haynes	COB Network	X	
Brian Barcelou	BPD, Network	X	
Brian Henry	MBTA	X	
Bob Slade/John Gillis	MPS	X	
Dan Rothman	CTO, COB	X	
Krishnamoorthi Ramasamy	BPHC	X	
Conor McDavitt	Siemens	X	
Eric Johnson	Lan-Tel	X	
Ian Thomas	VidSys	X	
Jarrold Fullerton	Genetec	X	
Jason MacDonald	BFD	X	
Jeff Beers	BPHC	X	
Jason Marshall	BPD, Network	X	
Jerry Turner	COB Network	X	
Jim Fitzpatrick	BPD, Network	X	
Linda Calnan	COB	X	
Louis Madeira	BPD	X	
Rob Flaherty	BCYF	X	
Mike Flaherty	MPS	X	
Mike Kane	OEM	X	
Nelson Vasconcelos	Siemens	X	
Shawn Romanoski	BPD	X	
Vinny Stancato	Lan-Tel	X	
William Joyce	MPS	X	
Wilson Aleman	BTD	X	
Gary Cupido	VidSys	X	
Matt Spillane	BPD	X	

From: Eric Johnson <ejohnson@Lan-Tel.com>
Sent: Saturday, November 25, 2017 7:48 AM EST
To: sarah.plowman@boston.gov
Subject: Fwd: Wills Tower Northeastern

I know other vendors not monitoring Just an FYI .

□

Respectfully,

Eric Johnson
Security Project Manager
1400 PROVIDENCE HIGHWAY,
SUITE 3100
NORWOOD, MA 02062

M 617.785.8254 | **F** 781.551.8667

ejohnson@lan-tel.com ♣ □

www.lan-tel.com

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Begin forwarded message:

From: Eric Johnson <ejohnson@Lan-Tel.com>
Date: November 25, 2017 at 7:47:03 AM EST
To: "Shawn <RomanoskiS.bpd@cityofboston.gov> Romanoski" <shawn.romanoski@pd.boston.gov>, Louie Madeira <louis.madeira@pd.boston.gov>, "matthew.spillane@pd.boston.gov" <matthew.spillane@pd.boston.gov>, "bric@pd.boston.gov" <bric@pd.boston.gov>, Captain Kenneth Fong <kenneth.fong@pd.boston.gov>, "Sgt. James Chin" <James.Chin@pd.boston.gov>, "Steve Boccuzzi" <SBoccuzzi@Lan-Tel.com>, Rich Ahern <rahern@lan-tel.com>, Mark Savage <msavage@lan-tel.com>, "Jim Rex" <jrex@lan-tel.com>, "Eric W. Nisbet" <enisbet@lan-tel.com>
Subject: Re: Wills Tower Northeastern

Update power will be down for approx 16 hours . We are making plans with BPD Communications to deploy generator for temp power until normal power is restored.

□

Respectfully,

Eric Johnson
Security Project Manager
1400 PROVIDENCE HIGHWAY,
SUITE 3100
NORWOOD, MA 02062

M 617.785.8254 | **F** 781.551.8667

ejohnson@lan-tel.com ♣ □

www.lan-tel.com

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On Nov 25, 2017, at 7:05 AM, Eric Johnson <ejohnson@Lan-Tel.com> wrote:

Shawn

It looks like we lost power or something is happening at this location we have lost the back haul between Schroeder Plaza and Revere Hotel . We are dispatching to site to assess and repair . This is affecting many cameras in A1 .

Thanks

□

Respectfully,

Eric Johnson
Security Project Manager
1400 PROVIDENCE HIGHWAY,
SUITE 3100
NORWOOD, MA 02062

M 617.785.8254 | **F** 781.551.8667

ejohnson@lan-tel.com ♣ □

www.lan-tel.com

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From: Eric Johnson <ejohnson@Lan-Tel.com>
Sent: Saturday, November 25, 2017 9:12 AM EST
To: sarah.plowman@boston.gov
Subject: Fwd: Wills Tower Northeastern

□

Respectfully,

Eric Johnson
Security Project Manager
1400 PROVIDENCE HIGHWAY,
SUITE 3100
NORWOOD, MA 02062

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ejohnson@lan-tel.com ♣ □

www.lan-tel.com

FOLLOW US: [Twitter](#) | [LinkedIn](#) | [Facebook](#)

Begin forwarded message:

From: Eric Johnson <ejohnson@Lan-Tel.com>
Date: November 25, 2017 at 9:12:04 AM EST
To: "Shawn <RomanoskiS.bpd@cityofboston.gov> Romanoski" <shawn.romanoski@pd.boston.gov>, Louie Madeira <louis.madeira@pd.boston.gov>, "matthew.spillane@pd.boston.gov" <matthew.spillane@pd.boston.gov>, "bric@pd.boston.gov" <bric@pd.boston.gov>, Captain Kenneth Fong <kenneth.fong@pd.boston.gov>, "Sgt. James Chin" <James.Chin@pd.boston.gov>, "Steve Boccuzzi" <SBoccuzzi@Lan-Tel.com>, Rich Ahern <rahern@lan-tel.com>, Mark Savage <msavage@lan-tel.com>, "Jim Rex" <jrex@lan-tel.com>, "Eric W. Nisbet" <enisbet@lan-tel.com>
Subject: Re: Wills Tower Northeastern

Update

Temp power in place and we are making sure all affected cameras (56) are operating normally and recording .

□

Respectfully,

Eric Johnson
Security Project Manager
1400 PROVIDENCE HIGHWAY,
SUITE 3100
NORWOOD, MA 02062

M 617.785.8254 | **F** 781.551.8667

ejohnson@lan-tel.com ♣ □

www.lan-tel.com

FOLLOW US: [Twitter](#) | [LinkedIn](#) | [Facebook](#)

On Nov 25, 2017, at 7:47 AM, Eric Johnson <ejohnson@Lan-Tel.com> wrote:

Update power will be down for approx 16 hours . We are making plans with BPD Communications to deploy generator for temp power until normal power is restored.

□

Respectfully,

Eric Johnson
Security Project Manager
1400 PROVIDENCE HIGHWAY,
SUITE 3100
NORWOOD, MA 02062

M 617.785.8254 | **F** 781.551.8667

ejohnson@lan-tel.com ♣ □

www.lan-tel.com

FOLLOW US: [Twitter](#) | [LinkedIn](#) | [Facebook](#)

On Nov 25, 2017, at 7:05 AM, Eric Johnson <ejohnson@Lan-Tel.com> wrote:

Shawn

It looks like we lost power or something is happening at this location we have lost the back haul between Schroeder Plaza and Revere Hotel . We are dispatching to site to assess and repair . This is affecting many cameras in A1 .

Thanks

□

Respectfully,

Eric Johnson
Security Project Manager
1400 PROVIDENCE HIGHWAY,
SUITE 3100
NORWOOD, MA 02062

M 617.785.8254 | **F** 781.551.8667

ejohnson@lan-tel.com ♣ □

www.lan-tel.com

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From: Sarah Plowman <sarah.plowman@boston.gov>
Sent: Saturday, November 25, 2017 1:15 PM EST
To: Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>
Subject: Re: Wills Tower Northeastern

Thanks, Eric!

On Sat, Nov 25, 2017 at 09:12 Eric Johnson <ejohnson@lan-tel.com> wrote:

Respectfully,

Eric Johnson
Security Project Manager
[1400 PROVIDENCE HIGHWAY.](#)
[SUITE 3100](#)
[NORWOOD, MA 02062](#)

M 617.785.8254 | **F** 781.551.8667

ejohnson@lan-tel.com  

www.lan-tel.com

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Begin forwarded message:

From: Eric Johnson <ejohnson@Lan-Tel.com>
Date: November 25, 2017 at 9:12:04 AM EST

To: "Shawn <RomanoskiS. bpd@cityofboston. gov> Romanoski" <shawn.romanoski@pd.boston.gov>, Louie Madeira <louis.madeira@pd.boston.gov>, "matthew.spillane@pd.boston.gov" <matthew.spillane@pd.boston.gov>, "bric@pd.boston.gov" <bric@pd.boston.gov>, Captain Kenneth Fong <kenneth.fong@pd.boston.gov>, "Sgt. James Chin" <James.Chin@pd.boston.gov>, "Steve Boccuzzi" <SBoccuzzi@Lan-Tel.com>, Rich Ahern <rahern@lan-tel.com>, Mark Savage <msavage@lan-tel.com>, "Jim Rex" <jrex@lan-tel.com>, "Eric W. Nisbet" <enisbet@lan-tel.com>
Subject: Re: Wills Tower Northeastern

Update

Temp power in place and we are making sure all affected cameras (56) are operating normally and recording .

Respectfully,

Eric Johnson
Security Project Manager
[1400 PROVIDENCE HIGHWAY.](#)
[SUITE 3100](#)
[NORWOOD, MA 02062](#)

M 617.785.8254 | **F** 781.551.8667

ejohnson@lan-tel.com  

www.lan-tel.com

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On Nov 25, 2017, at 7:47 AM, Eric Johnson <ejohnson@Lan-Tel.com> wrote:

Update power will be down for approx 16 hours . We are making plans with BPD Communications to deploy generator for temp power until normal power is restored.

Respectfully,

Eric Johnson
Security Project Manager
[1400 PROVIDENCE HIGHWAY,](#)
[SUITE 3100](#)
[NORWOOD, MA 02062](#)

M 617.785.8254 | **F** 781.551.8667

ejohnson@lan-tel.com  

www.lan-tel.com

FOLLOW US: [Twitter](#) | [LinkedIn](#) | [Facebook](#)

On Nov 25, 2017, at 7:05 AM, Eric Johnson <ejohnson@Lan-Tel.com> wrote:

Shawn

It looks like we lost power or something is happening at this location we have lost the back haul between Schroeder Plaza and Revere Hotel . We are dispatching to site to assess and repair . This is affecting many cameras in A1 .

Thanks

Respectfully,

Eric Johnson
Security Project Manager
[1400 PROVIDENCE HIGHWAY,](#)
[SUITE 3100](#)
[NORWOOD, MA 02062](#)

M 617.785.8254 | **F** 781.551.8667

ejohnson@lan-tel.com  

www.lan-tel.com

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--

Sarah Plowman

Regional Planner
Mayor's Office of Emergency Management
Boston City Hall, Room 204

One City Hall Square | Boston, MA 02201
Phone: 617.635.1400
Fax: 617.635.2974

From: Michael Kane <michael.kane@boston.gov>

Sent: Tuesday, November 28, 2017 4:29 PM EST

To: Louis Madeira <Louis Madeira <louis.madeira@pd.boston.gov>>

CC: Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>; Vin Stancato <Vin Stancato <vstancato@lan-tel.com>>

Subject: Mike Kane: POC FOR THE HIGHWAY VIDEO TREE on Vidsys

Louis-

Do you have the POC for these cameras? We seem to have them all initialization failure?

I know these aren't yours so CC'ing LANTel.

Mike

Mike

Michael Kane
Logistics Section
City of Boston
Office of Emergency Management
617-343-2413
617-895-7215

From: Louis Madeira <louis.madeira@pd.boston.gov>

Sent: Tuesday, November 28, 2017 4:33 PM EST

To: Michael Kane <Michael Kane <michael.kane@boston.gov>>

CC: Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>; Vin Stancato <Vin Stancato <vstancato@lan-tel.com>>

Subject: Re: Mike Kane: POC FOR THE HIGHWAY VIDEO TREE on Vidsys

I do not Mike sorry.

Police Officer Lou Madeira
Boston Police Department
Bureau of Administration and Technologies
Telecommunications Division

Sent from my iPhone

> On Nov 28, 2017, at 4:29 PM, Michael Kane <michael.kane@boston.gov> wrote:

>

> these

From: Michael Kane <michael.kane@boston.gov>
Sent: Tuesday, November 28, 2017 4:40 PM EST
To: Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>
Subject: Mike Kane: eoc service request on Vidsys

Eric-

Can you or Vin stop by the eoc before Friday I have an issue with
vidsys on our integrated workstation.

Thanks

Mike

Michael Kane
Logistics Section
City of Boston
Office of Emergency Management
617-343-2413
617-895-7215

From: Eric Johnson <ejohnson@Lan-Tel.com>
Sent: Tuesday, November 28, 2017 4:55 PM EST
To: Michael Kane <Michael Kane <michael.kane@boston.gov>>
Subject: Re: Mike Kane: eoc service request on Vidsys

Absolutely

□

Respectfully,

Eric Johnson
Security Project Manager
1400 PROVIDENCE HIGHWAY,
SUITE 3100
NORWOOD, MA 02062

M 617.785.8254 | **F** 781.551.8667

ejohnson@lan-tel.com ♣ □

www.lan-tel.com

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On Nov 28, 2017, at 4:40 PM, Michael Kane <michael.kane@boston.gov> wrote:

Eric-

Can you or Vin stop by the eoc before Friday I have an issue with vidsys on our integrated workstation.

Thanks

Mike

Michael Kane
Logistics Section
City of Boston
Office of Emergency Management
617-343-2413
617-895-7215

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From: Michael Kane <michael.kane@boston.gov>
Sent: Tuesday, November 28, 2017 5:00 PM EST
To: Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>
Subject: Re: Mike Kane: eoc service request on Vidsys

Roger that and thank you

Michael Kane
Logistics Section
City of Boston
Office of Emergency Management
617-343-2413
617-895-7215

On Nov 28, 2017, at 16:55, Eric Johnson <ejohnson@lan-tel.com> wrote:

Absolutely

□

Respectfully,

Eric Johnson
Security Project Manager
1400 PROVIDENCE HIGHWAY,
SUITE 3100
NORWOOD, MA 02062

M 617.785.8254 | **F** 781.551.8667

ejohnson@lan-tel.com ♣ □

www.lan-tel.com

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On Nov 28, 2017, at 4:40 PM, Michael Kane <michael.kane@boston.gov> wrote:

Eric-

Can you or Vin stop by the eoc before Friday I have an issue with vidsys on our integrated workstation.

Thanks

Mike

Michael Kane
Logistics Section
City of Boston
Office of Emergency Management
617-343-2413
617-895-7215

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From: Vincent Stancato <vstancato@lan-tel.com>
Sent: Tuesday, November 28, 2017 5:24 PM EST
To: Michael Kane <Michael Kane <michael.kane@boston.gov>>; Louis Madeira <Louis Madeira <louis.madeira@pd.boston.gov>>
CC: Eric Johnson <Eric Johnson <ejohnson@Lan-Tel.com>>
Subject: RE: Mike Kane: POC FOR THE HIGHWAY VIDEO TREE on Vidsys

Hi Mike,

Those cameras come to BPD & OEM from the MBTA I believe. I will look into it in the morning. I will call Brian Henry.

-----Original Message-----

From: Michael Kane [<mailto:michael.kane@boston.gov>]
Sent: Tuesday, November 28, 2017 4:30 PM
To: Louis Madeira <louis.madeira@pd.boston.gov>
Cc: Eric Johnson <ejohnson@Lan-Tel.com>; Vincent Stancato <vstancato@lan-tel.com>
Subject: Mike Kane: POC FOR THE HIGHWAY VIDEO TREE on Vidsys

Louis-

Do you have the POC for these cameras? We seem to have them all initialization failure?

I know these aren't yours so CC'ing LANTel.

Mike

Mike

Michael Kane
Logistics Section
City of Boston
Office of Emergency Management
617-343-2413
617-895-7215

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From: Michael Kane <michael.kane@boston.gov>
Sent: Tuesday, November 28, 2017 5:27 PM EST
To: Vincent Stancato <Vincent Stancato <vstancato@lan-tel.com>>
CC: Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>
Subject: Re: Mike Kane: POC FOR THE HIGHWAY VIDEO TREE on Vidsys

I'm thinking it might be a software upgrade because there's a lot of circles that say no on the start up phase of the application loading.

I appreciate the help guys

Michael Kane
Logistics Section
City of Boston
Office of Emergency Management
617-343-2413
617-895-7215

> On Nov 28, 2017, at 17:24, Vincent Stancato <vstancato@lan-tel.com> wrote:

>

> Hi Mike,

>

> Those cameras come to BPD & OEM from the MBTA I believe. I will look into it in the morning. I will call Brian Henry.

>

> -----Original Message-----

> From: Michael Kane [<mailto:michael.kane@boston.gov>]

> Sent: Tuesday, November 28, 2017 4:30 PM

> To: Louis Madeira <louis.madeira@pd.boston.gov>

> Cc: Eric Johnson <ejohnson@Lan-Tel.com>; Vincent Stancato <vstancato@lan-tel.com>

> Subject: Mike Kane: POC FOR THE HIGHWAY VIDEO TREE on Vidsys

>

> Louis-

>

> Do you have the POC for these cameras? We seem to have them all initialization failure?

>

> I know these aren't yours so CC'ing LANTel.

>

> Mike

>

> Mike

>

> Michael Kane

> Logistics Section

> City of Boston

> Office of Emergency Management

> 617-343-2413

> 617-895-7215

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From: Mary Milligan <mmilligan@lan-tel.com>

Sent: Thursday, November 30, 2017 11:08 AM EST

To: Sarah Plowman <Sarah.Plowman@boston.gov>; Jessica Jones <Jessica.Jones@boston.gov>

CC: Eric Johnson <Eric.Johnson@Lan-Tel.com>; Dennis Drain <Dennis.Drain@lan-tel.com>; Jeff Bodio <Jeff.Bodio@lan-tel.com>; Kate Waldron <Kate.Waldron@lan-tel.com>

Subject: October CIMS Billing

Attachment(s): "October 2017 CIMS Backup 11.29.17.xls", "9917052-DOINNOV-11-30-2017-2.PDF"

Good Day,

Please see the attached invoice (9917052) and backup for CIMS work completed in October of 2017.

Feel free to reach out to me for any additional information.

Thanks

Mare



Mare Milligan

Accounting Specialist

1400 PROVIDENCE HIGHWAY, SUITE 3100
NORWOOD, MA 02062

T 781.352.4717 | F 781.551.8667

mmilligan@lan-tel.com | www.lan-tel.com

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From: Jessica Jones <jessica.jones@boston.gov>
Sent: Thursday, November 30, 2017 11:09 AM EST
To: Mary Milligan <Mary Milligan <mmilligan@lan-tel.com>>
CC: Sarah Plowman <Sarah Plowman <sarah.plowman@boston.gov>>; Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>; Dennis Drain <Dennis Drain <ddrain@lan-tel.com>>; Jeff Bodio <Jeff Bodio <jeffb@lan-tel.com>>; Kate Waldron <Kate Waldron <kwaldron@lan-tel.com>>
Subject: Re: October CIMS Billing

Hi Mary,
Thank you for sending this along. I will take care of it.

Thank you,
Jess

On Thu, Nov 30, 2017 at 11:08 AM, Mary Milligan<mmilligan@lan-tel.com> wrote:

Good Day,

Please see the attached invoice (9917052) and backup for CIMS work completed in October of 2017.

Feel free to reach out to me for any additional information.

Thanks

Mare



Mare Milligan

Accounting Specialist

1400 PROVIDENCE HIGHWAY, SUITE 3100

NORWOOD, MA 02062

T [781.352.4717](tel:781.352.4717) F [781.551.8667](tel:781.551.8667)

mmilligan@lan-tel.com | www.lan-tel.com

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--

Jessica Jones

Regional Planner
Mayor's Office of Emergency Management
Boston City Hall, Room 204
One City Hall Square | Boston, MA 02201

From: Linda Calnan <linda.calnan@boston.gov>

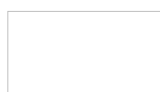
Sent: Tuesday, December 05, 2017 9:50 AM EST

To: Jason Marshall <Jason.Marshall@pd.boston.gov>; Michael Flaherty <Michael Flaherty <michael.flaherty2@boston.gov>; Reidy, Richard; Brett Haynes <brett.haynes@boston.gov>; Don Burgess <Don Burgess <don.burgess@boston.gov>; Robert Slade <Robert Slade <robert.slade@boston.gov>; McDavitt, Conor; Beers, Jeff; Vasconcelos, Nelson; Dan Rothman <Dan Rothman <dan.rothman@boston.gov>; Jerry Turner <Jerry Turner <jerry.turner@boston.gov>; William Joyce <William Joyce <william.joyce@boston.gov>; Jarrod Fullerton <Jarrod Fullerton <jfullerton@genetec.com>; Wilson Aleman <Wilson Aleman <wilson.aleman@boston.gov>; Vincent Stancato <Vincent Stancato <vstancato@lan-tel.com>; Henry, Brian; Michael Kane <Michael Kane <michael.kane@boston.gov>; Jim Fitzpatrick <Jim Fitzpatrick <jim.fitzpatrick@pd.boston.gov>; Brian Barcelou <Brian Barcelou <Brian.Barcelou@pd.boston.gov>; Mike Lynch (DoIT) <Mike Lynch (DoIT) <mike.lynch@boston.gov>; Shawn Romanoski <Shawn Romanoski <Shawn.Romanoski@pd.boston.gov>; Thomas, Ian; Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>; Jason MacDonald <Jason MacDonald <Jason.MacDonald@boston.gov>; Louis Madeira <Louis Madeira <Louis.madeira@pd.boston.gov>; Michael Sulprizio <Michael Sulprizio <Michael.Sulprizio@boston.gov>; Ramasamy, Krishnamoorthi; Gary Cupido <Gary Cupido <cupidog@vidsys.com>; Robert Flaherty <Robert Flaherty <robert.flaherty@boston.gov>; Matthew Spillane <Matthew Spillane <matthew.spillane@pd.boston.gov>; John Gillis <John Gillis <john.r.gillis@boston.gov>; Sarah Plowman <Sarah Plowman <sarah.plowman@boston.gov>

Subject: Security Camera Strategy Meeting - Status Updates for Tomorrow's Meeting

Attachment(s): "Security Camera Strategy Meeting_12-6-17.docx"

Please see attached updates for tomorrow's camera meeting. Thanks.



Linda Calnan

Sr. Project Manager | [Department of Innovation & Technology \(DoIT\)](#) | City of Boston

1 City Hall Square, Room 109

Boston, MA 02201

D: 617-635-2875

C: 781-738-2020

linda.calnan@boston.gov

From: John Gillis <john.r.gillis@boston.gov>

Sent: Tuesday, December 05, 2017 3:14 PM EST

To: Linda Calnan <Linda Calnan <linda.calnan@boston.gov>>

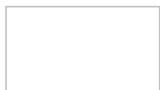
CC: Beers, Jeff; Brett Haynes <Brett Haynes <brett.haynes@boston.gov>>; Brian Barcelou <Brian Barcelou <Brian.Barcelou@pd.boston.gov>>; Dan Rothman <Dan Rothman <dan.rothman@boston.gov>>; Don Burgess <Don Burgess <don.burgess@boston.gov>>; Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>; Gary Cupido <Gary Cupido <cupidog@vidsys.com>>; Henry, Brian; Jarrod Fullerton <Jarrod Fullerton <jfullerton@genetec.com>>; Jason MacDonald <Jason MacDonald <Jason.MacDonald@boston.gov>>; Jason Marshall <Jason Marshall <Jason.Marshall@pd.boston.gov>>; Jerry Turner <Jerry Turner <jerry.turner@boston.gov>>; Jim Fitzpatrick <Jim Fitzpatrick <jim.fitzpatrick@pd.boston.gov>>; Louis Madeira <Louis Madeira <Louis.madeira@pd.boston.gov>>; Matthew Spillane <Matthew Spillane <matthew.spillane@pd.boston.gov>>; McDavitt, Conor; Michael Flaherty <Michael Flaherty <michael.flaherty2@boston.gov>>; Michael Kane <Michael Kane <michael.kane@boston.gov>>; Michael Sulprizio <Michael Sulprizio <Michael.Sulprizio@boston.gov>>; Mike Lynch (DoIT) <Mike Lynch (DoIT) <mike.lynch@boston.gov>>; Ramasamy, Krishnamoorthi; Reidy, Richard; Robert Flaherty <Robert Flaherty <robert.flaherty@boston.gov>>; Robert Slade <Robert Slade <robert.slade@boston.gov>>; Sarah Plowman <Sarah Plowman <sarah.plowman@boston.gov>>; Shawn Romanoski <Shawn Romanoski <Shawn.Romanoski@pd.boston.gov>>; Thomas, Ian; Vasconcelos, Nelson; Vincent Stancato <Vincent Stancato <vstancato@lan-tel.com>>; William Joyce <William Joyce <william.joyce@boston.gov>>; Wilson Aleman <Wilson Aleman <wilson.aleman@boston.gov>>

Subject: Re: Security Camera Strategy Meeting - Status Updates for Tomorrow's Meeting

Received, thank you.

On Tue, Dec 5, 2017 at 9:50 AM Linda Calnan <linda.calnan@boston.gov> wrote:

Please see attached updates for tomorrow's camera meeting. Thanks.



Linda Calnan

Sr. Project Manager | [Department of Innovation & Technology \(DoIT\)](#) | City of Boston

1 City Hall Square, Room 109

Boston, MA 02201

D: 617-635-2875

C: 781-738-2020

linda.calnan@boston.gov

--

John Gillis

Office: 617-635-0187

Email: John.R.Gillis@boston.gov

From: Eric Johnson <ejohnson@Lan-Tel.com>

Sent: Monday, December 11, 2017 6:26 AM EST

To: noc@ftgtechnologies.com; Scott Wilder <swilder@brooklinema.gov>; Michael Kiely <Michael Kiely <mkiely@police.somerville.ma.us>; Wayne Carter Winthrop Police <Wayne Carter Winthrop Police <wcarter@town.winthrop.ma.us>; Chuck Wade <Chuck@Interisle.net>; Colin Strutt <Colin Strutt <colin@interisle.net>; Fred Goldstein <Fred@Interisle.net>; Shawn <RomanoskiS. bpd@cityofboston.gov> Romanoski; Jim Rex <Jim Rex <jrex@lan-tel.com>; Mark Savage <Mark Savage <msavage@lan-tel.com>; sando@ftgtechnologies.com; sarah.plowman@boston.gov

Subject: Fwd: Down: Winth WaterTtwr Sw.

Just bringing this to everyone's attention. I had switch and antenna to Soldiers Hone bouncing all-night. We lost cams to Boston Light for Boston Police . All cams in Winthrop are up . Notified Wayne WPD Carter that his cams were good at around 6 PM . And to possibly check his radio equipment .

I will ask since we have shared equipment here . Is anyone else monitoring devices ? Are there any documents or procedures in place for parameters on who monitors what and what is being monitored ? I do not want to cross into another contract that a peer vendor is responsible for .

For all on here , Lan - Tel monitors all equipment as best we can with IPs shared by Psnet and with IPs we maintain on equipment . We do this since all equipment impacts cameras and edge antennas in shared locations and possibly our VPN for access to our servers for remote work .

Thanks ,

□

Respectfully,

Eric Johnson
Security Project Manager
1400 PROVIDENCE HIGHWAY,
SUITE 3100
NORWOOD, MA 02062

M 617.785.8254 | **F** 781.551.8667

ejohnson@lan-tel.com ♣ □

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Begin forwarded message:

From: <BOSCMISAlerts@lan-tel.com>

Date: December 11, 2017 at 6:02:14 AM EST

To: <ejohnson@lan-tel.com>

Subject: Down: Winth WaterTtwr Sw.

12/10 15:54:45: Message from InterMapper 6.1.4

Event: Down

Name: Winth WaterTtwr Sw.

Document: z-Network Antennas

Address: 10.10.79.10

Probe Type: Ping/Echo
Condition:

Time since last reported down: 41 days, 19 hours, 27 minutes, 53 seconds
Device's up time: N/A

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From: Shiro Ando <sando@ftgtechnologies.com>

Sent: Monday, December 11, 2017 7:02 AM EST

To: Eric Johnson <Eric Johnson <ejohnson@Lan-Tel.com>>; FTG NOC <FTG NOC <noc@ftgtechnologies.com>>; Scott Wilder <Scott Wilder <swilder@brooklinema.gov>>; Michael Kiely <Michael Kiely <mkiely@police.somerville.ma.us>>; Wayne Carter Winthrop Police <Wayne Carter Winthrop Police <wcarter@town.winthrop.ma.us>>; Chuck Wade <Chuck Wade <Chuck@Interisle.net>>; Colin Strutt <Colin Strutt <colin@interisle.net>>; Fred Goldstein <Fred Goldstein <Fred@Interisle.net>>; Shawn <RomanoskiS. bpd@cityofboston. gov> Romanoski; Jim Rex <Jim Rex <jrex@lan-tel.com>>; Mark Savage <Mark Savage <msavage@lan-tel.com>>; sarah.plowman@boston.gov

Subject: RE: Down: Winth WaterTtwr Sw.

Thank you Eric,

The HP switch (Watertown switch) seemed to be up, but I was not able to get to it from the adjacent Cisco switch so I reset the port (G0/4) on Cisco switch and I can reach the HP switch now.

Can you please test.

We will investigate further and monitor this switch throughout the day.

Thanks

Shiro

Shiro Ando | CCIE # 12809

| Vice President Engineering |



| 2 Batterymarch Park | Suite 401 | Quincy, MA 02169 |

| Office: 617-367-7474 | Fax: 617-367-3331 | email:sando@ftgtechnologies.com |

From: Eric Johnson [mailto:ejohnson@Lan-Tel.com]

Sent: Monday, December 11, 2017 6:27 AM

To: FTG NOC <noc@ftgtechnologies.com>; Scott Wilder <swilder@brooklinema.gov>; Michael Kiely <mkiely@police.somerville.ma.us>; Wayne Carter Winthrop Police <wcarter@town.winthrop.ma.us>; Chuck Wade <Chuck@Interisle.net>; Colin Strutt <colin@interisle.net>; Fred Goldstein <Fred@Interisle.net>; Shawn <RomanoskiS. bpd@cityofboston. gov> Romanoski <shawn.romanoski@pd.boston.gov>; Jim Rex <jrex@lan-tel.com>; Mark Savage <msavage@lan-tel.com>; Shiro Ando <sando@ftgtechnologies.com>; sarah.plowman@boston.gov

Subject: Fwd: Down: Winth WaterTtwr Sw.

Just bringing this to everyone's attention. I had switch and antenna to Soldiers Hone bouncing all-night. We lost cams to Boston Light for Boston Police . All cams in Winthrop are up . Notified Wayne WPD Carter that his cams were good at around 6 PM . And to possibly check his radio equipment .

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Thanks ,



Respectfully,

Eric Johnson
Security Project Manager
1400 PROVIDENCE HIGHWAY,
SUITE 3100
NORWOOD, MA 02062

M 617.785.8254 **F** 781.551.8667

ejohnson@lan-tel.com ♣□

www.lan-tel.com

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Begin forwarded message:

From: <BOSCMAlerts@lan-tel.com>

Date: December 11, 2017 at 6:02:14 AM EST

To: <ejohnson@lan-tel.com>

Subject: Down: Winth WaterTtwr Sw.

12/10 15:54:45: Message from InterMapper 6.1.4

Event: Down

Name: Winth WaterTtwr Sw.

Document: z-Network Antennas

Address: 10.10.79.10

Probe Type: Ping/Echo

Condition:

Time since last reported down: 41 days, 19 hours, 27 minutes, 53 seconds

Device's up time: N/A

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From: Wayne Carter <wcarter@town.winthrop.ma.us>

Sent: Monday, December 11, 2017 8:32 AM EST

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

CC: Eric Johnson <Eric Johnson <ejohnson@Lan-Tel.com>>; FTG NOC <FTG NOC <noc@ftgtechnologies.com>>; Scott Wilder <Scott Wilder <swilder@brooklinema.gov>>; Michael Kiely <Michael Kiely <mkiely@police.somerville.ma.us>>; Chuck Wade <Chuck Wade <Chuck@Interisle.net>>; Colin Strutt <Colin Strutt <colin@interisle.net>>; Fred Goldstein <Fred Goldstein <Fred@Interisle.net>>; Shawn <RomanoskiS. bpd@cityofboston. gov> Romanoski; Jim Rex <Jim Rex <jrex@lan-tel.com>>; Mark Savage <Mark Savage <msavage@lan-tel.com>>; sarah.plowman@boston.gov

Subject: Re: Down: Winth WaterTtwr Sw.

Attachment(s): "image001.png"

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Wayne



Detective Wayne Carter
Winthrop Police Department
3 Metcalf Square
Winthrop Ma, 02152
PH: 617-539-5815
Fax: 617-846-3174

On Dec 11, 2017, at 7:01 AM, Shiro Ando <sando@ftgtechnologies.com> wrote:

Thank you Eric,

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Can you please test.

We will investigate further and monitor this switch throughout the day.

Thanks
Shiro

Shiro Ando | CCIE # 12809
| Vice President Engineering |

<image001.png>

| 2 Batterymarch Park | Suite 401 | Quincy, MA 02169 |

| Office: 617-367-7474 | Fax: 617-367-3331 | email: sando@ftgtechnologies.com |

From: Eric Johnson [<mailto:ejohnson@Lan-Tel.com>]

Sent: Monday, December 11, 2017 6:27 AM

To: FTG NOC <noc@ftgtechnologies.com>; Scott Wilder <swilder@brooklinema.gov>; Michael Kiely <mkiely@police.somerville.ma.us>; Wayne Carter Winthrop Police <wcarter@town.winthrop.ma.us>; Chuck Wade <Chuck@Interisle.net>; Colin Strutt <colin@interisle.net>; Fred Goldstein <Fred@Interisle.net>; Shawn <RomanoskiS. bpd@cityofboston. gov> Romanoski <shawn.romanoski@pd.boston.gov>; Jim Rex <jrex@lan-tel.com>; Mark Savage <msavage@lan-tel.com>; Shiro Ando <sando@ftgtechnologies.com>; sarah.plowman@boston.gov

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12/10 15:54:45: Message from InterMapper 6.1.4

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Address: 10.10.79.10
Probe Type: Ping/Echo
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From: Chuck Wade <Chuck@Interisle.net>

Sent: Monday, December 11, 2017 10:36 AM EST

To: Shiro Ando <Shiro Ando <sando@ftgtechnologies.com>>; Eric Johnson <Eric Johnson <ejohnson@Lan-Tel.com>>; FTG NOC <FTG NOC <noc@ftgtechnologies.com>>; Scott Wilder <swilder@brooklinema.gov>; Michael Kiely <Michael Kiely <mkiely@police.somerville.ma.us>>; Wayne Carter Winthrop Police <Wayne Carter Winthrop Police <wcarter@town.winthrop.ma.us>>; Colin Strutt <Colin Strutt <colin@interisle.net>>; Fred Goldstein <Fred Goldstein <Fred@Interisle.net>>; Shawn <RomanoskiS. bpd@cityofboston. gov> Romanoski; Jim Rex <Jim Rex <jrex@lan-tel.com>>; Mark Savage <Mark Savage <msavage@lan-tel.com>>; sarah.plowman@boston.gov

Subject: Re: Down: Winth WaterTtwr Sw.

Attachment(s): "smime.p7s"

Eric, Shiro, et al.,

Shiro's initiative seems to have resolved the hung condition with the HP 2510-24 switch. We do occasionally see these switches get hung up with similar symptoms.

In this case, only CIMS cameras are connected through this HP switch.

I did just confirm that the radio trunk circuits back to the MN RECC in Revere were not impacted at all.

Also, I removed from the HP switch a config statement for the original primary RADIUS server, which failed several years ago. This is why logins to this switch were so slow, since it was trying to authenticate to a non-existent RADIUS server.

...Chuck

Chuck Wade, Principal
Interisle Consulting Group
+1 508 435-3050 Office
+1 508 277-6439 Mobile
www.interisle.net

On 12/11/17 7:02 AM, Shiro Ando wrote:

Thank you Eric,

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Shiro Ando | COTE # 12809

| Vice President Engineering|



2 Battery March 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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Sent: Monday, December 11, 2017 6:27 AM

To: FTG NOC <noc@ftgtechnologies.com>; Scott Wilder <swilder@brooklinema.gov>; Michael Kiely <mkiely@police.somerville.ma.us>; Wayne Carter Winthrop Police <wcarter@town.winthrop.ma.us>; Chuck Wade <Chuck@Interisle.net>; Colin Strutt <colin@interisle.net>; Fred Goldstein <Fred@Interisle.net>; Shawn <RomanoskiS. bpd@cityofboston. gov> Romanoski <shawn.romanoski@pd.boston.gov>; Jim Rex <jrex@lan-tel.com>; Mark Savage <msavage@lan-tel.com>; Shiro Ando <sando@ftgtechnologies.com>; sarah.plowman@boston.gov

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12/10 15:54:45: Message from InterMapper 6.1.4

Event: Down
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Document: z-Network Antennas
Address: 10.10.79.10
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Condition:

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Device's up time: N/A

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From: Eric Johnson <ejohnson@Lan-Tel.com>
Sent: Monday, December 11, 2017 12:03 PM EST
To: Shiro Ando <Shiro Ando <sando@ftgtechnologies.com>>
CC: FTG NOC <FTG NOC <noc@ftgtechnologies.com>>; Scott Wilder <Scott Wilder <swilder@brooklinema.gov>>; Michael Kiely <Michael Kiely <mkiely@police.somerville.ma.us>>; Wayne Carter Winthrop Police <Wayne Carter Winthrop Police <wcarter@town.winthrop.ma.us>>; Chuck Wade <Chuck Wade <Chuck@Interisle.net>>; Colin Strutt <Colin Strutt <colin@interisle.net>>; Fred Goldstein <Fred Goldstein <Fred@Interisle.net>>; Shawn <RomanoskiS. bpd@cityofboston.gov> Romanoski; Jim Rex <Jim Rex <jrex@lan-tel.com>>; Mark Savage <Mark Savage <msavage@lan-tel.com>>; sarah.plowman@boston.gov
Subject: Re: Down: Winth WaterTtwr Sw.

I will check thanks



Respectfully,

Eric Johnson
Security Project Manager
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M 617.785.8254 | **F** 781.551.8667

ejohnson@lan-tel.com ✪ |

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| Office: 617-367-7474 | Fax: 617-367-3331 | email: sando@ftgtechnologies.com |

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ejohnson@lan-tel.com ♣ |

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Date: December 11, 2017 at 6:02:14 AM EST

To: <ejohnson@lan-tel.com>

Subject: Down: Winth WaterTtwr Sw.

12/10 15:54:45: Message from InterMapper 6.1.4

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Name: Winth WaterTtwr Sw.

Document: z-Network Antennas
Address: 10.10.79.10
Probe Type: Ping/Echo
Condition:

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Device's up time: N/A

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From: Michael Kiely <mkiely@police.somerville.ma.us>
Sent: Monday, December 11, 2017 12:14 PM EST
To: Wayne Carter <Wayne Carter <wcarter@town.winthrop.ma.us>>
CC: Shiro Ando <Shiro Ando <sando@ftgtechnologies.com>>; Eric Johnson <Eric Johnson <ejohnson@Lan-Tel.com>>; FTG NOC <FTG NOC <noc@ftgtechnologies.com>>; Scott Wilder <Scott Wilder <swilder@brooklinema.gov>>; Chuck Wade <Chuck Wade <Chuck@Interisle.net>>; Colin Strutt <Colin Strutt <colin@interisle.net>>; Fred Goldstein <Fred Goldstein <Fred@Interisle.net>>; Shawn <RomanoskiS. bpd@cityofboston. gov> Romanoski; Jim Rex <Jim Rex <jrex@lan-tel.com>>; Mark Savage <Mark Savage <msavage@lan-tel.com>>; sarah.plowman@boston.gov; nancy.anderson@boston.gov; gturner@cambridgefire.org
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Homeland Security
Russ Joyner Sub Station
499 Artisan Way
Assembly Row
Somerville, MA 02145
(617)625-1600x7241

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<image001.png>

| 2 Batterymarch Park | Suite 401 | Quincy, MA 02169 |
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Subject: RE: Down: Winth WaterTtwr Sw.

Good afternoon Sgt. Kiely,

I have been the point of contact since June and will respond to any issues, concerns and/or questions.

Thank you,

Shiro

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From: <BOSCIMSAalerts@lan-tel.com>
Date: December 11, 2017 at 6:02:14 AM EST
To: <ejohnson@lan-tel.com>
Subject: Down: Winth WaterTtwr Sw.

12/10 15:54:45: Message from InterMapper 6.1.4

Event: Down
Name: Winth WaterTtwr Sw.
Document: z-Network Antennas
Address: 10.10.79.10
Probe Type: Ping/Echo
Condition:

Time since last reported down: 41 days, 19 hours, 27 minutes, 53 seconds
Device's up time: N/A

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From: Michael Kiely <mkiely@police.somerville.ma.us>
Sent: Monday, December 11, 2017 12:49 PM EST
To: Shiro Ando <Shiro Ando <sando@ftgtechnologies.com>>
CC: Wayne Carter <Wayne Carter <wcarter@town.winthrop.ma.us>>; Eric Johnson <Eric Johnson <ejohnson@Lan-Tel.com>>; FTG NOC <FTG NOC <noc@ftgtechnologies.com>>; Scott Wilder <Scott Wilder <swilder@brooklinema.gov>>; Chuck Wade <Chuck Wade <Chuck@Interisle.net>>; Colin Strutt <Colin Strutt <colin@interisle.net>>; Fred Goldstein <Fred Goldstein <Fred@Interisle.net>>; Shawn <RomanoskiS. bpd@cityofboston. gov> Romanoski; Jim Rex <Jim Rex <jrex@lan-tel.com>>; Mark Savage <Mark Savage <msavage@lan-tel.com>>; sarah.plowman@boston.gov; nancy.anderson@boston.gov; gturner@cambridgefire.org
Subject: Re: Down: Winth WaterTtwr Sw.
Attachment(s): "image001.png"

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Sgt. Michael Kiely
Homeland Security
Russ Joyner Sub Station
499 Artisan Way
Assembly Row
Somerville, MA 02145
(617)625-1600x7241

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Detective Wayne Carter
Winthrop Police Department
3 Metcalf Square
Winthrop Ma, 02152
PH: 617-539-5815
Fax: 617-846-3174

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Can you please test.

We will investigate further and monitor this switch throughout the day.

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Shiro

Shiro Ando | CCIE # 12809
| Vice President Engineering |

<image001.png>

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

From: Eric Johnson [<mailto:ejohnson@Lan-Tel.com>]

Sent: Monday, December 11, 2017 6:27 AM

To: FTG NOC <noc@ftgtechnologies.com>; Scott Wilder <swilder@brooklinema.gov>; Michael Kiely <mkiely@police.somerville.ma.us>; Wayne Carter Winthrop Police <wcarter@town.winthrop.ma.us>; Chuck Wade <Chuck@Interisle.net>; Colin Strutt <colin@interisle.net>; Fred Goldstein <Fred@Interisle.net>; Shawn <RomanoskiS.bpd@cityofboston.gov> Romanoski <shawn.romanoski@pd.boston.gov>; Jim Rex <jrex@lan-tel.com>; Mark Savage <msavage@lan-tel.com>; Shiro Ando <sando@ftgtechnologies.com>; sarah.plowman@boston.gov

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<image001.png>

Respectfully,

Eric Johnson
Security Project Manager
1400 PROVIDENCE HIGHWAY,
SUITE 3100
NORWOOD, MA 02062

M 617.785.8254 | **F** 781.551.8667

ejohnson@lan-tel.com ♣
www.lan-tel.com
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Sent: Monday, December 11, 2017 12:54 PM EST

To: Michael Kiely <Michael Kiely <mkiely@police.somerville.ma.us>>

CC: Shiro Ando <Shiro Ando <sando@ftgtechnologies.com>>; Wayne Carter <Wayne Carter <wcarter@town.winthrop.ma.us>>; Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>; FTG NOC <FTG NOC <noc@ftgtechnologies.com>>; Scott Wilder <Scott Wilder <swilder@brooklinema.gov>>; Chuck Wade <Chuck Wade <Chuck@interisle.net>>; Colin Strutt <Colin Strutt <colin@interisle.net>>; Fred Goldstein <Fred Goldstein <Fred@interisle.net>>; Shawn <RomanoskiS. bpd@cityofboston. gov> Romanoski; Jim Rex <Jim Rex <jrex@lan-tel.com>>; Mark Savage <Mark Savage <msavage@lan-tel.com>>; nancy.anderson@boston.gov; gturner@cambridgefire.org; Michele Bilodeau <Michele Bilodeau <michele.bilodeau@boston.gov>>

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[PH: 617-539-5815](#)

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<image001.png>

| 2 Batterymarch Park | [Suite 401](#) | [Quincy, MA 02169](#)

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ejohnson@lan-tel.com ♣ □

www.lan-tel.com

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Sarah Plowman

Regional Planner

Mayor's Office of Emergency Management

Boston City Hall, Room 204

One City Hall Square | Boston, MA 02201

Phone: 617.635.1400

Fax: 617.635.2974

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CC: Wayne Carter <Wayne Carter <wcarter@town.winthrop.ma.us>>; Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>; FTG NOC <FTG NOC <noc@ftgtechnologies.com>>; Scott Wilder <Scott Wilder <swilder@brooklinema.gov>>; Chuck Wade <Chuck Wade <Chuck@interisle.net>>; Colin Strutt <Colin Strutt <colin@interisle.net>>; Fred Goldstein <Fred Goldstein <Fred@interisle.net>>; Shawn <RomanoskiS. bpd@cityofboston. gov> Romanoski; Jim Rex <Jim Rex <jrex@lan-tel.com>>; Mark Savage <Mark Savage <msavage@lan-tel.com>>; nancy.anderson@boston.gov; gturner@cambridgefire.org; Michele Bilodeau <Michele Bilodeau <michele.bilodeau@boston.gov>>

Subject: RE: Down: Winth WaterTtwr Sw.

Thank you Sarah

Hi Sgt. Kiely,

You are correct that FTG NOC receives switch alarms 24/7 and FTG is responsible for any issues related to the switches.

We are currently instructed by the PSnet committee/OEM to respond during normal business hours unless someone from the affected community, PSnet committee, or OEM directly calls our NOC with issues after hours.

Our NOC received the alarm yesterday, created a service order and sent to our engineering to be looked at first thing Monday morning.

On my way to the office this morning, I noticed an email from Eric, I stopped and looked at the switches and was able to bring the affected HP switch back up. I emailed the team and got a confirmation email from Jim (Lan-Tel) that all cameras are back up. Our service order remains open as we are monitoring to make sure this HP switch does not stop functioning again.

I will be more than happy to schedule a call to discuss further.

Thank you,
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BCC: John Surette <John Surette <john.surette@pd.boston.gov>>; Allan Alpert <Allan Alpert <aalpert@chelseama.gov>>; Chuck Wade <Chuck Wade <chuck@interisle.net>>; Colin Strutt <Colin Strutt <colin@interisle.net>>; Dan Rothman <Dan Rothman <dan.rothman@boston.gov>>; David Mahoney <David Mahoney <damahoney@cambridgefire.org>>; Ed Hernandez Sr. <Ed Hernandez Sr. <ehernandez@chelseama.gov>>; Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>; Fred Goldstein <Fred Goldstein <fred@interisle.net>>; Glenn Turner <Glenn Turner <gtturner@cambridgefire.org>>; Jason Marshall <Jason Marshall <Jason.Marshall@pd.boston.gov>>; Jim Fitzpatrick <Jim Fitzpatrick <jim.fitzpatrick@pd.boston.gov>>; Michael Cobb <Michael Cobb <mcobb@ftgtechnologies.com>>; Michael Saltzman <Michael Saltzman <michael.saltzman@state.ma.us>>; Mike Kiely <Mike Kiely <mkiely@police.somerville.ma.us>>; Robert Griffin <Robert Griffin <rgriffin@chelseama.gov>>; Scott Wilder <Scott Wilder <swilder@brooklinema.gov>>; Sean Doherty <Sean Doherty <sdoherty@ftgtechnologies.com>>; Shawn Romanoski <Shawn Romanoski <shawn.romanoski@pd.boston.gov>>; Shiro Ando <Shiro Ando <sando@ftgtechnologies.com>>; Stan Reichgott <Stan Reichgott <sreichgott@brooklinema.gov>>; Stephen Maywalt <Stephen Maywalt <smaywalt@cambridgepolice.org>>; Steven Ford <Steven Ford <sford@reverepolice.org>>

Subject: January 16 (Tues) PSnet meeting -- RSVP needed

Hello PSnet Exec members and vendors,

I'd like to schedule **Tuesday, January 16, at 10am, for a PSnet meeting** Can you please reply as soon as you're able if you have a conflict with this day/time to let me know?

If I don't hear from you I will assume the day/time is good.

Thanks very much,
Sarah

--

Sarah Plowman

Regional Planner

Mayor's Office of Emergency Management

Boston City Hall, Room 204

One City Hall Square | Boston, MA 02201

Phone: 617.635.1400

Fax: 617.635.2974

From: Eric Johnson <ejohnson@Lan-Tel.com>
Sent: Monday, December 11, 2017 2:37 PM EST
To: Sarah Plowman <Sarah.Plowman@boston.gov>; Michele Bilodeau <Michele.Bilodeau@michele.bilodeau@boston.gov>
Subject: Re: January 16 (Tues) PSnet meeting -- RSVP needed

Thats good with me

From: Sarah Plowman <sarah.plowman@boston.gov>
Sent: Monday, December 11, 2017 1:52 PM
To: Michele Bilodeau
Subject: January 16 (Tues) PSnet meeting -- RSVP needed

Hello PSnet Exec members and vendors,

I'd like to schedule **Tuesday, January 16, at 10am, for a PSnet meeting** Can you please reply as soon as you're able if you have a conflict with this day/time to let me know?

If I don't hear from you I will assume the day/time is good.

Thanks very much,
Sarah

--

Sarah Plowman
Regional Planner
Mayor's Office of Emergency Management
Boston City Hall, Room 204

One City Hall Square | Boston, MA 02201
Phone: 617.635.1400
Fax: 617.635.2974

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From: Scott Wilder <swilder@brooklinema.gov>

Sent: Monday, December 11, 2017 4:02 PM EST

To: Shiro Ando <Shiro Ando <sando@ftgtechnologies.com>>; Sarah Plowman <sarah.plowman@boston.gov>; Michael Kiely <mkiely@police.somerville.ma.us>>

CC: Wayne Carter <wcarter@town.winthrop.ma.us>; Eric Johnson <ejohnson@lan-tel.com>; FTG NOC <noc@ftgtechnologies.com>; Chuck Wade <Chuck@interisle.net>; Colin Strutt <colin@interisle.net>; Fred Goldstein <Fred@interisle.net>; Shawn <RomanoskiS.bpd@cityofboston.gov> Romanoski; Jim Rex <jrex@lan-tel.com>; Mark Savage <msavage@lan-tel.com>; nancy.anderson@boston.gov; gturner@cambridgefire.org; Michele Bilodeau <michele.bilodeau@boston.gov>

Subject: RE: Down: Winth WaterTtwr Sw.

Hi Shiro,

I think we need to take this to another level, the affected community may not know of the issue, if you receive an alarm on the equipment you are monitoring an email should be sent to the PSnet Committee and the other vendors that could be effected by the issue. So when an alarm is received, during business hours or after business hours the group should get an email from FTG, stating the issue, so all players are aware.

Thanks,

Scott

Officer Scott Wilder
Director of Technology
Brookline Police Department
350 Washington Street
Brookline, MA. 02445-6800
Office : 617-730-2259
swilder@brooklinema.gov

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

Sent: Monday, December 11, 2017 1:25 PM

To: Sarah Plowman; Michael Kiely

Cc: Wayne Carter; Eric Johnson; FTG NOC; Scott Wilder; Chuck Wade; Colin Strutt; Fred Goldstein; Shawn <RomanoskiS.bpd@cityofboston.gov> Romanoski; Jim Rex; Mark Savage; nancy.anderson@boston.gov; gturner@cambridgefire.org; Michele Bilodeau

Subject: RE: Down: Winth WaterTtwr Sw.

Importance: High

Thank you Sarah

Hi Sgt. Kiely,

You are correct that FTG NOC receives switch alarms 24/7 and FTG is responsible for any issues related to the switches.

We are currently instructed by the PSnet committee/OEM to respond during normal business hours unless someone from the affected community, PSnet committee, or OEM directly calls our NOC with issues after hours.

Our NOC received the alarm yesterday, created a service order and sent to our engineering to be looked at first thing Monday morning.

On my way to the office this morning, I noticed an email from Eric, I stopped and looked at the switches and was able to bring the affected HP switch back up. I emailed the team and got a confirmation email from Jim (Lan-Tel) that all cameras are back up. Our service order remains open as we are monitoring to make sure this HP switch does not stop functioning again.

I will be more than happy to schedule a call to discuss further.

Thank you,
Shiro

From: Sarah Plowman [<mailto:sarah.plowman@boston.gov>]

Sent: Monday, December 11, 2017 12:54 PM

To: Michael Kiely <mkiely@police.somerville.ma.us>

Cc: Shiro Ando <sando@ftgtechnologies.com>; Wayne Carter <wcarter@town.winthrop.ma.us>; Eric Johnson <ejohnson@lan-tel.com>; FTG NOC <noc@ftgtechnologies.com>; Scott Wilder <swilder@brooklinema.gov>; Chuck Wade <Chuck@interisle.net>; Colin Strutt <colin@interisle.net>; Fred Goldstein <Fred@interisle.net>; Shawn <shawn.romanoski@pd.boston.gov>; Jim Rex <jrex@lan-tel.com>; Mark Savage <msavage@lan-tel.com>; nancy.anderson@boston.gov; gturner@cambridgefire.org; Michele Bilodeau <michele.bilodeau@boston.gov>

Subject: Re: Down: Winth WaterTtwr Sw.

Hello Sgt. Kiely, Shiro, Eric, and all --

Just replying quickly to add in Michele Bilodeau, the new Project Director at OEM who works with PSnet so that she can stay in the loop.

Thanks very much,
Sarah

On Mon, Dec 11, 2017 at 12:49 PM, Michael Kiely <mkiely@police.somerville.ma.us> wrote:

Thank you Shiro,
am I recalling correctly that you said you would monitor your 125 or so switches via your NOC?
Is this failed switch in Winthrop FTG responsibility?
This one that was not detected last night, has someone responded to Winthrop to look at the larger issue that caused you to switch over to another switch this am when you arrived at work?
Thank you,

Sgt. Michael Kiely
Homeland Security
Russ Joyner Sub Station
[499 Artisan Way](#)
Assembly Row
Somerville, MA 02145
[\(617\)625-1600x7241](tel:(617)625-1600x7241)

On Dec 11, 2017, at 12:35 PM, Shiro Ando <sando@ftgtechnologies.com> wrote:

Good afternoon Sgt. Kiely,

I have been the point of contact since June and will respond to any issues, concerns and/or questions.

Thank you,

Shiro

From: Michael Kiely [<mailto:mkiely@police.somerville.ma.us>]
Sent: Monday, December 11, 2017 12:15 PM
To: Wayne Carter <wcarter@town.winthrop.ma.us>
Cc: Shiro Ando <sando@ftgtechnologies.com>; Eric Johnson <ejohnson@Lan-Tel.com>; FTG NOC <noc@ftgtechnologies.com>; Scott Wilder <swilder@brooklinema.gov>; Chuck Wade <Chuck@Interisle.net>; Colin Strutt <colin@interisle.net>; Fred Goldstein <Fred@Interisle.net>; Shawn <RomanoskiS.bpd@cityofboston.gov> Romanoski <shawn.romanoski@pd.boston.gov>; Jim Rex <jrex@lan-tel.com>; Mark Savage <msavage@lan-tel.com>; sarah.plowman@boston.gov; nancy.anderson@boston.gov; gturner@cambridgefire.org
Subject: Re: Down: Winth WaterTtwr Sw.

Hello all, I'm somewhat perplexed on this report of an outage. I have a few very simple questions but will start with this one, who at FTG is the current PM for this contract ?

I will ask my next few simple questions after receiving the answer to my first question.

Sgt. Michael Kiely
Homeland Security
Russ Joyner Sub Station
[499 Artisan Way](#)
Assembly Row
Somerville, MA 02145
[\(617\)625-1600x7241](tel:(617)625-1600x7241)

On Dec 11, 2017, at 8:32 AM, Wayne Carter <wcarter@town.winthrop.ma.us> wrote:

Thank you for the update. Didn't get any reports of any issues on our end. I will follow up with the REC this morning to see if the radios had any issues during that time period.

Wayne

Detective Wayne Carter
Winthrop Police Department
3 Metcalf Square
Winthrop Ma, 02152
PH: [617-539-5815](tel:617-539-5815)
Fax: [617-846-3174](tel:617-846-3174)

On Dec 11, 2017, at 7:01 AM, Shiro Ando <sando@ftgtechnologies.com> wrote:

Thank you Eric,

The HP switch (Watertower switch) seemed to be up, but I was not able to get to it from the adjacent Cisco switch so I reset the port (G0/4) on Cisco switch and I can reach the HP switch now.

Can you please test.

We will investigate further and monitor this switch throughout the day.

Thanks
Shiro

Shiro Ando | CCIE # 12809
| Vice President Engineering |

<image001.png>

| 2 Batterymarch Park | Suite 401 | Quincy, MA 02169 |

| Office: [617-367-7474](tel:617-367-7474) | Fax: [617-367-3331](tel:617-367-3331) | email: sando@ftgtechnologies.com |

From: Eric Johnson [<mailto:ejohnson@Lan-Tel.com>]

Sent: Monday, December 11, 2017 6:27 AM

To: FTG NOC <noc@ftgtechnologies.com>; Scott Wilder <swilder@brooklinema.gov>; Michael Kiely <mkiely@police.somerville.ma.us>; Wayne Carter Winthrop Police <wcarter@town.winthrop.ma.us>; Chuck Wade <Chuck@Interisle.net>; Colin Strutt <colin@interisle.net>; Fred Goldstein <Fred@Interisle.net>; Shawn <RomanoskiS.bpd@cityofboston.gov> Romanoski <shawn.romanoski@pd.boston.gov>; Jim Rex <jrex@lan-tel.com>; Mark Savage <msavage@lan-tel.com>; Shiro Ando <sando@ftgtechnologies.com>; sarah.plowman@boston.gov

Subject: Fwd: Down: Winth WaterTtwr Sw.

Just bringing this to everyone's attention. I had switch and antenna to Soldiers Hone bouncing all-night. We lost cams to Boston Light for Boston Police . All cams in Winthrop are up . Notified Wayne WPD Carter that his cams were good at around 6 PM . And to possibly check his radio equipment .

I will ask since we have shared equipment here . Is anyone else monitoring devices ? Are there any documents or procedures in place for parameters on who monitors what and what is being monitored ? I do not want to cross into another contract that a peer vendor is responsible for .

For all on here , Lan - Tel monitors all equipment as best we can with IPs shared by Psnet and with IPs we maintain on equipment . We do this since all equipment impacts cameras and edge antennas in shared locations and possibly our VPN for access to our servers for remote work .

Thanks ,

<image001.png>

Respectfully,

Eric Johnson
Security Project Manager

[1400 PROVIDENCE HIGHWAY,](#)
[SUITE 3100](#)
[NORWOOD, MA 02062](#)

M [617.785.8254](tel:617.785.8254) | F [781.551.8667](tel:781.551.8667)

ejohnson@lan-tel.com ♣ □

www.lan-tel.com

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Begin forwarded message:

From: <BOSCIAlerts@lan-tel.com>
Date: December 11, 2017 at 6:02:14 AM EST
To: <ejohnson@lan-tel.com>
Subject: Down: Winth WaterTtwr Sw.

12/10 15:54:45: Message from InterMapper 6.1.4

Event: Down
Name: Winth WaterTtwr Sw.
Document: z-Network Antennas
Address: 10.10.79.10
Probe Type: Ping/Echo
Condition:

Time since last reported down: 41 days, 19 hours, 27 minutes, 53 seconds
Device's up time: N/A

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--

Sarah Plowman

Regional Planner
Mayor's Office of Emergency Management
Boston City Hall, Room 204

One City Hall Square | Boston, MA 02201
Phone: 617.635.1400
Fax: 617.635.2974

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From: Michael Kane <michael.kane@boston.gov>

Sent: Wednesday, December 13, 2017 9:23 AM EST

To: Wanda Alston <Wanda Alston <WAlston@mbta.com>>; bhenry@mbta.com <bhenry@mbta.com>

CC: Vin Stancato <Vin Stancato <vstancato@lan-tel.com>>; Rich Perito <Rich Perito <richard.perito@boston.gov>>; Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>; Linda Calnan <Linda Calnan <linda.calnan@boston.gov>>

Subject: Mike Kane: Boston EOC MBTA vidsys Access Issues

Hi Brian and Wanda-

Wanted to see if there were any issues with connection to the eoc? I am able to log into:

COB-EOC-VIDSYS2\vidsysuser

Password [REDACTED]

Then all the cameras on this tree all day initialization failed?

Have we missed out on an upgrade on the application that we need to do?

I just want to make sure I have this running before First night.

I believe LAN-TEL was going to reach out to you on this issue as well.

I appreciate the help with this request.

Mike

Michael Kane
Logistics Section
City of Boston
Office of Emergency Management
617-343-2413
617-895-7215

From: Henry, Brian <bhenry@MBTA.com>

Sent: Wednesday, December 13, 2017 9:25 AM EST

To: Michael Kane <Michael Kane <michael.kane@boston.gov>>; Alston, Wanda

CC: Vin Stancato <Vin Stancato <vstancato@lan-tel.com>>; Rich Perito <Rich Perito <richard.perito@boston.gov>>; Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>; Linda Calnan <Linda Calnan <linda.calnan@boston.gov>>

Subject: RE: Mike Kane: Boston EOC MBTA vidsys Access Issues

Michael,

VidSYS is no longer in use. You would need to have a Genetec Client installed by whomever has administrator privileges on your workstation.

Genetec 5.5 CU8 is the version we are on.

Brian

-----Original Message-----

From: Michael Kane [<mailto:michael.kane@boston.gov>]

Sent: Wednesday, December 13, 2017 9:24 AM

To: Alston, Wanda <WAlston@MBTA.com>; Henry, Brian <bhenry@MBTA.com>

Cc: Vin Stancato <vstancato@lan-tel.com>; Rich Perito <richard.perito@boston.gov>; Eric Johnson <ejohnson@lan-tel.com>; Linda Calnan <linda.calnan@boston.gov>

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From: Sarah Plowman <sarah.plowman@boston.gov>

Sent: Wednesday, December 13, 2017 9:29 AM EST

To: Michele Bilodeau <Michele Bilodeau <michele.bilodeau@boston.gov>>

BCC: John Surette <John Surette <john.surette@pd.boston.gov>>; Allan Alpert <Allan Alpert <aalpert@chelseama.gov>>; Chuck Wade <Chuck Wade <chuck@interisle.net>>; Colin Strutt <Colin Strutt <colin@interisle.net>>; Dan Rothman <Dan Rothman <dan.rothman@boston.gov>>; David Mahoney <David Mahoney <damahoney@cambridgefire.org>>; Ed Hernandez Sr. <Ed Hernandez Sr. <ehernandez@chelseama.gov>>; Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>; Fred Goldstein <Fred Goldstein <fred@interisle.net>>; Glenn Turner <Glenn Turner <gtturner@cambridgefire.org>>; Jason Marshall <Jason Marshall <Jason.Marshall@pd.boston.gov>>; Jim Fitzpatrick <Jim Fitzpatrick <jim.fitzpatrick@pd.boston.gov>>; Ken Pitts <Ken Pitts <kpitts@cambridge911.org>>; Michael Cobb <Michael Cobb <mcobb@ftgtechnologies.com>>; Michael Saltzman <Michael Saltzman <michael.saltzman@state.ma.us>>; Mike Kiely <Mike Kiely <mkiely@police.somerville.ma.us>>; Robert Griffin <Robert Griffin <rgriffin@chelseama.gov>>; Scott Wilder <Scott Wilder <swilder@brooklinema.gov>>; Sean Doherty <Sean Doherty <sdoherty@ftgtechnologies.com>>; Shawn Romanoski <Shawn Romanoski <shawn.romanoski@pd.boston.gov>>; Shiro Ando <Shiro Ando <sando@ftgtechnologies.com>>; Stan Reichgott <Stan Reichgott <sreichgott@brooklinema.gov>>; Stephen Maywalt <Stephen Maywalt <smaywalt@cambridgepolice.org>>; Steven Ford <Steven Ford <sford@reverepolice.org>>

Subject: UPDATE - January 11 (Thursday) PSnet meeting

Hello PSnet Exec members and vendors,

I'm trying for a round two of scheduling. I'm penciling in **Thursday, January 11, at 10am, for the PSnet meeting**

If this is impossible for you, let me know, otherwise this'll be the day we go with.

If you'd like to host, you can let me know that as well.

Thanks again!

Sarah

--

Sarah Plowman

Regional Planner

Mayor's Office of Emergency Management

Boston City Hall, Room 204

One City Hall Square | Boston, MA 02201

Phone: 617.635.1400

Fax: 617.635.2974

From: Michael Kane <michael.kane@boston.gov>

Sent: Wednesday, December 13, 2017 9:31 AM EST

To: Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>; Vin Stancato <Vin Stancato <vstancato@lan-tel.com>>; Henry, Brian

CC: Rich Perito <Rich Perito <richard.perito@boston.gov>>; Linda Calnan <Linda Calnan <linda.calnan@boston.gov>>;

Michele Bilodeau <Michele Bilodeau <michele.bilodeau@boston.gov>>

Subject: Mike Kane: Boston EOC Genetec 5.5 CU8 load request

Many thanks!

Vin or Eric-

Can you assist me with this request to get this loaded on our MBTA/Transportation seat at the EOC?

Looks like our Genetec version 5.3 SR2 and we need the upgrade.

Thanks

Mike

Michael Kane
Logistics Section
City of Boston
Office of Emergency Management
617-343-2413
617-895-7215

> On Dec 13, 2017, at 09:25, Henry, Brian <bhenry@mbta.com> wrote:

>

> Michael,

>

> VidSYS is no longer in use. You would need to have a Genetec Client installed by whomever has administrator privileges on your workstation.

>

> Genetec 5.5 CU8 is the version we are on.

>

> Brian

>

> -----Original Message-----

> From: Michael Kane [<mailto:michael.kane@boston.gov>]

> Sent: Wednesday, December 13, 2017 9:24 AM

> To: Alston, Wanda <WAlston@MBTA.com>; Henry, Brian <bhenry@MBTA.com>

> Cc: Vin Stancato <vstancato@lan-tel.com>; Rich Perito <richard.perito@boston.gov>; Eric Johnson <ejohnson@lan-tel.com>; Linda Calnan <linda.calnan@boston.gov>

> Subject: Mike Kane: Boston EOC MBTA vidsys Access Issues

>

> Hi Brian and Wanda-

>

> Wanted to see if there were any issues with connection to the eoc? I am able to log into:

>

> COB-EOC-VIDSYS2\vidsysuser

>

> Password: [REDACTED]

>

> Then all the cameras on this tree all day initialization failed?

>

> Have we missed out on an upgrade on the application that we need to do?

>

> I just want to make sure I have this running before First night.

>

> I believe LAN-TEL was going to reach out to you on this issue as well.

>

> I appreciate the help with this request.

>

> Mike

>

> Michael Kane

> Logistics Section

> City of Boston

> Office of Emergency Management

> 617-343-2413

> 617-895-7215

>

>

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From: Eric Johnson <ejohnson@Lan-Tel.com>
Sent: Wednesday, December 13, 2017 9:34 AM EST
To: Michael Kane <Michael Kane <michael.kane@boston.gov>>
CC: Vincent Stancato <Vincent Stancato <vstancato@lan-tel.com>>; Henry, Brian; Rich Perito <Rich Perito <richard.perito@boston.gov>>; Linda Calnan <Linda Calnan <linda.calnan@boston.gov>>; Michele Bilodeau <Michele Bilodeau <michele.bilodeau@boston.gov>>
Subject: Re: Mike Kane: Boston EOC Genetec 5.5 CU8 load request

Mike
I will give you a call



Respectfully,

Eric Johnson
Security Project Manager
1400 PROVIDENCE HIGHWAY,
SUITE 3100
NORWOOD, MA 02062

M 617.785.8254 | **F** 781.551.8667

ejohnson@lan-tel.com ☘ |

www.lan-tel.com

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On Dec 13, 2017, at 9:31 AM, Michael Kane <michael.kane@boston.gov> wrote:

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Michael Kane
Logistics Section
City of Boston
Office of Emergency Management
617-343-2413
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To: Alston, Wanda <WAlston@MBTA.com>; Henry, Brian <bhenry@MBTA.com>

Cc: Vin Stancato <vstancato@lan-tel.com>; Rich Perito <richard.perito@boston.gov>; Eric Johnson <ejohnson@lan-tel.com>; Linda Calnan <linda.calnan@boston.gov>

Subject: Mike Kane: Boston EOC MBTA vidsys Access Issues

Hi Brian and Wanda-

Wanted to see if there were any issues with connection to the eoc? I am able to log into:

COB-EOC-VIDSYS2\vidsysuser

Password:vidsys1@eoc

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Michael Kane

Logistics Section

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From: Eric Johnson <ejohnson@Lan-Tel.com>
Sent: Wednesday, December 13, 2017 9:35 AM EST
To: Sarah Plowman <Sarah Plowman <sarah.plowman@boston.gov>>
Subject: Re: UPDATE - January 11 (Thursday) PSnet meeting

If I already replied sorry but i will be there



Respectfully,

Eric Johnson
Security Project Manager
1400 PROVIDENCE HIGHWAY,
SUITE 3100
NORWOOD, MA 02062

M 617.785.8254 | **F** 781.551.8667

ejohnson@lan-tel.com ✉ |
www.lan-tel.com
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On Dec 13, 2017, at 9:29 AM, Sarah Plowman <sarah.plowman@boston.gov> wrote:

Hello PSnet Exec members and vendors,

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From: Vincent Stancato <vstancato@lan-tel.com>
Sent: Wednesday, December 13, 2017 9:53 AM EST
To: Henry, Brian; Michael Kane <Michael Kane <michael.kane@boston.gov>>; Alston, Wanda
CC: Rich Perito <Rich Perito <richard.perito@boston.gov>>; Eric Johnson <Eric Johnson <ejohnson@Lan-Tel.com>>; Linda Calnan <Linda Calnan <linda.calnan@boston.gov>>
Subject: Re: Mike Kane: Boston EOC MBTA vidsys Access Issues

Hi Brian,
Louie Medeira is going to OEM at 1pm today. He has Genetec 5.5, will this work & can I have him email you for the IP Address that he needs.

Respectfully,

Vincent P Stancato
Business Development
Security Specialist
LAN-TEL Communications Inc.
1400 Providence Highway Suite 3100
Norwood, Ma. 02062
Cell 781.414.2663
Fax 781.551.8667

From: Henry, Brian <bhenry@MBTA.com>
Sent: Wednesday, December 13, 2017 9:25:12 AM
To: Michael Kane; Alston, Wanda
Cc: Vincent Stancato; Rich Perito; Eric Johnson; Linda Calnan
Subject: RE: Mike Kane: Boston EOC MBTA vidsys Access Issues

Michael,

VidSYS is no longer in use. You would need to have a Genetec Client installed by whomever has administrator privileges on your workstation.

Genetec 5.5 CU8 is the version we are on.

Brian

-----Original Message-----

From: Michael Kane [<mailto:michael.kane@boston.gov>]
Sent: Wednesday, December 13, 2017 9:24 AM
To: Alston, Wanda <WAlston@MBTA.com>; Henry, Brian <bhenry@MBTA.com>
Cc: Vin Stancato <vstancato@lan-tel.com>; Rich Perito <richard.perito@boston.gov>; Eric Johnson <ejohnson@lan-tel.com>; Linda Calnan <linda.calnan@boston.gov>
Subject: Mike Kane: Boston EOC MBTA vidsys Access Issues

Hi Brian and Wanda-

Wanted to see if there were any issues with connection to the eoc? I am able to log into:

COB-EOC-VIDSYS2\vidsysuser

Password:vidsys1@eoc

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I appreciate the help with this request.

Mike

Michael Kane
Logistics Section
City of Boston
Office of Emergency Management
617-343-2413
617-895-7215

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From: Vincent Stancato <vstancato@lan-tel.com>
Sent: Wednesday, December 13, 2017 9:53 AM EST
To: Henry, Brian; Michael Kane <Michael Kane <michael.kane@boston.gov>>; Alston, Wanda
CC: Rich Perito <Rich Perito <richard.perito@boston.gov>>; Eric Johnson <Eric Johnson <ejohnson@Lan-Tel.com>>; Linda Calnan <Linda Calnan <linda.calnan@boston.gov>>
Subject: Re: Mike Kane: Boston EOC MBTA vidsys Access Issues

Hi Brian,
Louie Medeira is going to OEM at 1pm today. He has Genetec 5.5, will this work & can I have him email you for the IP Address that he needs.

Respectfully,

Vincent P Stancato
Business Development
Security Specialist
LAN-TEL Communications Inc.
1400 Providence Highway Suite 3100
Norwood, Ma. 02062
Cell 781.414.2663
Fax 781.551.8667

From: Henry, Brian <bhenry@MBTA.com>
Sent: Wednesday, December 13, 2017 9:25:12 AM
To: Michael Kane; Alston, Wanda
Cc: Vincent Stancato; Rich Perito; Eric Johnson; Linda Calnan
Subject: RE: Mike Kane: Boston EOC MBTA vidsys Access Issues

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Hi Brian and Wanda-

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COB-EOC-VIDSYS2\vidsysuser

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Ok, understood since this is the MBTA workstation what should I do to get 5.5 CU8 loaded?

Thanks,

Mike

On Wed, Dec 13, 2017 at 10:18 AM, Henry, Brian<bhenry@mbta.com> wrote:

5.3 will not work. 5.5 CU8 is what you want.

10.140.1.16 is the MBTA Primary Directory

Your username is MBTASEC\cobeoc1

Your password is: Today123

You have access to view live and recorded with no exporting capabilities. This has been tested and confirmed on my end.

Thanks,

Brian

From: Michael Kane [mailto:michael.kane@boston.gov]
Sent: Wednesday, December 13, 2017 10:03 AM
To: Henry, Brian <bhenry@mbta.com>; Louis Madeira <louis.madeira@pd.boston.gov>
Cc: Rich Perito <richard.perito@boston.gov>; Vincent Stancato <vstancato@lan-tel.com>; Linda Calnan <linda.calnan@boston.gov>
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Michael Kane

Logistics Section Coordinator
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[85 Bragdon Street | Boston, MA 02201](#)
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michael.kane@boston.gov

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Subject: RE: Mike Kane: Boston EOC MBTA vidsys Access Issues

We provided that workstation to you? It is not on our domain.

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Office of Emergency Management
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Logistics Section Coordinator
Office of Emergency Management (OEM)
[85 Bragdon Street | Boston, MA 02201](#)
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michael.kane@boston.gov

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From: Linda Calnan <linda.calnan@boston.gov>

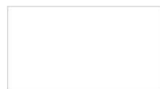
Sent: Wednesday, December 13, 2017 10:48 AM EST

To: Vincent Stancato <vstancato@lan-tel.com>; Louis Madeira <Louis Madeira <louis.madeira@pd.boston.gov>>

CC: Henry, Brian; Michael Kane <Michael.Kane@boston.gov>; Alston, Wanda; Rich Perito <Rich Perito <richard.perito@boston.gov>>; Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>

Subject: Re: Mike Kane: Boston EOC MBTA vidsys Access Issues

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Linda Calnan

Sr. Project Manager | Department of Innovation & Technology (DoIT) | City of Boston

1 City Hall Square, Room 109

Boston, MA 02201

D: 617-635-2875

C: 781-738-2020

linda.calnan@boston.gov

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Business Development

Security Specialist

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[1400 Providence Highway Suite 3100](#)

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Fax [781.551.8667](tel:781.551.8667)

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Sent: Wednesday, December 13, 2017 9:25:12 AM

To: Michael Kane; Alston, Wanda

Cc: Vincent Stancato; Rich Perito; Eric Johnson; Linda Calnan

Subject: RE: Mike Kane: Boston EOC MBTA vidsys Access Issues

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Brian

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To: Alston, Wanda <WAlston@MBTA.com>; Henry, Brian <bhenry@MBTA.com>

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From: Vincent Stancato <vstancato@lan-tel.com>

Sent: Wednesday, December 13, 2017 11:04 AM EST

To: Linda Calnan <Linda Calnan <linda.calnan@boston.gov>; Louis Madeira <Louis Madeira <louis.madeira@pd.boston.gov>>

CC: Henry, Brian; Michael Kane <Michael Kane <michael.kane@boston.gov>>; Alston, Wanda; Rich Perito <Rich Perito <richard.perito@boston.gov>>; Eric Johnson <Eric Johnson <ejohnson@Lan-Tel.com>>

Subject: Re: Mike Kane: Boston EOC MBTA vidsys Access Issues

Hi Linda,

Louie is installing Genetec on the MBTA's PC.

Glad he has the right software. & Brian Henry sent the IP Address if Louie needs it.

Respectfully,

Vincent P Stancato
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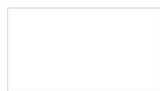
Sent: Wednesday, December 13, 2017 10:48:17 AM

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Mike

Michael Kane
Logistics Section
City of Boston
Office of Emergency Management
[617-343-2413](tel:617-343-2413)
[617-895-7215](tel:617-895-7215)

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From: Henry, Brian <bhenry@MBTA.com>
Sent: Wednesday, December 13, 2017 11:14 AM EST
To: Vincent Stancato <Vincent Stancato <vstancato@lan-tel.com>>; Linda Calnan <Linda Calnan <linda.calnan@boston.gov>>; Louis Madeira <Louis Madeira <louis.madeira@pd.boston.gov>>
CC: Michael Kane <Michael Kane <michael.kane@boston.gov>>; Alston, Wanda; Rich Perito <Rich Perito <richard.perito@boston.gov>>; Eric Johnson <Eric Johnson <ejohnson@Lan-Tel.com>>
Subject: RE: Mike Kane: Boston EOC MBTA vidsys Access Issues

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To: Linda Calnan <linda.calnan@boston.gov>; Louis Madeira <louis.madeira@pd.boston.gov>
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Business Development
Security Specialist
LAN-TEL Communications Inc.
1400 Providence Highway Suite 3100
Norwood, Ma. 02062
Cell 781.414.2663
Fax 781.551.8667

From: Linda Calnan <linda.calnan@boston.gov>
Sent: Wednesday, December 13, 2017 10:48:17 AM
To: Vincent Stancato; Louis Madeira
Cc: Henry, Brian; Michael Kane; Alston, Wanda; Rich Perito; Eric Johnson
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1 City Hall Square, Room 109
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C: 781-738-2020
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Cc: Vincent Stancato; Rich Perito; Eric Johnson; Linda Calnan
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Sent: Wednesday, December 13, 2017 12:06 PM EST

To: Henry, Brian

CC: Vincent Stancato <vstancato@lan-tel.com>; Linda Calnan <Linda Calnan <linda.calnan@boston.gov>; Michael Kane <Michael Kane <michael.kane@boston.gov>; Alston, Wanda; Rich Perito <Rich Perito <richard.perito@boston.gov>; Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>

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Sent: Wednesday, December 13, 2017 9:24 AM
To: Alston, Wanda <WAlston@MBTA.com>; Henry, Brian <bhenry@MBTA.com>
Cc: Vin Stancato <vstancato@lan-tel.com>; Rich Perito <richard.perito@boston.gov>; Eric Johnson <ejohnson@lan-tel.com>; Linda Calnan <linda.calnan@boston.gov>
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Sent: Wednesday, December 13, 2017 12:11 PM EST

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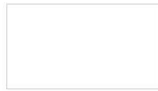
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To: Michael Kane; Alston, Wanda

Cc: Vincent Stancato; Rich Perito; Eric Johnson; Linda Calnan

Subject: RE: Mike Kane: Boston EOC MBTA vidsys Access Issues

Michael,

VidSYS is no longer in use. You would need to have a Genetec Client installed by whomever has administrator privileges on your workstation.

Genetec 5.5 CU8 is the version we are on.

Brian

-----Original Message-----

From: Michael Kane [<mailto:michael.kane@boston.gov>]

Sent: Wednesday, December 13, 2017 9:24 AM

To: Alston, Wanda <WAlston@MBTA.com>; Henry, Brian <bhenry@MBTA.com>

Cc: Vin Stancato <vstancato@lan-tel.com>; Rich Perito <richard.perito@boston.gov>; Eric Johnson <ejohnson@lan-tel.com>; Linda Calnan <linda.calnan@boston.gov>

Subject: Mike Kane: Boston EOC MBTA vidsys Access Issues

Hi Brian and Wanda-

Wanted to see if there were any issues with connection to the eoc? I am able to log into:



Then all the cameras on this tree all day initialization failed?

Have we missed out on an upgrade on the application that we need to do?

I just want to make sure I have this running before First night.

I believe LAN-TEL was going to reach out to you on this issue as well.

I appreciate the help with this request.

Mike

Michael Kane
Logistics Section

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From: Louis Madeira <louis.madeira@pd.boston.gov>

Sent: Wednesday, December 13, 2017 1:06 PM EST

To: Henry, Brian

CC: Vincent Stancato <vstancato@lan-tel.com>; Linda Calnan <Linda Calnan <linda.calnan@boston.gov>; Michael Kane <Michael Kane <michael.kane@boston.gov>; Alston, Wanda; Rich Perito <Rich Perito <richard.perito@boston.gov>; Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>

Subject: Re: Mike Kane: Boston EOC MBTA vidsys Access Issues

I was able to get the MBTA cameras up via the Federation on the BPD workstation which runs Genetec 5.3. Mike has access to it now. However I was unable to install 5.5 on the workstation that is earmarked for the MBTA. I think a new workstation may be of value here.

Police Officer Lou Madeira
Boston Police Department
Bureau of Administration and Technologies
Telecommunications Division

Sent from my iPhone

On Dec 13, 2017, at 12:11 PM, Louis Madeira <louis.madeira@pd.boston.gov> wrote:

I'll give it a shot. I'm here now, can I call you if I run into any issues?

Police Officer Lou Madeira
Boston Police Department
Bureau of Administration and Technologies
Telecommunications Division

Sent from my iPhone

On Dec 13, 2017, at 12:09 PM, Henry, Brian <bhenry@mbta.com> wrote:

It will.

From: Louis Madeira [mailto:louis.madeira@pd.boston.gov]

Sent: Wednesday, December 13, 2017 12:07 PM

To: Henry, Brian <bhenry@MBTA.com>

Cc: Vincent Stancato <vstancato@lan-tel.com>; Linda Calnan <linda.calnan@boston.gov>; Michael Kane <michael.kane@boston.gov>; Alston, Wanda <WAlston@MBTA.com>; Rich Perito <richard.perito@boston.gov>; Eric Johnson <ejohnson@lan-tel.com>

Subject: Re: Mike Kane: Boston EOC MBTA vidsys Access Issues

Hi Brian, I'm on my way to OEM to do the install. Will CU7 work.?

Police Officer Lou Madeira
Boston Police Department
Bureau of Administration and Technologies
Telecommunications Division

Sent from my iPhone

On Dec 13, 2017, at 11:16 AM, Henry, Brian <bhenry@mbta.com> wrote:

He 100% needs the address. It will not resolve any other way.

From: Vincent Stancato [mailto:vstancato@lan-tel.com]

Sent: Wednesday, December 13, 2017 11:04 AM

To: Linda Calnan <linda.calnan@boston.gov>; Louis Madeira <louis.madeira@pd.boston.gov>

Cc: Henry, Brian <bhenry@MBTA.com>; Michael Kane <michael.kane@boston.gov>; Alston, Wanda <WAlston@MBTA.com>; Rich Perito <richard.perito@boston.gov>; Eric Johnson <ejohnson@Lan-Tel.com>

Subject: Re: Mike Kane: Boston EOC MBTA vidsys Access Issues

Hi Linda,
Louie is installing Genetec on the MBTA's PC.

Glad he has the right software. & Brian Henry sent the IP Address if Louie needs it.

Respectfully,

Vincent P Stancato
Business Development
Security Specialist
LAN-TEL Communications Inc.
1400 Providence Highway Suite 3100
Norwood, Ma. 02062
Cell 781.414.2663
Fax 781.551.8667

From: Linda Calnan <linda.calnan@boston.gov>
Sent: Wednesday, December 13, 2017 10:48:17 AM
To: Vincent Stancato; Louis Madeira
Cc: Henry, Brian; Michael Kane; Alston, Wanda; Rich Perito; Eric Johnson
Subject: Re: Mike Kane: Boston EOC MBTA vidsys Access Issues

FYI - an IP address is not needed for Genetec. Only a user login credentials. Louie - let me know if you want me to have Siemens set Mike up with one or if he will use one of yours. Tks.



Linda Calnan
Sr. Project Manager | [Department of Innovation & Technology \(DoIT\)](#) | City of Boston

1 City Hall Square, Room 109
Boston, MA 02201
D: 617-635-2875
C: 781-738-2020
linda.calnan@boston.gov

On Wed, Dec 13, 2017 at 9:53 AM, Vincent Stancato <vstancato@lan-tel.com> wrote:

Hi Brian,
Louie Madeira is going to OEM at 1pm today. He has Genetec 5.5, will this work & can I have him email you for the IP Address that he needs.

Respectfully,

Vincent P Stancato
Business Development
Security Specialist
LAN-TEL Communications Inc.
[1400 Providence Highway Suite 3100](#)
[Norwood, Ma. 02062](#)
Cell [781.414.2663](tel:781.414.2663)
Fax [781.551.8667](tel:781.551.8667)

From: Henry, Brian <bhenry@MBTA.com>
Sent: Wednesday, December 13, 2017 9:25:12 AM
To: Michael Kane; Alston, Wanda
Cc: Vincent Stancato; Rich Perito; Eric Johnson; Linda Calnan
Subject: RE: Mike Kane: Boston EOC MBTA vidsys Access Issues

Michael,

VidSYS is no longer in use. You would need to have a Genetec Client installed by whomever has administrator privileges on your workstation.

Genetec 5.5 CU8 is the version we are on.


Brian

-----Original Message-----

From: Michael Kane [<mailto:michael.kane@boston.gov>]
Sent: Wednesday, December 13, 2017 9:24 AM
To: Alston, Wanda <WAlston@MBTA.com>; Henry, Brian <bhenry@MBTA.com>
Cc: Vin Stancato <vstancato@lan-tel.com>; Rich Perito <richard.perito@boston.gov>; Eric Johnson <ejohnson@lan-tel.com>; Linda Calnan <linda.calnan@boston.gov>
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I just want to make sure I have this running before First night.

I believe LAN-TEL was going to reach out to you on this issue as well.

I appreciate the help with this request.

Mike

Michael Kane
Logistics Section
City of Boston
Office of Emergency Management
[617-343-2413](tel:617-343-2413)
[617-895-7215](tel:617-895-7215)

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From: Sarah Plowman <sarah.plowman@boston.gov>

Sent: Wednesday, December 13, 2017 1:21 PM EST

To: Michele Bilodeau <Michele Bilodeau <michele.bilodeau@boston.gov>>

BCC: John Surette <John Surette <john.surette@pd.boston.gov>>; Allan Alpert <Aalpert@chelseama.gov>>; Chuck Wade <Chuck Wade <chuck@interisle.net>>; Colin Strutt <Colin Strutt <colin@interisle.net>>; Dan Rothman <Dan Rothman <dan.rothman@boston.gov>>; David Mahoney <David Mahoney <damahoney@cambridgefire.org>>; Ed Hernandez Sr. <Ed Hernandez Sr. <ehernandez@chelseama.gov>>; Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>; Fred Goldstein <Fred Goldstein <fred@interisle.net>>; Glenn Turner <Glenn Turner <gtturner@cambridgefire.org>>; Jason Marshall <Jason Marshall <Jason.Marshall@pd.boston.gov>>; Jim Fitzpatrick <Jim Fitzpatrick <jim.fitzpatrick@pd.boston.gov>>; Ken Pitts <Ken Pitts <kpitts@cambridge911.org>>; Michael Cobb <Michael Cobb <mcobb@ftgtechnologies.com>>; Michael Saltzman <Michael Saltzman <michael.saltzman@state.ma.us>>; Mike Kiely <Mike Kiely <mkiely@police.somerville.ma.us>>; Robert Griffin <Robert Griffin <rgriffin@chelseama.gov>>; Scott Wilder <Scott Wilder <swilder@brooklinema.gov>>; Sean Doherty <Sean Doherty <sdoherly@ftgtechnologies.com>>; Shawn Romanoski <Shawn Romanoski <shawn.romanowski@pd.boston.gov>>; Shiro Ando <Shiro Ando <sando@ftgtechnologies.com>>; Stan Reichgott <Stan Reichgott <sreichgott@brooklinema.gov>>; Stephen Maywalt <Stephen Maywalt <smaywalt@cambridgepolice.org>>; Steven Ford <Steven Ford <sford@reverepolice.org>>; Ann Roper Quinn <Ann Roper Quinn <annroper.quinn@boston.gov>>; Blair Sutherland <Blair Sutherland <blair.sutherland@state.ma.us>>; Bob Gillan <Bob Gillan <rgillan@quincyma.gov>>; Brent Campbell <Brent Campbell <bcampbell@quincyma.gov>>; Brian Kyes <Brian Kyes <bkyes@chelseama.gov>>; Chief Gerald Reardon <Chief Gerald Reardon <greardon@cambridgefire.org>>; Chuck Phelan <Chuck Phelan <cphelan@quincyma.gov>>; Dan Cotter <Dan Cotter <bcotter@police.somerville.ma.us>>; Dave Carifio <Dave Carifio <dcarifio@revere.org>>; Ed Mastrocola <Ed Mastrocola <ed.mastrocola@ci.everett.ma.us>>; Elliot Derdak <Elliot Derdak <derdak@bostonems.org>>; Jack Albert <Jack Albert <jalbert@cambridgepolice.org>>; James Guido <James Guido <jguido@reverepolice.org>>; Jeffrey Gilmore <Jeffrey Gilmore <jeffrey.gilmore@cityofeverett.org>>; Joe Conlon <Joe Conlon <jconlon@chelseama.gov>>; Joe Griffin <Joe Griffin <jgriffin@gbpc.org>>; Joe Jackson <Joe Jackson <jjackson@quincyma.gov>>; Joe O'Hare <Joe O'Hare <o'hare@bostonems.org>>; Joe Pepjonovich <Joe Pepjonovich <jpepjonovich@quincyma.gov>>; Joe Reiter <Joe Reiter <jreiter@massport.com>>; Joseph Brooks <Joseph Brooks <joseph.brooks@boston.gov>>; Kenneth Bruker <Kenneth Bruker <kbruker@reverepolice.org>>; Linda Calnan <Linda Calnan <linda.calnan@boston.gov>>; Melissa Nazzaro <Melissa Nazzaro <Melissa.nazzaro@massmail.state.ma.us>>; Michele Bilodeau <Michele Bilodeau <michele.bilodeau@boston.gov>>; Mike Worley <Mike Worley <mworley@quincyma.gov>>; Nancy Anderson <Nancy Anderson <nancy.anderson@boston.gov>>; Paul Flanagan <Paul Flanagan <pflanagan@town.winthrop.ma.us>>; Paula Lawrence <Paula Lawrence <paula.lawrence@boston.gov>>; Richard Andreano <Richard Andreano <richard.andreano@dhs.gov>>; Richard Swartz <Richard Swartz <captswartz@town.winthrop.ma.us>>; Steve Staffier <Steve Staffier <sstaffier@massport.com>>

Subject: PSnet Switch Alert Notification Protocol & Email Options

Hello PSnet Exec Committee & CIS members,

I'm recirculating the current PSnet alert notification policy and introducing a new email alert option. Please read carefully. If you would like to opt-in to the new emails, as described below, you must contact me to request it. Thank you.

Current Policy:

- As you may be aware, FTG has been actively monitoring PSnet switches for much of this year. FTG receives InterMapper alerts on most PSnet switches and responds accordingly during business hours.
- **After business hours, any PSnet switch alerts will continue to be received, but FTG has been instructed not to take action between the hours of 5pm and 8am, Monday - Friday, unless a stakeholder calls FTG's NOC asking for assistance.**
- ***If a switch (or any other piece of equipment) goes down overnight/over the weekend and it becomes mission critical or you need it to be addressed before the start of business the next day, please call the FTG NOC at 617-367-7474 (operated 24x7).*** (Email, if needed, is noc@ftgtechnologies.com).
- FTG will respond to all overnight alerts during the next day's business hours unless otherwise instructed by stakeholders.

New Email Alert Option:

- Whenever there is an issue with PSnet, even outside of business hours, an FTG NOC technician issues a work ticket regarding the issue and sends it via email to an FTG engineer. The engineer then addresses the issue during normal business hours.
- **We can request that FTG add email addresses to that work ticket.** Any stakeholders can be added to that list distribution list.
- ***The benefit of being on that list is that you would know a) that there is a problem with the network and b) that someone from FTG knows about it and will address it during business hours.***
- **It is still incumbent upon you, as the stakeholder, to reach out to FTG outside of business hours if you require a faster fix due to mission critical PSnet needs.**

If you have any logistical questions about this, please reach out at any time. The PSnet Exec Committee can discuss policy changes, new ideas, and other trouble shooting at the next PSnet meeting (Thursday, January 11, at 10am, Revere PD).

Please let me know if you would like to receive the PSnet work ticket emails from FTG NOC.

Thank you,
Sarah

--

Sarah Plowman

Regional Planner

Mayor's Office of Emergency Management

Boston City Hall, Room 204

One City Hall Square | Boston, MA 02201

Phone: 617.635.1400

Fax: 617.635.2974

From: Scott Wilder <swilder@brooklinema.gov>
Sent: Thursday, December 14, 2017 3:17 PM EST
To: Sarah Plowman <Sarah.Plowman@boston.gov>; Jessica Jones <Jessica.Jones@boston.gov>; nancy.anderson@boston.gov
CC: Eric Johnson <ejohnson@Lan-Tel.com>; Kate Waldron <kwaldron@lan-tel.com>
Subject: FW: Proposal for FATPOT Integration and Upgrade
Attachment(s): "Lan-Tel -FATPOT FINAL QUOTE.pdf","Projected Timeline.pdf"

Good Afternoon,

The attached is the new quote from Lantel - for the Lan-Tel \ Fatpot Camera Project.
I copied Eric Johnson and Kate Waldron from Lan-Tel, if OEM has any questions, they would have the answer .

I personally , would like to thank both Kate and Eric for getting this pulled together, much appreciated.

Thank You,
Scott

Officer Scott Wilder
Director of Technology
Brookline Police Department
350 Washington Street
Brookline, MA. 02445-6800
Office : 617-730-2259
swilder@brooklinema.gov

From: Eric Johnson [<mailto:ejohnson@Lan-Tel.com>]
Sent: Thursday, December 14, 2017 12:54 PM
To: Scott Wilder
Cc: Kate Waldron
Subject: Proposal for FATPOT Integration and Upgrade

Officer Wilder:

Please accept these email as an official proposal to implement and expand FATPOT capabilities within the MBHSR Region.

Please do not hesitate to call me if you have any questions.

Thanks,
Eric



Eric Johnson
Security Project Manager
1400 Providence Highway, Suite 3100
Norwood, MA 02062
Cell: 617-785-8254
Phone: 781 -352-4656
Fax: 781-551-8667
ejohnson@lan-tel.com
www.lan-tel.com

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Date: December 13, 2017

To: City Of Boston –Office of
Emergency Management
1 City Hall Sq. Room 204
Boston MA, 02201

From: Eric Johnson
Lan-Tel Communications Inc.
1400 Providence Highway
Suite 3100
Norwood, Ma. 02062
(Ph.) 781-352-4056
(Fax) 781-551-8667
ejohnson@lan-tel.com

**Re: Boston Phase IVa FATPOT Project (Camera Controls)
Boston Phase IVb FATPOT (Legacy Server Retirement)**

Thank you for the opportunity to present LAN-TEL Communications, Inc.'s quote to expand the capabilities of the MBHSR fusionPLATFORM (formerly CADfusion) hub with automated camera controls to the region's UASI / CIMS FLIR camera system based on geo-coordinates of specific incidents that will be integrated within FATPOT fusionPLATFORM (Phase IVa). This project will also serve as the platform to migrate dependent functionality from the prior Legacy FATPOT server and work with each currently connected agency to migrate their CAD connection to be direct to the fusionPLATFORM servers (Phase IVa). Lan- Tel Communications is concurrently the local area vendor for FLIR, and is the contracted vendor for the Metro Boston Homeland Security Region (MBHSR) Urban Area Security region (UASI) Critical Infrastructure Monitoring System (CIMS) camera system.

Our quote is based upon the information, the instructions, and requirements, reviewed. I am confident you will find our quote to be complete in terms of scope, compliant and consistent with State contract FAC64 along with information received.

If you have any questions, please call me at (617) 785-8254, or simply e-mail me ejohnson@lan-tel.com.

I look forward to reviewing our proposal with you and thank you again for your consideration of LAN-TEL Communications, Inc. to provide expert security cameras work for the Metro Boston Homeland Security Region.



Scope of Work: Incident Based Camera Controls (Phase IVa)

Lan- Tel technicians and FATPOT engineers will provide capabilities within the fusionPLATFORM to set up automated positioning of relevant cameras (pan, tilt, zoom, or PTZ) using the capabilities already provided by the existing FLIR camera API. This will enable the customer to: (a) instantly view the area of the incident using existing FLIR viewing capabilities, and/or (b) review recorded footage at a later time of the incident area using FLIR reviewing capabilities.

Organizational Architecture – VMS Servers: There are eight (8) FLIR Video Management System (VMS) servers in the UASI region. Each FLIR VMS server controls many cameras within a designated region. FATPOT will provide the customer with the capability of configuring communication between the fusionPLATFORM hub and each FLIR VMS server. It will include as a minimum:

- A descriptive name within each respected FLIR VMS server.
- User credentials that will be configured on the FLIR VMS server for the purpose of the fusionPLATFORM hub connection.
- Necessary networking parameters.

Camera Icons on fusionPORTAL map: Cameras will be enabled with the capabilities described in this SOW. For this purpose, the design of this deliverable will not include an automatic placement of the configured camera on fusionPORTAL maps. MBHSR customers will be able to easily and quickly set up camera icons on the map through the existing capabilities of fusionPORTAL for any cameras they desire to have on the map. By managing which of the camera icons should appear on the map, the customer can choose to selectively deploy these camera icons based on the camera's significance, within camera groupings and make them available based on user groups.

FLIR VMS Interface: FLIR engineers will be hired to provide an subscriber interface to fusionPLATFORM that will receive basic incident data from fusionPLATFORM (Ex: Lat/Long, Priority) in real time and automatically PTZ any relevant camera based on preconfigured zones as described in the next paragraph.

LAN-TEL Configuration: LAN-TEL Communications recommends a method of defining eight (8) presets positions for each camera (4 long range - 4 short range) that may be invoked by the interface. The intent of using preset positions is to take maximum advantage of the viewing range of each camera and to leverage lessons learned when LAN-TEL assisted in the implementation of "Shot Spotter." This configuration of presets for each camera will be performed by LAN-TEL.



Incident Geo-Location Required: Only incidents that are geo-verified (provide latitude and longitude coordinates) and are within the viewing range of a configured camera will have the capability of sending requested PTV positioning to a camera.

Configuration Responsibilities: FATPOT Technologies will be sub-contracted and work in conjunction with Lan-Tel Communications technicians to include professional services to set up the configuration of at least one FLIR VMS server in order to prove capabilities of the system. Lan-Tel Communication technicians will set up all other FLIR VMS servers and cameras.

Configuration Training and Documentation: Lan-Tel Communications will provide the customer with camera configuration documentation and remote training of up to 4 hours to empower the customer to set up and configure all FLIR VMS servers in the Boston Region.

fusionCONNECT Server Connections: Each connection between the fusionPLATFORM and a FLIR VMS server will require a fusionCONNECT license. There will be eight (8) fusionCONNECT licenses under this SOW.

Scope of Work - Legacy Server Retirement (Phase IVb)

The legacy FATPOT server that was originally installed to facilitate the Phase I project will be retired, taken out of service, and replaced. The specific efforts to do this are as follows:

Interface Watchdog Migration: The watchdog process that provides alerts when an agency connection is disconnected or reconnects will be redeveloped and deployed in the fusionPLATFORM server environment with substantially similar functionality as the current watchdog process.

GeoCoding Service: Some agencies have CAD systems that do not provide real-time geocoding services. As a result, incident data coming from those CAD systems come into the fusionPLATFORM without any lat/long coordinates. A new geocoding service will be developed to supplement lat/long coordinates for the fusionPLATFORM so that incidents can be plotted on the map and take advantage of geospatial business rules available in the fusionPLATFORM.



CAD Adapter Migration: Nine (9) agencies are currently connected to the Legacy server with publish-only capabilities. These agencies are named below and are within the scope of this SOW. Lan-Tel Communications and FATPOT will work directly with each of these agencies by describing the nature of the migration, what is needed from them, and re-engineering the CAD adapters (formerly known as “the CADi agent process”) to enable them to communicate with the fusionPLATFORM environment. These agencies and their CAD systems listed as follows:

- *Brookline - Larimore CAD*
- *Cambridge - QED CAD*
- *Somerville PD - QED CAD*
- *Somerville Fire - QED CAD*
- *Quincy - QED CAD*
- *Revere - TriTtech IMC CAD*
- *Chelsea - TriTech IMC CAD*
- *Winthrop - TriTech IMC CAD*
- *Everett - Microsystems CAD*

Customer Responsibilities

Design Review: The customer will carefully review and approve design specifications provided by Lan-Tel Communications for each deliverable and provide timely and specific feedback within the scope of the defined features in this SOW.

Access to FLIR Servers and Cameras: The customer will be responsible for providing FATPOT with remote access to at least one FLIR VMS server and its cameras (configuration and content) to support rapid development and debugging during the implementation and testing periods of this project.

Networking between fusionPLATFORM and FLIR Camera Servers: The customer will be responsible for discovery and the implementation of all networking paths and firewall rules related to the deliverables in this project, including but not necessarily limited to the networking between the fusionPLATFORM environment and the FLIR VMS servers.



MBHSR Contacts: MBHSR is responsible for providing willing and responsive contacts for Lan-Tel Communications to work with for each of the participating UASI locations. These contacts will be expected to carry out their duties as part of this project. Lan-Tel Communications will not be held responsible for MBHSR municipalities who have not been reasonably responsive or fail to cooperate. Final acceptance of both phases will not be withheld based on the lack of an agency connections where an agency has been unresponsive. Work to connect any MBHSR municipality to the new fusionPLATFORM hub *after* final acceptance because of a lack of cooperation while the project is active, could result in an additional fee.

Total Project Price

Incident Based Camera Controls (Phase IVa) Price:

All deliverables in this SOW for Phase IVa total **\$123,841**. All pricing listed in this SOW is payable in full upon completion of , Information below outlines the fees set forth for software licensing, professional services and system implementation of this provided set of capabilities.

Phase IVa – Incident Based Camera Controls

Item	Price Ea.	Qty	Extended Price
<i>FLIR Interface</i>	\$20,000	1	\$20,000
<hr/>			
<i>Professional Services: Design Development, Project Management, Implementation</i>	\$68,625	1	\$68,625
<hr/>			
<i>FATPOT fusionPLATFORM Camera System Connection Licenses:</i>	\$4,402	8	\$35,216
<hr/>			
TOTAL			\$123,841



Legacy Server Retirement (Phase IVb) Price:

All deliverables in this SOW for Phase IVb total **\$76,159**. All pricing listed in this SOW is payable in full upon completion of each described milestone. Information below outlines the fees set forth for software licensing, professional services and system implementation of this provided set of capabilities.

Phase IVb – Legacy Server Retirement

Item	Price Ea.	Qty	Extended Price
Geocoding Interface	\$10,000	1	\$10,000
Professional Services: Design, Development, Project Management, Implementation	\$66,159	1	\$66,159
TOTAL			\$76,159
Total Combined Price for Phase IVa and IVb			\$200,000
Lan-Tel Communications Labor and Project Management			\$40,000
TOTAL PROJECT PRICE			\$240,000

Acceptance by Customer: Acceptance by the customer shall be deemed as given under any of the following circumstances: Completion of Acceptance tests for each respective deliverable and confirmed by MBHSR stakeholders

MBHSR Annual Licensing and Technical Support Maintenance: Licensing rights and technical support will continue under the current maintenance contract governing the MBRSH fusionPLATFORM (phases I through III) through the implementation cycle of this Phase IV agreement. After customer has accepted each deliverable related to Phase IVa (Camera Controls) in this project, additional annual licensing and technical support fees will be provided to MBHSR for consideration within one year following the signing of this proposal.



Qualifications

1. Normal working hours are between 7:00AM and 4:00PM Monday through Friday, excluding holidays, unless otherwise directed, with premium labor adjustments applied per approved change order protocol.
2. All work is to be performed by Lan-Tel Communications and contracted subcontractors.
3. We assume all conduits, coring, sleeves, workboxes, floor boxes, poke thrus with trim flanges, grounding backbone & bus bars, power, and rubbish removal from the central sweep point will be completed by LAN-TEL
4. We shall only fire stop and seal only those sleeves, conduits, cores, and/or utilized by LAN-TEL for the work specified.
5. We shall provide a one year product warranty under FAC64 against defects and on overall craftsmanship.
6. All cabling will be supplied and installed by the LAN-TEL.
7. All Cabling will be Plenum rated if required by LAN-TEL.
8. Warranty does not include any repairs of equipment damaged by vandalism, misuse, or "Acts of God".
9. Underground utilities are to be marked and located by the owner. LAN-Tel will not be responsible for any underground utilities improperly marked.
10. Job permits are included in the total proposal cost.
11. Full and uninterrupted access to all the work locations is required.
12. This proposal is in effect for 60 days.

LAN-TEL Communications, Inc.

City Of Boston –O.E.M

By: *Eric Johnson*

By: _____

Date: 12/13 /2017

Date: _____



LAN-TEL Communications, Inc.

1400 Providence Highway

Building #2, Suite 2000

Norwood, MA 02062

Phone: 781.551.8599

Fax: 781.551.8667

www.lan-tel.com

INTEGRATING COMMUNICATION SYSTEMS

Structured Cabling ■ Security ■ Audio Visual ■ Telephony

Projected Timeline

Deployment and Retirement of Equipment and Servers

MONTH 1

CAMERA CONTROLS

FLIR NTERFACE ENGAGEMENT

FLIR INTERFACE DEVELOPMENT

LEGACY SERVER RETIREMENT

GEOCODING SERVER ENGAGEMET

FusionPLATFORM CUSTOMIZATION:

WATCHDOG SERVICE

SQL LOGGING

MONTH 2

CAMERA CONTROLS

CAMERA INTERFACE DESIGN DOCUMENT

MONTH 3

CAMERA CONTROLS

INITIAL FLIR VMS SERVER CONFIGURATION

LEGACY SERVER RETIREMENT

fusionPlatform CUSTOMIZATIONS MIGRATED

MONTH 4

LEGACY SERVER RETIREMENT

1ST AGENCY CONNECTED

NETWORK ENGINEERING

MONTH 5

CAMERA CONTROLS

INCIDENT BASED CAMERA DEPLOYMENT

LEGACY SERVER RETIREMENT

FULL INTEGRATION

MONTH 6

CAMERA CONTROLS

FULL FLIR SERVER ROLL OUT

CUSTOMER TRAINING

From: Jessica Jones <jessica.jones@boston.gov>
Sent: Thursday, December 14, 2017 3:19 PM EST
To: Scott Wilder <swilder@brooklinema.gov>
CC: Sarah Plowman <Sarah Plowman <sarah.plowman@boston.gov>; nancy.anderson@boston.gov; Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>; Kate Waldron <Kate Waldron <kwaldron@lan-tel.com>>
Subject: Re: FW: Proposal for FATPOT Integration and Upgrade

Good afternoon Scott,

Thank you for sending that!

Jess

On Thu, Dec 14, 2017 at 3:17 PM, Scott Wilder<swilder@brooklinema.gov> wrote:

Good Afternoon,

The attached is the new quote from Lantel – for the Lan-Tel \ Fatpot Camera Project.

I copied Eric Johnson and Kate Waldron from Lan-Tel, if OEM has any questions, they would have the answer .

I personally , would like to thank both Kate and Eric for getting this pulled together, much appreciated.

Thank You,

Scott

Officer Scott Wilder

Director of Technology

Brookline Police Department

350 Washington Street

Brookline, MA. 02445-6800

Office : [617-730-2259](tel:617-730-2259)

swilder@brooklinema.gov

From: Eric Johnson [mailto:ejohnson@Lan-Tel.com]
Sent: Thursday, December 14, 2017 12:54 PM
To: Scott Wilder
Cc: Kate Waldron
Subject: Proposal for FATPOT Integration and Upgrade

Officer Wilder:

Please accept these email as an official proposal to implement and expand FATPOT capabilities within the MBHSR Region.

Please do not hesitate to call me if you have any questions.

Thanks,

Eric



Eric Johnson

Security Project Manager

1400 Providence Highway, Suite 3100

Norwood, MA 02062

Cell: [617-785-8254](tel:617-785-8254)

Phone: [781-352-4656](tel:781-352-4656)

Fax: [781-551-8667](tel:781-551-8667)

ejohnson@lan-tel.com

www.lan-tel.com

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The substance of this message, including any attachments, may be confidential, legally privileged and/or exempt from disclosure pursuant to Massachusetts law. It is intended solely for the addressee. If you received this in error, please contact the sender and delete the material from any computer.

--

Jessica Jones

Regional Planner

Mayor's Office of Emergency Management

Boston City Hall, Room 204

One City Hall Square | Boston, MA 02201

Office Phone: [617.635.1350](tel:617.635.1350)

Cell Phone: [617.913.6063](tel:617.913.6063)

Fax: [617.635.2974](tel:617.635.2974)

From: Sarah Plowman <sarah.plowman@boston.gov>
Sent: Friday, December 15, 2017 2:59 PM EST
To: Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>
Subject: Re: PSnet Switch Alert Notification Protocol & Email Options

Hi Eric,

Just wanted to reach out to see if you wanted to get on that FTG email list to be notified when FTG issues a PSnet work ticket? I have no idea how frequently those emails get sent out, but I wondered if it was an option for a short-term solution regarding your initial question the other day. This way you could know what FTG monitors and responds to, without having to inquire. Your thoughts?

Let me know either way,
Thanks,
Sarah

On Wed, Dec 13, 2017 at 1:21 PM, Sarah Plowman<sarah.plowman@boston.gov> wrote:
Hello PSnet Exec Committee & CIS members,

I'm recirculating the current PSnet alert notification policy and introducing a new email alert option. Please read carefully. If you would like to opt-in to the new emails, as described below, you must contact me to request it. Thank you.

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- As you may be aware, FTG has been actively monitoring PSnet switches for much of this year. FTG receives InterMapper alerts on most PSnet switches and responds accordingly during business hours.
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New Email Alert Option:

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If you have any logistical questions about this, please reach out at any time. The PSnet Exec Committee can discuss policy changes, new ideas, and other trouble shooting at the next PSnet meeting (Thursday, January 11, at 10am, Revere PD).

Please let me know if you would like to receive the PSnet work ticket emails from FTG NOC.

Thank you,
Sarah

--

Sarah Plowman
Regional Planner
Mayor's Office of Emergency Management
Boston City Hall, Room 204

One City Hall Square | Boston, MA 02201
Phone: [617.635.1400](tel:617.635.1400)
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--

Sarah Plowman

Regional Planner

Mayor's Office of Emergency Management

Boston City Hall, Room 204

One City Hall Square | Boston, MA 02201

Phone: 617.635.1400

Fax: 617.635.2974

From: Jessica Jones <jessica.jones@boston.gov>

Sent: Friday, December 15, 2017 3:02 PM EST

To: Jessica Jones <Jessica Jones <jessica.jones@boston.gov>>

BCC: Michele Bilodeau <Michele Bilodeau <michele.bilodeau@boston.gov>>; Kate Waldron <Kate Waldron <kwaldron@lan-tel.com>>; jlynch@minutemanst.com <jlynch@minutemanst.com>; johng@galaxyintegrated.com <johng@galaxyintegrated.com>

Subject: Request for Quotes: State Contract FAC64 Camera Controls and Legacy Server Retirement

Attachment(s): "Specifications for MBHSR Camera Controls and Legacy Server Retirement.pdf", "FAC64 Contract User Guide.pdf"

Good afternoon,

The City of Boston, on behalf of the Metro Boston Homeland Security Region (MBHSR) is seeking quotes for camera controls and legacy server retirement on statewide contract FAC64. The MBHSR includes nine jurisdictions, Boston, Brookline, Cambridge, Chelsea, Everett, Quincy, Revere, Somerville, and Winthrop.

Deadline for responses: Friday, December 22nd, by 5pm, EDT.

Quotes must be submitted via email to jessica.jones@boston.gov with the subject line "Quote for FAC64 Camera Controls and Legacy Server Retirement"

For more information please see attached Statement of Work as well as FAC64 Contract User Guide.

Any questions may also be emailed to Jessica Jones: jessica.jones@boston.gov

Thank you,

--

Jessica Jones

Regional Planner

Mayor's Office of Emergency Management

Boston City Hall, Room 204

One City Hall Square | Boston, MA 02201

Office Phone: [617.635.1350](tel:617.635.1350)

Cell Phone: [617.913.6063](tel:617.913.6063)

Fax: [617.635.2974](tel:617.635.2974)

From: Eric Johnson <ejohnson@Lan-Tel.com>
Sent: Friday, December 15, 2017 4:07 PM EST
To: Sarah Plowman <Sarah Plowman <sarah.plowman@boston.gov>>
Subject: Re: PSnet Switch Alert Notification Protocol & Email Options

Yes I'm sorry of course we would like to receive notifications . I misread

□

Respectfully,

Eric Johnson
Security Project Manager
1400 PROVIDENCE HIGHWAY,
SUITE 3100
NORWOOD, MA 02062

M 617.785.8254 | **F** 781.551.8667

ejohnson@lan-tel.com ♣ □
www.lan-tel.com
FOLLOW US: [Twitter](#) | [LinkedIn](#) | [Facebook](#)

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Let me know either way,
Thanks,
Sarah

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Please let me know if you would like to receive the PSnet work ticket emails from FTG NOC.

Thank you,
Sarah

--

Sarah Plowman

Regional Planner
Mayor's Office of Emergency Management
Boston City Hall, Room 204

One City Hall Square | Boston, MA 02201
Phone: [617.635.1400](tel:617.635.1400)
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Sarah Plowman

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From: Sarah Plowman <sarah.plowman@boston.gov>
Sent: Friday, December 15, 2017 4:29 PM EST
To: Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>
Subject: Re: PSnet Switch Alert Notification Protocol & Email Options
No worries, Eric!

On Fri, Dec 15, 2017 at 4:07 PM, Eric Johnson<ejohnson@lan-tel.com> wrote:
Yes I'm sorry of course we would like to receive notifications . I misread

Respectfully,

Eric Johnson
Security Project Manager
[1400 PROVIDENCE HIGHWAY,](#)
[SUITE 3100](#)
[NORWOOD, MA 02062](#)

M [617.785.8254](tel:617.785.8254) | **F** [781.551.8667](tel:781.551.8667)

ejohnson@lan-tel.com ♣ □

www.lan-tel.com

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Sarah Plowman

Regional Planner
Mayor's Office of Emergency Management
Boston City Hall, Room 204

One City Hall Square | Boston, MA 02201
Phone: 617.635.1400
Fax: 617.635.2974

From: Chuck Wade <Chuck@Interisle.net>

Sent: Saturday, December 16, 2017 6:15 PM EST

To: Shiro Ando <Shiro Ando <SAndo@FTGTechnologies.com>>; Scott Wilder <Scott Wilder <SWilder@BrooklineMA.gov>>; Michael Kiely <Michael Kiely <MKiely@Police.Somerville.MA.US>>; Sarah Plowman <Sarah Plowman <Sarah.Plowman@Boston.gov>>; Eric Johnson <Eric Johnson <EJohnson@LAN-TEL.com>>

CC: Rich Crehan <Rich Crehan <RCrehan@FTGTechnologies.com>>; Fred Goldstein <Fred Goldstein <Fred@Interisle.net>>

Subject: PSnet: DragonWave microwave link between Burton Faulkner and Cambridge Courthouse is down

Attachment(s): "smime.p7s"

Folks,

At 13:26 this afternoon, the DragonWave Horizon 18 GHz radio at Cambridge [former] Courthouse (40 Thorndike) that shoots to Burton Faulkner (25 Highland) failed. I have performed several diagnostics steps, including power cycling the failed radio, but to no affect. Based on experience with the DragonWave radios, it is likely this is due to a failed power supply. Wind or ice damage are also possible causes.

Somerville camera traffic that is normally backhauled via Burton Faulkner is now being routed via Whidden Hospital to the JFK Federal building, and from JFK to Somerville PD. This alternative path has plenty of capacity to handle all camera traffic between Burton Faulkner and Somerville PD, but we have been having some wind-related problems with the DragonWave Horizon 18 GHz radio link between JFK and Somerville PD, though our logs show no issues this afternoon.

An on-site visit to the Cambridge Courthouse site will be required to asses the problem with the failed radio. I recommend taking a replacement power supply, in case the problem is what we expect.

At this point, all services should be working, including cameras backhauled via Burton Faulkner. However, the loss of this Courthouse<=>Burton Faulkner link does significantly reduce resilience for the PSnet backbone. Furthermore loss of the link between Burton Faulkner and Whidden would completely shut down all camera traffic that goes via Burton Faulkner, which handles the majority of Somerville cameras.

...Chuck

--

Chuck Wade, Principal
Interisle Consulting Group
+1 508 435-3050 Office
+1 508 277-6439 Mobile
www.interisle.net

From: Scott Wilder <swilder@brooklinema.gov>

Sent: Saturday, December 16, 2017 6:39 PM EST

To: Michael Kiely <Michael Kiely <mkiely@police.somerville.ma.us>>; Chuck Wade <Chuck Wade <Chuck@Interisle.net>>

CC: Shiro Ando <Shiro Ando <SAndo@FTGTechnologies.com>>; Sarah Plowman <Sarah Plowman <Sarah.Plowman@Boston.gov>>; Eric Johnson <Eric Johnson <EJohnson@LAN-TEL.com>>; Rich Crehan <Rich Crehan <RCrehan@FTGTechnologies.com>>; Fred Goldstein <Fred Goldstein <Fred@Interisle.net>>

Subject: RE: PSnet: DragonWave microwave link between Burton Faulkner and Cambridge Courthouse is down

All,

I think it would be best if FTG gets someone over to check this situation out tomorrow, opposed to waiting until Monday.

Shiro, can you dispatch a technician and coordinate with the agency's you need, to get on sight tomorrow?

It seems there could be 3 different possible issues, so let's get on top of this early tomorrow.

Thank You,

Scott

From: Michael Kiely [mailto:mkiely@police.somerville.ma.us]

Sent: Saturday, December 16, 2017 6:31 PM

To: Chuck Wade

Cc: Shiro Ando; Scott Wilder; Sarah Plowman; Eric Johnson; Rich Crehan; Fred Goldstein

Subject: Re: PSnet: DragonWave microwave link between Burton Faulkner and Cambridge Courthouse is down

Importance: High

Thank you Chuck, great work and communication.

Sgt. Michael Kiely
Homeland Security
Russ Joyner Sub Station
499 Artisan Way
Assembly Row
Somerville, MA 02145
(617)625-1600x7241

On Dec 16, 2017, at 6:15 PM, Chuck Wade <Chuck@Interisle.net> wrote:

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...Chuck

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Chuck Wade, Principal
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From: Shiro Ando <sando@ftgtechnologies.com>
Sent: Saturday, December 16, 2017 7:28 PM EST
To: Scott Wilder <swilder@brooklinema.gov>
CC: Michael Kiely <Michael Kiely <mkiely@police.somerville.ma.us>>; Chuck Wade <Chuck Wade <Chuck@Interisle.net>>; Sarah Plowman <Sarah Plowman <Sarah.Plowman@Boston.gov>>; Eric Johnson <Eric Johnson <EJohnson@LAN-TEL.com>>; Rich Crehan <Rich Crehan <rcrehan@ftgtechnologies.com>>; Fred Goldstein <Fred Goldstein <Fred@Interisle.net>>; Matt Frawley <Matt Frawley <mfrawley@ftgtechnologies.com>>
Subject: Re: PSnet: DragonWave microwave link between Burton Faulkner and Cambridge Courthouse is down

Hi Scott
We can send a tech out tomorrow
Who do we contact for access to 40 Thorndike?
Thanks
Shiro

Shiro Ando | CCIE # 12809
FTG Technologies
Vice President Engineering

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All,
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From: Michael Kiely [<mailto:mkiely@police.somerville.ma.us>]
Sent: Saturday, December 16, 2017 6:31 PM
To: Chuck Wade
Cc: Shiro Ando; Scott Wilder; Sarah Plowman; Eric Johnson; Rich Crehan; Fred Goldstein
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Sgt. Michael Kiely
Homeland Security
Russ Joyner Sub Station
499 Artisan Way
Assembly Row
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...Chuck

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Chuck Wade, Principal
Interisle Consulting Group
+1 508 435-3050 Office
+1 508 277-6439 Mobile
www.interisle.net

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From: Shiro Ando <sando@ftgtechnologies.com>
Sent: Saturday, December 16, 2017 8:16 PM EST
To: Scott Wilder <swilder@brooklinema.gov>
CC: Michael Kiely <mkiely@police.somerville.ma.us>; Chuck Wade <Chuck Wade <Chuck@Interisle.net>; Sarah Plowman <Sarah.Plowman@Boston.gov>; Eric Johnson <Eric Johnson <EJohnson@LAN-TEL.com>; Rich Crehan <Rich Crehan <rcrehan@ftgtechnologies.com>; Fred Goldstein <Fred Goldstein <Fred@Interisle.net>; damahoney@cambridgefire.org; smaywalt@cambridgepolice.org; Matt Frawley <Matt Frawley <mfrawley@ftgtechnologies.com>>
Subject: Re: PSnet: DragonWave microwave link between Burton Faulkner and Cambridge Courthouse is down
Hi Dave/Steve,

Would you be able to help us get access to 40 Thorndike tomorrow?
Thanks
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Shiro Ando | CCIE # 12809
FTG Technologies
Vice President Engineering

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All,
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Shiro, can you dispatch a technician and coordinate with the agency's you need, to get on sight tomorrow?
It seems there could be 3 different possible issues, so let's get on top of this early tomorrow.
Thank You,
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From: Michael Kiely [<mailto:mkiely@police.somerville.ma.us>]
Sent: Saturday, December 16, 2017 6:31 PM
To: Chuck Wade
Cc: Shiro Ando; Scott Wilder; Sarah Plowman; Eric Johnson; Rich Crehan; Fred Goldstein
Subject: Re: PSnet: DragonWave microwave link between Burton Faulkner and Cambridge Courthouse is down
Importance: High

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(617)625-1600x7241

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Subject: Re: PSnet: DragonWave microwave link between Burton Faulkner and Cambridge Courthouse is down

Hi Eric/Jim

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Cc: Shiro Ando; Scott Wilder; Sarah Plowman; Eric Johnson; Rich Crehan; Fred Goldstein

Subject: Re: PSnet: DragonWave microwave link between Burton Faulkner and Cambridge Courthouse is down

Importance: High

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From: Mahoney, David A <DAMahoney@CambridgeFire.Org>
Sent: Saturday, December 16, 2017 8:34 PM EST
To: Shiro Ando <Shiro Ando <sando@ftgtechnologies.com>>; Scott Wilder <Scott Wilder <swilder@brooklinema.gov>>; Maywalt, Stephen; Turner, Glenn
CC: Michael Kiely <mkiely@police.somerville.ma.us>; Chuck Wade <Chuck Wade <Chuck@Interisle.net>>; Sarah Plowman <Sarah.Plowman@Boston.gov>; Eric Johnson <Eric Johnson <EJohnson@LAN-TEL.com>>; Rich Crehan <Rich Crehan <rcrehan@ftgtechnologies.com>>; Fred Goldstein <Fred Goldstein <Fred@Interisle.net>>; Matt Frawley <Matt Frawley <mfrawley@ftgtechnologies.com>>
Subject: Re: PSnet: DragonWave microwave link between Burton Faulkner and Cambridge Courthouse is down
Yes, call myself 508-843-0295 or Glenn Turner at 978-314-1800 and we can coordinate access to the building.

David Mahoney

----- Original message -----

From: Shiro Ando <sando@ftgtechnologies.com>
Date: 12/16/17 8:15 PM (GMT-05:00)
To: Scott Wilder <swilder@brooklinema.gov>
Cc: Michael Kiely <mkiely@police.somerville.ma.us>, Chuck Wade <Chuck@Interisle.net>, Sarah Plowman <Sarah.Plowman@Boston.gov>, Eric Johnson <EJohnson@LAN-TEL.com>, Rich Crehan <rcrehan@ftgtechnologies.com>, Fred Goldstein <Fred@Interisle.net>, "Mahoney, David A" <DAMahoney@CambridgeFire.Org>, "Maywalt, Stephen" <SMaywalt@CambridgePolice.Org>, Matt Frawley <mfrawley@ftgtechnologies.com>
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CC: Scott Wilder <Scott Wilder <swilder@brooklinema.gov>>; Michael Kiely <Michael Kiely <mkiely@police.somerville.ma.us>>; Chuck Wade <Chuck Wade <Chuck@Interisle.net>>; Sarah Plowman <Sarah Plowman <Sarah.Plowman@Boston.gov>>; Rich Crehan <Rich Crehan <rcrehan@ftgtechnologies.com>>; Fred Goldstein <Fred Goldstein <Fred@Interisle.net>>; Jim Rex <Jim Rex <jrex@lan-tel.com>>; Matt Frawley <Matt Frawley <mfrawley@ftgtechnologies.com>>; damahoney@cambridgefire.org; smaywalt@cambridgepolice.org
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Respectfully,

Eric Johnson
Security Project Manager
1400 PROVIDENCE HIGHWAY,
SUITE 3100
NORWOOD, MA 02062

M 617.785.8254 | **F** 781.551.8667

ejohnson@lan-tel.com ☘ |
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From: Eric Johnson <ejohnson@Lan-Tel.com>
Sent: Saturday, December 16, 2017 9:12 PM EST
To: sarah.plowman@boston.gov
Subject: PSNET

Sarah :
Good evening and sorry to bother you on the weekend.

I am requesting a private meeting with the PSNET Committee . This is for the sole purpose to file an official grievance on the PSNET contract that FTG currently holds .

Lan -Tel Communications is subject to monitoring and providing parts to a contact that we are not responsible for.

We are thrust into moral and conscientious decisions time after time with no consequence to the incumbent network vendor of PSNET.

My patience as a team player has been exhausted since this vendor fails to deliver on basic expectations of their contract and ultimately public safety.

Please know that Lan-Tel Communications nor myself are providing any of this information to act as a watchdog to this vendor(or all vendors) nor to drive up cost to MBHSR.

We are simply providing information that is pertinent to the continuation of operations for CIMS and the PSNET network and continue to be a partner to MBHSR

We are looking for guidance and to possibly rectify this situation before something catastrophic happens with the current demonstrated inadequate system in place.

Best
Eric



Respectfully,

Eric Johnson
Security Project Manager
1400 PROVIDENCE HIGHWAY,
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From: Sarah Plowman <sarah.plowman@boston.gov>
Sent: Saturday, December 16, 2017 10:01 PM EST
To: Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>
Subject: Re: PSNET
Attachment(s): "IMG_0663.PNG"

Hi Eric,

Thanks for your email. I'll forward your request to the Committee. Can you let me know what days in the coming weeks you'll be available? We do have a PSnet Exec Committee meeting scheduled for January 11. Would you like to meet between now and then? Please advise as to your preference and availability.

Thank you,
Sarah

On Sat, Dec 16, 2017 at 21:12 Eric Johnson <ejohnson@lan-tel.com> wrote:

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Sarah Plowman

Regional Planner

Mayor's Office of Emergency Management

Boston City Hall, Room 204

One City Hall Square | Boston, MA 02201

Phone: 617.635.1400

Fax: 617.635.2974

From: Sarah Plowman <sarah.plowman@boston.gov>
Sent: Saturday, December 16, 2017 10:05 PM EST
To: Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>
CC: Chuck Wade <Chuck Wade <Chuck@interisle.net>>; Fred Goldstein <Fred Goldstein <Fred@interisle.net>>; Jim Rex <Jim Rex <jrex@lan-tel.com>>; Matt Frawley <Matt Frawley <mfrawley@ftgtechnologies.com>>; Michael Kiely <Michael Kiely <mkiely@police.somerville.ma.us>>; Michele Bilodeau <Michele Bilodeau <michele.bilodeau@boston.gov>>; Rich Crehan <Rich Crehan <rcrehan@ftgtechnologies.com>>; Scott Wilder <Scott Wilder <swilder@brooklinema.gov>>; Shiro Ando <Shiro Ando <sando@ftgtechnologies.com>>; damahoney@cambridgefire.org; smaywalt@cambridgepolice.org
Subject: Re: PSnet: DragonWave microwave link between Burton Faulkner and Cambridge Courthouse is down
Attachment(s): "IMG_0663.PNG"

Hello all,

Just replying to acknowledge the thread and add Michele Bilodeau from OEM.

Shiro, as FTG addresses this over the next few days, if you have needs that OEM can help facilitate, please reach out.

Thank you, all, for your prompt responses.

Sarah

On Sat, Dec 16, 2017 at 20:41 Eric Johnson <ejohnson@lan-tel.com> wrote:

Shiro

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From: Eric Johnson <ejohnson@Lan-Tel.com>
Sent: Saturday, December 16, 2017 10:06 PM EST
To: Sarah Plowman <Sarah.Plowman@boston.gov>>
Subject: Re: PSNET

Sarah

Thank you for your response, I think that if we could meet before the Psnet meeting ? between the 29th thru the 5th maybe ?

Thank you again and enjoy the rest of the weekend .

Eric



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ejohnson@lan-tel.com ☛ |

www.lan-tel.com

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On Dec 16, 2017, at 10:02 PM, Sarah Plowman <sarah.plowman@boston.gov> wrote:

Hi Eric,

Thanks for your email. I'll forward your request to the Committee. Can you let me know what days in the coming weeks you'll be available? We do have a PSnet Exec Committee meeting scheduled for January 11. Would you like to meet between now and then? Please advise as to your preference and availability.

Thank you,
Sarah

On Sat, Dec 16, 2017 at 21:12 Eric Johnson <ejohnson@lan-tel.com> wrote:

Sarah :

Good evening and sorry to bother you on the weekend.

I am requesting a private meeting with the PSNET Committee . This is for the sole purpose to file an official grievance on the PSNET contract that FTG currently holds .

Lan -Tel Communications is subject to monitoring and providing parts to a contact that we are not responsible for.

We are thrust into moral and conscientious decisions time after time with no consequence to the incumbent network vendor of PSNET.

My patience as a team player has been exhausted since this vendor fails to deliver on basic expectations of their contract and ultimately public safety.

Please know that Lan-Tel Communications nor myself are providing any of this information to act as a watchdog to this vendor(or all vendors) nor to drive up cost to MBHSR.

We are simply providing information that is pertinent to the continuation of operations for CIMS and the PSNET network and continue to be a partner to MBHSR

We are looking for guidance and to possibly rectify this situation before something catastrophic happens with the current demonstrated inadequate system in place.

Best
Eric



Respectfully,

Eric Johnson
Security Project Manager
[1400 PROVIDENCE HIGHWAY,](#)
[SUITE 3100](#)
[NORWOOD, MA 02062](#)

M 617.785.8254 | F 781.551.8667

ejohnson@lan-tel.com ♣ |
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--

Sarah Plowman
Regional Planner
Mayor's Office of Emergency Management
Boston City Hall, Room 204

One City Hall Square | Boston, MA 02201
Phone: 617.635.1400
Fax: 617.635.2974

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From: Shiro Ando <sando@ftgtechnologies.com>
Sent: Saturday, December 16, 2017 11:02 PM EST
To: Sarah Plowman <Sarah Plowman <sarah.plowman@boston.gov>>
CC: Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>; Chuck Wade <Chuck Wade <Chuck@interisle.net>>; Fred Goldstein <Fred Goldstein <Fred@interisle.net>>; Jim Rex <Jim Rex <jrex@lan-tel.com>>; Matt Frawley <Matt Frawley <mfrawley@ftgtechnologies.com>>; Michael Kiely <Michael Kiely <mkiely@police.somerville.ma.us>>; Michele Bilodeau <Michele Bilodeau <michele.bilodeau@boston.gov>>; Rich Crehan <Rich Crehan <rcrehan@ftgtechnologies.com>>; Scott Wilder <Scott Wilder <swilder@brooklinema.gov>>; damahoney@cambridgefire.org; smaywalt@cambridgepolice.org
Subject: Re: PSnet: DragonWave microwave link between Burton Faulkner and Cambridge Courthouse is down
Attachment(s): "IMG_0663.PNG"

Thank you Sarah,

We will send a tech tomorrow and trying to figure it what's wrong

Shiro Ando | CCIE # 12809
FTG Technologies
Vice President Engineering

On Dec 16, 2017, at 10:06 PM, Sarah Plowman <sarah.plowman@boston.gov> wrote:

Hello all,

Just replying to acknowledge the thread and add Michele Bilodeau from OEM.

Shiro, as FTG addresses this over the next few days, if you have needs that OEM can help facilitate, please reach out.

Thank you, all, for your prompt responses.

Sarah

On Sat, Dec 16, 2017 at 20:41 Eric Johnson <ejohnson@lan-tel.com> wrote:

Shiro

Unfortunately we gave you the last one we had for the antenna outage at Schroeder Plaza this summer. Since we are no longer under contract for PSNET network equipment , we no longer stock them .

I believe part numbers were given along with this last power supply that we provided as a courtesy for PSNET this past June.

Thanks
Eric

□

Respectfully,

Eric Johnson
Security Project Manager
[1400 PROVIDENCE HIGHWAY,](#)
[SUITE 3100](#)
[NORWOOD, MA 02062](#)

M 617.785.8254 | **F** 781.551.8667

ejohnson@lan-tel.com ♣ □

www.lan-tel.com

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On Dec 16, 2017, at 8:26 PM, Shiro Ando <sando@ftgtechnologies.com> wrote:

Hi Eric/Jim

Do you have a spare power supply for this?

We do have a tech available, but would be good to have power supply available if all possible

Thanks

Shiro

Shiro Ando | CCIE # 12809

FTG Technologies

Vice President Engineering

On Dec 16, 2017, at 6:41 PM, Scott Wilder <swilder@brooklinema.gov> wrote:

All,

I think it would be best if FTG gets someone over to check this situation out tomorrow, opposed to waiting until Monday.

Shiro, can you dispatch a technician and coordinate with the agency's you need, to get on sight tomorrow?

It seems there could be 3 different possible issues, so let's get on top of this early tomorrow.

Thank You,

Scott

From: Michael Kiely [<mailto:mkiely@police.somerville.ma.us>]

Sent: Saturday, December 16, 2017 6:31 PM

To: Chuck Wade

Cc: Shiro Ando; Scott Wilder; Sarah Plowman; Eric Johnson; Rich Crehan; Fred Goldstein

Subject: Re: PSnet: DragonWave microwave link between Burton Faulkner and Cambridge Courthouse is down

Importance: High

Thank you Chuck, great work and communication.

Sgt. Michael Kiely

Homeland Security

Russ Joyner Sub Station

[499 Artisan Way](#)

Assembly Row

Somerville, MA 02145

(617)625-1600x7241

On Dec 16, 2017, at 6:15 PM, Chuck Wade <Chuck@Interisle.net> wrote:

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...Chuck

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Sarah Plowman

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Mayor's Office of Emergency Management
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Fax: 617.635.2974

From: Turner, Glenn <GTurner@CambridgeFire.Org>

Sent: Sunday, December 17, 2017 9:40 AM EST

To: Mahoney, David A

CC: Shiro Ando <sando@ftgtechnologies.com>; Scott Wilder <swilder@brooklinema.gov>; Maywalt, Stephen; Michael Kiely <Michael Kiely <mkiely@police.somerville.ma.us>; Chuck Wade <Chuck Wade <Chuck@Interisle.net>; Sarah Plowman <Sarah Plowman <Sarah.Plowman@Boston.gov>; Eric Johnson <Eric Johnson <EJohnson@LAN-TEL.com>; Rich Crehan <Rich Crehan <rcrehan@ftgtechnologies.com>; Fred Goldstein <Fred Goldstein <Fred@Interisle.net>; Matt Frawley <Matt Frawley <mfrawley@ftgtechnologies.com>

Subject: Re: PSnet: DragonWave microwave link between Burton Faulkner and Cambridge Courthouse is down

I need to know who and when. I can make some calls.

Glenn Turner | Wireless Telecommunications Manager

Public Safety Information Technology

(978) 314-1800 [cell]

(617) 349-4978 [office]

www.cambridgefire.org

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Yes, call myself 508-843-0295 or Glenn Turner at 978-314-1800 and we can coordinate access to the building.

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Shiro Ando | CCIE # 12809

FTG Technologies

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Importance: High

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From: Shiro Ando <sando@ftgtechnologies.com>
Sent: Sunday, December 17, 2017 10:04 AM EST
To: Turner, Glenn
CC: Mahoney, David A; Scott Wilder <swilder@brooklinema.gov>; Maywalt, Stephen; Michael Kiely <mkiely@police.somerville.ma.us>; Chuck Wade <Chuck@Interisle.net>; Sarah Plowman <Sarah.Plowman@Boston.gov>; Eric Johnson <EJohnson@LAN-TEL.com>; Rich Crehan <Rich.Crehan@ftgtechnologies.com>; Fred Goldstein <Fred@Interisle.net>; Matt Frawley <mfrawley@ftgtechnologies.com>; Jim Spellman <jspellman@ftgtechnologies.com>
Subject: Re: PSnet: DragonWave microwave link between Burton Faulkner and Cambridge Courthouse is down

Hi Glenn
Jim Spellman will be there by 11am
He will be reaching out to you
Thanks
Shiro

Shiro Ando | CCIE # 12809
FTG Technologies
Vice President Engineering

On Dec 17, 2017, at 9:42 AM, Turner, Glenn <GTurner@CambridgeFire.Org> wrote:

I need to know who and when. I can make some calls.

Glenn Turner | Wireless Telecommunications Manager
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From: Michael Kiely [<mailto:mkiely@police.somerville.ma.us>]

Sent: Saturday, December 16, 2017 6:31 PM

To: Chuck Wade

Cc: Shiro Ando; Scott Wilder; Sarah Plowman; Eric Johnson; Rich Crehan; Fred Goldstein

Subject: Re: PSnet: DragonWave microwave link between Burton Faulkner and Cambridge Courthouse is down

Importance: High

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Sgt. Michael Kiely
Homeland Security
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Glenn Turner | Wireless Telecommunications Manager
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On Dec 17, 2017, at 10:03 AM, Shiro Ando <sando@ftgtechnologies.com> wrote:

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Subject: Re: PSnet: DragonWave microwave link between Burton Faulkner and Cambridge Courthouse is down

Jim is on site walking up

More update to follow

Thanks

Shiro

On Dec 17, 2017, at 10:28 AM, Turner, Glenn <GTurner@CambridgeFire.Org> wrote:

Thanks. Notifications made for access.

Glenn Turner | Wireless Telecommunications Manager

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To: Chuck Wade

Cc: Shiro Ando; Scott Wilder; Sarah Plowman; Eric Johnson; Rich Crehan; Fred Goldstein

Subject: Re: PSnet: DragonWave microwave link between Burton Faulkner and Cambridge Courthouse is down

Importance: High

Thank you Chuck, great work and communication.

Sgt. Michael Kiely
Homeland Security
Russ Joyner Sub Station
499 Artisan Way
Assembly Row
Somerville, MA 02145
(617)625-1600x7241

On Dec 16, 2017, at 6:15 PM, Chuck Wade <Chuck@Interisle.net> wrote:

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...Chuck

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Chuck Wade, Principal
Interisle Consulting Group
+1 508 435-3050 Office
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www.interisle.net

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From: Jim Spellman <jspellman@ftgtechnologies.com>

Sent: Sunday, December 17, 2017 10:48 AM EST

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

CC: Turner, Glenn; Mahoney, David A; Scott Wilder <Scott Wilder <swilder@brooklinema.gov>>; Maywalt, Stephen; Michael Kiely <Michael Kiely <mkiely@police.somerville.ma.us>>; Chuck Wade <Chuck@Interisle.net>>; Sarah Plowman <Sarah Plowman <Sarah.Plowman@Boston.gov>>; Eric Johnson <Eric Johnson <EJohnson@LAN-TEL.com>>; Rich Crehan <Rich Crehan <rcrehan@ftgtechnologies.com>>; Fred Goldstein <Fred Goldstein <Fred@Interisle.net>>; Matt Frawley <Matt Frawley <mfrawley@ftgtechnologies.com>>; michele.bilodeau@boston.gov

Subject: Re: PSnet: DragonWave microwave link between Burton Faulkner and Cambridge Courthouse is down

I'm still on my way

Sent from my iPhone

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More update to follow

Thanks

Shiro

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Thanks. Notifications made for access.

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Public Safety Information Technology

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On Dec 17, 2017, at 10:03 AM, Shiro Ando <sando@ftgtechnologies.com> wrote:

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He will be reaching out to you

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From: Eric Johnson <ejohnson@Lan-Tel.com>
Sent: Sunday, December 17, 2017 12:36 PM EST
To: jessica.jones@boston.gov
CC: Kate Waldron <Kate Waldron <kwaldron@lan-tel.com>>
Subject: Quote for FAC64 Camera Controls and Legacy Server Retirement"
Attachment(s): "Lan-tel FAT POT FINAL 12-17.pdf","Lan-Tel -FATPOT Projected Timeline.pdf"

Jessica:

Please accept this email as the formal quote for FAC64 Camera Controls and Legacy Server Retirement, regarding FATPOT software and integration with existing FLIR servers.

Best,
Eric

▣ Respectfully,

Eric Johnson
Security Project Manager
1400 PROVIDENCE HIGHWAY,
SUITE 3100
NORWOOD, MA 02062

M 617.785.8254 | **F** 781.551.8667

ejohnson@lan-tel.com ♣
www.lan-tel.com

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To: Chuck Wade
Cc: Shiro Ando; Scott Wilder; Sarah Plowman; Eric Johnson; Rich Crehan; Fred Goldstein
Subject: Re: PSnet: DragonWave microwave link between Burton Faulkner and Cambridge Courthouse is down
Importance: High

Thank you Chuck, great work and communication.

Sgt. Michael Kiely
Homeland Security
Russ Joyner Sub Station
499 Artisan Way
Assembly Row
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(617)625-1600x7241

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Chuck Wade, Principal
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Sent: Sunday, December 17, 2017 12:59 PM EST
To: Shiro Ando <Shiro Ando <sando@ftgtechnologies.com>>
CC: Michael Kiely <Michael Kiely <mkiely@police.somerville.ma.us>>; Chuck Wade <Chuck Wade <chuck@interisle.net>>; Eric Johnson <Eric Johnson <EJohnson@LAN-TEL.com>>; Jim Spellman <Jim Spellman <jspellman@ftgtechnologies.com>>; Sarah Plowman <Sarah Plowman <Sarah.Plowman@Boston.gov>>; Maywalt, Stephen; michele.bilodeau@boston.gov; Fred Goldstein <Fred Goldstein <Fred@Interisle.net>>; Mahoney, David A; Turner, Glenn; Rich Crehan <Rich Crehan <rcrehan@ftgtechnologies.com>>; Matt Frawley <Matt Frawley <mfrawley@ftgtechnologies.com>>
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To: Scott Wilder <swilder@brooklinema.gov>
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Thanks Scott! Someone please answer these 2 questions

1. How long will this take to repair?
2. If the link to JFK goes down now, what are ramifications for Somerville Cameras, radios?????

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To: Michael Kiely <Michael Kiely <mkiely@police.somerville.ma.us>>

CC: Jim Spellman <Jim Spellman <jspellman@ftgtechnologies.com>>; Turner, Glenn; Mahoney, David A; Scott Wilder <Scott Wilder <swilder@brooklinema.gov>>; Maywalt, Stephen; Chuck Wade <Chuck Wade <Chuck@Interisle.net>>; Sarah Plowman <Sarah Plowman <Sarah.Plowman@Boston.gov>>; Eric Johnson <Eric Johnson <EJohnson@LAN-TEL.com>>; Rich Crehan <Rich Crehan <rcrehan@ftgtechnologies.com>>; Fred Goldstein <Fred Goldstein <Fred@Interisle.net>>; Matt Frawley <Matt Frawley <mfrawley@ftgtechnologies.com>>; michele.bilodeau@boston.gov

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Hi Sgt Kiely,

We don't have this particular power supply in our warehouse.

The portion of PSNET services contract awarded to FTG did not request we maintain spare inventory of every item within PSNET. We would be happy to discuss this with the committee if this should be added to our scope in future.

Thanks

Shiro

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| Vice President Engineering |



| 2 Batterymarch Park | Suite 401 | Quincy, MA 02169 |

| Office: 617-367-7474 | Fax: 617-367-3331 | email:sando@ftgtechnologies.com |

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You do NOT have the power supply for the equipment your under contract to service and repair????

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Cc: Michael Kiely <mkiely@police.somerville.ma.us>; Chuck Wade <chuck@interisle.net>; Eric Johnson <EJohnson@LAN-TEL.com>; Jim Spellman <jspellman@ftgtechnologies.com>; Sarah Plowman <Sarah.Plowman@Boston.gov>; Maywalt, Stephen <SMaywalt@CambridgePolice.Org>; michele.bilodeau@boston.gov; Fred Goldstein <Fred@Interisle.net>; Mahoney, David A <DAMahoney@CambridgeFire.Org>; Turner, Glenn <GTurner@CambridgeFire.Org>; Rich Crehan <rcrehan@ftgtechnologies.com>; Matt Frawley <mfrawley@ftgtechnologies.com>

Subject: RE: PSnet: DragonWave microwave link between Burton Faulkner and Cambridge Courthouse is down

Please order asap.

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Sent from my Verizon 4G LTE Droid

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CC: Scott Wilder <Scott Wilder <swilder@brooklinema.gov>>; Shiro Ando <Shiro Ando <sando@ftgtechnologies.com>>; Chuck Wade <Chuck Wade <chuck@interisle.net>>; Jim Spellman <Jim Spellman <jspellman@ftgtechnologies.com>>; Sarah Plowman <Sarah Plowman <Sarah.Plowman@Boston.gov>>; Maywalt, Stephen; michele.bilodeau@boston.gov; Fred Goldstein <Fred Goldstein <Fred@Interisle.net>>; Mahoney, David A; Turner, Glenn; Rich Crehan <Rich Crehan <rcrehan@ftgtechnologies.com>>; Matt Frawley <Matt Frawley <mfrawley@ftgtechnologies.com>>
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Respectfully,

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F 781.551.8667
ejohnson@lan-tel.com ✉

TWITTER : @ejctown

<http://linkedin.com/in/eric-johnson-9702a62b>

www.lan-tel.com

FOLLOW US: [Twitter](#) | [LinkedIn](#) | [Facebook](#)

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Attachment(s): "smime.p7s"

Sgt. Kiely,

Your first question is easy to answer. Now that we have confirmed the diagnosis that a failed power supply is the cause for the failure of the Courthouse radio that shoots to Burton Faulkner, then it is only a matter of swapping out the bad power supply. This can be done in under a half hour, once someone arrives on site with the replacement power supply.

Let me note up front that Somerville's Motorola Console system is not directly affected by the outage of the Courthouse<=>Burton Faulkner link. As long as at least one of the two backbone links out of Somerville PD can get to the rest of PSnet via either the Courthouse in Cambridge or the JFK Federal building, then there will be connectivity to the Zone 2 Core. However, it has been our recommendation for some time that better connections are needed between Somerville PD and the PSnet backbone, a situation aggravated by recurring problems seen with both the current microwave links over a long time.

Addressing Somerville's CIMS cameras, Eric has confirmed that about 90% of your cameras rely on the Burton Faulkner site for backhaul.

As I indicated in my earlier email, there are only two backbone microwave links connecting Burton Faulkner to the rest of PSnet. With the Courthouse link down, all traffic is routed via Whidden Hospital.

Whidden Hospital normally has three backbone microwave links connecting into the rest of PSnet, (1) the link to Burton Faulkner, (2) the link to JFK, and (3) a link to Soldiers' Home. Unfortunately, the link to Soldier's Home failed several months ago, and has not yet been replaced, though efforts are now underway to deploy a replacement link, weather permitting. This means that the only path for Somerville camera traffic must go via the Whidden link to JFK.

The Boston JFK site used to have five backbone links: (1) Whidden Hospital, (2) Broadway Tower in Revere, (3) Winthrop PD, (4) 35 Northampton in Boston, and (5) Somerville PD. However, again we're suffering from microwave outages that have not been resolved. The Winthrop PD link has been out for over a year, with the problem being the radio at JFK. In general, there are multiple issues with radio mounts and cabling at JFK that are the result of poor installation practices employed by the original contractors who put these radios in, some of which date back to the DNC in 2004. Compounding these issues, the Federal property management is very strict regarding any work on the site, which makes this a very difficult site to adequately maintain.

So, assuming Somerville camera traffic makes it to JFK via the only path available (BF<=>Whidden<=>JFK), then there are multiple paths out of JFK. If the fifth JFK link to Somerville PD were to go offline, then traffic can be routed via alternative paths, but the next preferred path would be to 35 Northampton, where the traffic would go via BoNet and fiber to Cambridge, where it could then get to Somerville PD via the BridgeWave 80 GHz link to the Courthouse.

Finally, I feel it is important to note that the outage of the microwave link from Courthouse to Burton Faulkner is not only an issue for Somerville, it is a concern for multiple communities served by PSnet. In particular, Everett is now reduced to a single microwave link connecting them to the PSnet backbone, the Whidden link to JFK. The loss of backbone resilience also exposes Chelsea, Revere, and Winthrop to greater probability that they could lose connections to the core of PSnet, including the P25 Zone 2 Core.

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failed radio.

I
recommend
taking a
replacement
power
supply, in
case the
problem is
what we
expect.

At this
point, all
services
should be
working,
including
cameras
backhauled
via Burton
Faulkner.
However,
the loss of
this
Courthouse<=>Burton
Faulkner
link does
significantly
reduce
resilience
for the
PSnet
backbone.
Furthermore
loss of the
link
between
Burton
Faulkner
and
Whidden
would
completely
shut down
all camera
traffic that
goes via
Burton
Faulkner,
which
handles the
majority of
Somerville
cameras.

...Chuck

--

Chuck
Wade,
Principal
Interisle
Consulting
Group
+1 508
435-3050
Office
+1 508
277-6439
Mobile

www.interisle.net

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From: Michael Kiely <mkiely@police.somerville.ma.us>

Sent: Monday, December 18, 2017 9:39 AM EST

To: Chuck Wade <Chuck Wade <Chuck@Interisle.net>>

CC: Eric Johnson <Eric Johnson <ejohnson@Lan-Tel.com>>; Scott Wilder <Scott Wilder <swilder@brooklinema.gov>>; Shiro Ando <Shiro Ando <sando@ftgtechnologies.com>>; Jim Spellman <Jim Spellman <jspellman@ftgtechnologies.com>>; Sarah Plowman <Sarah.Plowman@Boston.gov>>; Maywalt, Stephen; michele.bilodeau@boston.gov; Fred Goldstein <Fred Goldstein <Fred@Interisle.net>>; Mahoney, David A; Turner, Glenn; Rich Crehan <Rich Crehan <rcrehan@ftgtechnologies.com>>; Matt Frawley <Matt Frawley <mfrawley@ftgtechnologies.com>>

Subject: Re: PSnet: DragonWave microwave link between Burton Faulkner and Cambridge Courthouse is down

Attachment(s): "IMG_0663.PNG"

Thank you Chuck- very helpful. We are very close to a fiber connectivity solution.

Sgt. Michael Kiely
Homeland Security
Russ Joyner Sub Station
499 Artisan Way
Assembly Row
Somerville, MA 02145
(617)625-1600x7241

On Dec 18, 2017, at 9:22 AM, Chuck Wade <Chuck@Interisle.net> wrote:

Sgt. Kiely,

Your first question is easy to answer. Now that we have confirmed the diagnosis that a failed power supply is the cause for the failure of the Courthouse radio that shoots to Burton Faulkner, then it is only a matter of swapping out the bad power supply. This can be done in under a half hour, once someone arrives on site with the replacement power supply.

Let me note up front that Somerville's Motorola Console system is not directly affected by the outage of the Courthouse<=>Burton Faulkner link. As long as at least one of the two backbone links out of Somerville PD can get to the rest of PSnet via either the Courthouse in Cambridge or the JFK Federal building, then there will be connectivity to the Zone 2 Core. However, it has been our recommendation for some time that better connections are needed between Somerville PD and the PSnet backbone, a situation aggravated by recurring problems seen with both the current microwave links over a long time.

Addressing Somerville's CIMS cameras, Eric has confirmed that about 90% of your cameras rely on the Burton Faulkner site for backhaul.

As I indicated in my earlier email, there are only two backbone microwave links connecting Burton Faulkner to the rest of PSnet. With the Courthouse link down, all traffic is routed via Whidden Hospital.

Whidden Hospital normally has three backbone microwave links connecting into the rest of PSnet, (1) the link to Burton Faulkner, (2) the link to JFK, and (3) a link to Soldiers' Home. Unfortunately, the link to Soldier's Home failed several months ago, and has not yet been replaced, though efforts are now underway to deploy a replacement link, weather permitting. This means that the only path for Somerville camera traffic must go via the Whidden link to JFK.

The Boston JFK site used to have five backbone links: (1) Whidden Hospital, (2) Broadway Tower in Revere, (3) Winthrop PD, (4) 35 Northampton in Boston, and (5) Somerville PD. However, again we're suffering from microwave outages that have not been resolved. The Winthrop PD link has been out for over a year, with the problem being the radio at JFK. In general, there are multiple issues with radio mounts and cabling at JFK that are the result of poor installation practices employed by the original contractors who put these radios in, some of which date back to the DNC in 2004. Compounding these issues, the Federal property management is very strict regarding any work on the site, which makes this a very difficult site to adequately maintain.

So, assuming Somerville camera traffic makes it to JFK via the only path available (BF<=>Whidden<=>JFK), then there are multiple paths out of JFK. If the fifth JFK link to Somerville PD were to go offline, then traffic can be routed via alternative paths, but the next preferred path would be to 35 Northampton, where the traffic would go via BoNet and fiber to Cambridge, where it could then get to Somerville PD via the BridgeWave 80 GHz link to the Courthouse.

Finally, I feel it is important to note that the outage of the microwave link from Courthouse to Burton Faulkner is not only an issue for Somerville, it is a concern for multiple communities served by PSnet. In particular, Everett is now reduced to a single microwave link connecting them to the PSnet backbone, the Whidden link to JFK. The loss of backbone resilience also exposes Chelsea, Revere, and Winthrop to greater probability that they could lose connections to the core of PSnet, including the P25 Zone 2 Core.

...Chuck

Chuck Wade, Principal
Interisle Consulting Group
+1 508 435-3050 Office
+1 508 277-6439 Mobile
www.interisle.net

On 12/18/17 5:50 AM, Eric Johnson wrote:

Sgt Kiely

Sorry for the delay . I thought someone addressed . From my end , if other link is list you will lose all
cams that use 25 Highland as a hub or 90 percent , I'm not sure if it will affect your radio
communication . I'm not up to date on that .

Thanks

<IMG_0663.PNG>

Respectfully,

Eric Johnson
Security Project Manager
1400 PROVIDENCE HIGHWAY, SUITE 3100
NORWOOD, MA 02062

M 617.785.8254

F 781.551.8667

ejohnson@lan-tel.com ♣ □

TWITTER : @ejctown

<http://linkedin.com/in/eric-johnson-9702a62b>

www.lan-tel.com

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On Dec 17, 2017, at 1:21 PM, Michael Kiely <mkiely@police.somerville.ma.us> wrote:

Thanks Scott! Someone please answer these 2 questions

1. How long will this take to repair?
2. If the link to JFK goes down now,
what are ramifications for Somerville
Cameras, radios?????

Sgt. Michael Kiely
Homeland Security
Russ Joyner Sub Station
499 Artisan Way
Assembly Row
Somerville, MA 02145
(617)625-1600x7241

On Dec 17, 2017, at 12:59 PM, Scott Wilder <swilder@brooklinema.gov> wrote:

Please order asap.

Scott Wilder

Sent from my Verizon 4G LTE Droid

On Dec 17, 2017 12:51 PM, Shiro Ando <sando@ftgtechnologies.com> wrote:
Hi Scott/OEM team,

We checked our warehouse, but we do not stock this particular power supply.
Would it be ok to order the power supply?
I will place the order and try the fastest shipping method once you give me the go ahead.

Thanks
Shiro

From: Jim Spellman

Sent: Sunday, December 17, 2017 12:27 PM

To: Shiro Ando <sando@ftgtechnologies.com>

Cc: Turner, Glenn <GTurner@CambridgeFire.Org>; Mahoney, David A <DAMahoney@CambridgeFire.Org>; Scott Wilder <swilder@brooklinema.gov>; Maywalt, Stephen <SMaywalt@CambridgePolice.Org>; Michael Kiely <mkiely@police.somerville.ma.us>; Chuck Wade <Chuck@Interisle.net>; Sarah Plowman <Sarah.Plowman@Boston.gov>; Eric Johnson <EJohnson@LAN-TEL.com>; Rich Crehan <rcrehan@ftgtechnologies.com>; Fred Goldstein <Fred@Interisle.net>; Matt Frawley <mfrawley@ftgtechnologies.com>; michele.bilodeau@boston.gov

Subject: Re: PSnet: DragonWave microwave link between Burton Faulkner and Cambridge Courthouse is down

Disconnected the power supply and tested with a meter. There is no output at all we will need to replace the power supply

Sent from my iPhone

On Dec 17, 2017, at 10:47 AM, Shiro Ando <sando@ftgtechnologies.com> wrote:

Jim is on site walking up
More update to follow
Thanks
Shiro

On Dec 17, 2017, at 10:28 AM, Turner, Glenn <GTurner@CambridgeFire.Org> wrote:

Thanks. Notifications made for access.

Glenn Turner | Wireless Telecommunications Manager
Public Safety Information Technology
[\(978\) 314-1800](tel:(978)314-1800) [cell]
[\(617\) 349-4978](tel:(617)349-4978) [office]
www.cambridgefire.org
www.cambridgepolice.org
www.cambridge911.org

On Dec 17, 2017, at 10:03 AM, Shiro Ando <sando@ftgtechnologies.com> wrote:

Hi Glenn
Jim Spellman will be there by 11am
He will be reaching out to you
Thanks
Shiro

Shiro Ando | CCIE # 12809
FTG Technologies
Vice President Engineering

On Dec 17, 2017, at 9:42 AM, Turner, Glenn

<GTurner@CambridgeFire.Org> wrote:

I need to know who and when. I can make some calls.

[Glenn Turner](#) | Wireless
Telecommunications Manager
Public Safety Information
Technology
[\(978\) 314-1800](tel:(978)314-1800) [cell]
[\(617\) 349-4978](tel:(617)349-4978) [office]
www.cambridgefire.org
www.cambridgepolice.org
www.cambridge911.org

On Dec 16, 2017, at 8:34 PM,
Mahoney, David A
<DAMahoney@CambridgeFire.Org>
wrote:

Yes, call myself 508-
843-0295 or Glenn
Turner at 978-314-1800
and we can coordinate
access to the building.

David Mahoney

----- Original message

From: Shiro Ando
<sando@ftgtechnologies.com>
Date: 12/16/17 8:15 PM
(GMT-05:00)
To: Scott Wilder
<swilder@brooklinema.gov>
Cc: Michael Kiely
<mkiely@police.somerville.ma.us>, Chuck Wade
<Chuck@Interisle.net>, Sarah Plowman
<Sarah.Plowman@Boston.gov>, Eric Johnson
<EJohnson@LAN-TEL.com>, Rich Crehan
<rcrehan@ftgtechnologies.com>, Fred Goldstein
<Fred@Interisle.net>, "Mahoney, David A"
<DAMahoney@CambridgeFire.Org>, "Maywalt, Stephen"
<SMaywalt@CambridgePolice.Org>, Matt Frawley
<mfrawley@ftgtechnologies.com>
Subject: Re: PSnet:
DragonWave microwave
link between Burton
Faulkner and Cambridge
Courthouse is down

Hi Dave/Steve,

Would you be able to
help us get access to 40
Thorndike tomorrow?
Thanks
Shiro

Shiro Ando | CCIE #
12809
FTG Technologies
Vice President
Engineering

On Dec 16, 2017, at
6:41 PM, Scott Wilder
<swilder@brooklinema.gov>
wrote:

All,
I think it
would be
best if FTG
gets
someone
over to
check this
situation
out
tomorrow,
opposed to
waiting until
Monday.
Shiro, can
you
dispatch a
technician
and
coordinate
with the
agency's
you need,
to get on
sight
tomorrow?
It seems
there could
be 3
different
possible
issues, so
let's get on
top of this
early
tomorrow.
Thank You,
Scott

From:
Michael Kiely
[\[mailto:mkiely@police.somerville.ma.us\]](mailto:mkiely@police.somerville.ma.us)
Sent:
Saturday,
December
16, 2017 6:31
PM
To: Chuck
Wade
Cc: Shiro
Ando; Scott
Wilder; Sarah
Plowman;
Eric Johnson;
Rich Crehan;
Fred

Goldstein
Subject: Re:
PSnet:
DragonWave
microwave
link between
Burton
Faulkner and
Cambridge
Courthouse is
down
Importance:
High

Thank you
Chuck,
great work
and
communication.

Sgt.
Michael
Kiely
Homeland
Security
Russ Joyner
Sub Station
499 Artisan
Way
Assembly
Row
Somerville,
MA 02145
(617)625-
1600x7241

On Dec 16,
2017, at
6:15 PM,
Chuck
Wade
<Chuck@Interisle.net>
wrote:

Folks,

At
13:26
this
afternoon,
the
DragonWave
Horizon
18
GHz
radio
at
Cambridge
[former]
Courthouse
(40
Thorndike)
that
shoots
to
Burton
Faulkner
(25
Highland)
failed.

I
have
performed
several
diagnostics
steps,
including
power
cycling
the
failed
radio,
but
to
no
affect.
Based
on
experience
with
the
DragonWave
radios,
it
is
likely
this
is
due
to
a
failed
power
supply.
Wind
or
ice
damage
are
also
possible
causes.

Somerville
camera
traffic
that
is
normally
backhauled
via
Burton
Faulkner
is
now
being
routed
via
Whidden
Hospital
to
the
JFK
Federal
building,
and
from
JFK
to

Somerville
PD.
This
alternative
path
has
plenty
of
capacity
to
handle
all
camera
traffic
between
Burton
Faulkner
and
Somerville
PD,
but
we
have
been
having
some
wind-
related
problems
with
the
DragonWave
Horizon
18
GHz
radio
link
between
JFK
and
Somerville
PD,
though
our
logs
show
no
issues
this
afternoon.

An
on-
site
visit
to
the
Cambridge
Courthouse
site
will
be
required
to
asses
the
problem
with
the

failed
radio.
I
recommend
taking
a
replacement
power
supply,
in
case
the
problem
is
what
we
expect.

At
this
point,
all
services
should
be
working,
including
cameras
backhauled
via
Burton
Faulkner.
However,
the
loss
of
this
Courthouse<=>Burton
Faulkner
link
does
significantly
reduce
resilience
for
the
PSnet
backbone.
Furthermore
loss
of
the
link
between
Burton
Faulkner
and
Whidden
would
completely
shut
down
all
camera
traffic
that
goes
via
Burton

Faulkner,
which
handles
the
majority
of
Somerville
cameras.

...Chuck

-
-

Chuck
Wade,
Principal

Interisle
Consulting
Group

+1
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3050
Office

+1
508
277-
6439
Mobile

www.interisle.net

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From: Sarah Plowman <sarah.plowman@boston.gov>
Sent: Monday, December 18, 2017 9:57 AM EST
To: Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>
Subject: Re: PSNET

Eric,

Just to follow up -- I'll reach out to a handful of key Committee members to see what their availability might be for a meeting with LAN-TEL. After that point, if LAN-TEL would like to address the entire Committee, the best route forward is probably to send a letter that could potentially be discussed in executive session of the next PSnet Exec meeting in January.

Thanks again,
Sarah

On Sat, Dec 16, 2017 at 10:06 PM, Eric Johnson<ejohnson@lan-tel.com> wrote:

Sarah

Thank you for your response, I think that if we could meet before the Psnet meeting ? between the 29th thru the 5th maybe ?

Thank you again and enjoy the rest of the weekend .

Eric



Respectfully,

Eric Johnson
Security Project Manager
[1400 PROVIDENCE HIGHWAY,](#)
[SUITE 3100](#)
[NORWOOD, MA 02062](#)

M [617.785.8254](tel:617.785.8254) | **F** [781.551.8667](tel:781.551.8667)

ejohnson@lan-tel.com ♣ |

www.lan-tel.com

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On Dec 16, 2017, at 10:02 PM, Sarah Plowman <sarah.plowman@boston.gov> wrote:

Hi Eric,

Thanks for your email. I'll forward your request to the Committee. Can you let me know what days in the coming weeks you'll be available? We do have a PSnet Exec Committee meeting scheduled for January 11. Would you like to meet between now and then? Please advise as to your preference and availability.

Thank you,
Sarah

On Sat, Dec 16, 2017 at 21:12 Eric Johnson <ejohnson@lan-tel.com> wrote:

Sarah :

Good evening and sorry to bother you on the weekend.

I am requesting a private meeting with the PSNET Committee . This is for the sole purpose to file an official grievance on the PSNET contract that FTG currently holds .

Lan -Tel Communications is subject to monitoring and providing parts to a contact that we are not responsible for.

We are thrust into moral and conscientious decisions time after time with no consequence to the incumbent network vendor of PSNET.

My patience as a team player has been exhausted since this vendor fails to deliver on basic expectations of their contract and ultimately public safety.

Please know that Lan-Tel Communications nor myself are providing any of this information to act as a watchdog to this vendor(or all vendors) nor to drive up cost to MBHSR.

We are simply providing information that is pertinent to the continuation of operations for CIMS and the PSNET network and continue to be a partner to MBHSR

We are looking for guidance and to possibly rectify this situation before something catastrophic happens with the current demonstrated inadequate system in place.

Best
Eric



Respectfully,

Eric Johnson
Security Project Manager
[1400 PROVIDENCE HIGHWAY,](#)
[SUITE 3100](#)
[NORWOOD, MA 02062](#)

M [617.785.8254](tel:617.785.8254) | F [781.551.8667](tel:781.551.8667)

ejohnson@lan-tel.com ☛ |

www.lan-tel.com

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--

Sarah Plowman

Regional Planner

Mayor's Office of Emergency Management

Boston City Hall, Room 204

One City Hall Square | Boston, MA 02201

Phone: [617.635.1400](tel:617.635.1400)

Fax: [617.635.2974](tel:617.635.2974)

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Sarah Plowman

Regional Planner

Mayor's Office of Emergency Management

Boston City Hall, Room 204

One City Hall Square | Boston, MA 02201

Phone: 617.635.1400

Fax: 617.635.2974

From: Eric Johnson <ejohnson@Lan-Tel.com>
Sent: Monday, December 18, 2017 10:00 AM EST
To: Sarah Plowman <sarah.plowman@boston.gov>>
Subject: Re: PSNET

Sarah

Thank you very much . I look forward to the first meeting



Respectfully,

Eric Johnson
Security Project Manager
1400 PROVIDENCE HIGHWAY, SUITE 3100
NORWOOD, MA 02062

M 617.785.8254

F 781.551.8667

ejohnson@lan-tel.com ☘

TWITTER : @ejctown

<http://linkedin.com/in/eric-johnson-9702a62b>

www.lan-tel.com

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Eric



Respectfully,

Eric Johnson
Security Project Manager
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[SUITE 3100](#)
[NORWOOD, MA 02062](#)

M [617.785.8254](#) | F [781.551.8667](#)

ejohnson@lan-tel.com ☛ |

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Sarah

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Sarah :

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We are simply providing information that is pertinent to the continuation of operations for CIMS and the PSNET network and continue to be

a partner to MBHSR

We are looking for guidance and to possibly rectify this situation before something catastrophic happens with the current demonstrated inadequate system in place.

Best
Eric



Respectfully,

Eric Johnson
Security Project Manager
[1400 PROVIDENCE HIGHWAY,](#)
[SUITE 3100](#)
[NORWOOD, MA 02062](#)

M [617.785.8254](#) | F [781.551.8667](#)

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—
Sarah Plowman

Regional Planner
Mayor's Office of Emergency Management
Boston City Hall, Room 204

One City Hall Square | Boston, MA 02201
Phone: [617.635.1400](#)
Fax: [617.635.2974](#)

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--

Sarah Plowman

Regional Planner
Mayor's Office of Emergency Management
Boston City Hall, Room 204

One City Hall Square | Boston, MA 02201
Phone: 617.635.1400
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From: Linda Calnan <linda.calnan@boston.gov>

Sent: Tuesday, December 19, 2017 8:27 AM EST

To: Jason Marshall <Jason.Marshall@pd.boston.gov>; Michael Flaherty <Michael Flaherty <michael.flaherty2@boston.gov>; Reidy, Richard; Brett Haynes <Brett Haynes <brett.haynes@boston.gov>; Don Burgess <Don Burgess <don.burgess@boston.gov>; Robert Slade <Robert Slade <robert.slade@boston.gov>; McDavitt, Conor; Beers, Jeff; Vasconcelos, Nelson; Dan Rothman <Dan Rothman <dan.rothman@boston.gov>; Jerry Turner <Jerry Turner <jerry.turner@boston.gov>; William Joyce <William Joyce <william.joyce@boston.gov>; Jarrod Fullerton <Jarrod Fullerton <jfullerton@genetec.com>; Wilson Aleman <Wilson Aleman <wilson.aleman@boston.gov>; Vincent Stancato <Vincent Stancato <vstancato@lan-tel.com>; Henry, Brian; Michael Kane <Michael Kane <michael.kane@boston.gov>; Jim Fitzpatrick <Jim Fitzpatrick <jim.fitzpatrick@pd.boston.gov>; Brian Barcelou <Brian Barcelou <Brian.Barcelou@pd.boston.gov>; Mike Lynch (DoIT) <Mike Lynch (DoIT) <mike.lynch@boston.gov>; Shawn Romanoski <Shawn Romanoski <Shawn.Romanoski@pd.boston.gov>; Thomas, Ian; Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>; Jason MacDonald <Jason MacDonald <Jason.MacDonald@boston.gov>; Louis Madeira <Louis Madeira <Louis.madeira@pd.boston.gov>; Michael Sulprizio <Michael Sulprizio <Michael.Sulprizio@boston.gov>; Ramasamy, Krishnamoorthi; Gary Cupido <Gary Cupido <cupidog@vidsys.com>; Robert Flaherty <Robert Flaherty <robert.flaherty@boston.gov>; Matthew Spillane <Matthew Spillane <matthew.spillane@pd.boston.gov>; John Gillis <John Gillis <john.r.gillis@boston.gov>; Sarah Plowman <Sarah Plowman <sarah.plowman@boston.gov>

Subject: Security Camera Strategy Meeting Status Report for Tomorrow's Meeting

Attachment(s): "Security Camera Strategy Meeting_12-20-17.docx"

Attached is the status report we will review for tomorrow's camera meeting at 9am.

Thanks.



Linda Calnan

Sr. Project Manager | [Department of Innovation & Technology \(DoIT\)](#) | City of Boston

1 City Hall Square, Room 109

Boston, MA 02201

D: 617-635-2875

C: 781-738-2020

linda.calnan@boston.gov

From: Chuck Wade <Chuck@Interisle.net>
Sent: Tuesday, December 19, 2017 5:36 PM EST
To: Scott Wilder <Scott Wilder <SWilder@BrooklineMA.gov>>; Sarah Plowman <Sarah.Plowman@Boston.gov>>; Michele Bilodeau <Michele Bilodeau <Michele.Bilodeau@Boston.gov>>; Jeffrey Gilmore <Jeffrey Gilmore <CityofEverett.org>>; Allen Peluso <Allen Peluso <Allen.Peluso@CityofEverett.org>>; Shiro Ando <Shiro Ando <SAndo@FTGTechnologies.com>>; Eric Johnson <Eric Johnson <EJohnson@LAN-TEL.com>>
CC: Fred Goldstein <Fred Goldstein <Fred@Interisle.net>>
Subject: PSnet: Everett PD microwave problems
Attachment(s): "smime.p7s"

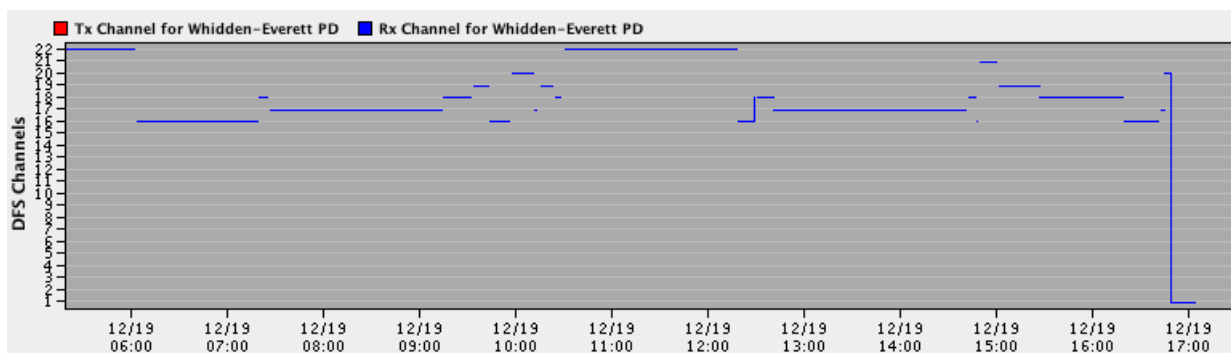
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To: Chuck Wade <Chuck Wade <Chuck@Interisle.net>>

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Subject: Re: PSnet: Everett PD microwave problems

Attachment(s): "giljedmnmknepala.png"

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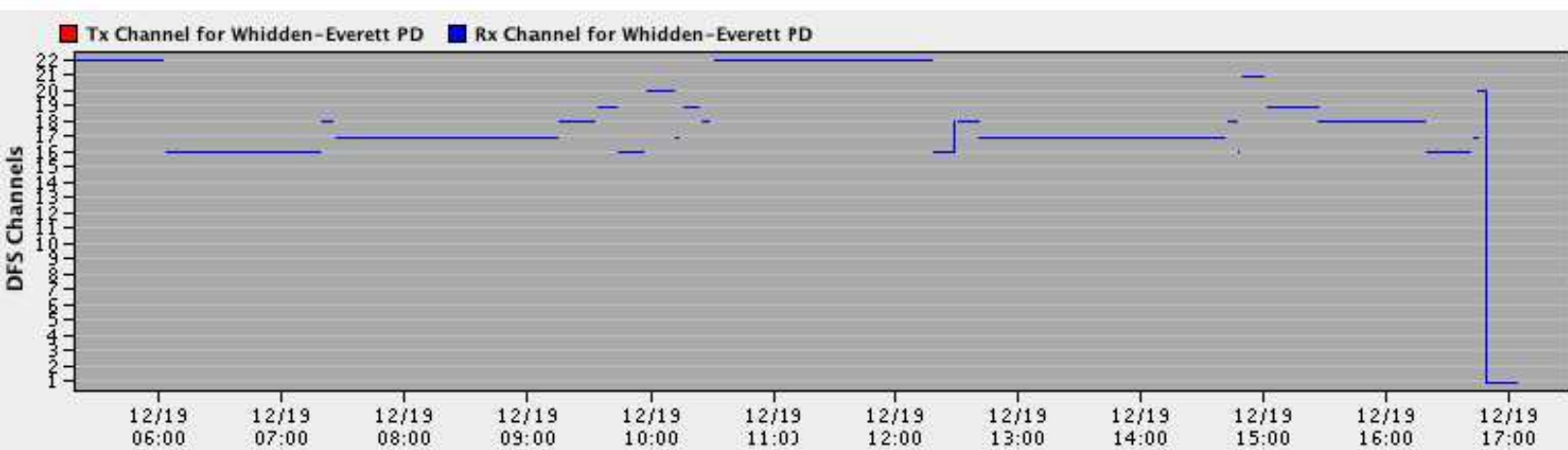
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Respectfully,

Eric Johnson
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1400 PROVIDENCE HIGHWAY, SUITE 3100
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M 617.785.8254

F 781.551.8667

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Subject: Re: PSnet: Everett PD microwave problems
Attachment(s): "smime.p7s"

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It is helpful to know that we have another pair of AF-24s to work with. It is possible that we could use these to replace the BridgeWave 60 GHz radio link to Everett PD. However, we'll need to give this some careful consideration, since we're already using AF-24s to replace the failed BridgeWave 80 GHz link between Whidden and Soldiers' Home. The reason for caution is that the AF-24s all operate in what is effectively a single, unlicensed channel. Therefore, we need to consider the implications for having two AF-24s on the same roof.

It is possible that we can deploy two AF-24 radios at Whidden shooting to different sites, and avoid potential self-interference, but we'll need to review the path alignments and some of the technical options, such as GPS sync. However, there are other other options that can be considered, given that the distance between Whidden and Everett PD is so short (under a half mile as I recall). In this situation, multiple technologies are readily available that could work very well, and that in general would have modest costs.

Of course, if we want a good long-term solution, then fiber might also be viable and cost-justified given the short distance.

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Just to concur, I'll note that the path from EPD to the Reservoir tower is probably obstructed by the building next door to EPD, on Woodlawn St. (or by the Rec building on Ferry, also taller), whose roof peaks higher than EPD's. A small roof tower could get around that but that's a project. On the other hand the high school has a clean shot at the Reservoir, as does the housing authority's Glendale tower.

It's also foolish to keep the PTP600 "backup" in place just because it was overpriced. A cheaper radio would do a better job. (Obvious options include the Mimosa B5 or Ubiquiti PowerBeam 5AC-ISO.)

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FTG Technologies
Vice President Engineering

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Scott, et al.,

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--

Fred R. Goldstein klio fred "at" interisle.net
Interisle Consulting Group
+1 617 795 2701

From: Shiro Ando <sando@ftgtechnologies.com>

Sent: Tuesday, December 19, 2017 10:30 PM EST

To: Chuck Wade <Chuck Wade <Chuck@Interisle.net>>

CC: Scott Wilder <Scott Wilder <swilder@brooklinema.gov>>; Sarah Plowman <Sarah Plowman <sarah.plowman@boston.gov>>; Michele Bilodeau <Michele Bilodeau <michele.bilodeau@boston.gov>>; Jeff Gilmore <Jeff Gilmore <jeffrey.gilmore@cityofeverett.org>>; Allen Peluso <Allen Peluso <Allen.Peluso@CityofEverett.org>>; Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>; Fred Goldstein <Fred Goldstein <Fred@Interisle.net>>

Subject: Re: PSnet: Everett PD microwave problems

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Respectfully,

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From: Scott Wilder <swilder@brooklinema.gov>

Sent: Wednesday, December 20, 2017 7:32 AM EST

To: Eric Johnson <Eric Johnson <ejohnson@Lan-Tel.com>>; Shiro Ando <Shiro Ando <sando@ftgtechnologies.com>>

CC: Chuck Wade <Chuck Wade <Chuck@Interisle.net>>; Sarah Plowman <Sarah Plowman <sarah.plowman@boston.gov>>; Michele Bilodeau <Michele Bilodeau <michele.bilodeau@boston.gov>>; Jeff Gilmore <Jeff Gilmore <jeffrey.gilmore@cityofeverett.org>>; Allen Peluso <Allen Peluso <Allen.Peluso@CityofEverett.org>>; Fred Goldstein <Fred Goldstein <Fred@Interisle.net>>

Subject: RE: PSnet: Everett PD microwave problems

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Officer Scott Wilder
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swilder@brooklinema.gov

From: Eric Johnson [mailto:ejohnson@Lan-Tel.com]

Sent: Tuesday, December 19, 2017 11:02 PM

To: Shiro Ando

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Subject: RE: PSnet: Everett PD microwave problems

Hi Scott,

I misread the initial email from Chuck.

We will dispatch and check out the Bridgewave issues. Sounds like we will need to deal with the backup PTP 600 at some point.

I will keep you posted

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| Vice President Engineering |



| 2 Batterymarch Park | Suite 401 | Quincy, MA 02169 |

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Sent: Wednesday, December 20, 2017 8:54 AM EST

To: Scott Wilder <swilder@brooklinema.gov>; Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>

CC: Chuck Wade <Chuck Wade <Chuck@Interisle.net>>; Sarah Plowman <Sarah Plowman <sarah.plowman@boston.gov>>; Michele Bilodeau <Michele Bilodeau <michele.bilodeau@boston.gov>>; Jeff Gilmore <Jeff Gilmore <jeffrey.gilmore@cityofeverett.org>>; Allen Peluso <Allen Peluso <Allen.Peluso@CityofEverett.org>>; Fred Goldstein <Fred Goldstein <Fred@Interisle.net>>

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Subject: Re: PSnet: Everett PD microwave problems
Attachment(s): "image001.png"

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Compounding this problem is that PTP 600 radios provide the only working PSnet link into Everett PD at this time (and it comes from what is arguably the worst site in all of PSnet, the Whidden roof). Consequently, these minimum one-minute outages shut down all traffic to Everett PD, including CIMS cameras, D-CJIS communications, BRIC CrimeView, FATPOT, and P25 Console access to the Zone 2 Core.

We have raised these, and other, concerns affecting Everett many times over the past six years. We even raised concerns back when the original backup link failed, and was replaced by Sideband with these PTP 600 radios. At that time, we sought clarification as to why less expensive radios with greater band flexibility were not used, but the response was that DFS should not be a problem. Well, as is clearly illustrated above, and for anyone who's been watching the relevant PSnet InterMapper maps today, this is an operational problem affecting services. I will acknowledge that this is not an everyday occurrence, but it is a frequent problem that can sometimes disrupt traffic many times in a day. We've been seeing channel hunting occurring nearly every day over the past week.

...Chuck

--

Chuck Wade, Principal
Interisle Consulting Group
+1 508 435-3050 Office
+1 508 277-6439 Mobile
www.interisle.net

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From: Chuck Wade <Chuck@Interisle.net>
Sent: Wednesday, December 20, 2017 10:05 AM EST
To: Shiro Ando <Shiro Ando <sando@ftgtechnologies.com>>; Jeff Gilmore <Jeff Gilmore <jeffrey.gilmore@cityofeverett.org>>
CC: Scott Wilder <Scott Wilder <swilder@brooklinema.gov>>; Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>; Sarah Plowman <Sarah Plowman <sarah.plowman@boston.gov>>; Michele Bilodeau <Michele Bilodeau <michele.bilodeau@boston.gov>>; Allen Peluso <Allen Peluso <allen.peluso@cityofeverett.org>>; Fred Goldstein <Fred Goldstein <Fred@Interisle.net>>
Subject: Re: PSnet: Everett PD microwave problems
Attachment(s): "smime.p7s"

Folks,

Just so there's no confusion, the BridgeWave 60 GHz radio at Whidden that shoots to Everett PD failed the morning of 19-Oct at 07:00. I had reported this link outage back in October.

Also, the team from USAi.net were only performing an assessment on 13-Dec of what would be needed to install the new AF-24 radio on Whidden. They performed a similar assessment at Soldiers' Home the same day. They could not attempt any actual installation work that day, due to the very intense winds.

The reason that the PSnet switches at Whidden took a power hit is that the batteries need to be replaced in both UPSs.

...Chuck

Chuck Wade, Principal
Interisle Consulting Group
+1 508 435-3050 Office
+1 508 277-6439 Mobile
www.interisle.net

On 12/20/17 9:39 AM, Shiro Ando wrote:

Thank you officer Gilmore
We will keep that in mind as we troubleshoot this
Shiro

On Dec 20, 2017, at 9:24 AM, Jeffrey Gilmore <jeffrey.gilmore@cityofeverett.org> wrote:

I'm sure this has nothing to do with it, but techs with USAi.net were on Whidden Hospital roof last Wednesday the 13th at 11:55 am installing microwave equipment.
Jeff

rom: Shiro Ando [<mailto:sando@ftgtechnologies.com>]
Sent: Wednesday, December 20, 2017 8:54 AM
To: Scott Wilder; Eric Johnson
Cc: Chuck Wade; Sarah Plowman; Michele Bilodeau; Jeffrey Gilmore; Allen Peluso; Fred Goldstein
Subject: RE: PSnet: Everett PD microwave problems

Hi Everyone,

I just talked to officer Gilmore and our tech will be there this morning to look at this.

Looks like some type of power hit 6 days ago as the switches (A & B) rebooted at the same time and the Bridgewave has been down since.

I will send an update later today

Thanks
Shiro

From: Scott Wilder [<mailto:swilder@brooklinema.gov>]
Sent: Wednesday, December 20, 2017 7:33 AM
To: Eric Johnson <ejohnson@lan-tel.com>; Shiro Ando <sando@ftgtechnologies.com>
Cc: Chuck Wade <Chuck@Interisle.net>; Sarah Plowman <sarah.plowman@boston.gov>; Michele Bilodeau <michele.bilodeau@boston.gov>; Jeff Gilmore

<jeffrey.gilmore@cityofeverett.org>; Allen Peluso <Allen.Peluso@CityofEverett.org>; Fred Goldstein <Fred@Interisle.net>

Subject: RE: PSnet: Everett PD microwave problems

Eric, good point,

I think the wise course of action would be to be on sight and troubleshoot the problem, changing the entire system out, if the issues turns out to be something simple and quick does not make sense at this time. That can always be done in the future if this entire link should be replaced down the line.

Right now it sounds like it could be this... or it could be that ... lets approach this logically and find out what we have, that will dictate what gets done.

Thanks
Scott

Officer Scott Wilder
Director of Technology
Brookline Police Department
350 Washington Street
Brookline, MA. 02445-6800
Office : 617-730-2259
swilder@brooklinema.gov

From: Eric Johnson [<mailto:ejohnson@Lan-Tel.com>]

Sent: Tuesday, December 19, 2017 11:02 PM

To: Shiro Ando

Cc: Chuck Wade; Scott Wilder; Sarah Plowman; Michele Bilodeau; Jeff Gilmore; Allen Peluso; Fred Goldstein

Subject: Re: PSnet: Everett PD microwave problems

Importance: High

Chuck just a thought is maybe the power supply down or maybe a bad port on switch ?

<image001.png>

Respectfully,

Eric Johnson
Security Project Manager
1400 PROVIDENCE HIGHWAY, SUITE 3100
NORWOOD, MA 02062

M 617.785.8254

F 781.551.8667

ejohnson@lan-tel.com ♣ □

TWITTER : @ejctown

<http://linkedin.com/in/eric-johnson-9702a62b>

www.lan-tel.com

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On Dec 19, 2017, at 10:29 PM, Shiro Ando <sando@ftgtechnologies.com> wrote:

Hi Chuck

Thanks for the info.

AF24 spec shows the beam bandwidth of less than 3 degrees and the manufacture suggests placing about 16 feet apart between two AF24s colocated on the same roof to avoid any potential co-location interference.

I can schedule a dispatch but I am not sure if that would help since this particular equipment does not seem to be a good fit for this link.

I will wait for the committee/OEMs direction on how to proceed

Thanks
Shiro

Shiro Ando | CCIE # 12809
FTG Technologies
Vice President Engineering

On Dec 19, 2017, at 6:57 PM, Chuck Wade <Chuck@Interisle.net> wrote:

Shiro,

It is helpful to know that we have another pair of AF-24s to work with. It is possible that we could use these to replace the BridgeWave 60 GHz radio link to Everett PD. However, we'll need to give this some careful consideration, since we're already using AF-24s to replace the failed BridgeWave 80 GHz link between Whidden and Soldiers' Home. The reason for caution is that the AF-24s all operate in what is effectively a single, unlicensed channel. Therefore, we need to consider the implications for having two AF-24s on the same roof.

It is possible that we can deploy two AF-24 radios at Whidden shooting to different sites, and avoid potential self-interference, but we'll need to review the path alignments and some of the technical options, such as GPS sync. However, there are other other options that can be considered, given that the distance between Whidden and Everett PD is so short (under a half mile as I recall). In this situation, multiple technologies are readily available that could work very well, and that in general would have modest costs.

Of course, if we want a good long-term solution, then fiber might also be viable and cost-justified given the short distance.

...Chuck

Chuck Wade, Principal
Interisle Consulting Group
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On 12/19/17 5:43 PM, Shiro Ando wrote:

Thank you Chuck,

We have another set of Airfiber24. I have confirmed with Scott and Sarah to use these wherever it makes most sense.

Can we use this pair to replace the Bridgewave?

Thanks
Shiro

Shiro Ando | CCIE # 12809
FTG Technologies
Vice President Engineering

On Dec 19, 2017, at 5:37 PM, Chuck Wade <Chuck@Interisle.net> wrote:

Scott, et al.,

I wanted to note again that the BridgeWave 60 GHz radio at Whidden Hospital that shoots to Everett PD is down. This situation leaves Everett PD completely reliant on the parallel backup PTP 600 5 GHz radio link operating in the DFS band.

The operational problem with the PTP 600 model is that, since this it is only capable of operating in the Dynamic Frequency Selection (DFS) band, it is required by FCC rules to listen for radar signals, and if it hears what seems like a radar signal on its currently active channel, then the radio must immediately shut down its transmitter, and wait 60 seconds before trying another channel. If it then comes up on another channel, and again hears a radar signal on the new channel, then it will have to repeat this process until it lands on a channel without any radar signals.

The reality is that the strict FCC rules, combined with the older technology in the PTP 600 radios, results in too much sensitivity for radar detection, which results in false positives. There really aren't any radars operating in Everett on that band (we already block access to the channels where radars do exist), but other sources of interference are being interpreted as radar signals.

Here is the channel selection chart for this radio over the past half day:

<giljedmnmknepala.png>

As you can see, there has been a lot of channel hunting today, and every one of those channel switches is causing at least a one minute outage for all of Everett. What is worse, many of the channels have considerable noise given the dense urban setting, so as these radios hunt around for radar-free channels, they are also landing on channels where noise makes it difficult to get adequate throughput.

While many of the other 5 GHz unlicensed radios that we deploy for PSnet and CIMS connections have the ability to operate in other bands where the DFS restrictions do not apply, this particular set of PTP 600 radios can only work in the DFS band.

Compounding this problem is that PTP 600 radios provide the only working PSnet link into Everett PD at this time (and it comes from what is arguably the worst site in all of PSnet, the Whidden roof). Consequently, these minimum one-minute outages shut down all traffic to Everett PD, including CIMS cameras, D-CJIS communications, BRIC CrimeView, FATPOT, and P25 Console access to the Zone 2 Core.

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To: Scott Wilder <Scott Wilder <swilder@brooklinema.gov>>
CC: Michael Kiely <Michael Kiely <mkiely@police.somerville.ma.us>>; Chuck Wade <Chuck Wade <chuck@interisle.net>>; Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>; Jim Spellman <Jim Spellman <jspellman@ftgtechnologies.com>>; Sarah Plowman <Sarah Plowman <sarah.plowman@boston.gov>>; Maywalt, Stephen; Michele Bilodeau <Michele Bilodeau <michele.bilodeau@boston.gov>>; Fred Goldstein <Fred Goldstein <Fred@Interisle.net>>; Mahoney, David A; Turner, Glenn; Rich Crehan <Rich Crehan <rcrehan@ftgtechnologies.com>>
Subject: RE: PSnet: DragonWave microwave link between Burton Faulkner and Cambridge Courthouse is down

Good afternoon,

Our tech is on his way to 40 Thorndike to replace the power supply.
Thank you Dave for getting us access to the building.

Shiro

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Cc: Michael Kiely <mkiely@police.somerville.ma.us>; Chuck Wade <chuck@interisle.net>; Eric Johnson <EJohnson@LAN-TEL.com>; Jim Spellman <jspellman@ftgtechnologies.com>; Sarah Plowman <Sarah.Plowman@Boston.gov>; Maywalt, Stephen <SMaywalt@CambridgePolice.Org>; michele.bilodeau@boston.gov; Fred Goldstein <Fred@Interisle.net>; Mahoney, David A <DAMahoney@CambridgeFire.Org>; Turner, Glenn <GTurner@CambridgeFire.Org>; Rich Crehan <rcrehan@ftgtechnologies.com>; Matt Frawley <mffrawley@ftgtechnologies.com>
Subject: RE: PSnet: DragonWave microwave link between Burton Faulkner and Cambridge Courthouse is down

Please order asap.

Scott Wilder

Sent from my Verizon 4G LTE Droid

On Dec 17, 2017 12:51 PM, Shiro Ando <sando@ftgtechnologies.com> wrote:
Hi Scott/OEM team,

We checked our warehouse, but we do not stock this particular power supply.
Would it be ok to order the power supply?
I will place the order and try the fastest shipping method once you give me the go ahead.

Thanks
Shiro

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Cc: Turner, Glenn <GTurner@CambridgeFire.Org>; Mahoney, David A <DAMahoney@CambridgeFire.Org>; Scott Wilder <swilder@brooklinema.gov>; Maywalt, Stephen <SMaywalt@CambridgePolice.Org>; Michael Kiely <mkiely@police.somerville.ma.us>; Chuck Wade <Chuck@Interisle.net>; Sarah Plowman <Sarah.Plowman@Boston.gov>; Eric Johnson <EJohnson@LAN-TEL.com>; Rich Crehan <rcrehan@ftgtechnologies.com>; Fred Goldstein <Fred@Interisle.net>; Matt Frawley <mffrawley@ftgtechnologies.com>; michele.bilodeau@boston.gov
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Jim is on site walking up
More update to follow
Thanks
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Thanks. Notifications made for access.

Glenn Turner | Wireless Telecommunications Manager
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[\(978\) 314-1800](tel:(978)314-1800) [cell]

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www.cambridgefire.org
www.cambridgepolice.org
www.cambridge911.org

On Dec 17, 2017, at 10:03 AM, Shiro Ando <sando@ftgtechnologies.com> wrote:

Hi Glenn
Jim Spellman will be there by 11am
He will be reaching out to you
Thanks
Shiro

Shiro Ando | CCIE # 12809
FTG Technologies
Vice President Engineering

On Dec 17, 2017, at 9:42 AM, Turner, Glenn <GTurner@CambridgeFire.Org> wrote:

I need to know who and when. I can make some calls.

Glenn Turner | Wireless Telecommunications Manager
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On Dec 16, 2017, at 8:34 PM, Mahoney, David A
<DAMahoney@CambridgeFire.Org> wrote:

Yes, call myself 508-843-0295 or Glenn Turner at 978-314-1800 and we
can coordinate access to the building.

David Mahoney

----- Original message -----

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Date: 12/16/17 8:15 PM (GMT-05:00)
To: Scott Wilder <swilder@brooklinema.gov>
Cc: Michael Kiely <mkiely@police.somerville.ma.us>, Chuck Wade
<Chuck@Interisle.net>, Sarah Plowman <Sarah.Plowman@Boston.gov>,
Eric Johnson <EJohnson@LAN-TEL.com>, Rich Crehan
<rcrehan@ftgtechnologies.com>, Fred Goldstein <Fred@Interisle.net>,
"Mahoney, David A" <DAMahoney@CambridgeFire.Org>, "Maywalt,
Stephen" <SMaywalt@CambridgePolice.Org>, Matt Frawley
<mfrawley@ftgtechnologies.com>
Subject: Re: PSnet: DragonWave microwave link between Burton
Faulkner and Cambridge Courthouse is down

Hi Dave/Steve,

Would you be able to help us get access to 40 Thorndike tomorrow?
Thanks
Shiro

Shiro Ando | CCIE # 12809
FTG Technologies
Vice President Engineering

On Dec 16, 2017, at 6:41 PM, Scott Wilder <swilder@brooklinema.gov> wrote:

All,
I think it would be best if FTG gets someone over to check this situation out tomorrow, opposed to waiting until Monday.
Shiro, can you dispatch a technician and coordinate with the agency's you need, to get on sight tomorrow?
It seems there could be 3 different possible issues, so let's get on top of this early tomorrow.
Thank You,
Scott

From: Michael Kiely [<mailto:mkiely@police.somerville.ma.us>]
Sent: Saturday, December 16, 2017 6:31 PM
To: Chuck Wade
Cc: Shiro Ando; Scott Wilder; Sarah Plowman; Eric Johnson; Rich Crehan; Fred Goldstein
Subject: Re: PSnet: DragonWave microwave link between Burton Faulkner and Cambridge Courthouse is down
Importance: High

Thank you Chuck, great work and communication.

Sgt. Michael Kiely
Homeland Security
Russ Joyner Sub Station
499 Artisan Way
Assembly Row
Somerville, MA 02145
(617)625-1600x7241

On Dec 16, 2017, at 6:15 PM, Chuck Wade <Chuck@Interisle.net> wrote:

Folks,

At 13:26 this afternoon, the DragonWave Horizon 18 GHz radio at Cambridge [former] Courthouse (40 Thorndike) that shoots to Burton Faulkner (25 Highland) failed. I have performed several diagnostics steps, including power cycling the failed radio, but to no affect. Based on experience with the DragonWave radios, it is likely this is due to a failed power supply. Wind or ice damage are also possible causes.

Somerville camera traffic that is normally backhauled via Burton Faulkner is now being routed via Whidden Hospital to the JFK Federal building, and from JFK to Somerville PD. This alternative path has plenty of capacity to handle all camera traffic between Burton Faulkner and Somerville PD, but we have been having some wind-related problems with the DragonWave Horizon 18 GHz radio link between JFK and Somerville PD, though our logs show no issues this afternoon.

An on-site visit to the Cambridge Courthouse site will be required to asses the problem with the failed radio. I recommend taking a replacement power supply, in case the problem is what we expect.

At this point, all services should be working, including cameras backhauled via Burton Faulkner. However, the loss of this

Courthouse<=>Burton Faulkner link does significantly reduce resilience for the PSnet backbone. Furthermore loss of the link between Burton Faulkner and Whidden would completely shut down all camera traffic that goes via Burton Faulkner, which handles the majority of Somerville cameras.

...Chuck

--

Chuck Wade, Principal
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To: Scott Wilder <swilder@brooklinema.gov>
CC: Michael Kiely <mkiely@police.somerville.ma.us>; Chuck Wade <chuck@interisle.net>; Eric Johnson <Eric.Johnson@lan-tel.com>; Jim Spellman <jspellman@ftgtechnologies.com>; Sarah Plowman <Sarah.Plowman@boston.gov>; Maywalt, Stephen; Michele Bilodeau <Michele.Bilodeau@boston.gov>; Fred Goldstein <Fred@Interisle.net>; Mahoney, David A; Turner, Glenn; Rich Crehan <rcrehan@ftgtechnologies.com>
Subject: RE: PSnet: DragonWave microwave link between Burton Faulkner and Cambridge Courthouse is down

Good afternoon,

The power supply is swapped out and the link is back up.
We confirmed we can reach the management interface and see traffic thru this link.

Thanks
Shiro

Shiro Ando | Vice President, Engineering | FTG Technologies
2 Batterymarch Park, Suite 401 | Quincy, MA 02169 | CCIE#12809
Office: 617-367-7474 | Web: www.ftgtechnologies.com | email: sando@FtgTechnologies.com



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On Dec 16, 2017, at 6:15 PM, Chuck Wade <Chuck@Interisle.net> wrote:

Folks,

At 13:26 this afternoon, the DragonWave Horizon 18 GHz radio at Cambridge [former] Courthouse (40 Thorndike) that shoots to Burton Faulkner (25 Highland) failed. I have performed several diagnostics steps, including power cycling the failed radio, but to no affect. Based on experience with the DragonWave radios, it is likely this is due to a failed power supply. Wind

or ice damage are also possible causes.

Somerville camera traffic that is normally backhauled via Burton Faulkner is now being routed via Whidden Hospital to the JFK Federal building, and from JFK to Somerville PD. This alternative path has plenty of capacity to handle all camera traffic between Burton Faulkner and Somerville PD, but we have been having some wind-related problems with the DragonWave Horizon 18 GHz radio link between JFK and Somerville PD, though our logs show no issues this afternoon.

An on-site visit to the Cambridge Courthouse site will be required to assess the problem with the failed radio. I recommend taking a replacement power supply, in case the problem is what we expect.

At this point, all services should be working, including cameras backhauled via Burton Faulkner. However, the loss of this Courthouse<=>Burton Faulkner link does significantly reduce resilience for the PSnet backbone. Furthermore loss of the link between Burton Faulkner and Whidden would completely shut down all camera traffic that goes via Burton Faulkner, which handles the majority of Somerville cameras.

...Chuck

--

Chuck Wade, Principal
Interisle Consulting Group
+1 508 435-3050 Office
+1 508 277-6439 Mobile
www.interisle.net

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From: Shiro Ando <sando@ftgtechnologies.com>
Sent: Wednesday, December 20, 2017 2:16 PM EST
To: Chuck Wade <Chuck Wade <Chuck@Interisle.net>>; Jeff Gilmore <Jeff Gilmore <jeffrey.gilmore@cityofeverett.org>>
CC: Scott Wilder <swilder@brooklinema.gov>; Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>; Sarah Plowman <Sarah Plowman <sarah.plowman@boston.gov>>; Michele Bilodeau <Michele Bilodeau <michele.bilodeau@boston.gov>>; Allen Peluso <Allen Peluso <allen.peluso@cityofeverett.org>>; Fred Goldstein <Fred Goldstein <Fred@Interisle.net>>
Subject: RE: PSnet: Everett PD microwave problems
Attachment(s): "smime.p7s"

Good afternoon,

This link is back up. It was a bad supply on this Bridgewave at Whidden.
We also connected the management interface(for some reason it was unplugged) and now reachable over the network.

Thanks
Shiro

Shiro Ando | Vice President, Engineering | FTG Technologies
2 Batterymarch Park, Suite 401 | Quincy, MA 02169 | CCIE#12809
Office: [617-367-7474](tel:617-367-7474) | Web: www.ftgtechnologies.com | email: sando@FtgTechnologies.com



From: Chuck Wade [mailto:Chuck@Interisle.net]
Sent: Wednesday, December 20, 2017 10:06 AM
To: Shiro Ando <sando@ftgtechnologies.com>; Jeff Gilmore <jeffrey.gilmore@cityofeverett.org>
Cc: Scott Wilder <swilder@brooklinema.gov>; Eric Johnson <ejohnson@lan-tel.com>; Sarah Plowman <sarah.plowman@boston.gov>; Michele Bilodeau <michele.bilodeau@boston.gov>; Allen Peluso <allen.peluso@cityofeverett.org>; Fred Goldstein <Fred@Interisle.net>
Subject: Re: PSnet: Everett PD microwave problems

Folks,

Just so there's no confusion, the BridgeWave 60 GHz radio at Whidden that shoots to Everett PD failed the morning of 19-Oct at 07:00. I had reported this link outage back in October.

Also, the team from USAi.net were only performing an assessment on 13-Dec of what would be needed to install the new AF-24 radio on Whidden. They performed a similar assessment at Soldiers' Home the same day. They could not attempt any actual installation work that day, due to the very intense winds.

The reason that the PSnet switches at Whidden took a power hit is that the batteries need to be replaced in both UPSs.

...Chuck

Chuck Wade, Principal
Interisle Consulting Group
+1 508 435-3050 Office
+1 508 277-6439 Mobile
www.interisle.net

On 12/20/17 9:39 AM, Shiro Ando wrote:

Thank you officer Gilmore
We will keep that in mind as we troubleshoot this
Shiro

On Dec 20, 2017, at 9:24 AM, Jeffrey Gilmore <jeffrey.gilmore@cityofeverett.org> wrote:

I'm sure this has nothing to do with it, but techs with USAi.net were on Whidden Hospital roof last Wednesday the 13th at 11:55 am installing microwave equipment.
Jeff

rom: Shiro Ando [mailto:sando@ftgtechnologies.com]
Sent: Wednesday, December 20, 2017 8:54 AM

To: Scott Wilder; Eric Johnson
Cc: Chuck Wade; Sarah Plowman; Michele Bilodeau; Jeffrey Gilmore; Allen Peluso; Fred Goldstein
Subject: RE: PSnet: Everett PD microwave problems

Hi Everyone,

I just talked to officer Gilmore and our tech will be there this morning to look at this.

Looks like some type of power hit 6 days ago as the switches (A & B) rebooted at the same time and the Bridgewave has been down since.

I will send an update later today

Thanks
Shiro

From: Scott Wilder [<mailto:swilder@brooklinema.gov>]
Sent: Wednesday, December 20, 2017 7:33 AM
To: Eric Johnson <ejohnson@lan-tel.com>; Shiro Ando <sando@ftgtechnologies.com>
Cc: Chuck Wade <Chuck@Interisle.net>; Sarah Plowman <sarah.plowman@boston.gov>; Michele Bilodeau <michele.bilodeau@boston.gov>; Jeff Gilmore <jeffrey.gilmore@cityofeverett.org>; Allen Peluso <Allen.Peluso@CityofEverett.org>; Fred Goldstein <Fred@Interisle.net>
Subject: RE: PSnet: Everett PD microwave problems

Eric, good point,
I think the wise course of action would be to be on sight and troubleshoot the problem, changing the entire system out, if the issues turns out to be something simple and quick does not make sense at this time. That can always be done in the future if this entire link should be replaced down the line.
Right now it sounds like it could be this... or it could be that ... lets approach this logically and find out what we have, that will dictate what gets done.

Thanks
Scott

Officer Scott Wilder
Director of Technology
Brookline Police Department
350 Washington Street
Brookline, MA. 02445-6800
Office : 617-730-2259
swilder@brooklinema.gov

From: Eric Johnson [<mailto:ejohnson@Lan-Tel.com>]
Sent: Tuesday, December 19, 2017 11:02 PM
To: Shiro Ando
Cc: Chuck Wade; Scott Wilder; Sarah Plowman; Michele Bilodeau; Jeff Gilmore; Allen Peluso; Fred Goldstein
Subject: Re: PSnet: Everett PD microwave problems
Importance: High

Chuck just a thought is maybe the power supply down or maybe a bad port on switch ?

<image001.png>

Respectfully,

Eric Johnson
Security Project Manager
1400 PROVIDENCE HIGHWAY, SUITE 3100
NORWOOD, MA 02062

M 617.785.8254
F 781.551.8667
ejohnson@lan-tel.com ♣ □

TWITTER : @ejctown

<http://linkedin.com/in/eric-johnson-9702a62b>

On Dec 19, 2017, at 10:29 PM, Shiro Ando <sando@ftgtechnologies.com> wrote:

Hi Chuck

Thanks for the info.

AF24 spec shows the beam bandwidth of less than 3 degrees and the manufacture suggests placing about 16 feet apart between two AF24s colocated on the same roof to avoid any potential co-location interference.

I can schedule a dispatch but I am not sure if that would help since this particular equipment does not seem to be a good fit for this link.

I will wait for the committee/OEMs direction on how to proceed

Thanks

Shiro

Shiro Ando | CCIE # 12809

FTG Technologies

Vice President Engineering

On Dec 19, 2017, at 6:57 PM, Chuck Wade <Chuck@Interisle.net> wrote:

Shiro,

It is helpful to know that we have another pair of AF-24s to work with. It is possible that we could use these to replace the BridgeWave 60 GHz radio link to Everett PD. However, we'll need to give this some careful consideration, since we're already using AF-24s to replace the failed BridgeWave 80 GHz link between Whidden and Soldiers' Home. The reason for caution is that the AF-24s all operate in what is effectively a single, unlicensed channel. Therefore, we need to consider the implications for having two AF-24s on the same roof.

It is possible that we can deploy two AF-24 radios at Whidden shooting to different sites, and avoid potential self-interference, but we'll need to review the path alignments and some of the technical options, such as GPS sync. However, there are other other options that can be considered, given that the distance between Whidden and Everett PD is so short (under a half mile as I recall). In this situation, multiple technologies are readily available that could work very well, and that in general would have modest costs.

Of course, if we want a good long-term solution, then fiber might also be viable and cost-justified given the short distance.

...Chuck

Chuck Wade, Principal
Interisle Consulting Group
+1 508 435-3050 Office
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On 12/19/17 5:43 PM, Shiro Ando wrote:

Thank you Chuck,

We have another set of Airfiber24. I have confirmed with Scott and Sarah to use these wherever it makes most sense.

Can we use this pair to replace the Bridgewave?

Thanks

Shiro

Shiro Ando | CCIE # 12809

FTG Technologies

Vice President Engineering

On Dec 19, 2017, at 5:37 PM, Chuck Wade <Chuck@Interisle.net> wrote:

Scott, et al.,

I wanted to note again that the BridgeWave 60 GHz radio at Whidden Hospital that shoots to Everett PD is down. This situation leaves Everett PD completely reliant on the parallel backup PTP 600 5 GHz radio link operating in the DFS band.

The operational problem with the PTP 600 model is that, since this it is only capable of operating in the Dynamic Frequency Selection (DFS) band, it is required by FCC rules to listen for radar signals, and if it hears what seems like a radar signal on its currently active channel, then the radio must immediately shut down its transmitter, and wait 60 seconds before trying another channel. If it then comes up on another channel, and again hears a radar signal on the new channel, then it will have to repeat this process until it lands on a channel without any radar signals.

The reality is that the strict FCC rules, combined with the older technology in the PTP 600 radios, results in too much sensitivity for radar detection, which results in false positives. There really aren't any radars operating in Everett on that band (we already block access to the channels where radars do exist), but other sources of interference are being interpreted as radar signals.

Here is the channel selection chart for this radio over the past half day:

<giljedmnmknepala.png>

As you can see, there has been a lot of channel hunting today, and every one of those channel switches is causing at least a one minute outage for all of Everett. What is worse, many of the channels have considerable noise given the dense urban setting, so as these radios hunt around for radar-free channels, they are also landing on channels where noise makes it difficult to get adequate throughput.

While many of the other 5 GHz unlicensed radios that we deploy for PSnet and CIMS connections have the ability to operate in other bands where the DFS restrictions do not apply, this particular set of PTP 600 radios can only work in the DFS band.

Compounding this problem is that PTP 600 radios provide the only working PSnet link into Everett PD at this time (and it comes from what is arguably the worst site in all of PSnet, the Whidden roof). Consequently, these minimum one-minute outages shut down all traffic to Everett PD, including CIMS cameras, D-CJIS communications, BRIC CrimeView, FATPOT, and P25 Console access to the Zone 2 Core.

We have raised these, and other, concerns affecting Everett many times over the past six years. We even raised concerns

back when the original backup link failed, and was replaced by Sideband with these PTP 600 radios. At that time, we sought clarification as to why less expensive radios with greater band flexibility were not used, but the response was that DFS should not be a problem. Well, as is clearly illustrated above, and for anyone who's been watching the relevant PSnet InterMapper maps today, this is an operational problem affecting services. I will acknowledge that this is not an everyday occurrence, but it is a frequent problem that can sometimes disrupt traffic many times in a day. We've been seeing channel hunting occurring nearly every day over the past week.

...Chuck

--

Chuck Wade, Principal
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From: Mary Milligan <mmilligan@lan-tel.com>

Sent: Monday, January 08, 2018 5:19 AM EST

To: Sarah Plowman <Sarah.Plowman@boston.gov>; Jessica Jones <Jessica.Jones@jessica.jones@boston.gov>

CC: Eric Johnson <Eric.Johnson@Lan-Tel.com>; Dennis Drain <Dennis.Drain@ddrain@lan-tel.com>; Jeff Bodio <Jeff.Bodio@jeffb@lan-tel.com>; Kate Waldron <Kate.Waldron@kwaldron@lan-tel.com>; Rich Ahern <Rich.Ahern@rahern@lan-tel.com>

Subject: November CIMS Billing

Attachment(s): "DOC010818-01082018051414.pdf","November 2017 CIMS Backup as of 1.3.18.xls"

Good Day,

Please see the attached invoice (9917182) and backup for CIMS work completed in November of 2017.

Feel free to reach out to me for any additional information.

Thanks

Mare



Mare Milligan

Accounting Specialist

1400 PROVIDENCE HIGHWAY, SUITE 3100
NORWOOD, MA 02062

T 781.352.4717 | F 781.551.8667

mmilligan@lan-tel.com | www.lan-tel.com

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From: Eric Johnson <ejohnson@Lan-Tel.com>
Sent: Monday, January 08, 2018 6:44 AM EST
To: sarah.plowman@boston.gov
Subject: Can you take a call today ?

□

Respectfully,

Eric Johnson
Security Project Manager
1400 PROVIDENCE HIGHWAY, SUITE 3100
NORWOOD, MA 02062

M 617.785.8254

F 781.551.8667

ejohnson@lan-tel.com ♣ □

TWITTER : @ejctown

<http://linkedin.com/in/eric-johnson-9702a62b>

www.lan-tel.com

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From: Sarah Plowman <sarah.plowman@boston.gov>
Sent: Monday, January 08, 2018 10:40 AM EST
To: Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>
Subject: Re: Can you take a call today ?

Hi Eric,

Sure. How's 1pm?

Thanks,
Sarah

On Mon, Jan 8, 2018 at 06:44 Eric Johnson <ejohnson@lan-tel.com> wrote:

Respectfully,

Eric Johnson
Security Project Manager
[1400 PROVIDENCE HIGHWAY, SUITE 3100](#)
[NORWOOD, MA 02062](#)

M 617.785.8254
F 781.551.8667
ejohnson@lan-tel.com ♣ □

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--

Sarah Plowman
Regional Planner
Mayor's Office of Emergency Management
Boston City Hall, Room 204

One City Hall Square | Boston, MA 02201
Phone: 617.635.1400
Fax: 617.635.2974

From: Eric Johnson <ejohnson@Lan-Tel.com>
Sent: Monday, January 08, 2018 10:56 AM EST
To: Sarah Plowman <Sarah Plowman <sarah.plowman@boston.gov>>
Subject: Re: Can you take a call today ?

That is perfect thanks is there a number i can call or do you want to call my cell ? 6177858254

□

Respectfully,

Eric Johnson
Security Project Manager
1400 PROVIDENCE HIGHWAY, SUITE 3100
NORWOOD, MA 02062

M 617.785.8254

F 781.551.8667

ejohnson@lan-tel.com ♣ □

TWITTER : @ejctown

<http://linkedin.com/in/eric-johnson-9702a62b>

www.lan-tel.com

FOLLOW US: [Twitter](#) | [LinkedIn](#) | [Facebook](#)

On Jan 8, 2018, at 10:41 AM, Sarah Plowman <sarah.plowman@boston.gov> wrote:

Hi Eric,

Sure. How's 1pm?

Thanks,
Sarah

On Mon, Jan 8, 2018 at 06:44 Eric Johnson <ejohnson@lan-tel.com> wrote:

□

Respectfully,

Eric Johnson
Security Project Manager
[1400 PROVIDENCE HIGHWAY, SUITE 3100](#)
[NORWOOD, MA 02062](#)

M 617.785.8254

F 781.551.8667

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Sarah Plowman

Regional Planner

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From: Sarah Plowman <sarah.plowman@boston.gov>
Sent: Monday, January 08, 2018 11:35 AM EST
To: Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>
Subject: Re: Can you take a call today ?

I can call your cell but if we miss each other somehow just call the office at 617-635-1400. Thanks!

On Mon, Jan 8, 2018 at 10:56 Eric Johnson <ejohnson@lan-tel.com> wrote:

That is perfect thanks is there a number i can call or do you want to call my cell ? 6177858254

Respectfully,

Eric Johnson
Security Project Manager
[1400 PROVIDENCE HIGHWAY, SUITE 3100](#)
[NORWOOD, MA 02062](#)

M 617.785.8254
F 781.551.8667
ejohnson@lan-tel.com ♣ □

TWITTER : @ejctown

<http://linkedin.com/in/eric-johnson-9702a62b>

www.lan-tel.com
FOLLOW US: [Twitter](#) | [LinkedIn](#) | [Facebook](#)

On Jan 8, 2018, at 10:41 AM, Sarah Plowman <sarah.plowman@boston.gov> wrote:

Hi Eric,

Sure. How's 1pm?

Thanks,
Sarah

On Mon, Jan 8, 2018 at 06:44 Eric Johnson <ejohnson@lan-tel.com> wrote:

Respectfully,

Eric Johnson
Security Project Manager
[1400 PROVIDENCE HIGHWAY, SUITE 3100](#)
[NORWOOD, MA 02062](#)

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Sarah Plowman

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Fax: 617.635.2974

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Sarah Plowman

Regional Planner
Mayor's Office of Emergency Management
Boston City Hall, Room 204

One City Hall Square | Boston, MA 02201
Phone: 617.635.1400
Fax: 617.635.2974

From: Sarah Plowman <sarah.plowman@boston.gov>
Sent: Monday, January 08, 2018 1:15 PM EST
To: Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>
CC: Jessica Jones <Jessica Jones <jessica.jones@boston.gov>>
Subject: Re: Can you take a call today ?

Thanks again for reaching out today, Eric. I've told Jess Jones about it and she'll be looking into the PO. She been with OEM since this fall and she's become the point of contact for the Critical Infrastructure subcommittee, under which the LAN-TEL camera contract falls. (She's the one who now handles paying the invoices as well.) I've copied her here so that you have her email address for future reference.

Thanks to you both!
Sarah

On Mon, Jan 8, 2018 at 12:39 PM, Eric Johnson<ejohnson@lan-tel.com> wrote:
Thanks



Respectfully,

Eric Johnson
Security Project Manager
[1400 PROVIDENCE HIGHWAY, SUITE 3100](#)
[NORWOOD, MA 02062](#)

M [617.785.8254](tel:617.785.8254)
F [781.551.8667](tel:781.551.8667)
ejohnson@lan-tel.com ☘

TWITTER : @ejctown

<http://linkedin.com/in/eric-johnson-9702a62b>

www.lan-tel.com

FOLLOW US: [Twitter](#) | [LinkedIn](#) | [Facebook](#)

On Jan 8, 2018, at 11:35 AM, Sarah Plowman <sarah.plowman@boston.gov> wrote:

I can call your cell but if we miss each other somehow just call the office a [617-635-1400](tel:617-635-1400). Thanks!

On Mon, Jan 8, 2018 at 10:56 Eric Johnson <ejohnson@lan-tel.com> wrote:

That is perfect thanks is there a number i can call or do you want to call my cell [6177858254](tel:6177858254)

Respectfully,

Eric Johnson
Security Project Manager
[1400 PROVIDENCE HIGHWAY, SUITE 3100](#)
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M [617.785.8254](#)
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On Jan 8, 2018, at 10:41 AM, Sarah Plowman <sarah.plowman@boston.gov> wrote:

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Thanks,
Sarah

On Mon, Jan 8, 2018 at 06:44 Eric Johnson <ejohnson@lan-tel.com> wrote:

Respectfully,

Eric Johnson
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Sarah Plowman

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Mayor's Office of Emergency Management
Boston City Hall, Room 204

One City Hall Square | Boston, MA 02201

Phone: 617.635.1400

Fax: 617.635.2974

From: Jessica Jones <jessica.jones@boston.gov>
Sent: Tuesday, January 09, 2018 12:44 PM EST
To: Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>
Subject: Fwd: Additional Information Requested: Brookline Police Target Hardening Project EHP

Hi Eric,

I am working with Scott to complete the Brookline Police Department front glass installation. Do you mind looking at the request below? FEMA is looking for additional information in order to move this project forward.

Thank you!

Jess

----- Forwarded message -----

From: Schey, Sonya (EPS) <sonya.schey@state.ma.us>
Date: Wed, Jan 3, 2018 at 4:05 PM
Subject: Additional Information Requested: Brookline Police Target Hardening Project EHP
To: Jessica Jones <jessica.jones@boston.gov>

Hi Jessica,

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Fax: [617.635.2974](tel:617.635.2974)

--

Jessica Jones

Regional Planner
Mayor's Office of Emergency Management
Boston City Hall, Room 204
One City Hall Square | Boston, MA 02201
Office: [617.635.1350](tel:617.635.1350)
Cell: [617.913.6063](tel:617.913.6063)
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From: Mary Milligan <mmilligan@lan-tel.com>

Sent: Wednesday, January 10, 2018 9:46 AM EST

To: Sarah Plowman <Sarah.Plowman@boston.gov>; Jessica Jones <Jessica.Jones@boston.gov>

CC: Eric Johnson <Eric.Johnson@Lan-Tel.com>; Dennis Drain <Dennis.Drain@lan-tel.com>; Jeff Bodio <Jeff.Bodio@lan-tel.com>; Kate Waldron <Kate.Waldron@lan-tel.com>; Rich Ahern <Rich.Ahern@lan-tel.com>

Subject: December CIMS Billing

Attachment(s): "DOC011018-01102018094306.pdf","December 2017 CIMS Backup 1.10.18.xls"

Good Day,

Please see the attached invoice (9917185) and backup for CIMS work completed in December of 2017.

Feel free to reach out to me for any additional information.

Thanks

Mare



Mare Milligan

Accounting Specialist

1400 PROVIDENCE HIGHWAY, SUITE 3100
NORWOOD, MA 02062

T 781.352.4717 | F 781.551.8667

mmilligan@lan-tel.com | www.lan-tel.com

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From: Jessica Jones <jessica.jones@boston.gov>

Sent: Wednesday, January 10, 2018 11:25 AM EST

To: Mary Milligan <Mary.Milligan@lan-tel.com>>

CC: Sarah Plowman <Sarah.Plowman@boston.gov>>; Eric Johnson <Eric.Johnson@lan-tel.com>>; Dennis Drain <Dennis.Drain@lan-tel.com>>; Jeff Bodio <Jeff.Bodio@lan-tel.com>>; Kate Waldron <Kate.Waldron@lan-tel.com>>; Rich Ahern <Rich.Ahern@lan-tel.com>>

Subject: Re: December CIMS Billing

Hello,

It seems as though we do not have money left on the \$300,000 PO. I put in a request for a PO and am just waiting on approval from other departments. Once that is complete, I will pay this invoice on the new PO.

Thank you.

Jess

On Wed, Jan 10, 2018 at 9:46 AM, Mary Milligan<mmilligan@lan-tel.com> wrote:

Good Day,

Please see the attached invoice (9917185) and backup for CIMS work completed in December of 2017.

Feel free to reach out to me for any additional information.

Thanks

Mare



Mare Milligan

Accounting Specialist

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Fax: [617.635.2974](tel:617.635.2974)

From: Sarah Plowman <sarah.plowman@boston.gov>
Sent: Wednesday, January 10, 2018 11:49 AM EST
To: Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>
Subject: Re: PSNET

Hi Eric,

Just as a follow up to last week's meeting, could you send me a copy of the letter you brought that day? I'd like to have an electronic version as well.

Thank you,
Sarah

On Mon, Dec 18, 2017 at 10:00 AM, Eric Johnson<ejohnson@lan-tel.com> wrote:

Sarah

Thank you very much . I look forward to the first meeting



Respectfully,

Eric Johnson
Security Project Manager
[1400 PROVIDENCE HIGHWAY, SUITE 3100](#)
[NORWOOD, MA 02062](#)

M [617.785.8254](tel:617.785.8254)

F [781.551.8667](tel:781.551.8667)

ejohnson@lan-tel.com ♣

TWITTER : @ejctown

<http://linkedin.com/in/eric-johnson-9702a62b>

www.lan-tel.com

FOLLOW US: [Twitter](#) | [LinkedIn](#) | [Facebook](#)

On Dec 18, 2017, at 9:57 AM, Sarah Plowman <sarah.plowman@boston.gov> wrote:

Eric,

Just to follow up -- I'll reach out to a handful of key Committee members to see what their availability might be for a meeting with LAN-TEL. After that point, if LAN-TEL would like to address the entire Committee, the best route forward is probably to send a letter that could potentially be discussed in executive session of the next PSnet Exec meeting in January.

Thanks again,
Sarah

On Sat, Dec 16, 2017 at 10:06 PM, Eric Johnson<ejohnson@lan-tel.com> wrote:

Sarah

Thank you for your response, I think that if we could meet before the Psnet meeting ? between the 29th thru the 5th maybe ?

Thank you again and enjoy the rest of the weekend .

Eric



Respectfully,

Eric Johnson
Security Project Manager
[1400 PROVIDENCE HIGHWAY,](#)
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[NORWOOD, MA 02062](#)

M [617.785.8254](tel:617.785.8254) | **F** [781.551.8667](tel:781.551.8667)

ejohnson@lan-tel.com ♣ |

www.lan-tel.com

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On Dec 16, 2017, at 10:02 PM, Sarah Plowman <sarah.plowman@boston.gov> wrote:

Hi Eric,

Thanks for your email. I'll forward your request to the Committee. Can you let me know what days in the coming weeks you'll be available? We do have a PSnet Exec Committee meeting scheduled for January 11. Would you like to meet between now and then? Please advise as to your preference and availability.

Thank you,
Sarah

On Sat, Dec 16, 2017 at 21:12 Eric Johnson <ejohnson@lan-tel.com> wrote:

Sarah :

Good evening and sorry to bother you on the weekend.

I am requesting a private meeting with the PSNET Committee . This is for the sole purpose to file an official grievance on the PSNET contract that FTG currently holds .

Lan -Tel Communications is subject to monitoring and providing parts to a contract that we are not responsible for.

We are thrust into moral and conscientious decisions time after time with no consequence to the incumbent network vendor of PSNET.

My patience as a team player has been exhausted since this vendor fails to deliver on basic expectations of their contract and ultimately public safety.

Please know that Lan-Tel Communications nor myself are providing any of this information to act as a watchdog to this vendor(or all vendors) nor to drive up cost to MBHSR.

We are simply providing information that is pertinent to the continuation of operations for CIMS and the PSNET network and continue to be a partner to MBHSR

We are looking for guidance and to possibly rectify this situation before something catastrophic happens with the current demonstrated inadequate system in place.

Best
Eric



Respectfully,

Eric Johnson
Security Project Manager
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Sarah Plowman
Regional Planner
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Fax: [617.635.2974](#)

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From: Eric Johnson <ejohnson@Lan-Tel.com>
Sent: Wednesday, January 10, 2018 11:52 AM EST
To: Sarah Plowman <Sarah.Plowman@boston.gov>>
Subject: Re: PSNET

will do

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Sent: Wednesday, January 10, 2018 11:49 AM
To: Eric Johnson
Subject: Re: PSNET

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Security Project Manager
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Sarah Plowman

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From: Jessica Jones <jessica.jones@boston.gov>
Sent: Wednesday, January 10, 2018 12:13 PM EST
To: Mary Milligan <Mary Milligan <mmilligan@lan-tel.com>>
CC: Sarah Plowman <Sarah Plowman <sarah.plowman@boston.gov>>; Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>; Dennis Drain <Dennis Drain <ddrain@lan-tel.com>>; Jeff Bodio <Jeff Bodio <jeffb@lan-tel.com>>; Kate Waldron <Kate Waldron <kwaldron@lan-tel.com>>; Rich Ahern <Rich Ahern <rahern@lan-tel.com>>
Subject: Re: December CIMS Billing

Hello,

I apologize. I was wondering if there is any way in which you could create two different invoices? 1 to reflect the remaining balance on the original PO (\$27.21) and the rest of the invoice for the new PO?

If not, I will look into another way to make this payment on my end.

Thank you.
Jess

On Wed, Jan 10, 2018 at 9:46 AM, Mary Milligan<mmilligan@lan-tel.com> wrote:

Good Day,

Please see the attached invoice (9917185) and backup for CIMS work completed in December of 2017.

Feel free to reach out to me for any additional information.

Thanks

Mare



Mare Milligan

Accounting Specialist

1400 PROVIDENCE HIGHWAY, SUITE 3100

NORWOOD, MA 02062

T [781.352.4717](tel:781.352.4717) F [781.551.8867](tel:781.551.8867)

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Cell: [617.913.6063](tel:617.913.6063)

Fax: [617.635.2974](tel:617.635.2974)

From: Eric Johnson <ejohnson@Lan-Tel.com>
Sent: Wednesday, January 10, 2018 12:14 PM EST
To: Jessica Jones <jessica.jones@boston.gov>>
CC: Mary Milligan <mmilligan@lan-tel.com>>; Sarah Plowman <Sarah.Plowman@sarah.plowman@boston.gov>>; Dennis Drain <ddrain@lan-tel.com>>; Jeff Bodio <Jeff.Bodio@jeffb@lan-tel.com>>; Kate Waldron <kwaldron@lan-tel.com>>; Rich Ahern <Rich.Ahern@rahern@lan-tel.com>>
Subject: Re: December CIMS Billing

Jessica
We will confer and get back to you .



Respectfully,

Eric Johnson
Security Project Manager
1400 PROVIDENCE HIGHWAY, SUITE 3100
NORWOOD, MA 02062

M 617.785.8254
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ejohnson@lan-tel.com ☘

TWITTER : @ejctown

<http://linkedin.com/in/eric-johnson-9702a62b>

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FOLLOW US: [Twitter](#) | [LinkedIn](#) | [Facebook](#)

On Jan 10, 2018, at 12:13 PM, Jessica Jones <jessica.jones@boston.gov> wrote:

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From: Jeff Bodio <jeffb@lan-tel.com>

Sent: Wednesday, January 10, 2018 1:05 PM EST

To: Eric Johnson <Eric Johnson <ejohnson@Lan-Tel.com>>; Jessica Jones <Jessica Jones <jessica.jones@boston.gov>>

CC: Mary Milligan <Mary Milligan <mmilligan@lan-tel.com>>; Sarah Plowman <Sarah Plowman

<sarah.plowman@boston.gov>>; Dennis Drain <Dennis Drain <ddrain@lan-tel.com>>; Kate Waldron <Kate Waldron

<kwaldron@lan-tel.com>>; Rich Ahern <Rich Ahern <rahern@lan-tel.com>>

Subject: RE: December CIMS Billing

Attachment(s): "DOC011018-01102018130340.pdf"

Hi Jessica

Please see the attached invoices for December

Thank you

Jeff

From: Eric Johnson

Sent: Wednesday, January 10, 2018 12:15 PM

To: Jessica Jones <jessica.jones@boston.gov>

Cc: Mary Milligan <mmilligan@lan-tel.com>; Sarah Plowman <sarah.plowman@boston.gov>; Dennis Drain <ddrain@lan-tel.com>;

Jeff Bodio <jeffb@lan-tel.com>; Kate Waldron <kwaldron@lan-tel.com>; Rich Ahern <rahern@lan-tel.com>

Subject: Re: December CIMS Billing

Jessica

We will confer and get back to you .



Respectfully,

Eric Johnson

Security Project Manager

1400 PROVIDENCE HIGHWAY, SUITE 3100

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ejohnson@lan-tel.com ☘

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Jessica Jones

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Sent: Wednesday, January 10, 2018 1:06 PM EST

To: Jeff Bodio <Jeff Bodio <jeffb@lan-tel.com>>

CC: Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>; Mary Milligan <Mary Milligan <mmilligan@lan-tel.com>>; Sarah Plowman <Sarah Plowman <sarah.plowman@boston.gov>>; Dennis Drain <Dennis Drain <ddrain@lan-tel.com>>; Kate Waldron <Kate Waldron <kwaldron@lan-tel.com>>; Rich Ahern <Rich Ahern <rahern@lan-tel.com>>

Subject: Re: December CIMS Billing

Fantastic! Thank you!

On Wed, Jan 10, 2018 at 1:05 PM, Jeff Bodio<jeffb@lan-tel.com> wrote:

Hi Jessica

Please see the attached invoices for December

Thank you

Jeff

From: Eric Johnson

Sent: Wednesday, January 10, 2018 12:15 PM

To: Jessica Jones <jessica.jones@boston.gov>

Cc: Mary Milligan <mmilligan@lan-tel.com>; Sarah Plowman <sarah.plowman@boston.gov>; Dennis Drain <ddrain@lan-tel.com>; Jeff Bodio <jeffb@lan-tel.com>; Kate Waldron <kwaldron@lan-tel.com>; Rich Ahern <rahern@lan-tel.com>

Subject: Re: December CIMS Billing

Jessica

We will confer and get back to you .



Respectfully,

Eric Johnson

Security Project Manager

1400 PROVIDENCE HIGHWAY, SUITE 3100

NORWOOD, MA 02062

M [617.785.8254](tel:617.785.8254)

F [781.551.8667](tel:781.551.8667)

ejohnson@lan-tel.com ♣️

TWITTER : @ejctown

<http://linkedin.com/in/eric-johnson-9702a62b>

www.lan-tel.com

FOLLOW US: [Twitter](#) | [LinkedIn](#) | [Facebook](#)

On Jan 10, 2018, at 12:13 PM, Jessica Jones <jessica.jones@boston.gov> wrote:

Hello,

I apologize. I was wondering if there is any way in which you could create two different invoices? 1 to reflect the remaining balance on the original PO (\$27.21) and the rest of the invoice for the new PO?

If not, I will look into another way to make this payment on my end.

Thank you.

Jess

On Wed, Jan 10, 2018 at 9:46 AM, Mary Milligan <mmilligan@lan-tel.com> wrote:

Good Day,

Please see the attached invoice (9917185) and backup for CIMS work completed in December of 2017.

Feel free to reach out to me for any additional information.

Thanks

Mare



Mare Milligan

Accounting Specialist

1400 PROVIDENCE HIGHWAY, SUITE 3100

NORWOOD, MA 02062

T [781.352.4717](tel:781.352.4717) | F [781.551.8667](tel:781.551.8667)

mmilligan@lan-tel.com | www.lan-tel.com

FOLLOW US: [Twitter](#) | [LinkedIn](#) | [Facebook](#)

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--

Jessica Jones

Regional Planner

Mayor's Office of Emergency Management

Boston City Hall, Room 204

One City Hall Square | Boston, MA 02201

Office: [617.635.1350](tel:617.635.1350)

Cell: [617.913.6063](tel:617.913.6063)

Fax: [617.635.2974](tel:617.635.2974)

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Fax: [617.635.2974](tel:617.635.2974)

From: Sarah Plowman <sarah.plowman@boston.gov>

Sent: Wednesday, January 10, 2018 1:09 PM EST

To: Jessica Jones <jessica.jones@boston.gov>

CC: Jeff Bodio <jeffb@lan-tel.com>; Eric Johnson <ejohnson@lan-tel.com>; Mary Milligan <mmilligan@lan-tel.com>; Dennis Drain <ddrain@lan-tel.com>; Kate Waldron <kwaldron@lan-tel.com>; Rich Ahern <rahern@lan-tel.com>

Subject: Re: December CIMS Billing

Mary, for future invoices, can you please remove me (Sarah Plowman --sarah.plowman@boston.gov) from this email thread? As you see, Jess will be handling the LAN-TEL invoices now.

Thanks so much!

Sarah

On Wed, Jan 10, 2018 at 1:06 PM, Jessica Jones<jessica.jones@boston.gov> wrote:

Fantastic! Thank you!

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Eric Johnson

Security Project Manager

[1400 PROVIDENCE HIGHWAY, SUITE 3100](#)

[NORWOOD, MA 02062](#)

M [617.785.8254](#)

F [781.551.8667](#)

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Jessica Jones

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--

Sarah Plowman

Regional Planner
Mayor's Office of Emergency Management
Boston City Hall, Room 204

One City Hall Square | Boston, MA 02201
Phone: 617.635.1400
Fax: 617.635.2974

From: Eric Johnson <ejohnson@Lan-Tel.com>
Sent: Wednesday, January 10, 2018 2:10 PM EST
To: sarah.plowman@boston.gov
Subject: Letter
Attachment(s): "image001.png", "ATT00001.htm", "Psnnetlantel.pdf", "ATT00002.htm"

□

Respectfully,

Eric Johnson
Security Project Manager
1400 PROVIDENCE HIGHWAY, SUITE 3100
NORWOOD, MA 02062

M 617.785.8254

F 781.551.8667

ejohnson@lan-tel.com ♣ □

TWITTER : @ejctown

<http://linkedin.com/in/eric-johnson-9702a62b>

www.lan-tel.com

FOLLOW US: [Twitter](#) | [LinkedIn](#) | [Facebook](#)

Begin forwarded message:

From: Eric Johnson <ejohnson@Lan-Tel.com>
Date: January 10, 2018 at 2:09:32 PM EST
To: Eric Johnson <ejohnson@Lan-Tel.com>

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From: Sarah Plowman <sarah.plowman@boston.gov>
Sent: Wednesday, January 10, 2018 2:12 PM EST
To: Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>
Subject: Re: Letter

Thanks, Eric!

On Wed, Jan 10, 2018 at 2:10 PM, Eric Johnson<ejohnson@lan-tel.com> wrote:

Respectfully,

Eric Johnson
Security Project Manager
1400 PROVIDENCE HIGHWAY, SUITE 3100
NORWOOD, MA 02062

M [617.785.8254](tel:617.785.8254)

F [781.551.8667](tel:781.551.8667)

ejohnson@lan-tel.com ♣ □

TWITTER : @ejctown

<http://linkedin.com/in/eric-johnson-9702a62b>

www.lan-tel.com

FOLLOW US: [Twitter](#) | [LinkedIn](#) | [Facebook](#)

Begin forwarded message:

From: Eric Johnson <ejohnson@Lan-Tel.com>
Date: January 10, 2018 at 2:09:32 PM EST
To: Eric Johnson <ejohnson@Lan-Tel.com>

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--

Sarah Plowman
Regional Planner
Mayor's Office of Emergency Management
Boston City Hall, Room 204

One City Hall Square | Boston, MA 02201

Phone: 617.635.1400
Fax: 617.635.2974

From: Sarah Plowman <sarah.plowman@boston.gov>

Sent: Wednesday, January 10, 2018 4:42 PM EST

To: Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>

CC: Michele Bilodeau <Michele Bilodeau <michele.bilodeau@boston.gov>>; Scott Wilder <Scott Wilder <swilder@brooklinema.gov>>

Subject: PSnet & LAN-TEL NOC Services

Hi Eric,

Before tomorrow's meeting, I just wanted to give you an update regarding the question of engaging LAN-TEL to provide NOC services. After further discussion with our legal counsel, it looks like we will be unable to pursue that option. As long as the current two PSnet contracts are in place with Interisle and FTG, we are unable to bring on a third vendor to provide NOC services since they are currently awarded in the two PSnet contracts.

Thanks for having been open to provide those services and for LAN-TEL's partnership with the network.

See you tomorrow at the meeting,
Sarah

--

Sarah Plowman

Regional Planner

Mayor's Office of Emergency Management

Boston City Hall, Room 204

One City Hall Square | Boston, MA 02201

Phone: 617.635.1400

Fax: 617.635.2974

From: Eric Johnson <ejohnson@Lan-Tel.com>
Sent: Wednesday, January 10, 2018 5:19 PM EST
To: Sarah Plowman <Sarah Plowman <sarah.plowman@boston.gov>>
CC: Michele Bilodeau <Michele Bilodeau <michele.bilodeau@boston.gov>>; Scott Wilder <Scott Wilder <swilder@brooklinema.gov>>
Subject: Re: PSnet & LAN-TEL NOC Services

Thank you for your response

□

Respectfully,

Eric Johnson
Security Project Manager
1400 PROVIDENCE HIGHWAY, SUITE 3100
NORWOOD, MA 02062

M 617.785.8254

F 781.551.8667

ejohnson@lan-tel.com ♣ □

TWITTER : @ejctown

<http://linkedin.com/in/eric-johnson-9702a62b>

www.lan-tel.com

FOLLOW US: [Twitter](#) | [LinkedIn](#) | [Facebook](#)

On Jan 10, 2018, at 4:42 PM, Sarah Plowman <sarah.plowman@boston.gov> wrote:

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See you tomorrow at the meeting,
Sarah

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Sarah Plowman
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Phone: 617.635.1400
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contained in, or attached to, this email is strictly prohibited. If you have received this e-mail in error, please immediately notify the sender and delete this e-mail from your computer system.

From: Eric Johnson <ejohnson@Lan-Tel.com>
Sent: Wednesday, January 10, 2018 7:38 PM EST
To: Sarah Plowman <Sarah.Plowman@boston.gov>>
CC: Michele Bilodeau <Michele.Bilodeau@boston.gov>>; Scott Wilder <Scott.Wilder@brooklinema.gov>>
Subject: Re: PSnet & LAN-TEL NOC Services

Sarah

After digesting this a bit more and I know that legal has already ruled on this. I thought that the NOC services were not awarded at this time ? I don't understand how they are in the current contracts ? Our whole meeting was about this void of service in the network . So they are being monitored 24/7 ?



Respectfully,

Eric Johnson
Security Project Manager
1400 PROVIDENCE HIGHWAY, SUITE 3100
NORWOOD, MA 02062

M 617.785.8254
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TWITTER : @ejctown

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See you tomorrow at the meeting,
Sarah

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Sarah Plowman
Regional Planner

Mayor's Office of Emergency Management
Boston City Hall, Room 204

One City Hall Square | Boston, MA 02201
Phone: 617.635.1400
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From: Eric Johnson <ejohnson@Lan-Tel.com>
Sent: Thursday, January 11, 2018 5:15 AM EST
To: Sarah Plowman <Sarah.Plowman@boston.gov>>
CC: Michele Bilodeau <Michele.Bilodeau@michele.bilodeau@boston.gov>>; Scott Wilder <Scott.Wilder@brooklinema.gov>>
Subject: Re: PSnet & LAN-TEL NOC Services

Sarah :

Sorry for the series of emails. This is only to add to the record before today's meeting and for clarity to all involved.

FTG was granted the opportunity to add a third party contractor after award.

This late addition of a third party contractor was to perform services that FTG stated in their initial signed submittal that they were proficient in performing. This act was granted after award and would be construed as a modification of the contract .

Since it appeared that precedent has been set with FTG able to easily amend a vital portion of the contract.
Boston Legal is now stating that the contract cannot be currently modified.

In essence a third party vendor was brought on to perform services that were originally promised in a legally signed document by the prime vendor , and now a third party vendor cannot be brought on to help fix an deficiency that all parties involved with this network agrees exists.

If agreed that precedent was set . Does this new legal review stand that any new modification to the contract cannot be made going forward? If so , is it subject to all vendors within this existing contract ? Or does this latest legal review just pertain to Lan-Tel Communications ?

Is this how I understand the response ?

Thanks ,
Eric



Respectfully,

Eric Johnson
Security Project Manager
1400 PROVIDENCE HIGHWAY, SUITE 3100
NORWOOD, MA 02062

M 617.785.8254
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From: Sarah Plowman <sarah.plowman@boston.gov>
Sent: Thursday, January 11, 2018 8:42 AM EST
To: Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>
CC: Michele Bilodeau <Michele Bilodeau <michele.bilodeau@boston.gov>>; Scott Wilder <Scott Wilder <swilder@brooklinema.gov>>
Subject: Re: PSnet & LAN-TEL NOC Services
Attachment(s): "IMG_0663.PNG", "IMG_0663.PNG"

Hi Eric,

No need to apologize for your emails. I appreciate your desire to gain clarity.

First let me state that I'm replying on my phone, so I apologize for the brevity here. But I did want to acknowledge your responses and at least communicate back initially.

My understanding at this point is that FTG was able to bring on a third party vendor as a subcontractor because that was an option stated originally within the RFP. However, I don't believe that there was a provision noted to allow the City of Boston to add a third party prime contractor, which is what LAN-TEL would be in this case. However, theoretically, I suppose that LAN-TEL could become a subcontractor and provide services.

Our legal counsel has just told us that Interisle is the prime contractor who has the NOC services in their award based on historical and current practice. So in light of that, we are also unable to add full NOC services to FTG's award at this time, either. Perhaps Interisle could sub NOC services, similar to how FTG has subbed microwave repair services. I say perhaps because I'm only giving my best understanding here. And I'm happy to continue this conversation with you and with our legal counsel, too.

Again, this is an initial response due to the limits of phone email, but I look forward to seeing you at the meeting today and continuing this conversation.

Thanks very much,
Sarah

On Thu, Jan 11, 2018 at 05:15 Eric Johnson <ejohnson@lan-tel.com> wrote:

Sarah :

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Is this how I understand the response ?

Thanks ,
Eric

□

Respectfully,

Eric Johnson
Security Project Manager
[1400 PROVIDENCE HIGHWAY, SUITE 3100](#)
[NORWOOD, MA 02062](#)

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www.lan-tel.com

FOLLOW US: [Twitter](#) | [LinkedIn](#) | [Facebook](#)

On Jan 10, 2018, at 4:42 PM, Sarah Plowman <sarah.plowman@boston.gov> wrote:

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Sarah

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Sarah Plowman

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Sarah Plowman

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Mayor's Office of Emergency Management
Boston City Hall, Room 204

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From: Eric Johnson <ejohnson@Lan-Tel.com>
Sent: Thursday, January 11, 2018 8:45 AM EST
To: Sarah Plowman <Sarah.Plowman@boston.gov>>
CC: Michele Bilodeau <Michele.Bilodeau@michele.bilodeau@boston.gov>>; Scott Wilder <Scott.Wilder@brooklinema.gov>>
Subject: Re: PSnet & LAN-TEL NOC Services

Thank you

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Respectfully,

Eric Johnson
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Hi Eric,

No need to apologize for your emails. I appreciate your desire to gain clarity.

First let me state that I'm replying on my phone, so I apologize for the brevity here. But I did want to acknowledge your responses and at least communicate back initially.

My understanding at this point is that FTG was able to bring on a third party vendor as a subcontractor because that was an option stated originally within the RFP. However, I don't believe that there was a provision noted to allow the City of Boston to add a third party prime contractor, which is what LAN-TEL would be in this case. However, theoretically, I suppose that LAN-TEL could become a subcontractor and provide services.

Our legal counsel has just told us that Interisle is the prime contractor who has the NOC services in their award based on historical and current practice. So in light of that, we are also unable to add full NOC services to FTG's award at this time, either. Perhaps Interisle could sub NOC services, similar to how FTG has subbed microwave repair services. I say perhaps because I'm only giving my best understanding here. And I'm happy to continue this conversation with you and with our legal counsel, too.

Again, this is an initial response due to the limits of phone email, but I look forward to seeing you at the meeting today and continuing this conversation.

Thanks very much,
Sarah

On Thu, Jan 11, 2018 at 05:15 Eric Johnson <ejohnson@lan-tel.com> wrote:

Sarah :

Sorry for the series of emails. This is only to add to the record before today's meeting and for clarity to all involved.

FTG was granted the opportunity to add a third party contractor after award.

This late addition of a third party contractor was to perform services that FTG stated in their initial signed submittal that they were proficient in performing. This act was granted after award and would be construed as a modification of the contract .

Since it appeared that precedent has been set with FTG able to easily amend a vital portion of the contract. Boston Legal is now stating that the contract cannot be currently modified.

In essence a third party vendor was brought on to perform services that were originally promised in a legally signed document by the prime vendor , and now a third party vendor cannot be brought on to help fix an deficiency that all parties involved with this network agrees exists.

If agreed that precedent was set . Does this new legal review stand that any new modification to the contract cannot be made going forward? If so , is it subject to all vendors within this existing contract ? Or does this latest legal review just pertain to Lan-Tel Communications ?

Is this how I understand the response ?

Thanks ,
Eric

□

Respectfully,

Eric Johnson
Security Project Manager
[1400 PROVIDENCE HIGHWAY, SUITE 3100](#)
[NORWOOD, MA 02062](#)

M 617.785.8254

F 781.551.8667

ejohnson@lan-tel.com ♣ □

TWITTER : @ejctown

<http://linkedin.com/in/eric-johnson-9702a62b>

www.lan-tel.com

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On Jan 10, 2018, at 7:38 PM, Eric Johnson <ejohnson@Lan-Tel.com> wrote:

Sarah

After digesting this a bit more and I know that legal has already ruled on this. I thought that the NOC services were not awarded at this time ? I don't understand how they are in the current contacts ? Our whole meeting was about this void of service in the network . So they are being monitored 24/7 ?

□

Respectfully,

Eric Johnson
Security Project Manager
[1400 PROVIDENCE HIGHWAY, SUITE 3100](#)
[NORWOOD, MA 02062](#)

M 617.785.8254

F 781.551.8667

ejohnson@lan-tel.com ♣ □

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On Jan 10, 2018, at 4:42 PM, Sarah Plowman <sarah.plowman@boston.gov> wrote:

Hi Eric,

Before tomorrow's meeting, I just wanted to give you an update regarding the question of engaging LAN-TEL to provide NOC services. After further discussion with our legal counsel, it looks like we will be unable to pursue that option. As long as the current two PSnet contracts are in place with Interisle and FTG, we are unable to bring on a third vendor to provide NOC services since they are currently awarded in the two PSnet contracts.

Thanks for having been open to provide those services and for LAN-TEL's partnership with the network.

See you tomorrow at the meeting,
Sarah

--

Sarah Plowman

Regional Planner
Mayor's Office of Emergency Management
Boston City Hall, Room 204

One City Hall Square | Boston, MA 02201
Phone: 617.635.1400
Fax: 617.635.2974

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Sarah Plowman

Regional Planner
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From: Jessica Jones <jessica.jones@boston.gov>
Sent: Thursday, January 11, 2018 4:35 PM EST
To: Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>
Subject: Re: Additional Information Requested: Brookline Police Target Hardening Project EHP

Hi Eric,

I am just following up on this. Is there any update in terms of what I can send over for FEMA's approval for this project?

Thank you!
Jess

On Tue, Jan 9, 2018 at 1:26 PM, Eric Johnson<ejohnson@lan-tel.com> wrote:
I will make it a priority

From: Jessica Jones <jessica.jones@boston.gov>
Sent: Tuesday, January 9, 2018 1:21 PM
To: Eric Johnson
Subject: Re: Additional Information Requested: Brookline Police Target Hardening Project EHP

Great, thank you! Is there any way that can be done by the end of this week by any chance?

On Tue, Jan 9, 2018 at 1:20 PM, Eric Johnson<ejohnson@lan-tel.com> wrote:
I will obtain the info

Respectfully,

Eric Johnson
Security Project Manager
[1400 PROVIDENCE HIGHWAY, SUITE 3100](#)
[NORWOOD, MA 02062](#)

M [617.785.8254](tel:617.785.8254)
F [781.551.8667](tel:781.551.8667)
ejohnson@lan-tel.com ♣ □

TWITTER : @ejctown

<http://linkedin.com/in/eric-johnson-9702a62b>

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FOLLOW US: [Twitter](#) | [LinkedIn](#) | [Facebook](#)

On Jan 9, 2018, at 12:44 PM, Jessica Jones <jessica.jones@boston.gov> wrote:

Hi Eric,

I am working with Scott to complete the Brookline Police Department front glass installation. Do you mind looking at the request below? FEMA is looking for additional information in order to move this project forward.

Thank you!

Jess

----- Forwarded message -----

From: **Schey, Sonya (EPS)** <sonya.schey@state.ma.us>

Date: Wed, Jan 3, 2018 at 4:05 PM

Subject: Additional Information Requested: Brookline Police Target Hardening Project EHP

To: Jessica Jones <jessica.jones@boston.gov>

Hi Jessica,

I received a request from FEMA for additional information on the project below:

Additional information is required before the EHP review for this project can begin:

- Provide drawings and/or labeled photographs showing the location, extent (length, width, height), and design of the proposed security glass. Indicate how the glass will be framed, attached to the counter, wall, ceiling or other.
- Provide brochures, photos, diagrams, or similar showing the appearance, color, and thickness of the proposed glass.

Please be advised that the EHP process is on hold until the additional information is received and reviewed. Let me know if you have any questions.

Thank you.

Sonya Schey

Program Coordinator

Massachusetts Executive Office of Public Safety and Security

Homeland Security Division

[12 Mercer Road](#)

[Natick, MA 01760](#)

[\(508\) 650-4577](#)

From: Jessica Jones [mailto:jessica.jones@boston.gov]

Sent: Monday, December 18, 2017 3:36 PM

To: Schey, Sonya (HLS)

Subject: Re: Brookline Police Target Hardening Project EHP

Thank you, Sonya! Crossing my fingers that it is not too complicated and it will be approved shortly!

On Mon, Dec 18, 2017 at 3:32 PM, Schey, Sonya (EPS) <sonya.schey@state.ma.us> wrote:

Thank you for the revision, I've sent your EHP off to FEMA. Not sure if I told you this or not but EHP's take about 3-4 weeks for FEMA to review and approve depending on the complexity of the project. I will send you the approval letter when I receive it and then your project can proceed.

Sonya Schey

Program Coordinator

Massachusetts Executive Office of Public Safety and Security

Homeland Security Division

[12 Mercer Road](#)

[Natick, MA 01760](#)

[\(508\) 650-4577](#)

From: Jessica Jones [mailto:jessica.jones@boston.gov]

Sent: Monday, December 18, 2017 1:15 PM

To: Schey, Sonya (HLS)

Subject: Re: Brookline Police Target Hardening Project EHP

Hi Sonya,

Please find the revised EHP attached. Thank you!

On Mon, Dec 18, 2017 at 1:10 PM, Schey, Sonya (EPS) <sonya.schey@state.ma.us> wrote:

Jessica,

As a best practice with EHP Project Descriptions please include language from the actual approved plan. It is important that we show FEMA how this project relates to Homeland Security. For example after the sentence you listed in the EHP project description, please add:

“This project will allow the jurisdictions within the Metro Boston Homeland Security Region to harden municipal critical infrastructure and municipal buildings or properties essential to the continuity of operations during critical periods or emergencies including terrorist attacks.”

If you can make that revision and then resend the EHP. Thank you.

Sonya Schey

Program Coordinator

Massachusetts Executive Office of Public Safety and Security

Homeland Security Division

[12 Mercer Road](#)

[Natick, MA 01760](#)

[\(508\) 650-4577](#)

From: Jessica Jones [mailto:jessica.jones@boston.gov]

Sent: Monday, December 18, 2017 12:58 PM

To: Schey, Sonya (HLS)

Subject: Re: Brookline Police Target Hardening Project EHP

Absolutely, please find the PJ attached (U15 2.1)

On Mon, Dec 18, 2017 at 12:41 PM, Schey, Sonya (EPS) <sonya.schey@state.ma.us> wrote:
Jessica, can you send the accompanying FY15 PJ that this project is related to. Thank you.

Sonya Schey

Program Coordinator

Massachusetts Executive Office of Public Safety and Security

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[\(508\) 650-4577](#)

From: Jessica Jones [mailto:jessica.jones@boston.gov]

Sent: Monday, December 18, 2017 10:06 AM

To: Schey, Sonya (HLS)

Subject: Brookline Police Target Hardening Project EHP

Good morning Sonya,

Attached please find the EHP for FY15 Brookline PD Target Hardening Project.

Have a good day.

--

Jessica Jones

Regional Planner

Mayor's Office of Emergency Management

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Cell: [617.913.6063](tel:617.913.6063)
Fax: [617.635.2974](tel:617.635.2974)

From: Eric Johnson <ejohnson@Lan-Tel.com>

Sent: Thursday, January 11, 2018 4:53 PM EST

To: jessica.jones@boston.gov

Subject: Fwd: Additional Information Requested: Brookline Police Target Hardening Project EHP

Attachment(s):

"IMG_0663.PNG", "ATT00001.htm", "image001.jpg", "ATT00002.htm", "image002.png", "ATT00003.htm", "image003.jpg", "ATT00004.htm", "IMG_0663.PNG", "ATT00005.htm", "Dimension drawing elevation.pdf", "ATT00006.htm", "Dimension drawing plan.pdf", "ATT00007.htm", "01.jpg", "ATT00008.htm", "02.jpg", "ATT00009.htm", "04.jpg", "ATT00010.htm", "05.jpg", "ATT00011.htm", "06.jpg", "ATT00012.htm", "07.jpg", "ATT00013.htm"

Jessica

Her it is

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Respectfully,

Eric Johnson
Security Project Manager
1400 PROVIDENCE HIGHWAY, SUITE 3100
NORWOOD, MA 02062

M 617.785.8254

F 781.551.8667

ejohnson@lan-tel.com ☛

TWITTER : @ejctown

<http://linkedin.com/in/eric-johnson-9702a62b>

www.lan-tel.com

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Begin forwarded message:

From: "Rich Hoefer" <rhoeferr@hhbuilders.com>

Date: January 11, 2018 at 2:31:14 PM EST

To: Eric Johnson <ejohnson@Lan-Tel.com>

Subject: RE: Additional Information Requested: Brookline Police Target Hardening Project EHP

Attached is what I used to order the glass and a few pictures from our site visit.

Thank You,

Richard G Hoefer Jr

Richard G Hoefer Jr

President

From: Eric Johnson [<mailto:ejohnson@Lan-Tel.com>]

Sent: Tuesday, January 09, 2018 1:28 PM

To: Rich Hoefer <rhoeferr@hhbuilders.com>

Subject: Fwd: Additional Information Requested: Brookline Police Target Hardening Project EHP

FYI

Respectfully,

Eric Johnson

Security Project Manager

1400 PROVIDENCE HIGHWAY, SUITE 3100

NORWOOD, MA 02062

M 617.785.8254

F 781.551.8667

ejohnson@lan-tel.com ☛

TWITTER : @ejctown

<http://linkedin.com/in/eric-johnson-9702a62b>

www.lan-tel.com

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Begin forwarded message:

From: Jessica Jones <jessica.jones@boston.gov>

Date: January 9, 2018 at 12:44:10 PM EST

To: Eric Johnson <ejohnson@lan-tel.com>

Subject: Fwd: Additional Information Requested: Brookline Police Target Hardening Project EHP

Hi Eric,

I am working with Scott to complete the Brookline Police Department front glass installation. Do you mind looking at the request below? FEMA is looking for additional information in order to move this

project forward.

Thank you!

Jess

----- Forwarded message -----

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Date: Wed, Jan 3, 2018 at 4:05 PM

Subject: Additional Information Requested: Brookline Police Target Hardening Project EHP

To: Jessica Jones <jessica.jones@boston.gov>

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Additional information is required before the EHP review for this project can begin:

- Provide drawings and/or labeled photographs showing the location, extent (length, width, height), and design of the proposed security glass. Indicate how the glass will be framed, attached to the counter, wall, ceiling or other.
- Provide brochures, photos, diagrams, or similar showing the appearance, color, and thickness of the proposed glass.

Please be advised that the EHP process is on hold until the additional information is received and reviewed. Let me know if you have any questions.

Thank you.

Sonya Schey

Program Coordinator

Massachusetts Executive Office of Public Safety and Security

Homeland Security Division

[12 Mercer Road](#)

[Natick, MA 01760](#)

[\(508\) 650-4577](#)

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Sent: Monday, December 18, 2017 3:36 PM

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Sonya Schey

Program Coordinator

Massachusetts Executive Office of Public Safety and Security

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[12 Mercer Road](#)

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[\(508\) 650-4577](#)

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Sonya Schey

Program Coordinator

Massachusetts Executive Office of Public Safety and Security

Homeland Security Division

[12 Mercer Road](#)

[Natick, MA 01760](#)

[\(508\) 650-4577](#)

From: Jessica Jones [mailto:jessica.jones@boston.gov]
Sent: Monday, December 18, 2017 12:58 PM
To: Schey, Sonya (HLS)
Subject: Re: Brookline Police Target Hardening Project EHP

Absolutely, please find the PJ attached (U15 2.1)

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Jessica, can you send the accompanying FY15 PJ that this project is related to. Thank you.

Sonya Schey

Program Coordinator

Massachusetts Executive Office of Public Safety and Security

Homeland Security Division

[12 Mercer Road](#)

[Natick, MA 01760](#)

[\(508\) 650-4577](#)

From: Jessica Jones [mailto:jessica.jones@boston.gov]
Sent: Monday, December 18, 2017 10:06 AM
To: Schey, Sonya (HLS)
Subject: Brookline Police Target Hardening Project EHP

Good morning Sonya,

Attached please find the EHP for FY15 Brookline PD Target Hardening Project.

Have a good day.

--

Jessica Jones

Regional Planner

Mayor's Office of Emergency Management

Boston City Hall, Room 204

One City Hall Square | Boston, MA 02201

Office Phone: [617.635.1350](tel:617.635.1350)

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From: Jessica Jones <jessica.jones@boston.gov>

Sent: Thursday, January 11, 2018 5:02 PM EST

To: Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>

Subject: Re: Additional Information Requested: Brookline Police Target Hardening Project EHP

Great thanks. Can you give an explanation in terms of how the glass will be framed / attached to the counter, wall, ceiling, or other?

Thank you,
Jess

On Thu, Jan 11, 2018 at 4:53 PM, Eric Johnson<ejohnson@lan-tel.com> wrote:

Jessica

Her it is

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Cell: [617.913.6063](tel:617.913.6063)

Fax: [617.635.2974](tel:617.635.2974)

From: Eric Johnson <ejohnson@Lan-Tel.com>
Sent: Friday, January 12, 2018 11:31 AM EST
To: Jessica Jones <Jessica Jones <jessica.jones@boston.gov>>
Subject: Re: Additional Information Requested: Brookline Police Target Hardening Project EHP

Jessica I am
Working on this sorry for delay

□

Respectfully,

Eric Johnson
Security Project Manager
1400 PROVIDENCE HIGHWAY, SUITE 3100
NORWOOD, MA 02062

M 617.785.8254

F 781.551.8667

ejohnson@lan-tel.com ♣ □

TWITTER : @ejctown

<http://linkedin.com/in/eric-johnson-9702a62b>

www.lan-tel.com

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On Jan 11, 2018, at 5:02 PM, Jessica Jones <jessica.jones@boston.gov> wrote:

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Thank you,
Jess

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Jessica
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Jessica Jones

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From: Jessica Jones <jessica.jones@boston.gov>
Sent: Friday, January 12, 2018 11:32 AM EST
To: Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>
Subject: Re: Additional Information Requested: Brookline Police Target Hardening Project EHP

No problem, thank you! Have a great weekend.

Jess

Sent from my iPhone

On Jan 12, 2018, at 11:31 AM, Eric Johnson <ejohnson@lan-tel.com> wrote:

Jessica I am
Working on this sorry for delay

□

Respectfully,

Eric Johnson
Security Project Manager
1400 PROVIDENCE HIGHWAY, SUITE 3100
NORWOOD, MA 02062

M 617.785.8254

F 781.551.8667

ejohnson@lan-tel.com ♣ □

TWITTER : @ejctown

<http://linkedin.com/in/eric-johnson-9702a62b>

www.lan-tel.com

FOLLOW US: [Twitter](#) | [LinkedIn](#) | [Facebook](#)

On Jan 11, 2018, at 5:02 PM, Jessica Jones <jessica.jones@boston.gov> wrote:

Great thanks. Can you give an explanation in terms of how the glass will be framed / attached to the counter, wall, ceiling, or other?

Thank you,
Jess

On Thu, Jan 11, 2018 at 4:53 PM, Eric Johnson<ejohnson@lan-tel.com> wrote:

Jessica
Her it is

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--

Jessica Jones

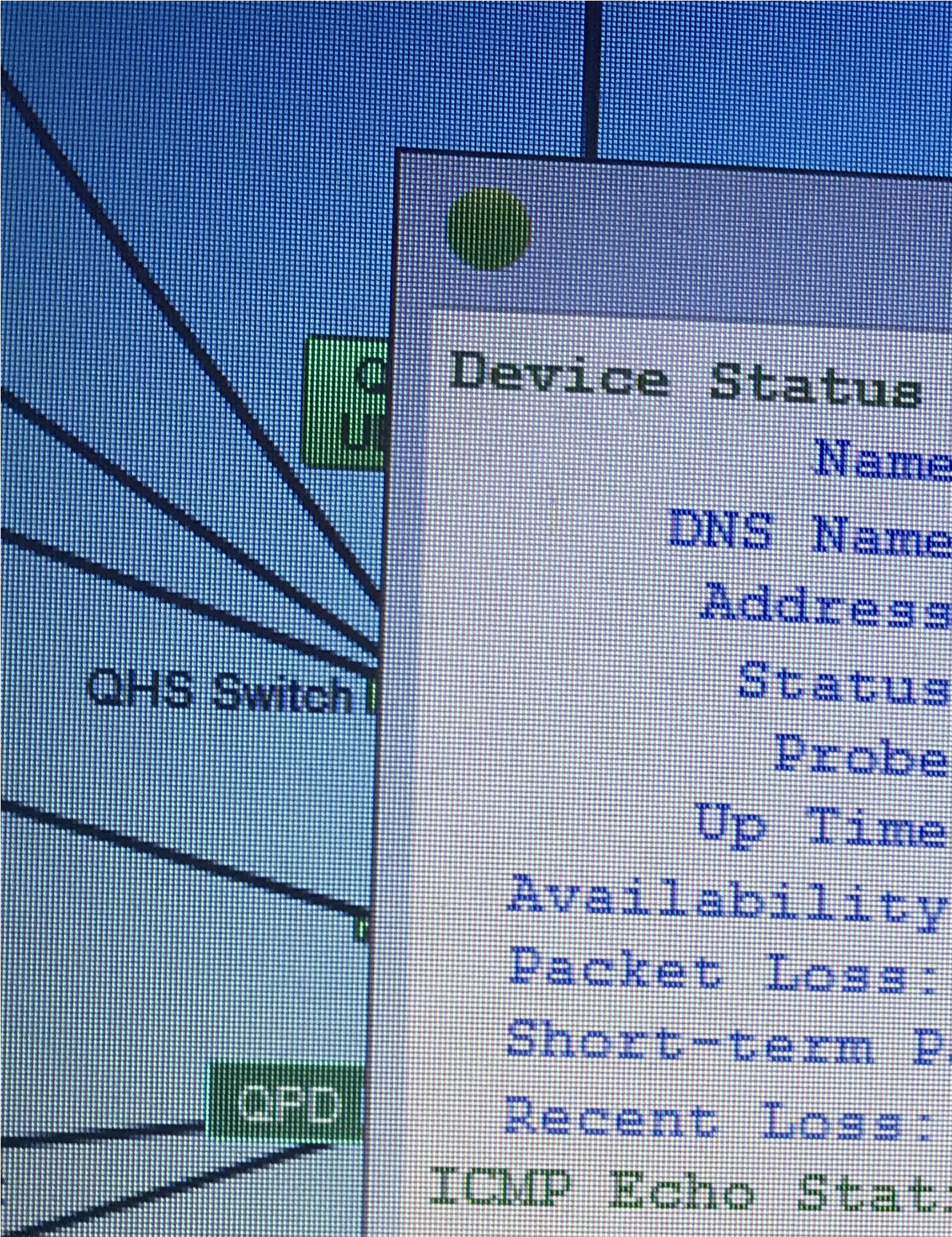
Regional Planner
Mayor's Office of Emergency Management
Boston City Hall, Room 204
One City Hall Square | Boston, MA 02201
Office: [617.635.1350](tel:617.635.1350)
Cell: [617.913.6063](tel:617.913.6063)
Fax: [617.635.2974](tel:617.635.2974)

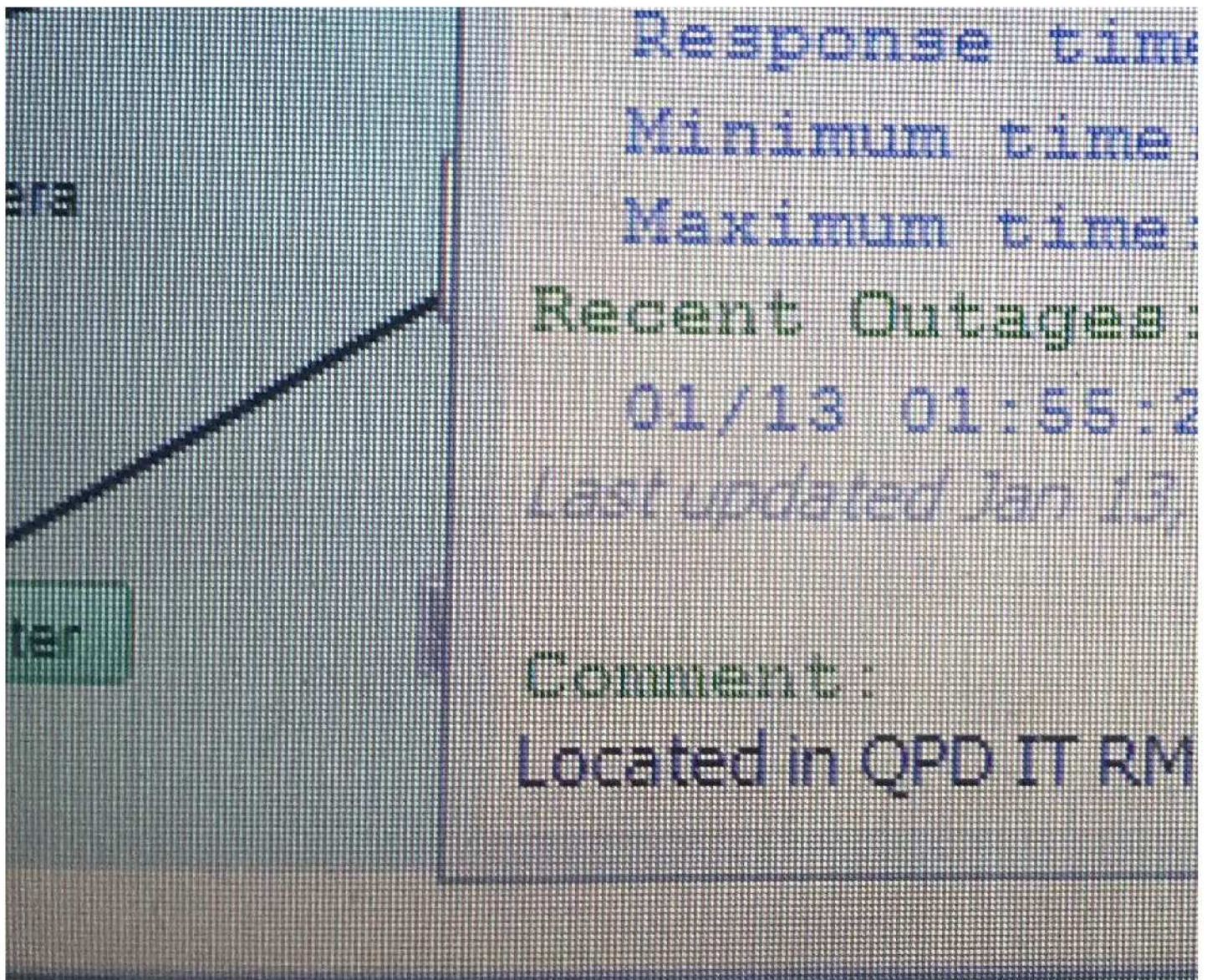
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From: Eric Johnson <ejohnson@Lan-Tel.com>
Sent: Saturday, January 13, 2018 4:10 AM EST
To: FTG NOC <FTG NOC <noc@ftgtechnologies.com>>
CC: PSNET <PSNET <psnet@ftgtechnologies.com>>; HelpDesk Account <HelpDesk Account <HelpDesk@ftgtechnologies.com>>; Susan Rennie <Susan Rennie <srennie@ftgtechnologies.com>>; Shiro Ando <Shiro Ando <sando@ftgtechnologies.com>>; Zachary Kinman <Zachary Kinman <zkinman@ftgtechnologies.com>>; Pd Quincy Joe P <Pd Quincy Joe P <jpejovich@quincyma.gov>>
Subject: Re: FTG ticket # 290231 (FW: FTG Down: DVTEL Server Switch)

All:
I have this device going down at 01:55:21 and back to normal at 01:55:42 . Everything looks normal at this time . The PSNET switch at the QHS went down for 21 seconds at same time frame and is now showing normal as well . I have added CIMS POC and QPD IT Joe Pejovich to this email for review .

Thank you
Eric Johnson





Respectfully,

Eric Johnson
Security Project Manager
1400 PROVIDENCE HIGHWAY, SUITE 3100
NORWOOD, MA 02062

M 617.785.8254
F 781.551.8667
ejohnson@lan-tel.com ✉

TWITTER : @ejdown

<http://linkedin.com/in/eric-johnson-9702a62b>

www.lan-tel.com

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On Jan 13, 2018, at 2:34 AM, FTG NOC <noc@ftgtechnologies.com> wrote:

Please note, we have created ticket # 290231 to track the alert listed below.

Thank you...

Matthew Frawley | Network Operations Center | FTG Technologies / FTG Security

2 Batterymarch Park, Suite 401 | Quincy, MA 02169
Office: 617-367-7474 | Web: www.ftgtechnologies.com | Email: mfrawley@FtgTechnologies.com

-----Original Message-----

From: intermapper@ps-net.org [<mailto:intermapper@ps-net.org>]
Sent: Saturday, January 13, 2018 2:15 AM
To: FTG NOC <noc@ftgtechnologies.com>
Subject: FTG Down: DVTEL Server Switch

01/13 02:15:01: Message from InterMapper 6.1.4 (IM at Cambridge Datacenter)

Event: Down
Name: DVTEL Server Switch
Map: Quincy S-R-F
Address: 10.0.68.254
Probe Type: Ping/Echo
Condition:
[Previous Condition was: OK]

Time since last reported down: 10 minutes, 1 second Device's up time: N/A

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From: Shiro Ando <sando@ftgtechnologies.com>
Sent: Saturday, January 13, 2018 6:16 AM EST
To: Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>
CC: FTG NOC <FTG NOC <noc@ftgtechnologies.com>>; PSNET <PSNET <PSNET@ftgtechnologies.com>>; HelpDesk Account <HelpDesk Account <HelpDesk@ftgtechnologies.com>>; Susan Rennie <Susan Rennie <srennie@ftgtechnologies.com>>; Zachary Kinman <Zachary Kinman <zkinman@ftgtechnologies.com>>; Pd Quincy Joe P <Pd Quincy Joe P <jpepjonovich@quincyma.gov>>
Subject: Re: FTG ticket # 290231 (FW: FTG Down: DVTEL Server Switch)
Attachment(s): "image1.jpeg", "IMG_0663.PNG"

Thank you Eric we will look into this.
Joe, can you confirm everything is up at this time?
Shiro

Shiro Ando | CCIE # 12809
FTG Technologies
Vice President Engineering

On Jan 13, 2018, at 4:12 AM, Eric Johnson <ejohnson@Lan-Tel.com> wrote:

All:

I have this device going down at 01:55:21 and back to normal at 01:55:42 . Everything looks normal at this time .
The PSNET switch at the QHS went down for 21 seconds at same time frame and is now showing normal as well . I have added CIMS POC and QPD IT Joe Pepjonovich to this email for review .

Thank you
Eric Johnson
<image1.jpeg>

<IMG_0663.PNG>

Respectfully,

Eric Johnson
Security Project Manager
1400 PROVIDENCE HIGHWAY, SUITE 3100
NORWOOD, MA 02062

M 617.785.8254
F 781.551.8667
ejohnson@lan-tel.com ♣ □

TWITTER : @ejctown

<http://linkedin.com/in/eric-johnson-9702a62b>

www.lan-tel.com
FOLLOW US: [Twitter](#) | [LinkedIn](#) | [Facebook](#)

On Jan 13, 2018, at 2:34 AM, FTG NOC <noc@ftgtechnologies.com> wrote:

Please note, we have created ticket # 290231 to track the alert listed below.

Thank you...

Matthew Frawley | Network Operations Center | FTG Technologies / FTG Security
2 Batterymarch Park, Suite 401 | Quincy, MA 02169
Office: 617-367-7474 | Web: www.ftgtechnologies.com | Email: mfrawley@FtgTechnologies.com

-----Original Message-----

From: intermapper@ps-net.org [<mailto:intermapper@ps-net.org>]
Sent: Saturday, January 13, 2018 2:15 AM
To: FTG NOC <noc@ftgtechnologies.com>
Subject: FTG Down: DVTEL Server Switch

01/13 02:15:01: Message from InterMapper 6.1.4 (IM at Cambridge Datacenter)

Event: Down
Name: DVTEL Server Switch
Map: Quincy S-R-F
Address: 10.0.68.254
Probe Type: Ping/Echo
Condition:
[Previous Condition was: OK]

Time since last reported down: 10 minutes, 1 second Device's up time: N/A

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From: Brett Haynes <brett.haynes@boston.gov>
Sent: Friday, August 25, 2017 11:13 AM EDT
To: Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>
CC: Linda Calnan <Linda Calnan <linda.calnan@boston.gov>>; Sarah Plowman <Sarah Plowman <sarah.plowman@boston.gov>>
Subject: Re: BPD needs 3 IPs for 3 new cameras today - Emergency Install per OEM

Thanks Eric. I know how you feel!!!

Regards,

Brett Haynes

Network Operations Manager
City of Boston, City Hall
(617) 635-2342
Brett.Haynes@Boston.Gov
Network Technical Support – W: (617) 635-2167
NOC@Boston.Gov
Department of Innovation and Technology
City of Boston, City Hall

Twitter: [@DotITNetwork](https://twitter.com/DotITNetwork)

On Fri, Aug 25, 2017 at 11:11 AM, Eric Johnson<ejohnson@lan-tel.com> wrote:

Brett

Ok sorry I didn't understand that. My apologies , I am doing this out of pocket . regardless the tech I had there was not able to perform the work the following day or for the week .I only have two techs that have performed work on BONET and 1 was on vacation, I started vacation the next day as well .I understand urgency to put on BONET but I did the best I could under circumstances to get cameras online for OEM and keep of integrity of system intact and not bring anything down with a tech unfamiliar with BONET . since EMS and OEM are housed there.

We will get there and have this on BONET , that is my goal. I thought we could do all in one day like we have before.but we couldn't , I could not get downtown to pick up this piece of equipment the same day as install.

I will let you know when we can do . It will probably be Tuesday . Will let you know Monday .

Have a great weekend

Eric



Respectfully,

Eric Johnson
Security Project Manager
1400 PROVIDENCE HIGHWAY,
SUITE 3100
NORWOOD, MA 02062

M [617.785.8254](tel:617.785.8254) | **F** [781.551.8667](tel:781.551.8667)

ejohnson@lan-tel.com ♣ |

www.lan-tel.com

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On Aug 25, 2017, at 10:55 AM, Brett Haynes <brett.haynes@boston.gov> wrote:

Eric,

You do understand that it is not a switch you had picked up, but a Juniper Copper SFP to accept the copper Cat5 connection from your camera switch.

You just have to plug it into the Juniper SFP slot that corresponds to ge-1/0/3. That is why I wanted whoever was going to be onsite to call me so I could assist with this in case there was any confusion.

Regards,

Brett Haynes

Network Operations Manager
City of Boston, City Hall
(617) 635-2342
Brett.Haynes@Boston.Gov
Network Technical Support – W: (617) 635-2167
NOC@Boston.Gov
Department of Innovation and Technology
City of Boston, City Hall

Twitter: [@DotITNetwork](https://twitter.com/DotITNetwork)

On Fri, Aug 25, 2017 at 10:08 AM, Eric Johnson<ejohnson@lan-tel.com> wrote:

Linda

Yes I understand everything .I did not anticipate having to pick up and install the switch .

Sorry for the delay



Respectfully,

Eric Johnson
Security Project Manager
1400 PROVIDENCE HIGHWAY,
SUITE 3100
NORWOOD, MA 02062

M [617.785.8254](tel:617.785.8254) | **F** [781.551.8667](tel:781.551.8667)

ejohnson@lan-tel.com ☘ |

www.lan-tel.com

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On Aug 25, 2017, at 9:59 AM, Linda Calnan <linda.calnan@boston.gov> wrote:

Eric - please move the 3 emergency cameras that were set up at the EOC from the wireless set up to the BoNet/fiber network by mid next week the latest. We want to monitor and support these cameras thru BoNet. Also, please re-IP those cameras with the BoNet IPs provided on Monday. I have cc'd OEM as this was their request.

Also - we provided the copper SFP connection that your team picked up on Wed, 8/23, and as agreed your switch will need to be Gig not 100 MB.

I have cc'd OEM as this was their request.

Please let us all know when this has been completed.

Thank you.



Linda Calnan
Sr. Project Manager | [Department of Innovation & Technology \(DoIT\)](#) | City of Boston

1 City Hall Square, Room 109
Boston, MA 02201
D: [617-635-2875](tel:617-635-2875)
C: [781-738-2020](tel:781-738-2020)
linda.calnan@boston.gov

On Fri, Aug 25, 2017 at 9:37 AM, Eric Johnson<ejohnson@lan-tel.com> wrote:

Brett I put this on wireless for now . Adding the switch threw me off for the day we put in cameras , and I already had guys scheduled other days and a couple of other fires popped up too . I took Thursday and Friday as well as Mark Savage being out on vacation I would like to do this next wed . Sorry for delay but I don't want to have someone not accustomed to working on BONET equipment and I'm not there as well .

Thank you for your help on this since this was dropped in my lap last minute



Respectfully,

Eric Johnson
Security Project Manager
1400 PROVIDENCE HIGHWAY,
SUITE 3100
NORWOOD, MA 02062

M [617.785.8254](tel:617.785.8254) | F [781.551.8667](tel:781.551.8667)

ejohnson@lan-tel.com ☘ |
www.lan-tel.com
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On Aug 25, 2017, at 9:24 AM, Brett Haynes <brett.haynes@boston.gov> wrote:

Ok, now it's Friday and connection is still showing DOWN on the Juniper MX80 and no Copper SFP has been installed yet.

Do we have a timeframe on this install? I just want to know so that I can manage my time.

Brett

Regards,

Brett Haynes

Network Operations Manager
City of Boston, City Hall
[\(617\) 635-2342](tel:6176352342)
Brett.Haynes@Boston.Gov
Network Technical Support – W: [\(617\) 635-2167](tel:6176352167)
NOC@Boston.Gov
Department of Innovation and Technology
City of Boston, City Hall

Twitter: [@DolTNetwork](https://twitter.com/DolTNetwork)

On Tue, Aug 22, 2017 at 10:43 AM, Eric Johnson<ejohnson@lan-tel.com> wrote:

Absolutely will do Brett



Respectfully,

Eric Johnson
Security Project Manager
1400 PROVIDENCE HIGHWAY,
SUITE 3100
NORWOOD, MA 02062

M [617.785.8254](tel:617.785.8254) | **F** [781.551.8667](tel:781.551.8667)

ejohnson@lan-tel.com ☛ |

www.lan-tel.com

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On Aug 22, 2017, at 10:38 AM, Brett Haynes <brett.haynes@boston.gov> wrote:

I need to know when they place that SFP in the SFP slot so I can determine if they are in the right port or not.

Please have them call me at [617-635-2342](tel:617-635-2342)

Regards,

Brett Haynes

Network Operations Manager
City of Boston, City Hall
[\(617\) 635-2342](tel:617-635-2342)
Brett.Haynes@Boston.Gov
Network Technical Support – W: [\(617\) 635-2167](tel:617-635-2167)
NOC@Boston.Gov
Department of Innovation and Technology
City of Boston, City Hall

Twitter: [@DotITNetwork](https://twitter.com/DotITNetwork)

On Tue, Aug 22, 2017 at 10:36 AM, Eric Johnson<ejohnson@lan-tel.com> wrote:

Yes Linda Im sorry , we were caught up tihs AM. I have someone who should be there very shortly

From: Linda Calnan <linda.calnan@boston.gov>

Sent: Tuesday, August 22, 2017 8:50 AM

To: Eric Johnson

Cc: Brett Haynes

Subject: Re: BPD needs 3 IPs for 3 new cameras today - Emergency Install per OEM

Morning,

Are your guys coming to pick up the SFP? It is at my desk and Brett has the port configured. We both are getting busied up for today so want to take care of this asap.

Tks.

Linda Calnan

Sr. Project Manager | [Department of Innovation & Technology \(DoIT\)](#) | City of Boston

1 City Hall Square, Room 109

Boston, MA 02201

D: [617-635-2875](tel:617-635-2875)

C: [781-738-2020](tel:781-738-2020)

linda.calnan@boston.gov

On Mon, Aug 21, 2017 at 12:08 PM, Eric Johnson<ejohnson@lan-tel.com> wrote:

I am going to try and send someone by if not today first thing AM



Respectfully,

Eric Johnson
Security Project Manager
1400 PROVIDENCE HIGHWAY,
SUITE 3100
NORWOOD, MA 02062

M [617.785.8254](tel:617.785.8254) | F [781.551.8667](tel:781.551.8667)

ejohnson@lan-tel.com ✉ |

www.lan-tel.com

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On Aug 21, 2017, at 11:33 AM, Linda Calnan
<linda.calnan@boston.gov> wrote:

I have it at my desk now. I sit next to Jerry Turner -
1st floor, room 109 at City Hall.



Linda Calnan
Sr. Project Manager | [Department of Innovation & Technology \(DoIT\)](#) | City of Boston

1 City Hall Square, Room 109
Boston, MA 02201
D: [617-635-2875](tel:617-635-2875)
C: [781-738-2020](tel:781-738-2020)
linda.calnan@boston.gov

On Mon, Aug 21, 2017 at 11:30 AM, Eric Johnson
<ejohnson@lan-tel.com> wrote:
Will do thank you



Respectfully,

Eric Johnson
Security Project Manager
1400 PROVIDENCE HIGHWAY,
SUITE 3100
NORWOOD, MA 02062

M [617.785.8254](tel:617.785.8254) | **F** [781.551.8667](tel:781.551.8667)

ejohnson@lan-tel.com ♣
www.lan-tel.com

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US: [Twitter](#) | [LinkedIn](#) | [Facebook](#)

On Aug 21, 2017, at 11:29 AM, Brett Haynes
<brett.haynes@boston.gov> wrote:

Eric,

You will need a copper Juniper SFP to
uplink your camera switch into the
Juniper MX80 at Bragdon St.

I have one available for you at City Hall,
so you can arrange to have it picked up
from Linda.

Your switch will also need to be Gig not
100 MB.

Regards,

Brett Haynes

Network Operations Manager
City of Boston, City Hall
[\(617\) 635-2342](tel:617.635.2342)
Brett.Haynes@Boston.Gov
Network Technical Support – W: [\(617\) 635-2167](tel:617.635.2167)
NOC@Boston.Gov
Department of Innovation and Technology
City of Boston, City Hall

Twitter: [@DoITNetwork](#)

On Mon, Aug 21, 2017 at 11:20 AM,
Linda Calnan

<linda.calnan@boston.gov> wrote:

Eric - this is an SFP switch you will
be connecting to so you will need
and SFP connection. Brett has them
and will drop one off at my desk. Are
you using copper cabling?

Please advise. Thanks.



Linda Calnan
Sr. Project Manager | [Department of Innovation & Technology \(DoIT\)](#) | City of Boston

1 City Hall Square, Room 109
Boston, MA 02201
D: [617-635-2875](tel:617-635-2875)
C: [781-738-2020](tel:781-738-2020)
linda.calnan@boston.gov

On Mon, Aug 21, 2017 at 11:09 AM,
Linda Calnan

<linda.calnan@boston.gov> wrote:

Here you go



Linda Calnan
Sr. Project Manager | [Department of Innovation & Technology \(DoIT\)](#) | City of Boston

1 City Hall Square, Room 109
Boston, MA 02201
D: [617-635-2875](tel:617-635-2875)
C: [781-738-2020](tel:781-738-2020)
linda.calnan@boston.gov

----- Forwarded message -----

--

From: **Brett Haynes**
<brett.haynes@boston.gov>
Date: Mon, Aug 21, 2017 at 11:03 AM
Subject: Re: BPD needs 3 IPs for 3 new cameras today - Emergency Install per OEM
To: Linda Calnan
<linda.calnan@boston.gov>
Cc: Louis Madeira
<louis.madeira@pd.boston.gov>, BoNetSupport
<BoNetSupport@cityofboston.gov>, Eric Johnson <ejohnson@lan-tel.com>

Linda,

Here is the IP addressing and port assignment.

Bragdon St Juniper MX80: Port 1/0/3
Camera IPs: 10.100.18.66 - 70
Mask: 255.255.255.224
Gateway: 10.100.18.65

Regards,

Brett Haynes

Network Operations Manager
City of Boston, City Hall
[\(617\) 635-2342](tel:617-635-2342)
Brett.Haynes@Boston.Gov
Network Technical Support – W: [\(617\) 635-2167](tel:617-635-2167)
NOC@Boston.Gov
Department of Innovation and Technology
City of Boston, City Hall

Twitter: [@DolTNetwork](https://twitter.com/DolTNetwork)



On Mon, Aug 21, 2017 at 7:54 AM, Linda Calnan

<linda.calnan@boston.gov> wrote:

Due to the recent violence on Bragdon St that happened outside of the EOC , BPD was tasked with providing camera coverage on Bragdon St and tie into BPD camera network by Superintendent Daley and OEM Director Fielding this past Friday .

BPD is requesting 3 IPs for 3 new cameras to be installed at the EOC and brought online **today** by Lan-tel.

Please call me with any questions at [617-635-2875](tel:617-635-2875).

Linda



Linda Calnan
Sr. Project Manager | [Department of Innovation & Technology \(DoIT\)](#) | City of Boston

1 City Hall Square, Room 109
Boston, MA 02201
D: [617-635-2875](tel:617-635-2875)
C: [781-738-2020](tel:781-738-2020)
linda.calnan@boston.gov

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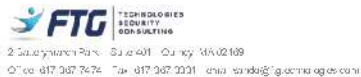
From: Shiro Ando <sando@ftgtechnologies.com>
Sent: Saturday, January 13, 2018 7:13 AM EST
To: Eric Johnson <ericjohnson@lan-tel.com>; FTG NOC <noc@ftgtechnologies.com>
CC: PSNET <PSNET@ftgtechnologies.com>; HelpDesk Account <HelpDesk@ftgtechnologies.com>; Susan Rennie <srennie@ftgtechnologies.com>; Zachary Kinman <Zachary Kinman <zkinman@ftgtechnologies.com>; Pd Quincy Joe P <jpejnovich@quincyma.gov>; Chuck Wade - Interisle (Chuck@interisle.net) <Chuck Wade - Interisle (Chuck@interisle.net) <Chuck@interisle.net>>
Subject: RE: FTG ticket # 290231 (FW: FTG Down: DVTEL Server Switch)

Good morning,

Found what it looks to be a duplicate IP 10.0.68.254; this IP is also assigned to the Quincy HS switch 6 vlan 11 interface as a virtual IP. This could be just a cosmetic issue in intermapper and the actual IP on the DVTEL switch is something different. Either way, assuming the DVTEL/FLIR server switch is a layer 2 switch, it should not be affecting any production traffic for the NVR or the cameras (unless NVR and IP cameras have the default gateway pointing to this IP and the DVTEL/FLIR switch has the same IP then routing can be an issue for those devices) We can dispatch and check the IP of this switch and if it's the same as the QHS switch then we will need to change it. If it is different, we just need to change the IP on Intermapper.

Thanks
Shiro

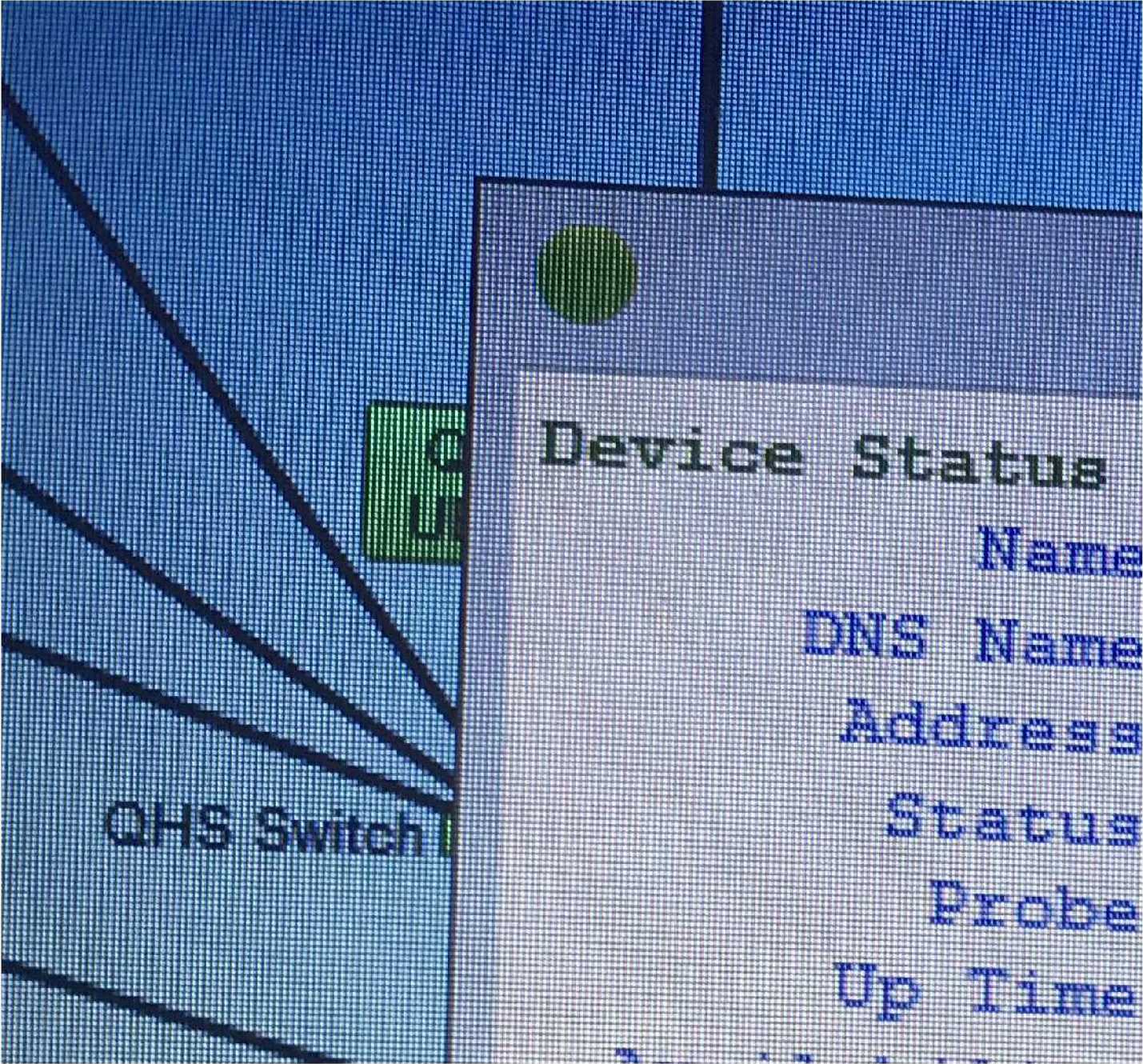
Shiro Ando | CCIE # 12809
| Vice President Engineering |



From: Eric Johnson [mailto:ericjohnson@Lan-Tel.com]
Sent: Saturday, January 13, 2018 4:11 AM
To: FTG NOC <noc@ftgtechnologies.com>
Cc: PSNET <PSNET@ftgtechnologies.com>; HelpDesk Account <HelpDesk@ftgtechnologies.com>; Susan Rennie <srennie@ftgtechnologies.com>; Shiro Ando <sando@ftgtechnologies.com>; Zachary Kinman <zkinman@ftgtechnologies.com>; Pd Quincy Joe P <jpejnovich@quincyma.gov>
Subject: Re: FTG ticket # 290231 (FW: FTG Down: DVTEL Server Switch)

All:
I have this device going down at 01:55:21 and back to normal at 01:55:42. Everything looks normal at this time. The PSNET switch at the QHS went down for 21 seconds at same time frame and is now showing normal as well. I have added CIMS POC and QPD FL Joe Pejnovich to this email for review.

Thank you
Eric Johnson



QPD

Availability

Packet Loss

Short-term

Recent Loss

ICMP Echo Stat

Response time

Minimum time

Maximum time

Recent Outages

01/13 01:55:2

Last updated Jan 13,

Comment:

Located in QPD IT RM



Respectfully,

Eric Johnson
Security Project Manager
1400 PROVIDENCE HIGHWAY, SUITE 3100
NORWOOD, MA 02062

M 617.783.8254

F 781.551.8667
ejohnson@lan-tel.com ☙

TWITTER : @ejectown

<http://linkedin.com/in/eric-johnson-9702a62b>

www.lan-tel.com

FOLLOW US: [Twitter](#) | [LinkedIn](#) | [Facebook](#)

On Jan 13, 2018, at 2:34 AM, FTG NOC <noc@ftgtechnologies.com> wrote:

Please note, we have created ticket # 290231 to track the alert listed below.

Thank you...

Matthew Frawley | Network Operations Center | FTG Technologies / FTG Security
2 Batterymarch Park, Suite 401 | Quincy, MA 02169
Office: 617-367-7474 | Web: www.ftgtechnologies.com | Email: mfrawley@FtgTechnologies.com

-----Original Message-----

From: intermapper@ps-net.org [<mailto:intermapper@ps-net.org>]

Sent: Saturday, January 13, 2018 2:15 AM

To: FTG NOC <noc@ftgtechnologies.com>

Subject: FTG Down: DVTEL Server Switch

01/13 02:15:01: Message from InterMapper 6.1.4 (IM at Cambridge Datacenter)

Event: Down
Name: DVTEL Server Switch
Map: Quincy S-R-F
Address: 10.0.68.254
Probe Type: Ping/Echo
Condition:
[Previous Condition was: OK]

Time since last reported down: 10 minutes, 1 second Device's up time: N/A

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From: Chuck Wade <Chuck@Interisle.net>
Sent: Saturday, January 13, 2018 8:09 AM EST
To: Shiro Ando <Shiro Ando <sando@ftgtechnologies.com>>; Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>; FTG NOC <FTG NOC <noc@ftgtechnologies.com>>
CC: PSNET <PSNET@ftgtechnologies.com>>; HelpDesk Account <HelpDesk Account <HelpDesk@ftgtechnologies.com>>; Susan Rennie <Susan Rennie <srennie@ftgtechnologies.com>>; Zachary Kinman <Zachary Kinman <zkinman@ftgtechnologies.com>>; Pd Quincy Joe P <Pd Quincy Joe P <jpepjonovich@quincyma.gov>>
Subject: Re: FTG ticket # 290231 (FW: FTG Down: DVTEL Server Switch)
Attachment(s): "smime.p7s"

Shiro,

Good catch. The virtual IP addresses assigned to VLAN 11 on the QncHS-SwA and QncHS-SwB were in conflict with the management interface of the NetGear DVTEL Server Switch at Quincy PD. I have fixed this.

Also, as you noted, the DVTEL Server Switch is just a layer 2 switch, and so the [REDACTED] address assigned to it was for management only.

Note that short outages of under a minute are almost always due to re-routing within PSnet, combined with the polling rate of InterMapper. Since InterMapper typically polls only every 30 seconds, it is often the case that poll responses will be lost when a re-routing event occurs. With the heavy rain last night, the microwave links into Quincy were affected around the time these problems were noted, and so the alert was not particularly significant. In reviewing the traffic charts for Quincy, I see no evidence that any services were affected, including P25 connections to the Z2 Core, or CJIS communications.

...Chuck

Chuck Wade, Principal
Interisle Consulting Group
+1 508 435-3050 Office
+1 508 277-6439 Mobile
www.interisle.net

On 1/13/18 7:13 AM, Shiro Ando wrote:

Good morning,

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We can dispatch and check the IP of this switch and if it's the same as the QHS switch then we will need to change it. If it is different, we just need to change the IP on InterMapper.

Thanks
Shiro

Shiro Ando | CCTE # 12809
| Vice President Engineering |



3 Battery March 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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Thank you
Eric Johnson



Respectfully,

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Security Project Manager
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F 781.551.8667

ejohnson@lan-tel.com ☘ |

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<http://linkedin.com/in/eric-johnson-9702a62b>

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FOLLOW US: [Twitter](#) [LinkedIn](#) [Facebook](#)

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Office: 617-367-7474 Web: www.ftgtechnologies.com Email: mfrawley@ftgtechnologies.com

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Sent: Saturday, January 13, 2018 2:15 AM

To: FTG NOC <noc@ftgtechnologies.com>

Subject: FTG Down: DVTEL Server Switch

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Event: Down

Name: DVTEL Server Switch

Map: Quincy S-R-F

Address: 10.0.68.254
Probe Type: Ping/Echo
Condition:
[Previous Condition was: OK]

Time since last reported down: 10 minutes, 1 second Device's up time: N/A

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From: Joe <jpepjonovich@quincyma.gov>
Sent: Saturday, January 13, 2018 8:52 AM EST
To: Chuck Wade <'Chuck Wade' <Chuck@Interisle.net>>; Shiro Ando <'Shiro Ando' <sando@ftgtechnologies.com>>; Eric Johnson <'Eric Johnson' <ejohnson@lan-tel.com>>; FTG NOC <'FTG NOC' <noc@ftgtechnologies.com>>
CC: PSNET <'PSNET' <PSNET@ftgtechnologies.com>>; HelpDesk Account <'HelpDesk Account' <HelpDesk@ftgtechnologies.com>>; Susan Rennie <'Susan Rennie' <srennie@ftgtechnologies.com>>; Zachary Kinman <'Zachary Kinman' <zkinman@ftgtechnologies.com>>
Subject: RE: FTG ticket # 290231 (FW: FTG Down: DVTEL Server Switch)

All's well on this end
That's for the heads up

From: Chuck Wade [mailto:Chuck@Interisle.net]
Sent: Saturday, January 13, 2018 8:09 AM
To: Shiro Ando; Eric Johnson; FTG NOC
Cc: PSNET; HelpDesk Account; Susan Rennie; Zachary Kinman; Pd Quincy Joe P
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Shiro

Shiro Ando | CCIE # 12809
| Vice President Engineering |



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

From: Eric Johnson [mailto:ejohnson@Lan-Tel.com]
Sent: Saturday, January 13, 2018 4:11 AM
To: FTG NOC <noc@ftgtechnologies.com>
Cc: PSNET <PSNET@ftgtechnologies.com>; HelpDesk Account <HelpDesk@ftgtechnologies.com>; Susan Rennie <srennie@ftgtechnologies.com>; Shiro Ando <sando@ftgtechnologies.com>; Zachary Kinman <zkinman@ftgtechnologies.com>;

Pd Quincy Joe P <jpepionovich@quincyma.gov>

Subject: Re: FTG ticket # 290231 (FW: FTG Down: DVTEL Server Switch)

All:

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Thank you
Eric Johnson



Respectfully,

Eric Johnson
Security Project Manager
1400 PROVIDENCE HIGHWAY, SUITE 3100
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M 617.785.8254

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ejohnson@lan-tel.com ♣ □

TWITTER : @ejctown

<http://linkedin.com/in/eric-johnson-9702a62b>

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FOLLOW US: [Twitter](#) | [LinkedIn](#) | [Facebook](#)

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Matthew Frawley | Network Operations Center | FTG Technologies / FTG Security

2 Batterymarch Park, Suite 401 | Quincy, MA 02169

Office: 617-367-7474 | Web: www.ftgtechnologies.com | Email: mfrawley@FtgTechnologies.com

-----Original Message-----

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To: FTG NOC <noc@ftgtechnologies.com>

Subject: FTG Down: DVTEL Server Switch

01/13 02:15:01: Message from InterMapper 6.1.4 (IM at Cambridge Datacenter)

Event: Down

Name: DVTEL Server Switch

Map: Quincy S-R-F

Address: 10.0.68.254

Probe Type: Ping/Echo

Condition:

[Previous Condition was: OK]

Time since last reported down: 10 minutes, 1 second Device's up time: N/A

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From: Eric Johnson <ejohnson@Lan-Tel.com>
Sent: Saturday, January 13, 2018 9:01 AM EST
To: Shiro Ando <Shiro Ando <sando@ftgtechnologies.com>>
CC: FTG NOC <FTG NOC <noc@ftgtechnologies.com>>; PSNET <PSNET <PSNET@ftgtechnologies.com>>; HelpDesk Account <HelpDesk Account <HelpDesk@ftgtechnologies.com>>; Susan Rennie <Susan Rennie <srennie@ftgtechnologies.com>>; Zachary Kinman <Zachary Kinman <zkinman@ftgtechnologies.com>>; Pd Quincy Joe P <Pd Quincy Joe P <jpepjonovich@quincyma.gov>>; Chuck Wade - Interisle (Chuck@Interisle.net) <Chuck Wade - Interisle (Chuck@Interisle.net) <Chuck@Interisle.net>>
Subject: Re: FTG ticket # 290231 (FW: FTG Down: DVTEL Server Switch)
Attachment(s): "image001.png", "image002.png", "image003.png"

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If anything I'm wondering if we could adjust threshold of alarm on PSNET intermapper for blips like this , and do you also get notifications that this cleared ? Should intermapper notified NOC that it went back to normal approximately 21 seconds later ?



Respectfully,

Eric Johnson
Security Project Manager
1400 PROVIDENCE HIGHWAY, SUITE 3100
NORWOOD, MA 02062

M 617.785.8254

F 781.551.8667

ejohnson@lan-tel.com ☘

TWITTER : @ejctown

<http://linkedin.com/in/eric-johnson-9702a62b>

www.lan-tel.com

FOLLOW US: [Twitter](#) | [LinkedIn](#) | [Facebook](#)

On Jan 13, 2018, at 7:12 AM, Shiro Ando <sando@ftgtechnologies.com> wrote:

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Thanks
Shiro

Shiro Ando | CCIE # 12809
| Vice President Engineering |

[FTGfullcolorlogo_442x97]
| 2 Batterymarch Park | Suite 401 | Quincy, MA 02169|
| Office: 617-367-7474 | Fax: 617-367-3331 | email sando@ftgtechnologies.com |

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To: FTG NOC <noc@ftgtechnologies.com>
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Eric Johnson
[image1.jpeg]

[cid:image003.png@01D38C3B.B6686390]

Respectfully,

Eric Johnson
Security Project Manager
1400 PROVIDENCE HIGHWAY, SUITE 3100
NORWOOD, MA 02062

M 617.785.8254
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ejohnson@lan-tel.com <<mailto:ejohnson@lan-tel.com>> ♣ □

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FOLLOW US: Twitter <<https://twitter.com/LANTELComm>> | LinkedIn <<https://www.linkedin.com/company/lan-tel-communications>> | Facebook <<https://www.facebook.com/LANTELCommunicationsInc/>>

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mfrawley@FtgTechnologies.com<<mailto:mfrawley@FtgTechnologies.com>>

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Sent: Saturday, January 13, 2018 2:15 AM
To: FTG NOC <noc@ftgtechnologies.com<<mailto:noc@ftgtechnologies.com>>>
Subject: FTG Down: DVTEL Server Switch

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Event: Down
Name: DVTEL Server Switch
Map: Quincy S-R-F
Address: 10.0.68.254
Probe Type: Ping/Echo
Condition:
[Previous Condition was: OK]

Time since last reported down: 10 minutes, 1 second Device's up time: N/A

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<image001.png>

<image002.jpg>

<image003.png>

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From: Shiro Ando <sando@ftgtechnologies.com>
Sent: Saturday, January 13, 2018 12:13 PM EST
To: Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>
CC: FTG NOC <FTG NOC <noc@ftgtechnologies.com>>; PSNET <PSNET <PSNET@ftgtechnologies.com>>; HelpDesk Account <HelpDesk Account <HelpDesk@ftgtechnologies.com>>; Susan Rennie <Susan Rennie <srennie@ftgtechnologies.com>>; Zachary Kinman <Zachary Kinman <zkinman@ftgtechnologies.com>>; Pd Quincy Joe P <Pd Quincy Joe P <jpepjonovich@quincyma.gov>>; Chuck Wade - Interisle (Chuck@Interisle.net) <Chuck Wade - Interisle (Chuck@Interisle.net) <Chuck@Interisle.net>>
Subject: RE: FTG ticket # 290231 (FW: FTG Down: DVTEL Server Switch)

Hi Eric,

The duplicate IP issue is all set now and there is no need to change the IP on the netgear switch at the QPD.

Our NOC is instructed to wait 15 minutes after the alarm is received to generate and distribute a service ticket. In this case we got the initial down alarm at 2:04am and alarm clear notification at 2:05am so we did not create a ticket at this time. We then received the 2nd alarm at 2:17am and never cleared so our NOC created a ticket and distributed around 2:36am. For some reason we never received the all clear for the 2nd alarm, but we know everything is backup.

Thanks
Shiro

Shiro Ando | CCIE # 12809
| Vice President Engineering |



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

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NORWOOD, MA 02062

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[FTGfullcolorlogo_442x97]

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[image1.jpeg]

[[cid:image003.png@01D38C3B.B6686390](#)]

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Security Project Manager
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NORWOOD, MA 02062

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ejohnson@lan-tel.com <<mailto:ejohnson@lan-tel.com>> ♣□

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On Jan 13, 2018, at 2:34 AM, FTG NOC <noc@ftgtechnologies.com> <<mailto:noc@ftgtechnologies.com>>> wrote:
Please note, we have created ticket # 290231 to track the alert listed below.

Thank you...

Matthew Frawley | Network Operations Center | FTG Technologies / FTG Security
2 Batterymarch Park, Suite 401 | Quincy, MA 02169
Office: 617-367-7474 | Web: www.ftgtechnologies.com <<http://www.ftgtechnologies.com>> | Email:
mfrawley@FtgTechnologies.com <<mailto:mfrawley@FtgTechnologies.com>>

-----Original Message-----

From: intermapper@ps-net.org <<mailto:intermapper@ps-net.org>> [<mailto:intermapper@ps-net.org>]

Sent: Saturday, January 13, 2018 2:15 AM

To: FTG NOC <noc@ftgtechnologies.com> <<mailto:noc@ftgtechnologies.com>>>

Subject: FTG Down: DVTEL Server Switch

01/13 02:15:01: Message from InterMapper 6.1.4 (IM at Cambridge Datacenter)

Event: Down

Name: DVTEL Server Switch

Map: Quincy S-R-F

Address: 10.0.68.254

Probe Type: Ping/Echo

Condition:

[Previous Condition was: OK]

Time since last reported down: 10 minutes, 1 second Device's up time: N/A

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<image001.png>

<image002.jpg>

<image003.png>

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your computer system.

From: Eric Johnson <ejohnson@Lan-Tel.com>
Sent: Saturday, January 13, 2018 1:20 PM EST
To: Shiro Ando <sando@ftgtechnologies.com>
CC: FTG NOC <noc@ftgtechnologies.com>; PSNET <PSNET@ftgtechnologies.com>; HelpDesk Account <HelpDesk@ftgtechnologies.com>; Susan Rennie <srennie@ftgtechnologies.com>; Zachary Kinman <zkinman@ftgtechnologies.com>; Pd Quincy Joe P <jpepjonovich@quincyma.gov>; Chuck Wade - Interisle (Chuck@Interisle.net) <Chuck@Interisle.net>
Subject: Re: FTG ticket # 290231 (FW: FTG Down: DVTEL Server Switch)

thank you

From: Shiro Ando <sando@ftgtechnologies.com>
Sent: Saturday, January 13, 2018 12:13 PM
To: Eric Johnson
Cc: FTG NOC; PSNET; HelpDesk Account; Susan Rennie; Zachary Kinman; Pd Quincy Joe P; Chuck Wade - Interisle (Chuck@Interisle.net)
Subject: RE: FTG ticket # 290231 (FW: FTG Down: DVTEL Server Switch)

Hi Eric,

The duplicate IP issue is all set now and there is no need to change the IP on the netgear switch at the QPD.

Our NOC is instructed to wait 15 minutes after the alarm is received to generate and distribute a service ticket. In this case we got the initial down alarm at 2:04am and alarm clear notification at 2:05am so we did not create a ticket at this time. We then received the 2nd alarm at 2:17am and never cleared so our NOC created a ticket and distributed around 2:36am. For some reason we never received the all clear for the 2nd alarm, but we know everything is backup.

Thanks
Shiro

Shiro Ando | CCIE # 12809
| Vice President Engineering |



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

From: Eric Johnson [mailto:ejohnson@Lan-Tel.com]
Sent: Saturday, January 13, 2018 9:02 AM
To: Shiro Ando <sando@ftgtechnologies.com>
Cc: FTG NOC <noc@ftgtechnologies.com>; PSNET <PSNET@ftgtechnologies.com>; HelpDesk Account <HelpDesk@ftgtechnologies.com>; Susan Rennie <srennie@ftgtechnologies.com>; Zachary Kinman <zkinman@ftgtechnologies.com>; Pd Quincy Joe P <jpepjonovich@quincyma.gov>; Chuck Wade - Interisle (Chuck@Interisle.net) <Chuck@Interisle.net>
Subject: Re: FTG ticket # 290231 (FW: FTG Down: DVTEL Server Switch)

From my map, I have the QHS switch as [REDACTED] and [REDACTED] as the switch at PD. I would think we could change the PD switch to another IP address if there is a duplicate. It has been this way for awhile. But not my call since this all on the backhaul side. All my equipment is up at this time. Nothing has dropped since initial alarm at 0:1:55.

If anything I'm wondering if we could adjust threshold of alarm on PSNET intermapper for blips like this, and do you also get notifications that this cleared? Should intermapper notified NOC that it went back to normal approximately 21 seconds later?



Respectfully,

Eric Johnson
Security Project Manager
1400 PROVIDENCE HIGHWAY, SUITE 3100
NORWOOD, MA 02062

M 617.785.8254
F 781.551.8667
ejohnson@lan-tel.com ☛

TWITTER : @ejctown

<http://linkedin.com/in/eric-johnson-9702a62b>

www.lan-tel.com

FOLLOW US: [Twitter](#) | [LinkedIn](#) | [Facebook](#)

On Jan 13, 2018, at 7:12 AM, Shiro Ando <sando@ftgtechnologies.com> wrote:

Good morning,

Found what it looks to be a duplicate IP 10.0.68.254, this IP is also assigned to the Quincy HS switch B vlan 11 interface as a virtual IP.

This could be just a cosmetic issue in intermapper and the actual IP on the DVTEL switch is something different. Either way, assuming the DVTEL/FLIR server switch is a layer 2 switch, it should not be affecting any production traffic for the NVR or the cameras (unless NVR and IP cameras have the default gateway pointing to this IP and the DVTEL/FLIR switch has the same IP then routing can be an issue for those devices)

We can dispatch and check the IP of this switch and if it's the same as the QHS switch then we will need to change it. If it is different, we just need to change the IP on Intermapper.

Thanks
Shiro

Shiro Ando | CCIE # 12809
| Vice President Engineering |

[FTGfullcolorlogo_442x97]
| 2 Batterymarch Park | Suite 401 | Quincy, MA 02169|
| Office: 617-367-7474 | Fax: 617-367-3331 | email: sando@ftgtechnologies.com |

From: Eric Johnson [<mailto:ejohnson@Lan-Tel.com>]
Sent: Saturday, January 13, 2018 4:11 AM
To: FTG NOC <noc@ftgtechnologies.com>
Cc: PSNET <PSNET@ftgtechnologies.com>; HelpDesk Account <HelpDesk@ftgtechnologies.com>; Susan Rennie <srennie@ftgtechnologies.com>; Shiro Ando <sando@ftgtechnologies.com>; Zachary Kinman <zkinman@ftgtechnologies.com>; Pd Quincy Joe P <jpepionovich@quincyma.gov>
Subject: Re: FTG ticket # 290231 (FW: FTG Down: DVTEL Server Switch)

All:

I have this device going down at 01:55:21 and back to normal at 01:55:42 . Everything looks normal at this time . The PSNET switch at the QHS went down for 21 seconds at same time frame and is now showing normal as well . I have added CIMS POC and QPD IT Joe Pepjonovich to this email for review .

Thank you
Eric Johnson
[image1.jpeg]

[cid:image003.png@01D38C3B.B6686390]

Respectfully,

Eric Johnson
Security Project Manager
1400 PROVIDENCE HIGHWAY, SUITE 3100
NORWOOD, MA 02062

M 617.785.8254
F 781.551.8667
ejohnson@lan-tel.com <<mailto:ejohnson@lan-tel.com>> ♣

TWITTER : @ejctown

<http://linkedin.com/in/eric-johnson-9702a62b>
www.lan-tel.com <<http://www.lan-tel.com>>

FOLLOW US: Twitter <<https://twitter.com/LANTELComm>> | LinkedIn <<https://www.linkedin.com/company/lan-tel-communications>> | Facebook <<https://www.facebook.com/LANTELCommunicationsInc/>>

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Office: 617-367-7474 | Web: www.ftgtechnologies.com <<http://www.ftgtechnologies.com>> | Email:
mfrawley@FtgTechnologies.com <<mailto:mfrawley@FtgTechnologies.com>>

-----Original Message-----

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Sent: Saturday, January 13, 2018 2:15 AM
To: FTG NOC <noc@ftgtechnologies.com> <<mailto:noc@ftgtechnologies.com>>>
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Event: Down
Name: DVTEL Server Switch
Map: Quincy S-R-F
Address: 10.0.68.254
Probe Type: Ping/Echo
Condition:
[Previous Condition was: OK]

Time since last reported down: 10 minutes, 1 second Device's up time: N/A
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<image001.png>

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From: Eric Johnson <ejohnson@Lan-Tel.com>

Sent: Monday, January 15, 2018 5:20 AM EST

To: PSNET@ftgtechnologies.com

CC: sando@ftgtechnologies.com; sarah.plowman@boston.gov; Michael Kiely <Michael Kiely <mkiely@police.somerville.ma.us>>; Chuck Wade <Chuck Wade <Chuck@Interisle.net>>; michele.bilodeau@boston.gov; Shawn <RomanoskiS. bpd@cityofboston. gov> Romanoski; GTurner@CambridgeFire.Org; HelpDesk@ftgtechnologies.com; noc@ftgtechnologies.com; Scott Wilder <Scott Wilder <swilder@brooklinema.gov>>

Subject: Cambridge Courthouse

Just an FYI to all . I see that the Cambridge CH to Schroeder Plaza link is reporting down on my map .
It has been down for a little over an hour (4:05 :59)

Thank you



Respectfully,

Eric Johnson
Security Project Manager
1400 PROVIDENCE HIGHWAY, SUITE 3100
NORWOOD, MA 02062

M 617.785.8254

F 781.551.8667

ejohnson@lan-tel.com ☘

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From: Shiro Ando <sando@ftgtechnologies.com>

Sent: Monday, January 15, 2018 6:08 AM EST

To: Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>

CC: PSNET <PSNET <PSNET@ftgtechnologies.com>>; Sarah Plowman <Sarah Plowman <sarah.plowman@boston.gov>>; Michael Kiely <Michael Kiely <mkiely@police.somerville.ma.us>>; Chuck Wade <Chuck Wade <Chuck@Interisle.net>>; Michele Bilodeau <Michele Bilodeau <michele.bilodeau@boston.gov>>; Shawn <RomanoskiS. bpd@cityofboston. gov> Romanoski; GTurner@CambridgeFire.Org; HelpDesk Account <HelpDesk Account <HelpDesk@ftgtechnologies.com>>; FTG NOC <FTG NOC <noc@ftgtechnologies.com>>; Scott Wilder <Scott Wilder <swilder@brooklinema.gov>>

Subject: Re: Cambridge Courthouse

Attachment(s): "IMG_0663.PNG"

Thank you Eric
We will look into this
Shiro

Shiro Ando | CCIE # 12809

FTG Technologies

Vice President Engineering

On Jan 15, 2018, at 5:22 AM, Eric Johnson <ejohnson@Lan-Tel.com> wrote:

Just an FYI to all . I see that the Cambridge CH to Schroeder Plaza link is reporting down on my map .
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Thank you



Respectfully,

Eric Johnson
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contents of this email or the information contained in, or attached to, this email is strictly prohibited. If you have received this e-mail in error, please immediately notify the sender and delete this e-mail from your computer system.

From: Michael Kiely <mkiely@police.somerville.ma.us>

Sent: Monday, January 15, 2018 6:28 AM EST

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

CC: Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>; PSNET <PSNET <PSNET@ftgtechnologies.com>>; Sarah Plowman <Sarah Plowman <sarah.plowman@boston.gov>>; Chuck Wade <Chuck Wade <Chuck@Interisle.net>>; Michele Bilodeau <Michele Bilodeau <michele.bilodeau@boston.gov>>; Shawn <RomanoskiS.bpd@cityofboston.gov> Romanoski; GTurner@CambridgeFire.Org; HelpDesk Account <HelpDesk Account <HelpDesk@ftgtechnologies.com>>; FTG NOC <FTG NOC <noc@ftgtechnologies.com>>; Scott Wilder <Scott Wilder <swilder@brooklinema.gov>>

Subject: Re: Cambridge Courthouse

Scott is away on vacation. Please advise and Glen and I will make the appropriate decisions collectively.
Thank you,

Sgt. Michael Kiely
Homeland Security
Russ Joyner Sub Station
499 Artisan Way
Assembly Row
Somerville, MA 02145
(617)625-1600x7241

On Jan 15, 2018, at 6:06 AM, Shiro Ando <sando@ftgtechnologies.com> wrote:

Thank you Eric
We will look into this
Shiro

Shiro Ando | CCIE # 12809
FTG Technologies
Vice President Engineering

On Jan 15, 2018, at 5:22 AM, Eric Johnson <ejohnson@Lan-Tel.com> wrote:

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Respectfully,

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<IMG_0663.PNG>

From: Turner, Glenn <GTurner@CambridgeFire.Org>

Sent: Monday, January 15, 2018 6:33 AM EST

To: Michael Kiely <Michael Kiely <mkiely@police.somerville.ma.us>; Shiro Ando <Shiro Ando <sando@ftgtechnologies.com>>

CC: Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>; PSNET <PSNET <PSNET@ftgtechnologies.com>>; Sarah Plowman <Sarah Plowman <sarah.plowman@boston.gov>>; Chuck Wade <Chuck Wade <Chuck@Interisle.net>>; Michele Bilodeau <Michele Bilodeau <michele.bilodeau@boston.gov>>; Shawn <RomanoskiS. bpd@cityofboston. gov> Romanoski; HelpDesk Account < HelpDesk Account <HelpDesk@ftgtechnologies.com>>; FTG NOC <FTG NOC <noc@ftgtechnologies.com>>; Scott Wilder <Scott Wilder <swilder@brooklinema.gov>>

Subject: RE: Cambridge Courthouse

Let me know what you need on my end.

Thanks,

Glenn

From: Michael Kiely [mailto:mkiely@police.somerville.ma.us]

Sent: Monday, January 15, 2018 6:29 AM

To: Shiro Ando <sando@ftgtechnologies.com>

Cc: Eric Johnson <ejohnson@lan-tel.com>; PSNET <PSNET@ftgtechnologies.com>; Sarah Plowman <sarah.plowman@boston.gov>; Chuck Wade <Chuck@Interisle.net>; Michele Bilodeau <michele.bilodeau@boston.gov>; Shawn <RomanoskiS. bpd@cityofboston. gov> Romanoski <shawn.romanoski@pd.boston.gov>; Turner, Glenn <GTurner@CambridgeFire.Org>; HelpDesk Account <HelpDesk@ftgtechnologies.com>; FTG NOC <noc@ftgtechnologies.com>; Scott Wilder <swilder@brooklinema.gov>

Subject: Re: Cambridge Courthouse

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499 Artisan Way
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(617)625-1600x7241

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Shiro

Shiro Ando | CCIE # 12809
FTG Technologies
Vice President Engineering

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It has been down for a little over an hour (4:05 :59)

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<IMG_0663.PNG>

From: Shiro Ando <sando@ftgtechnologies.com>

Sent: Monday, January 15, 2018 6:44 AM EST

To: Michael Kiely <Michael Kiely <mkiely@police.somerville.ma.us>>

CC: Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>; PSNET <PSNET@ftgtechnologies.com>; Sarah Plowman <Sarah Plowman <sarah.plowman@boston.gov>>; Chuck Wade <Chuck Wade <Chuck@Interisle.net>>; Michele Bilodeau <Michele Bilodeau <michele.bilodeau@boston.gov>>; Shawn <RomanoskiS. bpd@cityofboston. gov> Romanoski; GTurner@CambridgeFire.Org; HelpDesk Account <HelpDesk Account <HelpDesk@ftgtechnologies.com>>; FTG NOC <FTG NOC <noc@ftgtechnologies.com>>; Scott Wilder < Scott Wilder <swilder@brooklinema.gov>>

Subject: RE: Cambridge Courthouse

Good morning Sgt Kiely,

Looks like the Dragonwave at Cambridge Courthouse is down.

We can send a tech out with the spare power supply.

Shiro

Shiro Ando | CCIE # 12809

| Vice President Engineering |



| 2 Batterymarch Park | Suite 401 | Quincy, MA 02169 |

| Office: 617-367-7474 | Fax: 617-367-3331 | email:sando@ftgtechnologies.com |

From: Michael Kiely [mailto:mkiely@police.somerville.ma.us]

Sent: Monday, January 15, 2018 6:29 AM

To: Shiro Ando <sando@ftgtechnologies.com>

Cc: Eric Johnson <ejohnson@lan-tel.com>; PSNET <PSNET@ftgtechnologies.com>; Sarah Plowman <sarah.plowman@boston.gov>; Chuck Wade <Chuck@Interisle.net>; Michele Bilodeau <michele.bilodeau@boston.gov>; Shawn <RomanoskiS. bpd@cityofboston. gov> Romanoski <shawn.romanoski@pd.boston.gov>; GTurner@CambridgeFire.Org; HelpDesk Account <HelpDesk@ftgtechnologies.com>; FTG NOC <noc@ftgtechnologies.com>; Scott Wilder <swilder@brooklinema.gov>

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Vice President Engineering

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ejohnson@lan-tel.com ♣ □

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<IMG_0663.PNG>

From: Turner, Glenn <GTurner@CambridgeFire.Org>
Sent: Monday, January 15, 2018 6:44 AM EST
To: Shiro Ando <Shiro Ando <sando@ftgtechnologies.com>>
CC: Michael Kiely <Michael Kiely <mkiely@police.somerville.ma.us>>; Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>; PSNET <PSNET <PSNET@ftgtechnologies.com>>; Sarah Plowman <Sarah Plowman <sarah.plowman@boston.gov>>; Chuck Wade <Chuck Wade <Chuck@Interisle.net>>; Michele Bilodeau <Michele Bilodeau <michele.bilodeau@boston.gov>>; Shawn <RomanoskiS. bpd@cityofboston. gov> Romanoski; HelpDesk Account <HelpDesk Account <HelpDesk@ftgtechnologies.com>>; FTG NOC <FTG NOC <noc@ftgtechnologies.com>>; Scott Wilder < Scott Wilder <swilder@brooklinema.gov>>
Subject: Re: Cambridge Courthouse
Attachment(s): "image001.png","image002.png"

Morning Shiro,

Let me know who the tech is and an approximate ETA please.

I'll call it in to the Security folks.

Thanks,

[Glenn Turner](#) | Wireless Telecommunications Manager
Public Safety Information Technology
(978) 314-1800 [cell]
(617) 349-4978 [office]
www.cambridgefire.org
www.cambridgepolice.org
www.cambridge911.org

On Jan 15, 2018, at 6:43 AM, Shiro Ando <sando@ftgtechnologies.com> wrote:

Good morning Sgt Kiely,

Looks like the Dragonwave at Cambridge Courthouse is down.
We can send a tech out with the spare power supply.
Shiro

Shiro Ando | CCIE # 12809
| Vice President Engineering |

<image001.png>

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

From: Michael Kiely [<mailto:mkiely@police.somerville.ma.us>]
Sent: Monday, January 15, 2018 6:29 AM
To: Shiro Ando <sando@ftgtechnologies.com>
Cc: Eric Johnson <ejohnson@lan-tel.com>; PSNET <PSNET@ftgtechnologies.com>; Sarah Plowman <sarah.plowman@boston.gov>; Chuck Wade <Chuck@Interisle.net>; Michele Bilodeau <michele.bilodeau@boston.gov>; Shawn <RomanoskiS. bpd@cityofboston. gov> Romanoski <shawn.romanoski@pd.boston.gov>; GTurner@CambridgeFire.Org; HelpDesk Account <HelpDesk@ftgtechnologies.com>; FTG NOC <noc@ftgtechnologies.com>; Scott Wilder <swilder@brooklinema.gov>
Subject: Re: Cambridge Courthouse

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Shiro

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Vice President Engineering

On Jan 15, 2018, at 5:22 AM, Eric Johnson <ejohnson@Lan-Tel.com> wrote:

Just an FYI to all . I see that the Cambridge CH to Schroeder Plaza link is reporting down on my map .
It has been down for a little over an hour (4:05 :59)

Thank you

<image002.png>

Respectfully,

Eric Johnson
Security Project Manager
1400 PROVIDENCE HIGHWAY, SUITE 3100
NORWOOD, MA 02062

M 617.785.8254
F 781.551.8667
ejohnson@lan-tel.com ♣ □

TWITTER : @ejctown

<http://linkedin.com/in/eric-johnson-9702a62b>

www.lan-tel.com

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<IMG_0663.PNG>

From: Shiro Ando <sando@ftgtechnologies.com>

Sent: Monday, January 15, 2018 6:52 AM EST

To: Turner, Glenn

CC: Michael Kiely <mkiely@police.somerville.ma.us>; Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>; PSNET <PSNET@ftgtechnologies.com>; Sarah Plowman <Sarah Plowman <sarah.plowman@boston.gov>; Chuck Wade <Chuck Wade <Chuck@Interisle.net>; Michele Bilodeau <Michele Bilodeau <michele.bilodeau@boston.gov>; Shawn <RomanoskiS. bpd@cityofboston. gov> Romanoski; HelpDesk Account < HelpDesk Account <HelpDesk@ftgtechnologies.com>; FTG NOC <FTG NOC <noc@ftgtechnologies.com>; Scott Wilder <Scott Wilder <swilder@brooklinema.gov>

Subject: RE: Cambridge Courthouse

Thank you Glenn,

Jim Spellman is going to get the power supply from our warehouse and will be on his way to 40 Thorndike, should be there around 8:30am

Thanks

Shiro

Shiro Ando | CCIE # 12809

| Vice President Engineering |



| 2 Batterymarch Park | Suite 401 | Quincy, MA 02169 |

| Office: 617-367-7474 | Fax: 617-367-3331 | email:sando@ftgtechnologies.com |

From: Turner, Glenn [mailto:GTurner@CambridgeFire.Org]

Sent: Monday, January 15, 2018 6:44 AM

To: Shiro Ando <sando@ftgtechnologies.com>

Cc: Michael Kiely <mkiely@police.somerville.ma.us>; Eric Johnson <ejohnson@lan-tel.com>; PSNET <PSNET@ftgtechnologies.com>; Sarah Plowman <sarah.plowman@boston.gov>; Chuck Wade <Chuck@Interisle.net>; Michele Bilodeau <michele.bilodeau@boston.gov>; Shawn <RomanoskiS. bpd@cityofboston. gov> Romanoski <shawn.romanoski@pd.boston.gov>; HelpDesk Account <HelpDesk@ftgtechnologies.com>; FTG NOC <noc@ftgtechnologies.com>; Scott Wilder <swilder@brooklinema.gov>

Subject: Re: Cambridge Courthouse

Morning Shiro,

Let me know who the tech is and an approximate ETA please.

I'll call it in to the Security folks.

Thanks,

[Glenn Turner](#) | Wireless Telecommunications Manager

Public Safety Information Technology

[\(978\) 314-1800](#) [cell]

[\(617\) 349-4978](#) [office]

www.cambridgefire.org

www.cambridgepolice.org

www.cambridge911.org

On Jan 15, 2018, at 6:43 AM, Shiro Ando <sando@ftgtechnologies.com> wrote:

Good morning Sgt Kiely,

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We can send a tech out with the spare power supply.

Shiro

Shiro Ando | CCIE # 12809

| Vice President Engineering |

<image001.png>

| 2 Batterymarch Park | Suite 401 | Quincy, MA 02169 |

From: Michael Kiely [<mailto:mkiely@police.somerville.ma.us>]

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Cc: Eric Johnson <ejohnson@lan-tel.com>; PSNET <PSNET@ftgtechnologies.com>; Sarah Plowman <sarah.plowman@boston.gov>; Chuck Wade <Chuck@Interisle.net>; Michele Bilodeau <michele.bilodeau@boston.gov>; Shawn <RomanoskiS.bpd@cityofboston.gov> Romanoski <shawn.romanoski@pd.boston.gov>; GTurner@CambridgeFire.Org; HelpDesk Account <HelpDesk@ftgtechnologies.com>; FTG NOC <noc@ftgtechnologies.com>; Scott Wilder <swilder@brooklinema.gov>

Subject: Re: Cambridge Courthouse

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Sgt. Michael Kiely
Homeland Security
Russ Joyner Sub Station
499 Artisan Way
Assembly Row
Somerville, MA 02145
(617)625-1600x7241

On Jan 15, 2018, at 6:06 AM, Shiro Ando <sando@ftgtechnologies.com> wrote:

Thank you Eric
We will look into this
Shiro

Shiro Ando | CCIE # 12809
FTG Technologies
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From: Turner, Glenn <GTurner@CambridgeFire.Org>
Sent: Monday, January 15, 2018 7:07 AM EST
To: Shiro Ando <Shiro Ando <sando@ftgtechnologies.com>>
CC: Michael Kiely <Michael Kiely <mkiely@police.somerville.ma.us>>; Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>; PSNET <PSNET <PSNET@ftgtechnologies.com>>; Sarah Plowman <Sarah Plowman <sarah.plowman@boston.gov>>; Chuck Wade <Chuck Wade <Chuck@Interisle.net>>; Michele Bilodeau <Michele Bilodeau <michele.bilodeau@boston.gov>>; Shawn <RomanoskiS. bpd@cityofboston. gov> Romanoski; HelpDesk Account <HelpDesk Account <HelpDesk@ftgtechnologies.com>>; FTG NOC <FTG NOC <noc@ftgtechnologies.com>>; Scott Wilder <Scott Wilder <swilder@brooklinema.gov>>
Subject: RE: Cambridge Courthouse

Security has been notified on site @ 40 Thorndike.

Thanks!

Glenn

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Subject: Re: Cambridge Courthouse

Attachment(s): "image001.png"

Thank you. Jim is on his way
Shiro

On Jan 15, 2018, at 7:08 AM, Turner, Glenn <GTurner@CambridgeFire.Org> wrote:

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Sent: Monday, January 15, 2018 6:53 AM

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<IMG_0663.PNG>

From: Eric Johnson <ejohnson@Lan-Tel.com>
Sent: Monday, January 15, 2018 8:40 AM EST
To: Jessica Jones <Jessica Jones <jessica.jones@boston.gov>>
Subject: Re: Additional Information Requested: Brookline Police Target Hardening Project EHP

Re: Scope of work

Furnish and install custom one-way glass for the Brookline Police Department

A ½" x ¾" Channel will be built to the specifications of the existing front desk. The one way glass will be installed so that personnel can view out but the public can not see into the work area. A custom bracket at end of glass to support the end of glass will be installed and will not be attached to soffit.

From: Jessica Jones <jessica.jones@boston.gov>
Sent: Thursday, January 11, 2018 4:35 PM
To: Eric Johnson
Subject: Re: Additional Information Requested: Brookline Police Target Hardening Project EHP

Hi Eric,

I am just following up on this. Is there any update in terms of what I can send over for FEMA's approval for this project?

Thank you!

Jess

On Tue, Jan 9, 2018 at 1:26 PM, Eric Johnson<ejohnson@lan-tel.com> wrote:

I will make it a priority

From: Jessica Jones <jessica.jones@boston.gov>
Sent: Tuesday, January 9, 2018 1:21 PM
To: Eric Johnson
Subject: Re: Additional Information Requested: Brookline Police Target Hardening Project EHP

Great, thank you! Is there any way that can be done by the end of this week by any chance?

On Tue, Jan 9, 2018 at 1:20 PM, Eric Johnson<ejohnson@lan-tel.com> wrote:

I will obtain the info

Respectfully,

Eric Johnson
Security Project Manager
[1400 PROVIDENCE HIGHWAY, SUITE 3100](#)
[NORWOOD, MA 02062](#)

M [617.785.8254](tel:617.785.8254)

F [781.551.8667](tel:781.551.8667)

ejohnson@lan-tel.com ♣ □

TWITTER : @ejctown

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www.lan-tel.com

FOLLOW US: [Twitter](#) | [LinkedIn](#) | [Facebook](#)

On Jan 9, 2018, at 12:44 PM, Jessica Jones <jessica.jones@boston.gov> wrote:

Hi Eric,

I am working with Scott to complete the Brookline Police Department front glass installation. Do you mind looking at the request below? FEMA is looking for additional information in order to move this project forward.

Thank you!

Jess

----- Forwarded message -----

From: **Schey, Sonya (EPS)** <sonya.schey@state.ma.us>

Date: Wed, Jan 3, 2018 at 4:05 PM

Subject: Additional Information Requested: Brookline Police Target Hardening Project EHP

To: Jessica Jones <jessica.jones@boston.gov>

Hi Jessica,

I received a request from FEMA for additional information on the project below:

Additional information is required before the EHP review for this project can begin:

- Provide drawings and/or labeled photographs showing the location, extent (length, width, height), and design of the proposed security glass. Indicate how the glass will be framed, attached to the counter, wall, ceiling or other.
- Provide brochures, photos, diagrams, or similar showing the appearance, color, and thickness of the proposed glass.

Please be advised that the EHP process is on hold until the additional information is received and reviewed. Let me know if you have any questions.

Thank you.

Sonya Schey
Program Coordinator
Massachusetts Executive Office of Public Safety and Security
Homeland Security Division
[12 Mercer Road](#)
[Natick, MA 01760](#)
[\(508\) 650-4577](#)

From: Jessica Jones [mailto:jessica.jones@boston.gov]

Sent: Monday, December 18, 2017 3:36 PM

To: Schey, Sonya (HLS)

Subject: Re: Brookline Police Target Hardening Project EHP

Thank you, Sonya! Crossing my fingers that it is not too complicated and it will be approved shortly!

On Mon, Dec 18, 2017 at 3:32 PM, Schey, Sonya (EPS) <sonya.schey@state.ma.us> wrote:

Thank you for the revision, I've sent your EHP off to FEMA. Not sure if I told you this or not but EHP's take about 3-4 weeks for FEMA to review and approve depending on the complexity of the project. I will send you the approval letter when I receive it and then your project can proceed.

Sonya Schey
Program Coordinator
Massachusetts Executive Office of Public Safety and Security
Homeland Security Division
[12 Mercer Road](#)
[Natick, MA 01760](#)
[\(508\) 650-4577](#)

From: Jessica Jones [mailto:jessica.jones@boston.gov]

Sent: Monday, December 18, 2017 1:15 PM
To: Schey, Sonya (HLS)
Subject: Re: Brookline Police Target Hardening Project EHP

Hi Sonya,

Please find the revised EHP attached. Thank you!

On Mon, Dec 18, 2017 at 1:10 PM, Schey, Sonya (EPS) <sonya.schey@state.ma.us> wrote:
Jessica,

As a best practice with EHP Project Descriptions please include language from the actual approved plan. It is important that we show FEMA how this project relates to Homeland Security. For example after the sentence you listed in the EHP project description, please add:

“This project will allow the jurisdictions within the Metro Boston Homeland Security Region to harden municipal critical infrastructure and municipal buildings or properties essential to the continuity of operations during critical periods or emergencies including terrorist attacks.”

If you can make that revision and then resend the EHP. Thank you.

Sonya Schey
Program Coordinator
Massachusetts Executive Office of Public Safety and Security
Homeland Security Division
[12 Mercer Road](#)
[Natick, MA 01760](#)
[\(508\) 650-4577](#)

From: Jessica Jones [mailto:jessica.jones@boston.gov]
Sent: Monday, December 18, 2017 12:58 PM
To: Schey, Sonya (HLS)
Subject: Re: Brookline Police Target Hardening Project EHP

Absolutely, please find the PJ attached (U15 2.1)

On Mon, Dec 18, 2017 at 12:41 PM, Schey, Sonya (EPS) <sonya.schey@state.ma.us> wrote:
Jessica, can you send the accompanying FY15 PJ that this project is related to. Thank you.

Sonya Schey
Program Coordinator
Massachusetts Executive Office of Public Safety and Security
Homeland Security Division
[12 Mercer Road](#)
[Natick, MA 01760](#)
[\(508\) 650-4577](#)

From: Jessica Jones [mailto:jessica.jones@boston.gov]
Sent: Monday, December 18, 2017 10:06 AM
To: Schey, Sonya (HLS)
Subject: Brookline Police Target Hardening Project EHP

Good morning Sonya,

Attached please find the EHP for FY15 Brookline PD Target Hardening Project.

Have a good day.

--

Jessica Jones

Regional Planner
Mayor's Office of Emergency Management
Boston City Hall, Room 204
One City Hall Square | Boston, MA 02201
Office Phone: [617.635.1350](tel:617.635.1350)
Cell Phone: [617.913.6063](tel:617.913.6063)
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--

Jessica Jones

Regional Planner
Mayor's Office of Emergency Management
Boston City Hall, Room 204
One City Hall Square | Boston, MA 02201
Office: [617.635.1350](tel:617.635.1350)
Cell: [617.913.6063](tel:617.913.6063)
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From: Chuck Wade <Chuck@Interisle.net>
Sent: Monday, January 15, 2018 8:45 AM EST
To: Shiro Ando <Shiro Ando <sando@ftgtechnologies.com>>; Michael Kiely <Michael Kiely <mkiely@police.somerville.ma.us>>
CC: Eric Johnson <ejohnson@lan-tel.com>; PSNET <PSNET <PSNET@ftgtechnologies.com>>; Sarah Plowman <Sarah Plowman <sarah.plowman@boston.gov>>; Michele Bilodeau <Michele Bilodeau <michele.bilodeau@boston.gov>>; Shawn <RomanoskiS.bpd@cityofboston.gov> Romanoski; GTurner@CambridgeFire.Org; HelpDesk Account <HelpDesk Account <HelpDesk@ftgtechnologies.com>>; FTG NOC <FTG NOC <noc@ftgtechnologies.com>>; Scott Wilder <Scott Wilder <swilder@brooklinema.gov>>
Subject: Re: Cambridge Courthouse
Attachment(s): "smime.p7s"

Shiro, et al.,

I concur with the initial assessment that this is likely another power supply failure. I am standing by if my assistance is needed.

...Chuck

Chuck Wade, Principal
Interisle Consulting Group
+1 508 435-3050 Office
+1 508 277-6439 Mobile
www.interisle.net

On 1/15/18 6:44 AM, Shiro Ando wrote:

Good morning Sgt Kiely,

Looks like the Dragonwave at Cambridge Courthouse is down.
We can send a tech out with the spare power supply.
Shiro

Shiro Ando | CCTE # 12809
| Vice President Engineering |



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

From: Michael Kiely [<mailto:mkiely@police.somerville.ma.us>]
Sent: Monday, January 15, 2018 6:29 AM
To: Shiro Ando <sando@ftgtechnologies.com>
Cc: Eric Johnson <ejohnson@lan-tel.com>; PSNET <PSNET@ftgtechnologies.com>; Sarah Plowman <sarah.plowman@boston.gov>; Chuck Wade <Chuck@Interisle.net>; Michele Bilodeau <michele.bilodeau@boston.gov>; Shawn <RomanoskiS.bpd@cityofboston.gov> Romanoski <shawn.romanoski@pd.boston.gov>; GTurner@CambridgeFire.Org; HelpDesk Account <HelpDesk@ftgtechnologies.com>; FTG NOC <noc@ftgtechnologies.com>; Scott Wilder <swilder@brooklinema.gov>
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Sgt. Michael Kiely
Homeland Security
Russ Joyner Sub Station
499 Artisan Way
Assembly Row
Somerville, MA 02145
(617)625-1600x7241

On Jan 15, 2018, at 6:06 AM, Shiro Ando <sando@ftgtechnologies.com> wrote:

Thank you Eric
We will look into this
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Shiro Ando CCIE # 12809
FTG Technologies
Vice President Engineering

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It has been down for a little over an hour (4:05 :59)

Thank you



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<IMG_0663.PNG>

From: Chuck Wade <Chuck@Interisle.net>
Sent: Monday, January 15, 2018 8:59 AM EST
To: Shiro Ando <Shiro Ando <sando@ftgtechnologies.com>>; Turner, Glenn
CC: Michael Kiely <Michael Kiely <mkiely@police.somerville.ma.us>>; Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>; PSNET <PSNET <PSNET@ftgtechnologies.com>>; Sarah Plowman <Sarah Plowman <sarah.plowman@boston.gov>>; Michele Bilodeau <Michele Bilodeau <michele.bilodeau@boston.gov>>; Shawn <RomanoskiS. bpd@cityofboston. gov> Romanoski; HelpDesk Account <HelpDesk Account <HelpDesk@ftgtechnologies.com>>; FTG NOC <FTG NOC <noc@ftgtechnologies.com>>; Scott Wilder <Scott Wilder <swilder@brooklinema.gov>>
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<image001.png>

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Security Project Manager
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NORWOOD, MA 02062

M 617.785.8254
F 781.551.8667
ejohnson@lan-tel.com ♣ □

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<IMG_0663.PNG>

From: Shiro Ando <sando@ftgtechnologies.com>

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To: Turner, Glenn

CC: Michael Kiely <mkiely@police.somerville.ma.us>; Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>; PSNET <PSNET@ftgtechnologies.com>; Sarah Plowman <Sarah Plowman <sarah.plowman@boston.gov>; Chuck Wade <Chuck@Interisle.net>; Michele Bilodeau <Michele Bilodeau <michele.bilodeau@boston.gov>; Shawn <RomanoskiS. bpd@cityofboston. gov> Romanoski; HelpDesk Account <HelpDesk@ftgtechnologies.com>; FTG NOC <FTG NOC <noc@ftgtechnologies.com>; Scott Wilder <Scott Wilder <swilder@brooklinema.gov>

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| Vice President Engineering |

<image001.png>

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Cc: Eric Johnson <ejohnson@lan-tel.com>; PSNET <PSNET@ftgtechnologies.com>; Sarah Plowman <sarah.plowman@boston.gov>; Chuck Wade <Chuck@Interisle.net>; Michele Bilodeau <michele.bilodeau@boston.gov>; Shawn <RomanoskiS.bpd@cityofboston.gov> Romanoski <shawn.romanoski@pd.boston.gov>; GTurner@CambridgeFire.Org; HelpDesk Account <HelpDesk@ftgtechnologies.com>; FTG NOC <noc@ftgtechnologies.com>; Scott Wilder <swilder@brooklinema.gov>

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Sent: Monday, January 15, 2018 9:03 AM EST

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Sorry correction, monitoring not testing

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To: Turner, Glenn <GTurner@CambridgeFire.Org>

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Shiro Ando | CCIE # 12809
| Vice President Engineering |

<image001.png>

| 2 Battery March Park | Suite 401 | Quincy, MA 02169 |

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[\(978\) 314-1800](tel:(978)314-1800) [cell]
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M 617.785.8254
F 781.551.8667
ejohnson@lan-tel.com ♣ □

TWITTER : @ejctown

<http://linkedin.com/in/eric-johnson-9702a62b>

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Sent: Monday, January 15, 2018 9:05 AM EST
To: Shiro Ando <Shiro Ando <sando@ftgtechnologies.com>>
CC: Chuck Wade <Chuck Wade <Chuck@Interisle.net>>; Michael Kiely <Michael Kiely <mkiely@police.somerville.ma.us>>; Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>; PSNET <PSNET <PSNET@ftgtechnologies.com>>; Sarah Plowman <Sarah Plowman <sarah.plowman@boston.gov>>; Michele Bilodeau <Michele Bilodeau <michele.bilodeau@boston.gov>>; Shawn <RomanoskiS. bpd@cityofboston.gov> Romanoski; HelpDesk Account < HelpDesk Account <HelpDesk@ftgtechnologies.com>>; FTG NOC <FTG NOC <noc@ftgtechnologies.com>>; Scott Wilder <Scott Wilder <swilder@brooklinema.gov>>
Subject: Re: Cambridge Courthouse

Thanks everyone!

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Public Safety Information Technology
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www.cambridgepolice.org
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On Jan 15, 2018, at 9:03 AM, Shiro Ando <sando@ftgtechnologies.com> wrote:

Yes should be all set
thanks Chuck

Shiro Ando | CCIE # 12809
FTG Technologies
Vice President Engineering

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Chuck Wade, Principal
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+1 508 435-3050 Office
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<IMG_0663.PNG>

From: Linda Calnan <linda.calnan@boston.gov>

Sent: Tuesday, January 16, 2018 9:08 AM EST

To: Jason Marshall <Jason.Marshall@pd.boston.gov>; Michael Flaherty <Michael Flaherty <michael.flaherty2@boston.gov>; Reidy, Richard; Brett Haynes <Brett Haynes <brett.haynes@boston.gov>; Don Burgess <Don Burgess <don.burgess@boston.gov>; Robert Slade <Robert Slade <robert.slade@boston.gov>; McDavitt, Conor; Beers, Jeff; Vasconcelos, Nelson; Dan Rothman <Dan Rothman <dan.rothman@boston.gov>; Jerry Turner <Jerry Turner <jerry.turner@boston.gov>; William Joyce <William Joyce <william.joyce@boston.gov>; Jarrod Fullerton <Jarrod Fullerton <jfullerton@genetec.com>; Wilson Aleman <Wilson Aleman <wilson.aleman@boston.gov>; Vincent Stancato <Vincent Stancato <vstancato@lan-tel.com>; Henry, Brian; Michael Kane <Michael Kane <michael.kane@boston.gov>; Jim Fitzpatrick <Jim Fitzpatrick <jim.fitzpatrick@pd.boston.gov>; Brian Barcelou <Brian Barcelou <Brian.Barcelou@pd.boston.gov>; Mike Lynch (DoIT) <Mike Lynch (DoIT) <mike.lynch@boston.gov>; Shawn Romanoski <Shawn Romanoski <Shawn.Romanoski@pd.boston.gov>; Thomas, Ian; Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>; Jason MacDonald <Jason MacDonald <Jason.MacDonald@boston.gov>; Louis Madeira <Louis Madeira <Louis.madeira@pd.boston.gov>; Michael Sulprizio <Michael Sulprizio <Michael.Sulprizio@boston.gov>; Ramasamy, Krishnamoorthi; Gary Cupido <Gary Cupido <cupidog@vidsys.com>; Robert Flaherty <Robert Flaherty <robert.flaherty@boston.gov>; Matthew Spillane <Matthew Spillane <matthew.spillane@pd.boston.gov>; John Gillis <John Gillis <john.r.gillis@boston.gov>; Sarah Plowman <Sarah Plowman <sarah.plowman@boston.gov>

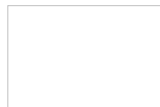
Subject: Security Camera Status Report for Tomorrow's Meeting

Attachment(s): "Security Camera Strategy Meeting_1-17-18.docx"

Hi all - attached is the Security Camera Status Report for tomorrow's meeting. Please review and have your updates ready. :)

Also, if the weather is bad, please plan to call in to the bridge instead of trying to come in to City Hall.

Thank you.



Linda Calnan

Sr. Project Manager | [Department of Innovation & Technology \(DoIT\)](#) | [City of Boston](#)

1 City Hall Square, Room 109

Boston, MA 02201

D: 617-635-2875

C: 781-738-2020

linda.calnan@boston.gov

From: Zachary Kinman <zkinman@ftgtechnologies.com>

Sent: Friday, January 19, 2018 4:04 PM EST

To: Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>; Chuck Wade <Chuck Wade <Chuck@Interisle.net>>

CC: Turner, Glenn; FTG NOC <FTG NOC <noc@ftgtechnologies.com>>; Scott Wilder <Scott Wilder <swilder@brooklinema.gov>>; Michael Kiely <Michael Kiely <MKiely@Police.Somerville.MA.US>>; PS NET Support <PS NET Support <psnetsupport@ftgtechnologies.com>>; PSNET <PSNET <PSNET@ftgtechnologies.com>>; FTG NOC <FTG NOC <noc@ftgtechnologies.com>>; Cheryl MacDougall <Cheryl MacDougall <cmacdougall@ftgtechnologies.com>>; Joe Bunszell <Joe Bunszell <jbunszell@ftgsecurity.com>>; Matt Frawley <Matt Frawley <mfrawley@ftgtechnologies.com>>

Subject: RE: PSnet/CIMS: Cambridge "Courthouse" / Order Number: 290346 for Mayor's Office of Emergency Mgmt.

Attachment(s): "FTGTech-WorkOrderforTechnician.pdf"

Al,

Ticket number 290436 has been created.

Event: Down

Name: CamCtH-SwA

Map: Core Bos-Camb

Address: [REDACTED]

Probe Type: [REDACTED] Switch (port 161 SNMPv2c)

Condition:

[Previous Condition was: OK]

Event: Down

Name: CamCtH-SwB

Map: Core Bos-Camb

Address: [REDACTED]

Probe Type: [REDACTED] Switch (port 161 SNMPv2c)

Condition:

[Previous Condition was: OK]

Sincerely,

Zak

From: Eric Johnson [mailto:ejohnson@Lan-Tel.com]

Sent: Friday, January 19, 2018 3:58 PM

To: Chuck Wade <Chuck@Interisle.net>

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Subject: Re: PSnet/CIMS: Cambridge "Courthouse"

Yes thanks Chuck I will keep you in loop



Respectfully,

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On Jan 19, 2018, at 3:55 PM, Chuck Wade <Chuck@Interisle.net> wrote:

Eric,

This will mostly affect your cameras in the BPL and 500 Boylston area of Boston. Let me know if you're seeing anything else down.

...Chuck

Chuck Wade, Principal
Interisle Consulting Group
+1 508 435-3050 Office
+1 508 277-6439 Mobile
www.interisle.net

On 1/19/18 3:53 PM, Eric Johnson wrote:

I see the equipment down on my map



Respectfully,

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On Jan 19, 2018, at 3:52 PM, Turner, Glenn <GTurner@CambridgeFire.Org> wrote:

Looks like another outage at 40 Thorndike/Courthouse... trying to confirm what's going on.

More to follow.....

[Glenn Turner](#) | Wireless Telecommunications Manager
Public Safety Information Technology

[\(978\) 314-1800](tel:(978)314-1800) [cell]
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From: Rich Crehan <rcrehan@ftgtechnologies.com>

Sent: Friday, January 19, 2018 4:17 PM EST

To: Zachary Kinman <Zachary Kinman <zkinman@ftgtechnologies.com>>; Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>; Chuck Wade <Chuck Wade <Chuck@Interisle.net>>

CC: Turner, Glenn; FTG NOC <FTG NOC <noc@ftgtechnologies.com>>; Scott Wilder <swilder@brooklinema.gov>>; Michael Kiely <Michael Kiely <MKiely@Police.Somerville.MA.US>>; PS NET Support <PS NET Support <psnetsupport@ftgtechnologies.com>>; PSNET <PSNET <PSNET@ftgtechnologies.com>>; FTG NOC <FTG NOC <noc@ftgtechnologies.com>>; Cheryl MacDougall <Cheryl MacDougall <cmacdougall@ftgtechnologies.com>>; Joe Bunszell <Joe Bunszell <jbunszell@ftgsecurity.com>>; Matt Frawley <Matt Frawley <mfrawley@ftgtechnologies.com>>

Subject: RE: PSnet/CIMS: Cambridge "Courthouse" / Order Number: 290346 for Mayor's Office of Emergency Mgmt.

All,

FTG is standing by for any required assistance.

Please contact us at 617-367-7474.

Thank you.

Richard Crehan | Systems Engineer | FTG Technologies

2 Batterymarch Park, Suite 401 | Quincy, MA 02169

Office: [617-367-7474](tel:617-367-7474) | Web: www.ftgtechnologies.com | email: rcrehan@FtgTechnologies.com



To open a new service request, please email servicecenter@ftgtechnologies.com or call 617-367-7474 to speak with someone in our 24 hour Network Operations Center.

From: Zachary Kinman

Sent: Friday, January 19, 2018 4:05 PM

To: Eric Johnson <ejohnson@lan-tel.com>; Chuck Wade <Chuck@Interisle.net>

Cc: Turner, Glenn <GTurner@CambridgeFire.Org>; FTG NOC <noc@ftgtechnologies.com>; Scott Wilder <swilder@brooklinema.gov>; Michael Kiely <MKiely@Police.Somerville.MA.US>; PS NET Support <psnetsupport@ftgtechnologies.com>; PSNET <PSNET@ftgtechnologies.com>; FTG NOC <noc@ftgtechnologies.com>; Cheryl MacDougall <cmacdougall@ftgtechnologies.com>; Joe Bunszell <jbunszell@ftgsecurity.com>; Matt Frawley <mfrawley@ftgtechnologies.com>

Subject: RE: PSnet/CIMS: Cambridge "Courthouse" / Order Number: 290346 for Mayor's Office of Emergency Mgmt.

Al,

Ticket number 290436 has been created.

Event: Down

Name: CamCtH-SwA

Map: Core Bos-Camb

Address: [REDACTED]

Probe Type: SNMP - CiscoSwitch (port 161 SNMPv2c)

Condition:

[Previous Condition was: OK]

Event: Down

Name: CamCtH-SwB

Map: Core Bos-Camb

Address: [REDACTED]

Probe Type: SNMP - CiscoSwitch (port 161 SNMPv2c)

Condition:

[Previous Condition was: OK]

Sincerely,

Zak

From: Eric Johnson [<mailto:ejohnson@Lan-Tel.com>]

Sent: Friday, January 19, 2018 3:58 PM

To: Chuck Wade <Chuck@Interisle.net>

Cc: Turner, Glenn <GTurner@CambridgeFire.Org>; FTG NOC <noc@ftgtechnologies.com>; Scott Wilder <swilder@brooklinema.gov>; Michael Kiely <MKiely@Police.Somerville.MA.US>

Subject: Re: PSnet/CIMS: Cambridge "Courthouse"

Yes thanks Chuck I will keep you in loop



Respectfully,

Eric Johnson
Security Project Manager
1400 PROVIDENCE HIGHWAY, SUITE 3100
NORWOOD, MA 02062

M 617.785.8254
F 781.551.8667
ejohnson@lan-tel.com ☛☐

TWITTER : @ejctown

<http://linkedin.com/in/eric-johnson-9702a62b>

www.lan-tel.com

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On Jan 19, 2018, at 3:55 PM, Chuck Wade <Chuck@Interisle.net> wrote:

Eric,

This will mostly affect your cameras in the BPL and 500 Boylston area of Boston. Let me know if you're seeing anything else down.

...Chuck

Chuck Wade, Principal
Interisle Consulting Group
+1 508 435-3050 Office
+1 508 277-6439 Mobile
www.interisle.net

On 1/19/18 3:53 PM, Eric Johnson wrote:

I see the equipment down on my map



Respectfully,

Eric Johnson
Security Project Manager
1400 PROVIDENCE HIGHWAY, SUITE 3100
NORWOOD, MA 02062

M 617.785.8254
F 781.551.8667
ejohnson@lan-tel.com ☛☐

TWITTER : @ejctown

<http://linkedin.com/in/eric-johnson-9702a62b>

www.lan-tel.com

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On Jan 19, 2018, at 3:52 PM, Turner, Glenn <GTurner@CambridgeFire.Org> wrote:

Looks like another outage at 40 Thorndike/Courthouse... trying to confirm what's going on.

More to follow.....

[Glenn Turner](#) | Wireless Telecommunications Manager

Public Safety Information Technology

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From: Sarah Plowman <sarah.plowman@boston.gov>
Sent: Monday, January 22, 2018 11:13 AM EST
To: Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>
CC: Scott Wilder <Scott Wilder <swilder@brooklinema.gov>>; Michele Bilodeau <Michele Bilodeau <michele.bilodeau@boston.gov>>
Subject: PSnet NOC services

Hello Eric,

Good news - Michele and I were able to speak with our legal counsel again in light of the January 11 PSnet meeting the other week. Since at that meeting it was clarified that no vendor has been awarded 24x7 NOC services out of the most recent RFP, and since no vendor has been performing 24x7 NOC services during this contract period, OEM is in fact able to procure 24x7 NOC services during this current contract period after all.

Therefore, if LAN-TEL is still interested in performing those services, could you please send me a quote for 24x7 PSnet NOC services for the period of February 1, 2018 - June 30, 2018?

Thank you very much,
Sarah

--

Sarah Plowman
Regional Planner
Mayor's Office of Emergency Management
Boston City Hall, Room 204

One City Hall Square | Boston, MA 02201
Phone: 617.635.1400
Fax: 617.635.2974

From: Eric Johnson <ejohnson@Lan-Tel.com>
Sent: Monday, January 22, 2018 12:32 PM EST
To: Sarah Plowman <Sarah.Plowman@boston.gov>>
CC: Scott Wilder <Scott.Wilder@brooklinema.gov>>; Michele Bilodeau <Michele.Bilodeau@michele.bilodeau@boston.gov>>
Subject: Re: PSnet NOC services

Sarah thank you I will send along



Respectfully,

Eric Johnson
Security Project Manager
1400 PROVIDENCE HIGHWAY, SUITE 3100
NORWOOD, MA 02062

M 617.785.8254
F 781.551.8667
ejohnson@lan-tel.com ☘

TWITTER : @ejctown

<http://linkedin.com/in/eric-johnson-9702a62b>

www.lan-tel.com

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On Jan 22, 2018, at 11:13 AM, Sarah Plowman <sarah.plowman@boston.gov> wrote:

Hello Eric,

Good news - Michele and I were able to speak with our legal counsel again in light of the January 11 PSnet meeting the other week. Since at that meeting it was clarified that no vendor has been awarded 24x7 NOC services out of the most recent RFP, and since no vendor has been performing 24x7 NOC services during this contract period, OEM is in fact able to procure 24x7 NOC services during this current contract period after all.

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Sarah

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From: Monzione, Pam <PMonzione@chelseama.gov>
Sent: Monday, January 22, 2018 12:44 PM EST
To: Jessica Jones <'Jessica Jones' <jessica.jones@boston.gov>>
CC: Eric Johnson <'Eric Johnson' <ejohnson@Lan-Tel.com>>
Subject: FW: Message from "RNP002673B8670F"
Attachment(s): "20180122115314330.pdf"

Hi Jess,

This invoice for the 10 cameras should go to you, this is part of CIMS.

-----Original Message-----

From: mpc3503@coc.gov [<mailto:mpc3503@coc.gov>]
Sent: Monday, January 22, 2018 11:53 AM
To: Monzione, Pam
Subject: Message from "RNP002673B8670F"

This E-mail was sent from "RNP002673B8670F" (MP C3503).

Scan Date: 01.22.2018 11:53:14 (-0500)
Queries to: mpc3503@coc.gov

From: Jessica Jones <jessica.jones@boston.gov>
Sent: Monday, January 22, 2018 12:47 PM EST
To: Monzione, Pam
CC: Eric Johnson <eric.johnson@lan-tel.com>
Subject: Re: FW: Message from "RNP002673B8670F"

Perfect, thank you for sending along, Pam!

Have a good day.
Jess

On Mon, Jan 22, 2018 at 12:44 PM, Monzione, Pam<PMonzione@chelseama.gov> wrote:
Hi Jess,

This invoice for the 10 cameras should go to you, this is part of CIMS.

-----Original Message-----

From: mpc3503@coc.gov [mailto:mpc3503@coc.gov]
Sent: Monday, January 22, 2018 11:53 AM
To: Monzione, Pam
Subject: Message from "RNP002673B8670F"

This E-mail was sent from "RNP002673B8670F" (MP C3503).

Scan Date: 01.22.2018 11:53:14 (-0500)
Queries to: mpc3503@coc.gov

--

Jessica Jones

Regional Planner
Mayor's Office of Emergency Management
Boston City Hall, Room 204
One City Hall Square | Boston, MA 02201
Office: [617.635.1350](tel:617.635.1350)
Cell: [617.913.6063](tel:617.913.6063)
Fax: [617.635.2974](tel:617.635.2974)

From: Eric Johnson <ejohnson@Lan-Tel.com>
Sent: Monday, January 22, 2018 4:32 PM EST
To: jessica.jones@boston.gov
Subject: FATPOT

Jessica

Good afternoon , I hope all is well . I was following up to see if there was any news on FATPOT , It was submitted just before holidays and figured it would be slow , etc

Thanks for any info you could share ,

Eric



Respectfully,

Eric Johnson
Security Project Manager
1400 PROVIDENCE HIGHWAY, SUITE 3100
NORWOOD, MA 02062

M 617.785.8254

F 781.551.8667

ejohnson@lan-tel.com ☘

TWITTER : @ejctown

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From: Jessica Jones <jessica.jones@boston.gov>
Sent: Monday, January 22, 2018 4:34 PM EST
To: Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>
Subject: Re: FATPOT

Hi Eric,

I thought I would have sent you an award letter by now. I have all documentation drafted, however, I am just waiting on a couple of signatures.

I am very sorry for the delay! I am hoping to send you everything this week so the contract can be awarded.

Thank you for your patience with this.
Jess

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Eric



Respectfully,

Eric Johnson
Security Project Manager
[1400 PROVIDENCE HIGHWAY, SUITE 3100](#)
[NORWOOD, MA 02062](#)

M [617.785.8254](tel:617.785.8254)
F [781.551.8667](tel:781.551.8667)
ejohnson@lan-tel.com ♣

TWITTER : @ejctown

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Jessica Jones

Regional Planner

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Cell: [617.913.6063](tel:617.913.6063)

Fax: [617.635.2974](tel:617.635.2974)

From: Eric Johnson <ejohnson@Lan-Tel.com>
Sent: Monday, January 22, 2018 4:40 PM EST
To: Jessica Jones <jessica.jones@boston.gov>>
Subject: Re: FATPOT

Jessica

No worries . Wow I wasn't expecting that response , that's great great news ! That was actually a quick turn around .

Thank you !



Respectfully,

Eric Johnson
Security Project Manager
1400 PROVIDENCE HIGHWAY, SUITE 3100
NORWOOD, MA 02062

M 617.785.8254

F 781.551.8667

ejohnson@lan-tel.com ✉

TWITTER : @ejctown

<http://linkedin.com/in/eric-johnson-9702a62b>

www.lan-tel.com

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Jess

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Jessica

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Thanks for any info you could share ,

Eric



Respectfully,

Eric Johnson
Security Project Manager
[1400 PROVIDENCE HIGHWAY, SUITE 3100](#)
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M [617.785.8254](#)
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From: Jessica Jones <jessica.jones@boston.gov>
Sent: Monday, January 22, 2018 5:14 PM EST
To: Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>
Subject: Re: FATPOT

I'm happy to have been able to relay such good news!! I am normally the bearer of bad news for the most part! Also, I will be setting up biweekly conference calls with myself and Scott to keep up with progress on this project. I have them scheduled for every other Thursday at 10 AM starting on Feb 1st. Would that work for you?

Sent from my iPhone

On Jan 22, 2018, at 4:40 PM, Eric Johnson <ejohnson@lan-tel.com> wrote:

Jessica

No worries . Wow I wasn't expecting that response , that's great great news ! That was actually a quick turn around .

Thank you !

<IMG_0663.PNG>

Respectfully,

Eric Johnson
Security Project Manager
1400 PROVIDENCE HIGHWAY, SUITE 3100
NORWOOD, MA 02062

M 617.785.8254

F 781.551.8667

ejohnson@lan-tel.com ♣ □

TWITTER : @ejctown

<http://linkedin.com/in/eric-johnson-9702a62b>

www.lan-tel.com

FOLLOW US: [Twitter](#) | [LinkedIn](#) | [Facebook](#)

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Thank you for your patience with this.
Jess

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| Jessica

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Thanks for any info you could share ,

Eric

<IMG_0663.PNG>

Respectfully,

Eric Johnson
Security Project Manager
[1400 PROVIDENCE HIGHWAY, SUITE 3100](#)
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M [617.785.8254](#)
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Sent: Monday, January 22, 2018 5:19 PM EST
To: Jessica Jones <Jessica Jones <jessica.jones@boston.gov>>
Subject: Re: FATPOT

Lol ! That sounds like a good plan . I would like to be involved

Thanks



Respectfully,

Eric Johnson
Security Project Manager
1400 PROVIDENCE HIGHWAY, SUITE 3100
NORWOOD, MA 02062

M 617.785.8254

F 781.551.8667

ejohnson@lan-tel.com ☘

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Eric

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Respectfully,

Eric Johnson
Security Project Manager
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[NORWOOD, MA 02062](#)

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Jessica Jones

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From: Wayne Carter <wcarter@town.winthrop.ma.us>
Sent: Tuesday, January 23, 2018 4:06 PM EST
To: Sarah Plowman <Sarah.Plowman@boston.gov>>
CC: Eric Johnson <[Eric Johnson <ejohnson@Lan-Tel.com>](mailto:EJohnson@Lan-Tel.com)>
Subject: RE: Winthrop Water Tower HVAC

Sarah,
You were correct the first email I didn't put his email in that first email. LOL
I don't see anything going in the ground for the HVAC install but I have ccd Eric Johnston to confirm on this email.

Thanks,
Wayne



Detective Wayne Carter
Winthrop Police Department
3 Metcalf Square
[Winthrop Ma, 02152](mailto:wcarter@town.winthrop.ma.us)
PH: [617-539-5815](tel:617-539-5815)
Fax: [617-846-3174](tel:617-846-3174)

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From: Sarah Plowman [<mailto:sarah.plowman@boston.gov>]
Sent: Tuesday, January 23, 2018 3:46 PM
To: Wayne Carter <wcarter@town.winthrop.ma.us>
Subject: Re: Winthrop Water Tower HVAC

Hi Wayne,

Quick follow up question from me, actually -- do you know for the HVAC portion, when they do the installation, is there any ground disturbance required? (digging, trenching, etc). I know the main equipment is indoors, but a portion is exterior as well, and I'm just not familiar enough with it to know if anything is getting secured in the ground or whether it's all attached to the building, etc. If there is ground disturbance, I need to write down the projected extent (depth, length, and width) that any equipment will be going into the ground.

Thanks!
Sarah

On Tue, Jan 23, 2018 at 3:28 PM, Wayne Carter <wcarter@town.winthrop.ma.us> wrote:

Sarah,

I will get this completed and back to you by tomorrow.

Thanks,
Wayne



Detective Wayne Carter
Winthrop Police Department
3 Metcalf Square
[Winthrop Ma, 02152](mailto:wcarter@town.winthrop.ma.us)
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From: Sarah Plowman [mailto:sarah.plowman@boston.gov]
Sent: Tuesday, January 23, 2018 2:42 PM
To: Wayne Carter <wcarter@town.winthrop.ma.us>
Subject: Winthrop Water Tower HVAC

Hi Wayne,

I'm starting to get the ball rolling on the HVAC equipment for the Winthrop Water Tower. I need to submit an EHP form (Environmental & Historical Preservation) form to FEMA before we can begin, just to ensure that we aren't damaging historic property, etc. I'll let you know when I hear back about that.

In the meanwhile, the thing I need from you is a filled out "pre-req" form. The link is here: bit.ly/pre_req It should only take you a few minutes -- putting in your information, the JPOC information, my info, and where this funding is coming from (UASI 16 - 4.1 Psnet/Interop Technical Support). Then there will be a line where you can describe what we're buying and how much it is quoted to cost. If you run into any trouble with the form just give me a call.

Thanks very much!
Sarah

--

Sarah Plowman
Regional Planner
Mayor's Office of Emergency Management
Boston City Hall, Room 204

One City Hall Square | Boston, MA 02201
Phone: [617.635.1400](tel:617.635.1400)
Fax: [617.635.2974](tel:617.635.2974)

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Regional Planner
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Sarah Plowman
Regional Planner
Mayor's Office of Emergency Management
Boston City Hall, Room 204

One City Hall Square | Boston, MA 02201
Phone: 617.635.1400
Fax: 617.635.2974

From: Eric Johnson <ejohnson@Lan-Tel.com>
Sent: Tuesday, January 23, 2018 4:40 PM EST
To: Wayne Carter <Wayne Carter <wcarter@town.winthrop.ma.us>>; Sarah Plowman <Sarah Plowman <sarah.plowman@boston.gov>>
Subject: Re: Winthrop Water Tower HVAC
All surface mounted on the building

From: Wayne Carter <wcarter@town.winthrop.ma.us>
Sent: Tuesday, January 23, 2018 4:06 PM
To: Sarah Plowman
Cc: Eric Johnson
Subject: RE: Winthrop Water Tower HVAC

Sarah,
You were correct the first email I didn't put his email in that first email. LOL
I don't see anything going in the ground for the HVAC install but I have ccd Eric Johnston to confirm on this email.

Thanks,
Wayne



Detective Wayne Carter
Winthrop Police Department
3 Metcalf Square
[Winthrop Ma, 02152](#)
PH: [617-539-5815](#)
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Wayne



Detective Wayne Carter
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Thanks very much!
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Sarah Plowman
Regional Planner
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Sarah Plowman
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From: Sarah Plowman <sarah.plowman@boston.gov>
Sent: Wednesday, January 24, 2018 9:14 AM EST
To: Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>
CC: Wayne Carter <Wayne Carter <wcarter@town.winthrop.ma.us>>
Subject: Re: Winthrop Water Tower HVAC

Thanks, Eric!

On Tue, Jan 23, 2018 at 4:40 PM, Eric Johnson<ejohnson@lan-tel.com> wrote:
All surface mounted on the building

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Sent: Tuesday, January 23, 2018 4:06 PM
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Detective Wayne Carter

Winthrop Police Department

3 Metcalf Square

[Winthrop Ma. 02152](#)

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Detective Wayne Carter

Winthrop Police Department

3 Metcalf Square

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Thanks very much!

Sarah

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Sarah Plowman

Regional Planner

Mayor's Office of Emergency Management

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One City Hall Square | Boston, MA 02201

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--

Sarah Plowman

Regional Planner

Mayor's Office of Emergency Management

Boston City Hall, Room 204

One City Hall Square | Boston, MA 02201

Phone: 617.635.1400

Fax: 617.635.2974

From: Jessica Jones <jessica.jones@boston.gov>
Sent: Wednesday, January 24, 2018 10:02 AM EST
To: Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>
CC: Wayne Carter <Wayne Carter <wcarter@town.winthrop.ma.us>>
Subject: Fwd: Winthrop Water Tower 2 quotes
Attachment(s): "ATT00001.htm","Winthrop Water tower Cam.pdf","ATT00002.htm"

Hi Eric,

Do you mind sending along labeled photos of where each camera will be located for this project? If you have any diagrams to provide, that would be helpful as well. I am going to be submitting an EHP to FEMA and those will be required for the documents.

Thank you,
Jess

----- Forwarded message -----

From: **Wayne Carter** <wcarter@town.winthrop.ma.us>
Date: Fri, Dec 29, 2017 at 11:56 AM
Subject: Fwd: Winthrop Water Tower 2 quotes
To: "jessica.jones@boston.gov" <jessica.jones@boston.gov>
Cc: John Goodwin <jgoodwin@town.winthrop.ma.us>, Chief Terence Delehanty <tdelehanty@town.winthrop.ma.us>

Jessica,

This email includes the camera quote.

Thanks
Wayne



Detective Wayne Carter
Winthrop Police Department
3 Metcalf Square
Winthrop Ma, 02152
PH: [617-539-5815](tel:617-539-5815)
Fax: [617-846-3174](tel:617-846-3174)

Begin forwarded message:

From: Eric Johnson <ejohnson@Lan-Tel.com>
Date: November 27, 2017 at 4:45:52 PM EST
To: Wayne Carter Winthrop Police <wcarter@town.winthrop.ma.us>
Subject: Winthrop Water Tower 2 quotes

Respectfully,

Eric Johnson
Security Project Manager
1400 PROVIDENCE HIGHWAY,
SUITE 3100
NORWOOD, MA 02062

M [617.785.8254](tel:617.785.8254) | F [781.551.8667](tel:781.551.8667)

ejohnson@lan-tel.com ♣ □

www.lan-tel.com

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Jessica Jones

Regional Planner
Mayor's Office of Emergency Management
Boston City Hall, Room 204
One City Hall Square | Boston, MA 02201
Office: [617.635.1350](tel:617.635.1350)
Cell: [617.913.6063](tel:617.913.6063)
Fax: [617.635.2974](tel:617.635.2974)



Date: November 27, 2017

To: Chief Terence Delehanty
Winthrop Police Department
Winthrop, MA

From: Eric Johnson
Lan-Tel Communications Inc.
1400 Providence Highway
Suite 3100
Norwood, Ma. 02062
(Ph.) 617-785-8254
(Fax) 781-551-8667
ejohnson@lan-tel.com

**Re: Target and Environmental Hardening for the
Winthrop Water Tower**

LAN-Tel is pleased to submit the attached proposal. This is based on the information, instruction and requirements mutually reviewed. This proposal will include the installation of the video upgrade.

I am confident you will find our quote to be complete in terms of scope, and compliance, with FAC 64 as well as consistent with information received.

If you have any questions, please call me at (617-785-8254), or simply e-mail me at ejohnson@lan-tel.com

We look forward to reviewing our proposal with you and thank you again for your continued consideration of LAN-TEL Communications, Inc.

Quote Summary:

LAN-TEL Communications, Inc.'s lump sum quotes include the supply of all labor, cable, coring, required equipment, project management, insurances and permits for successful installation of the equipment reviewed and stated herein.



Scope of Work:

Labor and Equipment to install (3) Perimeter Cameras:

3	FLIR	CB-3102-11-I	Ariel Full HD IP Bullet Camera (2.8mm)
---	------	--------------	--

1. Low voltage camera work.
2. Equipment wire and fasteners
3. Labor
4. Total cost for this will be:

Equipment cost \$1442.81

Labor cost \$2760.00

Total \$4202.81

Qualifications:

1. Normal working hours are between 7:00AM and 4:00PM Monday through Friday, excluding holidays, unless otherwise directed, with premium labor adjustments applied per approved change order protocol.
2. All security work is to be coordinated and completed by LAN-TEL.
3. We assume all conduits, coring, sleeves, workboxes, floor boxes, poke-thrus with trim flanges, grounding backbone & bus bars, power, and rubbish removal from the central sweep point will be completed by LAN-Tel.
4. We shall fire-stop and seal only those sleeves, conduits, cores, utilized by LAN-TEL for the work specified.
5. We shall provide a one year product warranty under FAC64 against defects and on overall craftsmanship, starting from the date of substantial completion.
6. Warranty does not include any repairs of equipment damaged by vandalism, misuse, or "Acts of God".
7. Underground utilities are to be marked and located by the owner. LAN-Tel will not be responsible for any underground utilities improperly marked.
8. Job permits are included in the total proposal cost.
9. Full and uninterrupted access to all the work locations is required.
10. This proposal is in effect for 60 days unless otherwise extended by LAN-Tel.

LAN-Tel Communications, Inc.

Winthrop Police

By: Eric Johnson

By: _____

Date 11/27/2017

Date: _____

From: Eric Johnson <ejohnson@Lan-Tel.com>
Sent: Wednesday, January 24, 2018 5:57 PM EST
To: Jessica Jones <Jessica Jones <jessica.jones@boston.gov>>
CC: Wayne Carter <Wayne Carter <wcarter@town.winthrop.ma.us>>
Subject: Re: Winthrop Water Tower 2 quotes
Attachment(s): "Winthrop 1.jpg", "Winthrop 2 F.jpg", "Winthrop 3 F.jpg"

Jessica: here are the photos with areas highlighted and angle of cameras.

From: Jessica Jones <jessica.jones@boston.gov>
Sent: Wednesday, January 24, 2018 10:02 AM
To: Eric Johnson
Cc: Wayne Carter
Subject: Fwd: Winthrop Water Tower 2 quotes

Hi Eric,

Do you mind sending along labeled photos of where each camera will be located for this project? If you have any diagrams to provide, that would be helpful as well. I am going to be submitting an EHP to FEMA and those will be required for the documents.

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Jessica,

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Thanks
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Jessica Jones

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From: Eric Johnson <ejohnson@Lan-Tel.com>
Sent: Wednesday, January 24, 2018 7:23 PM EST
To: Rich Crehan <Rich Crehan <rcrehan@ftgtechnologies.com>>
CC: Scott Wilder <swilder@brooklinema.gov>; John Surette (john.surette@pd.boston.gov) < John Surette (john.surette@pd.boston.gov) <john.surette@pd.boston.gov>>; Gerry Reardon <Gerry Reardon <greardon@cambridgefire.org>>; Sarah Plowman <Sarah Plowman <sarah.plowman@boston.gov>>; PSNET <PSNET <PSNET@ftgtechnologies.com>>; PS NET Support <PS NET Support <psnetsupport@ftgtechnologies.com>>
Subject: Re: 2018-01-24 PSNet Alert
Attachment(s): "image001.png"

Yes I have my cameras showing down for that area

□

Respectfully,

Eric Johnson
Security Project Manager
1400 PROVIDENCE HIGHWAY, SUITE 3100
NORWOOD, MA 02062

M 617.785.8254

F 781.551.8667

ejohnson@lan-tel.com ♣ □

TWITTER : @ejctown

<http://linkedin.com/in/eric-johnson-9702a62b>

www.lan-tel.com

FOLLOW US: [Twitter](#) | [LinkedIn](#) | [Facebook](#)

On Jan 24, 2018, at 6:19 PM, Rich Crehan <rcrehan@ftgtechnologies.com> wrote:

Good Evening,

Alert on 2018-01-24 at 17:36:

Site: *Boston Police HQ*
Device: *WS-3750G-12S-E*
Name: *BosEOC-SwA*
Address: *x.x.245.105*
Duration: *Ongoing*

Event: The 'BosEOC-SwA' switch located at the Boston Police HQ changed from 'UP' to 'DOWN' on Intermapper on 2018-01-24 at 17:36. FTG is creating a ticket for this incident and will investigate. Please standby for updates.

Respectfully,

Richard Crehan | Project Manager | FTG Technologies
2 Batterymarch Park, Suite 401 | Quincy, MA 02169
Office: [617-367-7474](tel:617-367-7474) | Web: www.ftgtechnologies.com | email: rcrehan@FtgTechnologies.com

<image001.png>

To open a new service request, please email servicecenter@ftgtechnologies.com or call 617-367-7474 to speak with someone in our 24 hour Network Operations Center.

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From: Rich Crehan
Sent: Tuesday, January 23, 2018 9:10 AM
To: 'Stan Reichgott' <sreichgott@brooklinema.gov>; Gerry Reardon <greardon@cambridgefire.org>
Cc: Scott Wilder <swilder@brooklinema.gov>; Sarah Plowman <sarah.plowman@boston.gov>; PSNET <PSNET@ftgtechnologies.com>; PS NET Support <psnetsupport@ftgtechnologies.com>
Subject: RE: 2018-01-22 PSNet Alert

Good Morning,

I apologize for the cryptic message. I will relay relevant information moving forward.

Alert on 2018-01-22 at 21:32:

Site: *Brookline Public Safety Facility*
Device: *WS-C4507R*
Name: *Brookline*
Address: *x.x.11.2*
Duration: *3 hours, 47 minutes*

Event: The Cisco 4507R switch located at the Brookline Public Safety Facility changed from 'OK' to 'DOWN' on Intermapper on 2018-01-22 at 21:32. The IPSec tunnel used for management access was temporarily unavailable. This event had minimal impact on overall service. The device is reported in the 'OK' state as of the writing of the message.

Respectfully,

Richard Crehan | Project Manager | FTG Technologies
2 Batterymarch Park, Suite 401 | Quincy, MA 02169
Office: [617-367-7474](tel:617-367-7474) | Web: www.ftgtechnologies.com | email: rcrehan@FtgTechnologies.com

<image001.png>

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From: Stan Reichgott [<mailto:sreichgott@brooklinema.gov>]
Sent: Tuesday, January 23, 2018 7:41 AM
To: Gerry Reardon <greardon@cambridgefire.org>
Cc: Scott Wilder <swilder@brooklinema.gov>; Sarah Plowman <sarah.plowman@boston.gov>; Rich Crehan <rcrehan@ftgtechnologies.com>
Subject: RE: 20180122 PSNet Device Change State

I believe the device "change" is a change in state to "down" status, but there is no information about what device or where! The message is not particularly informative or useful.

Stan Reichgott
Technical Services
Brookline Fire Department
Office: 617.730.2262 | Mobile: 617.987.1027

From: Reardon, Gerry [<mailto:GReardon@CambridgeFire.Org>]
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Cc: Sarah Plowman; FTG NOC
Subject: RE: 20180122 PSNet Device Change State

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Cc: Sarah Plowman <sarah.plowman@boston.gov>; Reardon, Gerry <GReardon@CambridgeFire.Org>; FTG NOC <noc@ftgtechnologies.com>

Subject: 20180122 PSNet Device Change State

Good Evening,

FTG acknowledging Public Safety Network device change state to 'down' on 20180122 at 21:32:36.

FTG is on standby.

Richard Crehan | Systems Engineer | FTG Technologies

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From: Eric Johnson <ejohnson@Lan-Tel.com>
Sent: Wednesday, January 24, 2018 7:23 PM EST
To: John Surette <John Surette <john.surette@pd.boston.gov>>
CC: Rich Crehan <Rich Crehan <rcrehan@ftgtechnologies.com>>; Scott Wilder <Scott Wilder <swilder@brooklinema.gov>>; Gerry Reardon <Gerry Reardon <greardon@cambridgefire.org>>; Sarah Plowman < Sarah Plowman <sarah.plowman@boston.gov>>; PSNET <PSNET <PSNET@ftgtechnologies.com>>; PS NET Support < PS NET Support <psnetsupport@ftgtechnologies.com>>
Subject: Re: 2018-01-24 PSNet Alert

Thanks John

□

Respectfully,

Eric Johnson
Security Project Manager
1400 PROVIDENCE HIGHWAY, SUITE 3100
NORWOOD, MA 02062

M 617.785.8254

F 781.551.8667

ejohnson@lan-tel.com ♣ □

TWITTER : @ejctown

<http://linkedin.com/in/eric-johnson-9702a62b>

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Name: *BosEOC-SwA*
Address: *x.x.245.105*
Duration: *Ongoing*

Event: The 'BosEOC-SwA' switch located at the Boston Police HQ changed from 'UP' to 'DOWN' on Intermapper on 2018-01-24 at 17:36. FTG is creating a ticket for this incident and will investigate. Please standby for updates.

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From: Wayne Carter <wcarter@town.winthrop.ma.us>
Sent: Wednesday, January 24, 2018 7:32 PM EST
To: Eric Johnson <Eric Johnson <[<ejohnson@Lan-Tel.com>>](mailto:ejohnson@Lan-Tel.com)>
CC: Jessica Jones <Jessica Jones <[<jessica.jones@boston.gov>>](mailto:jessica.jones@boston.gov)>
Subject: Re: Winthrop Water Tower 2 quotes

Eric,

The Camera 2 photo can that camera be located on the inside of the metal gate facing the room with all the electronic equipment.

Thanks
Wayne



Detective Wayne Carter
Winthrop Police Department
[3 Metcalf Square](#)
[Winthrop Ma, 02152](#)
PH: [617-539-5815](tel:617-539-5815)
Fax: [617-846-3174](tel:617-846-3174)

On Jan 24, 2018, at 5:58 PM, Eric Johnson <ejohnson@Lan-Tel.com> wrote:

Jessica: here are the photos with areas highlighted and angle of cameras.

From: Jessica Jones <jessica.jones@boston.gov>
Sent: Wednesday, January 24, 2018 10:02 AM
To: Eric Johnson
Cc: Wayne Carter
Subject: Fwd: Winthrop Water Tower 2 quotes

Hi Eric,

Do you mind sending along labeled photos of where each camera will be located for this project? If you have any diagrams to provide, that would be helpful as well. I am going to be submitting an EHP to FEMA and those will be required for the documents.

Thank you,
Jess

----- Forwarded message -----

From: **Wayne Carter** <wcarter@town.winthrop.ma.us>
Date: Fri, Dec 29, 2017 at 11:56 AM
Subject: Fwd: Winthrop Water Tower 2 quotes
To: "jessica.jones@boston.gov" <jessica.jones@boston.gov>
Cc: John Goodwin <jgoodwin@town.winthrop.ma.us>, Chief Terence Delehanty <tdelehanty@town.winthrop.ma.us>

Jessica,

This email includes the camera quote.

Thanks
Wayne



Detective Wayne Carter
Winthrop Police Department
3 Metcalf Square
Winthrop Ma, 02152
PH: [617-539-5815](tel:617-539-5815)
Fax: [617-846-3174](tel:617-846-3174)

Begin forwarded message:

From: Eric Johnson <ejohnson@Lan-Tel.com>
Date: November 27, 2017 at 4:45:52 PM EST
To: Wayne Carter Winthrop Police <wcarter@town.winthrop.ma.us>
Subject: Winthrop Water Tower 2 quotes

□

Respectfully,

Eric Johnson
Security Project Manager
1400 PROVIDENCE HIGHWAY,
SUITE 3100
NORWOOD, MA 02062

M [617.785.8254](tel:617.785.8254) | F [781.551.8667](tel:781.551.8667)

ejohnson@lan-tel.com ♣ □
www.lan-tel.com

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--

Jessica Jones

Regional Planner
Mayor's Office of Emergency Management
Boston City Hall, Room 204
One City Hall Square | Boston, MA 02201
Office: [617.635.1350](tel:617.635.1350)
Cell: [617.913.6063](tel:617.913.6063)
Fax: [617.635.2974](tel:617.635.2974)

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<Winthrop 1.jpg>

<Winthrop 2 F.jpg>

<Winthrop 3 F.jpg>

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Sent: Wednesday, January 24, 2018 7:47 PM EST

To: Eric Johnson <Eric.Johnson@lan-tel.com>>

CC: Rich Crehan <rcrehan@ftgtechnologies.com>>; Scott Wilder <swilder@brooklinema.gov>>; Gerry Reardon <greardon@cambridgefire.org>>; Sarah Plowman <sarah.plowman@boston.gov>>; PSNET <PSNET@ftgtechnologies.com>>; PS NET Support <psnetsupport@ftgtechnologies.com>>

Subject: Re: 2018-01-24 PSNet Alert

Doit is reporting Bragdon is back up.
We should be good!

John

Sent from my iPhone

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Respectfully,

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F 781.551.8667

ejohnson@lan-tel.com ♣ □

TWITTER : @ejctown

<http://linkedin.com/in/eric-johnson-9702a62b>

www.lan-tel.com

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Sent: Tuesday, January 23, 2018 7:41 AM
To: Gerry Reardon <greardon@cambridgefire.org>
Cc: Scott Wilder <swilder@brooklinema.gov>; Sarah Plowman <sarah.plowman@boston.gov>; Rich Crehan <rcrehan@ftgtechnologies.com>
Subject: RE: 20180122 PSNet Device Change State

I believe the device "change" is a change in state to "down" status, but there is no information about what device or where! The message is not particularly informative or useful.

Stan Reichgott
Technical Services
[Brookline Fire Department](#)
Office: 617.730.2262 | Mobile: 617.987.1027

From: Reardon, Gerry [<mailto:GReardon@CambridgeFire.Org>]
Sent: Tuesday, January 23, 2018 5:47 AM
To: Rich Crehan; Scott Wilder; Stan Reichgott
Cc: Sarah Plowman; FTG NOC
Subject: RE: 20180122 PSNet Device Change State

Can you explain this cryptic message, what change?

From: Rich Crehan [<mailto:rcrehan@ftgtechnologies.com>]
Sent: Monday, January 22, 2018 10:22 PM
To: Scott Wilder <swilder@brooklinema.gov>; sreichgott@brooklinema.gov
Cc: Sarah Plowman <sarah.plowman@boston.gov>; Reardon, Gerry <GReardon@CambridgeFire.Org>; FTG NOC <noc@ftgtechnologies.com>
Subject: 20180122 PSNet Device Change State

Good Evening,

FTG acknowledging Public Safety Network device change state to 'down' on 20180122 at 21:32:36.

FTG is on standby.

Richard Crehan | Systems Engineer | FTG Technologies
2 Batterymarch Park, Suite 401 | Quincy, MA 02169
Office: [617-367-7474](tel:617-367-7474) | Web: www.ftgtechnologies.com | email: rcrehan@FtgTechnologies.com

<image001.png>

To open a new service request, please email servicecenter@ftgtechnologies.com or call 617-367-7474 to speak with someone in our 24 hour Network Operations Center.

CONFIDENTIALITY NOTICE: *The contents of this email message and any attachments are intended solely for the addressee(s). If you are not the intended recipient of this message or their agent, or if this message has been addressed to you in error, please immediately alert the sender by reply email and then delete this message and any attachments. If you are not the intended recipient, you are hereby notified that any use, dissemination, copying, or storage of this message or its attachments is strictly prohibited.*

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From: Eric Johnson <ejohnson@Lan-Tel.com>
Sent: Wednesday, January 24, 2018 8:11 PM EST
To: Wayne Carter <Wayne Carter <wcarter@town.winthrop.ma.us>>
CC: Jessica Jones <Jessica Jones <jessica.jones@boston.gov>>
Subject: Re: Winthrop Water Tower 2 quotes

Wayne I will give you a call

□

Respectfully,

Eric Johnson
Security Project Manager
1400 PROVIDENCE HIGHWAY, SUITE 3100
NORWOOD, MA 02062

M 617.785.8254

F 781.551.8667

ejohnson@lan-tel.com ♣ □

TWITTER : @ejctown

<http://linkedin.com/in/eric-johnson-9702a62b>

www.lan-tel.com

FOLLOW US: [Twitter](#) | [LinkedIn](#) | [Facebook](#)

On Jan 24, 2018, at 7:32 PM, Wayne Carter <wcarter@town.winthrop.ma.us> wrote:

Eric,

The Camera 2 photo can that camera be located on the inside of the metal gate facing the room with all the electronic equipment.

Thanks
Wayne



Detective Wayne Carter
Winthrop Police Department
[3 Metcalf Square](#)
[Winthrop Ma, 02152](#)
PH: [617-539-5815](#)
Fax: [617-846-3174](#)

On Jan 24, 2018, at 5:58 PM, Eric Johnson <ejohnson@Lan-Tel.com> wrote:

Jessica: here are the photos with areas highlighted and angle of cameras.

From: Jessica Jones <jessica.jones@boston.gov>
Sent: Wednesday, January 24, 2018 10:02 AM
To: Eric Johnson
Cc: Wayne Carter
Subject: Fwd: Winthrop Water Tower 2 quotes

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Do you mind sending along labeled photos of where each camera will be located for this project? If you have any diagrams to provide, that would be helpful as well. I am going to be submitting an EHP to FEMA and those will be required for the documents.

Thank you,
Jess

----- Forwarded message -----

From: **Wayne Carter** <wcarter@town.winthrop.ma.us>
Date: Fri, Dec 29, 2017 at 11:56 AM
Subject: Fwd: Winthrop Water Tower 2 quotes
To: "Jessica Jones" <jessica.jones@boston.gov> <jessica.jones@boston.gov>
Cc: John Goodwin <jgoodwin@town.winthrop.ma.us>, Chief Terence Delehanty <tdelehanty@town.winthrop.ma.us>

Jessica,

This email includes the camera quote.

Thanks
Wayne



Detective Wayne Carter
Winthrop Police Department
3 Metcalf Square
Winthrop Ma, 02152
PH: [617-539-5815](tel:617-539-5815)
Fax: [617-846-3174](tel:617-846-3174)

Begin forwarded message:

From: Eric Johnson <ejohnson@Lan-Tel.com>
Date: November 27, 2017 at 4:45:52 PM EST
To: Wayne Carter Winthrop Police <wcarter@town.winthrop.ma.us>
Subject: Winthrop Water Tower 2 quotes

□

Respectfully,

Eric Johnson
Security Project Manager

1400 PROVIDENCE HIGHWAY,
SUITE 3100
NORWOOD, MA 02062

M [617.785.8254](tel:617.785.8254) | **F** [781.551.8667](tel:781.551.8667)

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Jessica Jones

Regional Planner
Mayor's Office of Emergency Management
Boston City Hall, Room 204
One City Hall Square | Boston, MA 02201
Office: [617.635.1350](tel:617.635.1350)
Cell: [617.913.6063](tel:617.913.6063)
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<Winthrop 1.jpg>

<Winthrop 2 F.jpg>

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To: Eric Johnson <Eric Johnson <ejohnson@Lan-Tel.com>>
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Thanks
Wayne



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Sent: Wednesday, January 24, 2018 8:24 PM EST
To: Wayne Carter <Wayne Carter <wcarter@town.winthrop.ma.us>>
CC: Jessica Jones <Jessica Jones <jessica.jones@boston.gov>>
Subject: Re: Winthrop Water Tower 2 quotes

Thanks Wayne !

□

Respectfully,

Eric Johnson
Security Project Manager
1400 PROVIDENCE HIGHWAY, SUITE 3100
NORWOOD, MA 02062

M 617.785.8254

F 781.551.8667

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From: Jessica Jones <jessica.jones@boston.gov>
Sent: Thursday, January 25, 2018 10:20 AM EST
To: Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>
Subject: Fwd: FW: Message from "RNP002673B8670F"
Attachment(s): "20180122115314330.pdf"

Hi Eric,

Do you have a quick few minutes to take a call about this? I don't have much background on this piece and was wondering if I can get some background on it.

Thanks,

Jess

----- Forwarded message -----

From: Monzione, Pam <PMonzione@chelseama.gov>
Date: Mon, Jan 22, 2018 at 12:44 PM
Subject: FW: Message from "RNP002673B8670F"
To: Jessica Jones <jessica.jones@boston.gov>
Cc: Eric Johnson <ejohnson@lan-tel.com>

Hi Jess,

This invoice for the 10 cameras should go to you, this is part of CIMS.

-----Original Message-----

From: mpc3503@coc.gov [mailto:mpc3503@coc.gov]
Sent: Monday, January 22, 2018 11:53 AM
To: Monzione, Pam
Subject: Message from "RNP002673B8670F"

This E-mail was sent from "RNP002673B8670F" (MP C3503).

Scan Date: 01.22.2018 11:53:14 (-0500)

Queries to: mpc3503@coc.gov

--

Jessica Jones

Regional Planner
Mayor's Office of Emergency Management
Boston City Hall, Room 204
One City Hall Square | Boston, MA 02201
Office: [617.635.1350](tel:617.635.1350)
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Fax: [617.635.2974](tel:617.635.2974)

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Subject: Re: Message from "RNP002673B8670F"

Jess I am in city hall currently , can I stop by

□

Respectfully,

Eric Johnson
Security Project Manager
1400 PROVIDENCE HIGHWAY, SUITE 3100
NORWOOD, MA 02062

M 617.785.8254

F 781.551.8667

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TWITTER : @ejctown

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Sent: Thursday, January 25, 2018 10:23 AM EST
To: Jessica Jones <Jessica Jones <jessica.jones@boston.gov>>
Subject: Re: Message from "RNP002673B8670F"

I will see you soon

□

Respectfully,

Eric Johnson
Security Project Manager
1400 PROVIDENCE HIGHWAY, SUITE 3100
NORWOOD, MA 02062

M 617.785.8254

F 781.551.8667

ejohnson@lan-tel.com ♣ □

TWITTER : @ejctown

<http://linkedin.com/in/eric-johnson-9702a62b>

www.lan-tel.com

FOLLOW US: [Twitter](#) | [LinkedIn](#) | [Facebook](#)

On Jan 25, 2018, at 10:23 AM, Jessica Jones <jessica.jones@boston.gov> wrote:

That would be fantastic!

On Thu, Jan 25, 2018 at 10:22 AM, Eric Johnson<ejohnson@lan-tel.com> wrote:

Jess I am in city hall currently , can I stop by

□

Respectfully,

Eric Johnson
Security Project Manager
[1400 PROVIDENCE HIGHWAY, SUITE 3100](#)
[NORWOOD, MA 02062](#)

M [617.785.8254](tel:617.785.8254)

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www.lan-tel.com

FOLLOW US: [Twitter](#) | [LinkedIn](#) | [Facebook](#)

On Jan 25, 2018, at 10:20 AM, Jessica Jones <jessica.jones@boston.gov> wrote:

Hi Eric,
Do you have a quick few minutes to take a call about this? I don't have much background on this piece and was wondering if I can get some background on it.

Thanks,
Jess

----- Forwarded message -----

From: **Monziona, Pam** <PMonziona@chelseama.gov>
Date: Mon, Jan 22, 2018 at 12:44 PM
Subject: FW: Message from "RNP002673B8670F"
To: Jessica Jones <jessica.jones@boston.gov>
Cc: Eric Johnson <ejohnson@lan-tel.com>

Hi Jess,

This invoice for the 10 cameras should go to you, this is part of CIMS.

-----Original Message-----

From: mpc3503@coc.gov [mailto:mpc3503@coc.gov]
Sent: Monday, January 22, 2018 11:53 AM
To: Monziona, Pam
Subject: Message from "RNP002673B8670F"

This E-mail was sent from "RNP002673B8670F" (MP C3503).

Scan Date: 01.22.2018 11:53:14 (-0500)
Queries to: mpc3503@coc.gov

--

Jessica Jones

Regional Planner
Mayor's Office of Emergency Management
Boston City Hall, Room 204
One City Hall Square | Boston, MA 02201
Office: [617.635.1350](tel:617.635.1350)
Cell: [617.913.6063](tel:617.913.6063)
Fax: [617.635.2974](tel:617.635.2974)

<20180122115314330.pdf>

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From: Jessica Jones <jessica.jones@boston.gov>
Sent: Thursday, January 25, 2018 11:06 AM EST
To: Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>
CC: Wayne Carter <Wayne Carter <wcarter@town.winthrop.ma.us>>
Subject: Re: Winthrop Water Tower 2 quotes

Hi Eric,

I see what you did there! However, if the cameras are going to be inside the site, I will need the photos from the inside and labeled, would that be alright? Mine came out horribly! However, I will use the one for the lightpole though!

Thanks,
Jess

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Thanks Wayne !

Respectfully,

Eric Johnson
Security Project Manager
[1400 PROVIDENCE HIGHWAY, SUITE 3100](#)
[NORWOOD, MA 02062](#)

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The way you have it set up makes sense now that you explained it. So forget what I asked.

Thanks
Wayne



Detective Wayne Carter
Winthrop Police Department
3 Metcalf Square
Winthrop Ma, 02152
PH: [617-539-5815](tel:617-539-5815)
Fax: [617-846-3174](tel:617-846-3174)

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Thanks
Wayne



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Winthrop Police Department
3 Metcalf Square
Winthrop Ma, 02152
PH: [617-539-5815](tel:617-539-5815)
Fax: [617-846-3174](tel:617-846-3174)

On Jan 24, 2018, at 5:58 PM, Eric Johnson <ejohnson@Lan-Tel.com> wrote:

Jessica: here are the photos with areas highlighted and angle of cameras.

From: Jessica Jones <jessica.jones@boston.gov>
Sent: Wednesday, January 24, 2018 10:02 AM
To: Eric Johnson
Cc: Wayne Carter
Subject: Fwd: Winthrop Water Tower 2 quotes

Hi Eric,

Do you mind sending along labeled photos of where each camera will be located for this project? If you have any diagrams to provide, that would be helpful as well. I am going to be submitting an EHP to FEMA and those will be required for the documents.

Thank you,
Jess

----- Forwarded message -----

From: Wayne Carter <wcarter@town.winthrop.ma.us>
Date: Fri, Dec 29, 2017 at 11:56 AM
Subject: Fwd: Winthrop Water Tower 2 quotes
To: "Jessica Jones" <jessica.jones@boston.gov> <jessica.jones@boston.gov>
Cc: John Goodwin <jgoodwin@town.winthrop.ma.us>, Chief Terence Delehanty <tdelehanty@town.winthrop.ma.us>

Jessica,

This email includes the camera quote.

Thanks
Wayne



Detective Wayne Carter
Winthrop Police Department
3 Metcalf Square
Winthrop Ma, 02152
PH: [617-539-5815](tel:617-539-5815)
Fax: [617-846-3174](tel:617-846-3174)

Begin forwarded message:

From: Eric Johnson <ejohnson@Lan-Tel.com>
Date: November 27, 2017 at 4:45:52 PM EST
To: Wayne Carter Winthrop Police
<wcarter@town.winthrop.ma.us>
Subject: Winthrop Water Tower 2 quotes

Respectfully,

Eric Johnson

Security Project Manager

[1400 PROVIDENCE HIGHWAY.](#)

[SUITE 3100](#)

[NORWOOD, MA 02062](#)

M [617.785.8254](#) | **F** [781.551.8667](#)

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Jessica Jones

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<Winthrop 1.jpg>

<Winthrop 2 F.jpg>

<Winthrop 3 F.jpg>

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Fax: [617.635.2974](tel:617.635.2974)

From: Wayne Carter <wcarter@town.winthrop.ma.us>

Sent: Thursday, January 25, 2018 11:20 AM EST

To: Jessica Jones <Jessica Jones <jessica.jones@boston.gov>>; Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>

Subject: RE: Winthrop Water Tower 2 quotes

Jessica,

After speaking with Eric it would be the 3 cameras outside that he had submitted photos of. One of the cameras would be positioned to see who accesses the building. That was my understanding after speaking with Eric the other night. Eric will be able to confirm.

Thanks,
Wayne



Detective Wayne Carter
Winthrop Police Department
3 Metcalf Square
Winthrop Ma, 02152
PH: 617-539-5815
Fax: 617-846-3174

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From: Jessica Jones [mailto:jessica.jones@boston.gov]

Sent: Thursday, January 25, 2018 11:07 AM

To: Eric Johnson <ejohnson@lan-tel.com>

Cc: Wayne Carter <wcarter@town.winthrop.ma.us>

Subject: Re: Winthrop Water Tower 2 quotes

Hi Eric,

I see what you did there! However, if the cameras are going to be inside the site, I will need the photos from the inside and labeled, would that be alright? Mine came out horribly! However, I will use the one for the lightpole though!

Thanks,
Jess

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Thanks Wayne !

Respectfully,

Eric Johnson
Security Project Manager
[1400 PROVIDENCE HIGHWAY, SUITE 3100](#)
[NORWOOD, MA 02062](#)

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Eric,

The way you have it set up makes sense now that you explained it. So forget what I asked.

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Wayne I will give you a call

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Eric,

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Sent: Wednesday, January 24, 2018 10:02 AM
To: Eric Johnson
Cc: Wayne Carter
Subject: Fwd: Winthrop Water Tower 2 quotes

Hi Eric,

Do you mind sending along labeled photos of where each camera will be located for this project? If you have any diagrams to provide, that would be helpful as well. I am going to be submitting an EHP to FEMA and those will be required for the documents.

Thank you,
Jess

----- Forwarded message -----

From: **Wayne Carter** <wcarter@town.winthrop.ma.us>
Date: Fri, Dec 29, 2017 at 11:56 AM
Subject: Fwd: Winthrop Water Tower 2 quotes
To: "jessica.jones@boston.gov" <jessica.jones@boston.gov>
Cc: John Goodwin <jgoodwin@town.winthrop.ma.us>, Chief Terence Delehanty <tdelehanty@town.winthrop.ma.us>

Jessica,

This email includes the camera quote.

Thanks
Wayne

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From: Eric Johnson <ejohnson@Lan-Tel.com>
Date: November 27, 2017 at 4:45:52 PM EST
To: Wayne Carter Winthrop Police
<wcarter@town.winthrop.ma.us>
Subject: Winthrop Water Tower 2 quotes

Respectfully,

Eric Johnson

Security Project Manager
[1400 PROVIDENCE HIGHWAY,](#)
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[NORWOOD, MA 02062](#)

M [617.785.8254](#) | **F** [781.551.8667](#)

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<Winthrop 1.jpg>

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From: Eric Johnson <ejohnson@Lan-Tel.com>
Sent: Thursday, January 25, 2018 11:55 AM EST
To: Jessica Jones <Jessica Jones <jessica.jones@boston.gov>>
CC: Wayne Carter <Wayne Carter <wcarter@town.winthrop.ma.us>>
Subject: Re: Winthrop Water Tower 2 quotes

All the cameras are outside there is an existing camera inside that we are going to utilize

□

Respectfully,

Eric Johnson
Security Project Manager
1400 PROVIDENCE HIGHWAY, SUITE 3100
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M 617.785.8254

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Cc: John Goodwin <jgoodwin@town.winthrop.ma.us>, Chief
Terence Delehanty <tdelehanty@town.winthrop.ma.us>

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<Winthrop 1.jpg>

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Cell: [617.913.6063](tel:617.913.6063)
Fax: [617.635.2974](tel:617.635.2974)

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From: Eamon Miller <eamon.miller@boston.gov>

Sent: Thursday, January 25, 2018 1:26 PM EST

To: Jessica Jones <Jessica Jones <jessica.jones@boston.gov>>; Emma DeSimone <Emma DeSimone <emma.desimone@boston.gov>>; Michele Bilodeau <Michele Bilodeau <michele.bilodeau@boston.gov>>; mike kiely <mike kiely <mkiely@police.somerville.ma.us>>; Albert, Jack; Robert Gillan <Robert Gillan <rgillan@quincyma.gov>>; kwood@quincyma.gov <kwood@quincyma.gov>; ggoyette@quincyma.gov <ggoyette@quincyma.gov>; lmcanneny@partners.org <lmcanneny@partners.org>; Pcrevoiserat@reverepolice.org <Pcrevoiserat@reverepolice.org>; Colley, Richard A.; cward@police.somerville.ma.us <cward@police.somerville.ma.us>; Glenn Turner <Glenn Turner <gtturner@cambridgefire.org>>; David Mahoney <David Mahoney <damahoney@cambridgefire.org>>; Jeffrey Gilmore <Jeffrey Gilmore <jeffrey.gilmore@cityofeverett.org>>; jstanford.spd@gmail.com <jstanford.spd@gmail.com>; Eleanor Smith <Eleanor Smith <Eleanor.smith@pd.boston.gov>>; Stephen Maywalt <Stephen Maywalt <smaywalt@cambridgepolice.org>>; William Lorenzen <William Lorenzen <william.lorenzen@childrens.harvard.edu>>; Francis Otting <Francis Otting <fotting@somervillema.gov>>; kflaherty@brooklinema.gov <kflaherty@brooklinema.gov>; Sean Martin <Sean Martin <sean.martin@pd.boston.gov>>; Christopher Colby <Christopher Colby <christopher.colby@pd.boston.gov>>; Kevin McGoldrick <Kevin McGoldrick <kevin.mcgoldrick@pd.boston.gov>>; Ian Costello <Ian Costello <ian.costello@boston.gov>>; rward@brooklinema.gov <rward@brooklinema.gov>; Keith Houghton <Keith Houghton <khoughton@chelseama.gov>>; Jguido <Jguido <jguido@reverepolice.org>>; Jeremiah Harrigan <Jeremiah Harrigan <jeremiah.harrigan@pd.boston.gov>>; Charles Breen <Charles Breen <cbreen@somervillema.gov>>; dpcushing@partners.org <dpcushing@partners.org>; smpalmer@partners.org <smpalmer@partners.org>; Christopher Major <Christopher Major <cmajor@somervillema.gov>>; vlampley@somervillema.gov <vlampley@somervillema.gov>; Riley, Rick; Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>

Subject: Re: Save the Date Training: 1/30-1/31/18 DHS FEMA Critical Infrastructure Protection Training Classes

Good Afternoon,

Friendly reminder that you are registered for the TEEX Critical Infrastructure Protection training next week (1/30 and 1/31) at Partners Healthcare Assembly Row; 8:30 AM-4:30 PM. Most people have been great letting me know if they cannot make it. Currently, we have 36 people registered and assumed to be present. If you can no longer attend, please let me know ASAP.

Thanks,
Eamon

On Fri, Jan 5, 2018 at 9:37 AM, Eamon Miller<eamon.miller@boston.gov> wrote:

Hi all,

Hope you are all safe and recovering from yesterday's storm. My name is Eamon Miller and I am the Training & Exercise Coordinator for the Metro Boston Homeland Security Region. Thank you for registering for AWR 213 Critical Infrastructure Security & Resilience Awareness and/or the MGT 414 Advanced Critical Infrastructure Protection training classes on Jan 30-31, 2018 at Partners Healthcare Assembly Row. As you may have seen John Sisario, the course instructor, sent an introduction email (see below) to all of you yesterday. I wanted to reiterate a couple of things on my end for you all:

- A FEMA SID# is **required** to take the course. If you do not already have one, use this link to register <https://cdp.dhs.gov/femasid> and bring the number to the course.
- Day of Training: Registration begins at 8 AM and course will begin around 8:30 AM. Lunch is on our own (Partners has a great cafeteria on site and Assembly Row has plenty of restaurants).
- In order to receive a completion certificate, you must register through the TEEX portal. It's very quick and easy (Instructions attached).
- **Important:** Let me know if you no longer can make it. We expect you to be present for both days. We have a waiting list and FEMA requires a min. of 24 participants and a max. of 40 participants.

Thanks so much and contact me if you have any questions.

Eamon

Greetings from TEEX !

Please read the entire email!

Thank you for registering for the upcoming AWR 213 Critical Infrastructure Security & Resilience Awareness and/or the MGT 414 Advanced Critical Infrastructure Protection training classes being presented at Partners HealthCare-Assembly Row, 399 Revolution Drive, Somerville, MA 02145 on January 30-31, 2018 from 8:00 am to 5:00 pm. Course participants will check in at the west lobby front desk and be given id badges. The training room is on the second floor (Room 2W23).

I have attached the instructions on how to get to this facility for your information as well as a website detailing the garage rates there (Garage Rates: <https://bostonparking.splplus.com/255-grand-union-blvd.html>) for those who plan to drive their POV or duty vehicles.

Our local POC is Eamon Miller, Boston OEM, and he can be reached at [617-635-1400](tel:617-635-1400) or eamon.miller@cityofboston.gov. Please contact SGT Mike Kiely, Somerville Police Department, at [617-625-1600](tel:617-625-1600), extension 7241, on any matters regarding local logistics pertaining to these training events in Somerville.

I have also attached the instructions for registering for a TEEX Student Portal account. Please make sure you register for your account so you can download your certificate of completion after successfully completing each course. It usually takes about two weeks to process the end-of-course paperwork so please give it at least that long before you access the portal to download your certificates. It is very important that you indicate on the registration form you will fill out at the beginning of each class how you would like your name to show on your certificate so please read the directions as you're filling out that form. Write legibly!

Please bring a writing utensil (black or blue ink pen, no pencils) and a highlighter to class with you as we no longer provide those in your stack of materials.

As of January 2013, DHS FEMA requires everyone taking a FEMA funded training class to have a FEMA Student Identification number (FEMA SID#) in order to receive credit for completing the course. If you have a FEMA SID #, please bring it to class with you on January 30, 2018. If you don't have a FEMA SID #, please use the following website to register for one and bring it to class with you: <https://cdp.dhs.gov/femasid>.

Although these are free training classes to you, they are certainly not without cost! The DHS FEMA Cooperative Agreements that fund these training courses spend around \$900 per participant per course to bring them to your jurisdiction. A minimum number of participants are required by DHS to justify each delivery. If you already know, or find out, that you can not attend the training class(es) you are scheduled to attend, please let Eamon Miller and me know so we can identify another person to fill your seat in these classes. We have had an amazing number of people register for both classes and are close to or at the maximum we are allowed by DHS FEMA to train per delivery. It is, therefore, important to notify us ASAP if you have to drop out so that a person on the waitlist can be informed that they now have an opportunity to attend.

If you have any questions about the course content, please let me know. I can be contacted at [512-922-3720](tel:512-922-3720) or John.Sisario@teex.tamu.edu.

My colleague, John Walker, and I look forward to meeting you all on Tuesday January 30, 2018.

Regards,

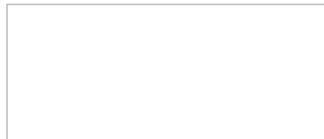
John Sisario, CTP | Senior Training Specialist|
Texas A&M Engineering Extension Service (TEEX)|
P. O. Box 40006 | College Station, TX 77842-4006|
Tel. [979-845-6677](tel:979-845-6677) | Cell [512-922-3720](tel:512-922-3720) |
John. Sisario@teex.tamu.edu | www.teex.orglaw

TEEX | Law Enforcement & Security Training
3100 State Highway 47
Rellis Campus, Bldg 7751
Bryan, TX 77807

--

Eamon Miller
Regional Training and Exercise Coordinator

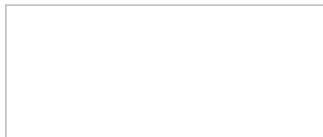
Office of Emergency Management (OEM)
Boston City Hall, Room 204 | Boston, MA 02201
Phone: [617-635-1400](tel:617-635-1400) | Fax: [617-635-2974](tel:617-635-2974) | eamon.miller@cityofboston.gov



--

Eamon Miller
Regional Training and Exercise Coordinator

Office of Emergency Management (OEM)
Boston City Hall, Room 204 | Boston, MA 02201
Phone: [617-635-1400](tel:617-635-1400) | Fax: [617-635-2974](tel:617-635-2974) | eamon.miller@cityofboston.gov



From: Eric Johnson <ejohnson@Lan-Tel.com>
Sent: Thursday, January 25, 2018 2:10 PM EST
To: sarah.plowman@boston.gov; michele.bilodeau@boston.gov
CC: Kate Waldron <Kate Waldron <kwaldron@lan-tel.com>>
Subject: Monitoring Quote : CIMS / PSNET
Attachment(s): "BostonNOCFINAL.pdf","ATT00001.htm"

Sarah

Please accept this quote to provide monitoring services for the CIMS and PSNET Network .

Please call me if you have any questions .

Thank you ,
Eric

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□

Respectfully,

Eric Johnson
Security Project Manager
1400 PROVIDENCE HIGHWAY, SUITE 3100
NORWOOD, MA 02062

M 617.785.8254

F 781.551.8667

ejohnson@lan-tel.com ♣ □

TWITTER : @ejctown

<http://linkedin.com/in/eric-johnson-9702a62b>

www.lan-tel.com

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From: Eric Johnson <ejohnson@Lan-Tel.com>
Sent: Thursday, January 25, 2018 2:23 PM EST
To: sarah.plowman@boston.gov
Subject: Updated Quote
Attachment(s): "BostonNOCFINAL.pdf", "ATT00001.htm"

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From: Linda Calnan <linda.calnan@boston.gov>

Sent: Tuesday, January 30, 2018 12:37 PM EST

To: Jason Marshall <Jason.Marshall@pd.boston.gov>; Michael Flaherty <Michael.Flaherty@michael.flaherty2@boston.gov>; Reidy, Richard; Brett Haynes <Brett.Haynes@boston.gov>; Don Burgess <Don.Burgess@boston.gov>; Robert Slade <Robert.Slade@boston.gov>; McDavitt, Conor; Beers, Jeff; Vasconcelos, Nelson; Dan Rothman <Dan.Rothman@boston.gov>; Jerry Turner <Jerry.Turner@boston.gov>; William Joyce <William.Joyce@boston.gov>; Jarrod Fullerton <Jarrod.Fullerton@genetec.com>; Wilson Aleman <Wilson.Aleman@boston.gov>; Vincent Stancato <Vincent.Stancato@lan-tel.com>; Henry, Brian; Michael Kane <Michael.Kane@boston.gov>; Jim Fitzpatrick <Jim.Fitzpatrick@pd.boston.gov>; Brian Barcelou <Brian.Barcelou@pd.boston.gov>; Mike Lynch (DoIT) <Mike.Lynch@boston.gov>; Shawn Romanoski <Shawn.Romanoski@pd.boston.gov>; Thomas, Ian; Eric Johnson <Eric.Johnson@lan-tel.com>; Jason MacDonald <Jason.MacDonald@boston.gov>; Louis Madeira <Louis.Madeira@pd.boston.gov>; Michael Sulprizio <Michael.Sulprizio@boston.gov>; Ramasamy, Krishnamoorthi; Gary Cupido <Gary.Cupido@vidsys.com>; Robert Flaherty <Robert.Flaherty@boston.gov>; Matthew Spillane <Matthew.Spillane@pd.boston.gov>; John Gillis <John.Gillis@boston.gov>

CC: Sarah Plowman <Sarah.Plowman@boston.gov>

Subject: Security Camera Strategy Meeting Status Report

Attachment(s): "Security Camera Strategy Meeting_1-31-18.docx"

Hi all -

Attached is the Security Camera Strategy status report for tomorrow's meeting.

Thanks.

Linda



Linda Calnan

Sr. Project Manager | [Department of Innovation & Technology \(DoIT\)](#) | [City of Boston](#)

1 City Hall Square, Room 109

Boston, MA 02201

D: 617-635-2875

C: 781-738-2020

linda.calnan@boston.gov

From: Shannon Condon <scondon@stonewallsolutions.com>

Sent: Tuesday, January 30, 2018 2:23 PM EST

To: aalpert@chelseama.gov; chuck@interisle.net; colin@interisle.net; dan.rothman@boston.gov; DAMahoney@CambridgeFire.Org; ejohnson@lan-tel.com; fred@interisle.net; gturner@cambridgefire.org; Jason.marshall@pd.boston.gov; Jim.fitzpatrick@pd.boston.gov; John Condon <John Condon <jcondon@stonewallsolutions.com>>; john.surette@pd.boston.gov; joseph.brooks@boston.gov; mkiely@police.somerville.ma.us; Kayla Mendes <Kayla Mendes <kayla@stonewallsolutions.com>>; Michael.saltzman@state.ma.us; nancy.anderson@boston.gov; rgriffin@chelseama.gov; sarah.plowman@boston.gov; swilder@brooklinema.gov; sdoherty@ftgtechnologies.com; shawn.romanoski@pd.boston.gov; sreichgott@brooklinema.gov; smaywalt@cambridgepolice.Org; paula.lawrence@boston.gov; annroper.quinn@boston.gov; linda.calnan@boston.gov; o'hare@bostonems.org; derdak@bostonems.org; jalbert@cambridgepolice.org; greardon@cambridgefire.org; jconlon@chelseama.gov; Rgarcia@chelseama.gov; jeffrey.gilmore@cityofeverett.org; jreiter@massport.com; sstaffier@massport.com; bcampbell@quincyma.gov; cphelan@quincyma.gov; jpepjonovich@quincyma.gov; rgillan@quincyma.gov; mworley@quincyma.gov; jjackson@quincyma.gov; kbrucker@reverepolice.org; dcarifio@revere.org; jguido@reverepolice.org; cmajor@somervillema.gov; cward@police.somerville.ma.us; pflanagan@town.winthrop.ma.us; wcarter@town.winthrop.ma.us; rswartz@town.winthrop.ma.us; michele.bilodeau@boston.gov

Subject: Re: SharePoint Portal Training

Good Afternoon,

As a reminder, SWS Technologies will be offering the second SharePoint Portal Training Session this Thursday, February 1st, 2018 at 11 AM. Because the first training session has already taken place, I will send everyone who was not present for that session an invite with the link for Thursday's session. You can confirm your attendance for Thursday's session through this invite instead of the poll that was sent out in the first email. Please note that Thursday's session has 23 open spots available.

If you have any questions, please feel free to reach me at (978)-760-3659 or through email.

Thank you,

Shannon Condon

--

Shannon Condon | SWS Technologies

Associate Project Manager

p. 978-760-3659

scondon@stonewallsolutions.com

<http://www.stonewallsolutions.com>

From: Shannon Condon <scondon@stonewallsolutions.com>

Date: Friday, January 26, 2018 at 2:15 PM

To: "aalpert@chelseama.gov" <aalpert@chelseama.gov>, "chuck@interisle.net" <chuck@interisle.net>, "colin@interisle.net" <colin@interisle.net>, "dan.rothman@boston.gov" <dan.rothman@boston.gov>, "DAMahoney@CambridgeFire.Org" <DAMahoney@CambridgeFire.Org>, "ehernandez@chelsea.gov" <ehernandez@chelsea.gov>, "ejohnson@lan-tel.com" <ejohnson@lan-tel.com>, "fred@interisle.net" <fred@interisle.net>, "gturner@cambridgefire.org" <gturner@cambridgefire.org>, "Jason.marshall@pd.boston.gov" <Jason.marshall@pd.boston.gov>, "Jim.fitzpatrick@pd.boston.gov" <Jim.fitzpatrick@pd.boston.gov>, John Condon <jcondon@stonewallsolutions.com>, "john.surette@pd.boston.gov" <john.surette@pd.boston.gov>, "joseph.brooks@boston.gov" <joseph.brooks@boston.gov>, "mkiely@police.somerville.ma.us" <mkiely@police.somerville.ma.us>, Kayla Mendes <kayla@stonewallsolutions.com>, "Michael.saltzman@state.ma.us" <Michael.saltzman@state.ma.us>, "nancy.anderson@boston.gov" <nancy.anderson@boston.gov>, "rgriffin@chelseama.gov" <rgriffin@chelseama.gov>, "sarah.plowman@boston.gov" <sarah.plowman@boston.gov>, "swilder@brooklinema.gov" <swilder@brooklinema.gov>, "sdoherty@ftgtechnologies.com" <sdoherty@ftgtechnologies.com>, "shawn.romanoski@pd.boston.gov" <shawn.romanoski@pd.boston.gov>, "sreichgott@brooklinema.gov" <sreichgott@brooklinema.gov>, "smaywalt@cambridgepolice.Org" <smaywalt@cambridgepolice.Org>, "sford@reverepolice.org" <sford@reverepolice.org>, "paula.lawrence@boston.gov" <paula.lawrence@boston.gov>, "annroper.quinn@boston.gov" <annroper.quinn@boston.gov>, "linda.calnan@boston.gov" <linda.calnan@boston.gov>, "o'hare@bostonems.org" <o'hare@bostonems.org>, "derdak@bostonems.org" <derdak@bostonems.org>, "jalbert@cambridgepolice.org" <jalbert@cambridgepolice.org>, "greardon@cambridgefire.org" <greardon@cambridgefire.org>, "jconlon@chelseama.gov" <jconlon@chelseama.gov>, "Rgarcia@chelseama.gov" <Rgarcia@chelseama.gov>, "jeffrey.gilmore@cityofeverett.org" <jeffrey.gilmore@cityofeverett.org>, "jreiter@massport.com" <jreiter@massport.com>, "sstaffier@massport.com" <sstaffier@massport.com>, "bcampbell@quincyma.gov" <bcampbell@quincyma.gov>, "cphelan@quincyma.gov" <cphelan@quincyma.gov>, "jpepjonovich@quincyma.gov" <jpepjonovich@quincyma.gov>, "rgillan@quincyma.gov" <rgillan@quincyma.gov>, "mworley@quincyma.gov" <mworley@quincyma.gov>, "jjackson@quincyma.gov" <jjackson@quincyma.gov>, "kbrucker@reverepolice.org" <kbrucker@reverepolice.org>, "dcarifio@revere.org" <dcarifio@revere.org>, "jguido@reverepolice.org" <jguido@reverepolice.org>, "cmajor@somervillema.gov" <cmajor@somervillema.gov>, "cward@police.somerville.ma.us" <cward@police.somerville.ma.us>, "pflanagan@town.winthrop.ma.us" <pflanagan@town.winthrop.ma.us>, "wcarter@town.winthrop.ma.us" <wcarter@town.winthrop.ma.us>, "rswartz@town.winthrop.ma.us" <rswartz@town.winthrop.ma.us>, "michele.bilodeau@boston.gov" <michele.bilodeau@boston.gov>

Subject: SharePoint Portal Training

Good Afternoon,

SWS Technologies will be offering two (2) SharePoint Portal Training sessions next week. The dates and times of these training sessions are as follows: 1) Monday, January 29th, 2018 at 1 PM and 2) Thursday, February 1st, 2018 at 11 AM. Both training sessions will be approximately one (1) hour long.

Included below is a link to select which date and time you plan to attend. There are only 23 open spots for each session. Once you have selected your training session, an email will be sent to you containing the meeting credentials.

<https://doodle.com/poll/h2nbfugn9gby2a7z>

Please reach out to me if there are any issues or questions regarding the sessions.

Thank you,

Shannon Condon

--

Shannon Condon | SWS Technologies

Associate Project Manager

p. 978-760-3659

scondon@stonewallsolutions.com

<http://www.stonewallsolutions.com>

Subject: SharePoint Portal Training

Location: GoToMeeting

Start: Thursday, February 01, 2018 11:00 AM EST

End: Thursday, February 01, 2018 12:00 PM EST

Show Time As: Busy

Recurrence: None

Meeting Status: Not yet responded

Good Afternoon,

Included below are the credentials for Thursday's 11 AM SharePoint Portal Training session. If you plan to attend Thursday's training session, please accept this meeting invitation.

Thank you,

Shannon Condon
SWS Technologies

SharePoint Portal Training Credentials:

SharePoint Portal Training 2/1/18

Thu, Feb 1, 2018 11:00 AM - 12:00 PM EST

Please join my meeting from your computer, tablet or smartphone.

From: Jessica Jones <jessica.jones@boston.gov>
Sent: Thursday, February 01, 2018 10:18 AM EST
To: Jeff Bodio <Jeff Bodio <jeffb@lan-tel.com>>
CC: Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>; Mary Milligan <Mary Milligan <mmilligan@lan-tel.com>>; Dennis Drain <Dennis Drain <ddrain@lan-tel.com>>; Kate Waldron <Kate Waldron <kwaldron@lan-tel.com>>; Rich Ahern <Rich Ahern <rahern@lan-tel.com>>
Subject: Re: December CIMS Billing

Hello,

I was wondering if you can please send the original invoice # 17-0464-20 (Chelsea 10 Camera Project)? We can only pay invoices and are unable to pay statement of accounts.

Thank you!
Jess

On Wed, Jan 10, 2018 at 1:05 PM, Jeff Bodio<jeffb@lan-tel.com> wrote:

Hi Jessica

Please see the attached invoices for December

Thank you

Jeff

From: Eric Johnson
Sent: Wednesday, January 10, 2018 12:15 PM
To: Jessica Jones <jessica.jones@boston.gov>
Cc: Mary Milligan <mmilligan@lan-tel.com>; Sarah Plowman <sarah.plowman@boston.gov>; Dennis Drain <ddrain@lan-tel.com>; Jeff Bodio <jeffb@lan-tel.com>; Kate Waldron <kwaldron@lan-tel.com>; Rich Ahern <rahern@lan-tel.com>
Subject: Re: December CIMS Billing

Jessica

We will confer and get back to you .



Respectfully,

Eric Johnson
Security Project Manager
1400 PROVIDENCE HIGHWAY, SUITE 3100
NORWOOD, MA 02062

M [617.785.8254](tel:617.785.8254)

F [781.551.8667](tel:781.551.8667)

ejohnson@lan-tel.com ♣ □

TWITTER : @ejctown

<http://linkedin.com/in/eric-johnson-9702a62b>

www.lan-tel.com

FOLLOW US: [Twitter](#) | [LinkedIn](#) | [Facebook](#)

On Jan 10, 2018, at 12:13 PM, Jessica Jones <jessica.jones@boston.gov> wrote:

Hello,

I apologize. I was wondering if there is any way in which you could create two different invoices? 1 to reflect the remaining balance on the original PO (\$27.21) and the rest of the invoice for the new PO?

If not, I will look into another way to make this payment on my end.

Thank you.

Jess

On Wed, Jan 10, 2018 at 9:46 AM, Mary Milligan <mmilligan@lan-tel.com> wrote:

Good Day,

Please see the attached invoice (9917185) and backup for CIMS work completed in December of 2017.

Feel free to reach out to me for any additional information.

Thanks

Mare



Mare Milligan

Accounting Specialist

1400 PROVIDENCE HIGHWAY, SUITE 3100
NORWOOD, MA 02062

T [781.352.4717](tel:781.352.4717) F [781.551.8667](tel:781.551.8667)

mmilligan@lan-tel.com | www.lan-tel.com

FOLLOW US: [Twitter](#) | [LinkedIn](#) | [Facebook](#)

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--

Jessica Jones

Regional Planner

Mayor's Office of Emergency Management

Boston City Hall, Room 204

One City Hall Square | Boston, MA 02201

Office: [617.635.1350](tel:617.635.1350)

Cell: [617.913.6063](tel:617.913.6063)

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Jessica Jones

Regional Planner

Mayor's Office of Emergency Management

Boston City Hall, Room 204

One City Hall Square | Boston, MA 02201

Office: [617.635.1350](tel:617.635.1350)

Cell: [617.913.6063](tel:617.913.6063)

Fax: [617.635.2974](tel:617.635.2974)

From: Jeff Bodio <jeffb@lan-tel.com>

Sent: Thursday, February 01, 2018 12:44 PM EST

To: Jessica Jones <Jessica Jones <jessica.jones@boston.gov>>

CC: Eric Johnson <Eric Johnson <ejohnson@Lan-Tel.com>>; Mary Milligan <Mary Milligan <mmilligan@lan-tel.com>>; Dennis Drain <Dennis Drain <ddrain@lan-tel.com>>; Kate Waldron <Kate Waldron <kwaldron@lan-tel.com>>; Rich Ahern <Rich Ahern <rahern@lan-tel.com>>

Subject: RE: December CIMS Billing

Attachment(s): "9917153-CHELSPO-12-26-2017-2.pdf"

Hi Jessica

Please see the attached invoice

Thank you

Jeff

From: Jessica Jones [mailto:jessica.jones@boston.gov]

Sent: Thursday, February 1, 2018 10:18 AM

To: Jeff Bodio <jeffb@lan-tel.com>

Cc: Eric Johnson <ejohnson@Lan-Tel.com>; Mary Milligan <mmilligan@lan-tel.com>; Dennis Drain <ddrain@lan-tel.com>; Kate Waldron <kwaldron@lan-tel.com>; Rich Ahern <rahern@lan-tel.com>

Subject: Re: December CIMS Billing

Hello,

I was wondering if you can please send the original invoice # 17-0464-20 (Chelsea 10 Camera Project)? We can only pay invoices and are unable to pay statement of accounts.

Thank you!

Jess

On Wed, Jan 10, 2018 at 1:05 PM, Jeff Bodio <jeffb@lan-tel.com> wrote:

Hi Jessica

Please see the attached invoices for December

Thank you

Jeff

From: Eric Johnson

Sent: Wednesday, January 10, 2018 12:15 PM

To: Jessica Jones <jessica.jones@boston.gov>

Cc: Mary Milligan <mmilligan@lan-tel.com>; Sarah Plowman <sarah.plowman@boston.gov>; Dennis Drain <ddrain@lan-tel.com>; Jeff Bodio <jeffb@lan-tel.com>; Kate Waldron <kwaldron@lan-tel.com>; Rich Ahern <rahern@lan-tel.com>

Subject: Re: December CIMS Billing

Jessica

We will confer and get back to you .



Respectfully,

Eric Johnson
Security Project Manager
1400 PROVIDENCE HIGHWAY, SUITE 3100
NORWOOD, MA 02062

M [617.785.8254](tel:617.785.8254)

F [781.551.8667](tel:781.551.8667)

ejohnson@lan-tel.com ♣

TWITTER : @ejctown

<http://linkedin.com/in/eric-johnson-9702a62b>

www.lan-tel.com

FOLLOW US: [Twitter](#) | [LinkedIn](#) | [Facebook](#)

On Jan 10, 2018, at 12:13 PM, Jessica Jones <jessica.jones@boston.gov> wrote:

Hello,

I apologize. I was wondering if there is any way in which you could create two different invoices? 1 to reflect the remaining balance on the original PO (\$27.21) and the rest of the invoice for the new PO?

If not, I will look into another way to make this payment on my end.

Thank you.

Jess

On Wed, Jan 10, 2018 at 9:46 AM, Mary Milligan <mmilligan@lan-tel.com> wrote:

Good Day,

Please see the attached invoice (9917185) and backup for CIMS work completed in December of 2017.

Feel free to reach out to me for any additional information.

Thanks

Mare



Mare Milligan

Accounting Specialist

1400 PROVIDENCE HIGHWAY, SUITE 3100
NORWOOD, MA 02062

T 781.352.4717 | F 781.551.8667

mmilligan@lan-tel.com | www.lan-tel.com

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--

Jessica Jones

Regional Planner
Mayor's Office of Emergency Management
Boston City Hall, Room 204

One City Hall Square | Boston, MA 02201

Office: [617.635.1350](tel:617.635.1350)

Cell: [617.913.6063](tel:617.913.6063)

Fax: [617.635.2974](tel:617.635.2974)

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--

Jessica Jones

Regional Planner

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From: Jessica Jones <jessica.jones@boston.gov>

Sent: Thursday, February 01, 2018 1:07 PM EST

To: Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>

BCC: Scott Wilder <Scott Wilder <swilder@brooklinema.gov>>

Subject: FAC64 Statewide Contract FATPOT

Attachment(s): "certificate_of_authority_form_cm-06.pdf","contractor_certification_form_cm-09.pdf","cori_compliance_certification_final_form_cm-15a.pdf","cori_compliance_standards_final_-_form_cm-15b_june_2014.pdf","lw-2_fy_2018_0.pdf","lw-8_fy_2018.pdf","no_risk_certificate_form_cm-14.pdf","OEM NDA Final.pdf","wage_theft_prevent_form_cm-16_Lan-Tel.pdf","supplemental_it_terms_for_form_cm_10_060217_1_june_2017.pdf","LAN-TEL Standard Contract_CM10.pdf"

Hello Eric,

Thank you for your submission for the MBHSR camera controls and legacy server retirement on statewide contract FAC64. Your quote has been reviewed and we have decided to move ahead. Attached you will find contracting documentation for your review and signature. Please complete and return the following attached documents.

- CM10/11
- CM06
- CM09
- CM15 A/B
- LW2
- LW8
- CM14
- OEM Non-Disclosure Agreement
- CM16

All documents must be signed in blue ink and hard copies of the original signatures returned via mail to:

City of Boston
Office of Emergency Management
Boston City Hall, Room 204
Boston, MA 02201
Attn: Jessica Jones

I look forward to working with you on this contract. If you have any questions or concerns, please do not hesitate to reach out.

Thank you,
Jess

--

Jessica Jones

Regional Planner
Mayor's Office of Emergency Management
Boston City Hall, Room 204
One City Hall Square | Boston, MA 02201
Office: [617.635.1350](tel:617.635.1350)
Cell: [617.913.6063](tel:617.913.6063)
Fax: [617.635.2974](tel:617.635.2974)

From: Eric Johnson <ejohnson@Lan-Tel.com>

Sent: Thursday, February 01, 2018 2:37 PM EST

To: noc@ftgtechnologies.com; Chuck Wade <Chuck@Interisle.net>; rcrehan@ftgtechnologies.com; Jim Rex <jrex@lan-tel.com>; Mark Savage <Mark Savage <msavage@lan-tel.com>; Scott Wilder <Scott Wilder <swilder@brooklinema.gov>; Fred Goldstein <Fred@Interisle.net>; PSNET@ftgtechnologies.com

Subject: Brookline

I'm seeing Brookline Backhauls going up and down . Anyone else seeing anything ?



Respectfully,

Eric Johnson
Security Project Manager
1400 PROVIDENCE HIGHWAY, SUITE 3100
NORWOOD, MA 02062

M 617.785.8254

F 781.551.8667

ejohnson@lan-tel.com ✉

TWITTER : @ejctown

<http://linkedin.com/in/eric-johnson-9702a62b>

www.lan-tel.com

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From: Rich Crehan <rcrehan@ftgtechnologies.com>

Sent: Thursday, February 01, 2018 2:40 PM EST

To: Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>

CC: FTG NOC <FTG NOC <noc@ftgtechnologies.com>>; Chuck Wade <Chuck@Interisle.net>; Jim Rex <Jim Rex <jrex@lan-tel.com>>; Mark Savage <Mark Savage <msavage@lan-tel.com>>; Scott Wilder <Scott Wilder <swilder@brooklinema.gov>>; Fred Goldstein <Fred@Interisle.net>; PSNET <PSNET <PSNET@ftgtechnologies.com>>

Subject: Re: Brookline

Attachment(s): "IMG_0663.PNG"

FTG and USAi are currently working on the connection between Brookline Town Hall and N.E. Baptist Hospital.

I'll let you know when we clear out.

On Feb 1, 2018, at 2:39 PM, Eric Johnson <ejohnson@Lan-Tel.com> wrote:

I'm seeing Brookline Backhauls going up and down . Anyone else seeing anything ?

<IMG_0663.PNG>

Respectfully,

Eric Johnson
Security Project Manager
1400 PROVIDENCE HIGHWAY, SUITE 3100
NORWOOD, MA 02062

M 617.785.8254

F 781.551.8667

ejohnson@lan-tel.com ♣ □

TWITTER : @ejctown

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From: Scott Wilder <swilder@brooklinema.gov>
Sent: Thursday, February 01, 2018 2:56 PM EST
To: Rich Crehan <Rich Crehan <rcrehan@ftgtechnologies.com>>; Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>
CC: FTG NOC <FTG NOC <noc@ftgtechnologies.com>>; Chuck Wade <Chuck Wade <Chuck@Interisle.net>>; Jim Rex <Jim Rex <jrex@lan-tel.com>>; Mark Savage <Mark Savage <msavage@lan-tel.com>>; Fred Goldstein <Fred Goldstein <Fred@Interisle.net>>; PSNET <PSNET <PSNET@ftgtechnologies.com>>
Subject: RE: Brookline

Hi Rich,
I was not notified that you were at Town Hall today, keep me advised how you make out.
Thanks
Scott

Officer Scott Wilder
Director of Technology
Brookline Police Department
350 Washington Street
Brookline, MA. 02445-6800
Office : 617-730-2259
swilder@brooklinema.gov

From: Rich Crehan [mailto:rcrehan@ftgtechnologies.com]
Sent: Thursday, February 01, 2018 2:41 PM
To: Eric Johnson
Cc: FTG NOC; Chuck Wade; Jim Rex; Mark Savage; Scott Wilder; Fred Goldstein; PSNET
Subject: Re: Brookline

FTG and USAi are currently working on the connection between Brookline Town Hall and N.E. Baptist Hospital.

I'll let you know when we clear out.

On Feb 1, 2018, at 2:39 PM, Eric Johnson <ejohnson@Lan-Tel.com> wrote:

I'm seeing Brookline Backhauls going up and down . Anyone else seeing anything ?

<IMG_0663.PNG>

Respectfully,

Eric Johnson
Security Project Manager
1400 PROVIDENCE HIGHWAY, SUITE 3100
NORWOOD, MA 02062

M 617.785.8254
F 781.551.8667
ejohnson@lan-tel.com ♣ □

TWITTER : @ejctown

<http://linkedin.com/in/eric-johnson-9702a62b>

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From: Eric Johnson <ejohnson@Lan-Tel.com>
Sent: Thursday, February 01, 2018 4:57 PM EST
To: Jessica Jones <Jessica Jones <jessica.jones@boston.gov>>
CC: Kate Waldron <Kate Waldron <kwaldron@lan-tel.com>>
Subject: Re: FAC64 Statewide Contract FATPOT

Jessica

Thank you for the great news ! I am including VP Kate Waldron who handles the official contract duties and also had a question on delivery back to OEM .

It was great seeing you at the training as well . Very informative.

□

Respectfully,

Eric Johnson
Security Project Manager
1400 PROVIDENCE HIGHWAY, SUITE 3100
NORWOOD, MA 02062

M 617.785.8254

F 781.551.8667

ejohnson@lan-tel.com ♣ □

TWITTER : @ejctown

<http://linkedin.com/in/eric-johnson-9702a62b>

www.lan-tel.com

FOLLOW US: [Twitter](#) | [LinkedIn](#) | [Facebook](#)

On Feb 1, 2018, at 1:08 PM, Jessica Jones <jessica.jones@boston.gov> wrote:

Hello Eric,

Thank you for your submission for the MBHSR camera controls and legacy server retirement on statewide contract FAC64. Your quote has been reviewed and we have decided to move ahead. Attached you will find contracting documentation for your review and signature. Please complete and return the following attached documents.

- CM10/11
- CM06
- CM09
- CM15 A/B
- LW2
- LW8
- CM14
- OEM Non-Disclosure Agreement
- CM16

All documents must be signed in blue ink and hard copies of the original signatures returned via mail to:

City of Boston
Office of Emergency Management

Boston City Hall, Room 204
Boston, MA 02201
Attn: Jessica Jones

I look forward to working with you on this contract. If you have any questions or concerns, please do not hesitate to reach out.

Thank you,
Jess

--

Jessica Jones

Regional Planner
Mayor's Office of Emergency Management
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Cell: [617.913.6063](tel:617.913.6063)
Fax: [617.635.2974](tel:617.635.2974)

<certificate_of_authority_form_cm-06.pdf>

<contractor_certification_form_cm-09.pdf>

<cori_compliance_certification_final_form_cm-15a.pdf>

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<lw-8_fy_2018.pdf>

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<OEM NDA Final.pdf>

<wage_theft_prevent_form_cm-16_Lan-Tel.pdf>

<supplemental_it_terms_for_form_cm_10_060217_1_june_2017.pdf>

<LAN-TEL Standard Contract_CM10.pdf>

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From: Eric Johnson <ejohnson@Lan-Tel.com>
Sent: Thursday, February 01, 2018 5:02 PM EST
To: Rich Crehan <Rich Crehan <rcrehan@ftgtechnologies.com>>
CC: FTG NOC <FTG NOC <noc@ftgtechnologies.com>>; Chuck Wade <Chuck Wade <Chuck@Interisle.net>>; Jim Rex <Jim Rex <jrex@lan-tel.com>>; Mark Savage <Mark Savage <msavage@lan-tel.com>>; Scott Wilder <Scott Wilder <swilder@brooklinema.gov>>; Fred Goldstein <Fred Goldstein <Fred@Interisle.net>>; PSNET <PSNET <PSNET@ftgtechnologies.com>>
Subject: Re: Brookline

Thanks for update



Respectfully,

Eric Johnson
Security Project Manager
1400 PROVIDENCE HIGHWAY, SUITE 3100
NORWOOD, MA 02062

M 617.785.8254
F 781.551.8667
ejohnson@lan-tel.com ☘

TWITTER : @ejctown

<http://linkedin.com/in/eric-johnson-9702a62b>

www.lan-tel.com
FOLLOW US: [Twitter](#) | [LinkedIn](#) | [Facebook](#)

On Feb 1, 2018, at 2:39 PM, Rich Crehan <rcrehan@ftgtechnologies.com> wrote:

FTG and USAi are currently working on the connection between Brookline Town Hall and N.E. Baptist Hospital.

I'll let you know when we clear out.

On Feb 1, 2018, at 2:39 PM, Eric Johnson <ejohnson@Lan-Tel.com> wrote:

I'm seeing Brookline Backhauls going up and down . Anyone else seeing anything ?

<IMG_0663.PNG>

Respectfully,

Eric Johnson
Security Project Manager
1400 PROVIDENCE HIGHWAY, SUITE 3100

NORWOOD, MA 02062

M 617.785.8254

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ejohnson@lan-tel.com ♣ □

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From: Rich Crehan <rcrehan@ftgtechnologies.com>

Sent: Thursday, February 01, 2018 6:20 PM EST

To: Scott Wilder <swilder@brooklinema.gov>>

CC: FTG NOC <noc@ftgtechnologies.com>>; Chuck Wade <Chuck@Interisle.net>>; Jim Rex <jimrex@lan-tel.com>>; Mark Savage <msavage@lan-tel.com>>; Fred Goldstein <Fred@Interisle.net>>; PSNET <PSNET@ftgtechnologies.com>>; Eric Johnson <ericjohnson@lan-tel.com>>

Subject: RE: Brookline

Attachment(s): "smime.p7s"

Good Evening All,

The link between N.E. Baptist Hospital and Brookline Town Hall is currently up. Tomorrow morning we will revisit the sites to ensure functionality and make adjustments (realignments, configs) as needed.

Today, we swapped out the DragonWaves at both sites as well as run two new copper cables at New England Baptist Hospital, as the old pair where frayed.

I will provide more updates tomorrow.

Thank you and have a great night,

Richard Crehan | Project Manager | FTG Technologies

2 Batterymarch Park, Suite 401 | Quincy, MA 02169

Office: 617-367-7474 | Web: www.ftgtechnologies.com | email: rcrehan@FtgTechnologies.com



To open a new service request, please email servicecenter@ftgtechnologies.com or call 617-367-7474 to speak with someone in our 24 hour Network Operations Center.

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From: Eric Johnson [mailto:ejohnson@Lan-Tel.com]

Sent: Thursday, February 01, 2018 5:03 PM

To: Rich Crehan <rcrehan@ftgtechnologies.com>

Cc: FTG NOC <noc@ftgtechnologies.com>; Chuck Wade <Chuck@Interisle.net>; Jim Rex <jimrex@lan-tel.com>; Mark Savage <msavage@lan-tel.com>; Scott Wilder <swilder@brooklinema.gov>; Fred Goldstein <Fred@Interisle.net>; PSNET <PSNET@ftgtechnologies.com>

Subject: Re: Brookline

Thanks for update



Respectfully,

Eric Johnson

Security Project Manager

1400 PROVIDENCE HIGHWAY, SUITE 3100

NORWOOD, MA 02062

M 617.785.8254

F 781.551.8667

ejohnson@lan-tel.com ☘ |

TWITTER : @ejetown

<http://linkedin.com/in/eric-johnson-9702a62b>

www.lan-tel.com

FOLLOW US: [Twitter](#) | [LinkedIn](#) | [Facebook](#)

On Feb 1, 2018, at 2:39 PM, Rich Crehan <rcrehan@fgtechnologies.com> wrote:

FTG and USAi are currently working on the connection between Brookline Town Hall and N.E. Baptist Hospital.

I'll let you know when we clear out.

On Feb 1, 2018, at 2:39 PM, Eric Johnson <ejohnson@Lan-Tel.com> wrote:

I'm seeing Brookline Backhauls going up and down . Anyone else seeing anything ?

<IMG_0663.PNG>

Respectfully,

Eric Johnson
Security Project Manager
1400 PROVIDENCE HIGHWAY, SUITE 3100
NORWOOD, MA 02062

M 617.785.8254

F 781.551.8667

ejohnson@lan-tel.com ♣ □

TWITTER : @ejctown

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copying, distributing or taking any action in reliance on the contents of this email or the information contained in, or attached to, this email is strictly prohibited. If you have received this e-mail in error, please immediately notify the sender and delete this e-mail from your computer system.

From: Fred Goldstein <fred@interisle.net>

Sent: Thursday, February 01, 2018 6:22 PM EST

To: Rich Crehan <Rich Crehan <rcrehan@ftgtechnologies.com>>; Scott Wilder <Scott Wilder <swilder@brooklinema.gov>>

CC: FTG NOC <FTG NOC <noc@ftgtechnologies.com>>; Chuck Wade <Chuck Wade <Chuck@Interisle.net>>; Jim Rex <Jim Rex <jrex@lan-tel.com>>; Mark Savage <Mark Savage <msavage@lan-tel.com>>; PSNET <PSNET <PSNET@ftgtechnologies.com>>; Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>

Subject: Re: Brookline

On 2/1/2018 6:20 PM, Rich Crehan wrote:

Good Evening All,

The link between N.E. Baptist Hospital and Brookline Town Hall is currently up. Tomorrow morning we will revisit the sites to ensure functionality and make adjustments (realignments, configs) as needed.

This is with the Dragonwave formerly at Egleston?

What are the IP addresses on the link? I'd like to update our backbone map. I see [REDACTED] at Brookline but the Egleston radio needs a new IP address for its new location. Thanks...

Today, we swapped out the DragonWaves at both sites as well as run two new copper cables at New England Baptist Hospital, as the old pair where frayed.

I will provide more updates tomorrow.

Thank you and have a great night,

Richard Crehan | Project Manager | FTG Technologies

2 Batterymarch Park, Suite 401 | Quincy, MA 02169

Office: 617-367-7474 | Web: www.ftgtechnologies.com | email: rcrehan@FtgTechnologies.com



To open a new service request, please email servicecenter@ftgtechnologies.com or call 617-367-7474 to speak with someone in our 24 hour Network Operations Center.

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From: Eric Johnson [<mailto:ejohnson@Lan-Tel.com>]

Sent: Thursday, February 01, 2018 5:03 PM

To: Rich Crehan <rcrehan@ftgtechnologies.com>

Cc: FTG NOC <noc@ftgtechnologies.com>; Chuck Wade <Chuck@Interisle.net>; Jim Rex <jrex@lan-tel.com>; Mark Savage <msavage@lan-tel.com>; Scott Wilder <swilder@brooklinema.gov>; Fred Goldstein <Fred@Interisle.net>; PSNET <PSNET@ftgtechnologies.com>

Subject: Re: Brookline

Thanks for update



Respectfully,

Eric Johnson

Security Project Manager

1400 PROVIDENCE HIGHWAY, SUITE 3100

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<http://linkedin.com/in/eric-johnson-9702a62b>

www.lan-tel.com

FOLLOW US: [Twitter](#) | [LinkedIn](#) | [Facebook](#)

On Feb 1, 2018, at 2:39 PM, Rich Crehan <rcrehan@figtechnologies.com> wrote:

FTG and USAi are currently working on the connection between Brookline Town Hall and N.E. Baptist Hospital.

I'll let you know when we clear out.

On Feb 1, 2018, at 2:39 PM, Eric Johnson <ejohnson@Lan-Tel.com> wrote:

I'm seeing Brookline Backhauls going up and down . Anyone else seeing anything ?

<IMG_0663.PNG>

Respectfully,

Eric Johnson
Security Project Manager
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--

Fred R. Goldstein klio fred "at" interisle.net
Interisle Consulting Group
+1 617 795 2701

From: Eric Johnson <ejohnson@Lan-Tel.com>
Sent: Thursday, February 01, 2018 6:25 PM EST
To: Rich Crehan <Rich Crehan <rcrehan@ftgtechnologies.com>>
CC: Scott Wilder <Scott Wilder <swilder@brooklinema.gov>>; FTG NOC <FTG NOC <noc@ftgtechnologies.com>>; Chuck Wade <Chuck Wade <Chuck@Interisle.net>>; Jim Rex <Jim Rex <jrex@lan-tel.com>>; Mark Savage <Mark Savage <msavage@lan-tel.com>>; Fred Goldstein <Fred Goldstein <Fred@Interisle.net>>; PSNET <PSNET <PSNET@ftgtechnologies.com>>
Subject: Re: Brookline
Attachment(s): "image001.png", "image002.png"

Thank you



Respectfully,

Eric Johnson
Security Project Manager
1400 PROVIDENCE HIGHWAY, SUITE 3100
NORWOOD, MA 02062

M 617.785.8254
F 781.551.8667
ejohnson@lan-tel.com ☘

TWITTER : @ejctown

<http://linkedin.com/in/eric-johnson-9702a62b>

www.lan-tel.com
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On Feb 1, 2018, at 6:18 PM, Rich Crehan <rcrehan@ftgtechnologies.com> wrote:

Good Evening All,

The link between N.E. Baptist Hospital and Brookline Town Hall is currently up. Tomorrow morning we will revisit the sites to ensure functionality and make adjustments (realignments, configs) as needed.

Today, we swapped out the DragonWaves at both sites as well as run two new copper cables at New England Baptist Hospital, as the old pair where frayed.

I will provide more updates tomorrow.

Thank you and have a great night,

Richard Crehan | Project Manager | FTG Technologies
2 Batterymarch Park, Suite 401 | Quincy, MA 02169
Office: [617-367-7474](tel:617-367-7474) | Web: www.ftgtechnologies.com | email: rcrehan@FtgTechnologies.com

<image001.png>

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From: Eric Johnson [<mailto:ejohnson@Lan-Tel.com>]

Sent: Thursday, February 01, 2018 5:03 PM

To: Rich Crehan <rcrehan@ftgtechnologies.com>

Cc: FTG NOC <noc@ftgtechnologies.com>; Chuck Wade <Chuck@Interisle.net>; Jim Rex <jrex@lan-tel.com>; Mark Savage <msavage@lan-tel.com>; Scott Wilder <swilder@brooklinema.gov>; Fred Goldstein <Fred@Interisle.net>; PSNET <PSNET@ftgtechnologies.com>

Subject: Re: Brookline

Thanks for update

<image002.png>

Respectfully,

Eric Johnson
Security Project Manager
1400 PROVIDENCE HIGHWAY, SUITE 3100
NORWOOD, MA 02062

M 617.785.8254

F 781.551.8667

ejohnson@lan-tel.com ♣ □

TWITTER : @ejctown

<http://linkedin.com/in/eric-johnson-9702a62b>

www.lan-tel.com

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On Feb 1, 2018, at 2:39 PM, Rich Crehan <rcrehan@ftgtechnologies.com> wrote:

FTG and USAi are currently working on the connection between Brookline Town Hall and N.E. Baptist Hospital.

I'll let you know when we clear out.

On Feb 1, 2018, at 2:39 PM, Eric Johnson <ejohnson@Lan-Tel.com> wrote:

I'm seeing Brookline Backhauls going up and down . Anyone else seeing anything ?

<IMG_0663.PNG>

Respectfully,

Eric Johnson
Security Project Manager
1400 PROVIDENCE HIGHWAY, SUITE 3100
NORWOOD, MA 02062

M 617.785.8254
F 781.551.8667
ejohnson@lan-tel.com ♣ □

TWITTER : @ejctown

<http://linkedin.com/in/eric-johnson-9702a62b>

www.lan-tel.com

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From: Rich Crehan <rcrehan@ftgtechnologies.com>

Sent: Friday, February 02, 2018 10:43 AM EST

To: Scott Wilder <swilder@brooklinema.gov>

CC: Eric Johnson <eric.johnson@lan-tel.com>; FTG NOC <FTG NOC <noc@ftgtechnologies.com>>; Chuck Wade <Chuck@Interisle.net>; Jim Rex <Jim Rex <jrex@lan-tel.com>>; Mark Savage <Mark Savage <msavage@lan-tel.com>>; Fred Goldstein <Fred Goldstein <Fred@Interisle.net>>; PSNET <PSNET <PSNET@ftgtechnologies.com>>

Subject: Re: Brookline

Good Morning All,

FTG/USAi.net will be working the backhaul between NEBH and Brookline Town Hall. Please be aware that this may alarm while we are working.

I will send out another email once we are finished.

Thank you,

On Feb 1, 2018, at 2:57 PM, Scott Wilder <swilder@brooklinema.gov> wrote:

Hi Rich,

I was not notified that you were at Town Hall today, keep me advised how you make out.

Thanks

Scott

Officer Scott Wilder
Director of Technology
Brookline Police Department
350 Washington Street
Brookline, MA. 02445-6800
Office : 617-730-2259
swilder@brooklinema.gov

From: Rich Crehan [<mailto:rcrehan@ftgtechnologies.com>]

Sent: Thursday, February 01, 2018 2:41 PM

To: Eric Johnson

Cc: FTG NOC; Chuck Wade; Jim Rex; Mark Savage; Scott Wilder; Fred Goldstein; PSNET

Subject: Re: Brookline

FTG and USAi are currently working on the connection between Brookline Town Hall and N.E. Baptist Hospital.

I'll let you know when we clear out.

On Feb 1, 2018, at 2:39 PM, Eric Johnson <ejohnson@Lan-Tel.com> wrote:

I'm seeing Brookline Backhauls going up and down . Anyone else seeing anything ?

<IMG_0663.PNG>

Respectfully,

Eric Johnson
Security Project Manager
1400 PROVIDENCE HIGHWAY, SUITE 3100
NORWOOD, MA 02062

M 617.785.8254

F 781.551.8667

ejohnson@lan-tel.com ♣ □

TWITTER : @ejctown

<http://linkedin.com/in/eric-johnson-9702a62b>

www.lan-tel.com

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From: Rich Crehan <rcrehan@ftgtechnologies.com>
Sent: Friday, February 02, 2018 3:22 PM EST
To: Scott Wilder <swilder@brooklinema.gov>
CC: Eric Johnson <eric.johnson@lan-tel.com>; FTG NOC <noc@ftgtechnologies.com>; Chuck Wade <Chuck@Interisle.net>; Jim Rex <jrex@lan-tel.com>; Mark Savage <msavage@lan-tel.com>; Fred Goldstein <Fred@Interisle.net>; PSNET <PSNET@ftgtechnologies.com>
Subject: RE: Brookline
Attachment(s): "smime.p7s"

Hello All,

We have finished work on the Brookline to Baptist backhaul.

Thank you Chuck and Fred for the help today.

Have a great weekend!

Richard Crehan | Project Manager | FTG Technologies
2 Batterymarch Park, Suite 401 | Quincy, MA 02169
Office: 617-367-7474 | Web: www.ftgtechnologies.com | email: rcrehan@ftgtechnologies.com



To open a new service request, please email servicecenter@ftgtechnologies.com or call 617-367-7474 to speak with someone in our 24 hour Network Operations Center.

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From: Rich Crehan
Sent: Friday, February 02, 2018 10:44 AM
To: Scott Wilder <swilder@brooklinema.gov>
Cc: Eric Johnson <eric.johnson@lan-tel.com>; FTG NOC <noc@ftgtechnologies.com>; Chuck Wade <Chuck@Interisle.net>; Jim Rex <jrex@lan-tel.com>; Mark Savage <msavage@lan-tel.com>; Fred Goldstein <Fred@Interisle.net>; PSNET <PSNET@ftgtechnologies.com>
Subject: Re: Brookline

Good Morning All,

FTG/USAi.net will be working the backhaul between NEBH and Brookline Town Hall. Please be aware that this may alarm while we are working.

I will send out another email once we are finished.

Thank you,

On Feb 1, 2018, at 2:57 PM, Scott Wilder <swilder@brooklinema.gov> wrote:

Hi Rich,
I was not notified that you were at Town Hall today, keep me advised how you make out.
Thanks
Scott

Officer Scott Wilder
Director of Technology
Brookline Police Department
350 Washington Street
Brookline, MA. 02445-6800
Office : 617-730-2259
swilder@brooklinema.gov

From: Rich Crehan [<mailto:rcrehan@ftgtechnologies.com>]
Sent: Thursday, February 01, 2018 2:41 PM
To: Eric Johnson
Cc: FTG NOC; Chuck Wade; Jim Rex; Mark Savage; Scott Wilder; Fred Goldstein; PSNET
Subject: Re: Brookline

FTG and USAi are currently working on the connection between Brookline Town Hall and N.E. Baptist Hospital.

I'll let you know when we clear out.

On Feb 1, 2018, at 2:39 PM, Eric Johnson <ejohnson@Lan-Tel.com> wrote:

I'm seeing Brookline Backhauls going up and down . Anyone else seeing anything ?

<IMG_0663.PNG>

Respectfully,

Eric Johnson
Security Project Manager
1400 PROVIDENCE HIGHWAY, SUITE 3100
NORWOOD, MA 02062

M 617.785.8254
F 781.551.8667
ejohnson@lan-tel.com ♣ □

TWITTER : @ejctown

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From: Eric Johnson <ejohnson@Lan-Tel.com>

Sent: Friday, February 02, 2018 4:19 PM EST

To: Rich Crehan <Rich.Crehan@ftgtechnologies.com>>

CC: Scott Wilder <Scott.Wilder@brooklinema.gov>>; FTG NOC <FTG.NOC@ftgtechnologies.com>>; Chuck Wade <Chuck.Wade@Interisle.net>>; Jim Rex <Jim.Rex@lan-tel.com>>; Mark Savage <Mark.Savage@msavage@lan-tel.com>>; Fred Goldstein <Fred.Goldstein@Interisle.net>>; PSNET <PSNET@ftgtechnologies.com>>

Subject: Re: Brookline

Attachment(s): "image001.png"

Rich

I have the antenna showing it has gone back down at 4:17 PM . Are you still in site ?



Respectfully,

Eric Johnson
Security Project Manager
1400 PROVIDENCE HIGHWAY, SUITE 3100
NORWOOD, MA 02062

M 617.785.8254

F 781.551.8667

ejohnson@lan-tel.com ☘

TWITTER : @ejctown

<http://linkedin.com/in/eric-johnson-9702a62b>

www.lan-tel.com

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On Feb 2, 2018, at 3:21 PM, Rich Crehan <rcrehan@ftgtechnologies.com> wrote:

Hello All,

We have finished work on the Brookline ó Baptist backhaul.

Thank you Chuck and Fred for the help today.

Have a great weekend!

Richard Crehan | Project Manager | FTG Technologies
2 Batterymarch Park, Suite 401 | Quincy, MA 02169
Office: [617-367-7474](tel:617-367-7474) | Web: www.ftgtechnologies.com | email: rcrehan@FtgTechnologies.com

<image001.png>

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From: Rich Crehan
Sent: Friday, February 02, 2018 10:44 AM
To: Scott Wilder <swilder@brooklinema.gov>
Cc: Eric Johnson <ejohnson@lan-tel.com>; FTG NOC <noc@ftgtechnologies.com>; Chuck Wade <Chuck@Interisle.net>; Jim Rex <jrex@lan-tel.com>; Mark Savage <msavage@lan-tel.com>; Fred Goldstein <Fred@Interisle.net>; PSNET <PSNET@ftgtechnologies.com>
Subject: Re: Brookline

Good Morning All,

FTG/USAi.net will be working the backhaul between NEBH and Brookline Town Hall. Please be aware that this may alarm while we are working.

I will send out another email once we are finished.

Thank you,

On Feb 1, 2018, at 2:57 PM, Scott Wilder <swilder@brooklinema.gov> wrote:

Hi Rich,
I was not notified that you were at Town Hall today, keep me advised how you make out.
Thanks
Scott

Officer Scott Wilder
Director of Technology
Brookline Police Department
350 Washington Street
Brookline, MA. 02445-6800
Office : 617-730-2259
swilder@brooklinema.gov

From: Rich Crehan [<mailto:rcrehan@ftgtechnologies.com>]
Sent: Thursday, February 01, 2018 2:41 PM
To: Eric Johnson
Cc: FTG NOC; Chuck Wade; Jim Rex; Mark Savage; Scott Wilder; Fred Goldstein; PSNET
Subject: Re: Brookline

FTG and USAi are currently working on the connection between Brookline Town Hall and N.E. Baptist Hospital.

I'll let you know when we clear out.

On Feb 1, 2018, at 2:39 PM, Eric Johnson <ejohnson@Lan-Tel.com> wrote:

I'm seeing Brookline Backhauls going up and down . Anyone else seeing anything ?

<IMG_0663.PNG>

Respectfully,

Eric Johnson
Security Project Manager
1400 PROVIDENCE HIGHWAY, SUITE 3100
NORWOOD, MA 02062

M 617.785.8254
F 781.551.8667
ejohnson@lan-tel.com ♣ □

TWITTER : @ejctown

<http://linkedin.com/in/eric-johnson-9702a62b>

www.lan-tel.com

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From: Rich Crehan <rcrehan@ftgtechnologies.com>

Sent: Monday, February 05, 2018 10:30 AM EST

To: Scott Wilder <swilder@brooklinema.gov>; Sarah Plowman <Sarah.Plowman@sarah.plowman@boston.gov>; Gerry Reardon <greardon@cambridgefire.org>

CC: Chuck Wade (Chuck@Interisle.net) <Chuck@Interisle.net> <Chuck@Interisle.net>; Fred Goldstein (Fred@Interisle.net) <Fred@Interisle.net> <Fred@Interisle.net>; Eric Johnson <Eric.Johnson@erjohnson@lan-tel.com>; PSNET <PSNET@ftgtechnologies.com>; PS NET Support <psnetsupport@ftgtechnologies.com>; Joe <jpepjonovich@quincyma.gov>

Subject: PSNet Alert

Attachment(s): "smime.p7s"

Good Morning,

We had an alert come in this morning from Quincy Police Marina. This issue has resolved itself, and I will monitor the site closely for the next 24 hours.

First Event

02/05 02:33:34: Message from InterMapper 6.1.4 (IM at Cambridge Datacenter)

Event: **Down**

Name: QncPM-SwB

Map: Quincy S-R-F

Address: [REDACTED]

Probe Type: SNMP - CiscoSwitch (port 161 SNMPv2c)

Condition:

[Previous Condition was: OK]

Time since last reported down: 15 days, 8 hours, 5 minutes, 0 seconds Device's up time: 236 days, 20 hours, 6 minutes, 38 seconds

Second Event

02/05 03:22:28: Message from InterMapper 6.1.4 (IM at Cambridge Datacenter)

Event: **Up**

Name: QncPM-SwB

Map: Quincy S-R-F

Address: [REDACTED]

Probe Type: SNMP - CiscoSwitch (port 161 SNMPv2c)

Condition:

[Previous Condition was: Down]

Time since last reported down: 48 minutes, 54 seconds Device's up time: 2 minutes, 1 second

Thank you,

Richard Crehan | Project Manager | FTG Technologies

2 Batterymarch Park, Suite 401 | Quincy, MA 02169

Office: 617-367-7474 | Web: www.ftgtechnologies.com | email: rcrehan@ftgtechnologies.com



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From: Chuck Wade <Chuck@Interisle.net>
Sent: Monday, February 05, 2018 10:44 AM EST
To: Rich Crehan <Rich.Crehan@ftgtechnologies.com>; Scott Wilder <Scott.Wilder@brooklinema.gov>; Sarah Plowman <Sarah.Plowman@boston.gov>; Gerry Reardon <Gerry.Reardon@cambridgefire.org>
CC: Fred Goldstein (Fred@Interisle.net) <Fred@Interisle.net> <Fred@Interisle.net>; Eric Johnson <Eric.Johnson@lan-tel.com>; PSNET <PSNET@ftgtechnologies.com>; PS NET Support <PS.NET.Support@psnetsupport@ftgtechnologies.com>; Joe <Joe@jpepionovich@quincyma.gov>
Subject: Re: PSNet Alert
Attachment(s): "smime.p7s"

Rich,

I reviewed this first thing this morning, and confirmed that this was a power outage at the site. Since the outage occurred in the middle of the night (started at 02:34), lasted for 49 minutes, and the network equipment came back up with no subsequent problems, I deemed this a minor event. Also, the Quincy Police Marina PSnet connection is only used for cameras at this time.

...Chuck

Chuck Wade, Principal
Interisle Consulting Group
+1 508 435-3050 Office
+1 508 277-6439 Mobile
www.interisle.net

On 2/5/18 10:30 AM, Rich Crehan wrote:

Good Morning,

We had an alert come in this morning from Quincy Police Marina. This issue has resolved itself, and I will monitor the site closely for the next 24 hours.

First Event

02/05 02:33:34: Message from InterMapper 6.1.4 (IM at Cambridge Datacenter)

Event: **Down**

Name: QncPM-SwB

Map: Quincy S-R-F

Address: [REDACTED]

Probe Type: SNMP - CiscoSwitch (port 161 SNMPv2c)

Condition:

[Previous Condition was: OK]

Time since last reported down: 15 days, 8 hours, 5 minutes, 0 seconds Device's up time: 236 days, 20 hours, 6 minutes, 38 seconds

Second Event

02/05 03:22:28: Message from InterMapper 6.1.4 (IM at Cambridge Datacenter)

Event: **Up**

Name: QncPM-SwB

Map: Quincy S-R-F

Address: [REDACTED]

Probe Type: SNMP - CiscoSwitch (port 161 SNMPv2c)

Condition:

[Previous Condition was: Down]

Time since last reported down: 48 minutes, 54 seconds Device's up time: 2 minutes, 1 second

Thank you,

Richard Crehan | Project Manager | FTG Technologies
2 Batterymarch Park, Suite 401 | Quincy, MA 02169
Office: 617-367-7474 | Web: www.ftgtechnologies.com | email: rcrehan@FtgTechnologies.com



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From: Rich Crehan <rcrehan@ftgtechnologies.com>
Sent: Monday, February 05, 2018 10:45 AM EST
To: Scott Wilder <swilder@brooklinema.gov>; Sarah Plowman <Sarah.Plowman@boston.gov>; Gerry Reardon <greardon@cambridgefire.org>
CC: Chuck Wade (Chuck@Interisle.net) <Chuck@Interisle.net>; Fred Goldstein (Fred@Interisle.net) <Fred@Interisle.net>; Eric Johnson <Eric.Johnson@lan-tel.com>; PSNET <PSNET@ftgtechnologies.com>; PS NET Support <psnetsupport@ftgtechnologies.com>; Joe <Joe@jpeponovich@quincyma.gov>
Subject: PSNet Alert Quincy PM Switch A
Attachment(s): "smime.p7s"

Good Morning,

We had an alert come in this morning from Quincy Police Marina. This issue has resolved itself (power was restored to device), and I will monitor the site closely for the next 24 hours.

First Event

02/05 02:33:48: Message from InterMapper 6.1.4 (IM at Cambridge Datacenter)

Event: **Down**

Name: QncPM-SwA

Map: Quincy S-R-F

Address: [REDACTED]

Probe Type: SNMP - CiscoSwitch (port 161 SNMPv2c)

Condition:

[Previous Condition was: OK]

Time since last reported down: 12 days, 5 hours, 5 minutes, 27 seconds Device's up time: 236 days, 20 hours, 5 minutes, 37 seconds

Second Event

02/05 03:22:38: Message from InterMapper 6.1.4 (IM at Cambridge Datacenter)

Event: **Up**

Name: QncPM-SwA

Map: Quincy S-R-F

Address: [REDACTED]

Probe Type: SNMP - CiscoSwitch (port 161 SNMPv2c)

Condition:

[Previous Condition was: Down]

Time since last reported down: 48 minutes, 50 seconds Device's up time: 2 minutes, 6 seconds

Thank you,

Richard Crehan | Project Manager | FTG Technologies
2 Batterymarch Park, Suite 401 | Quincy, MA 02169
Office: [617-367-7474](tel:617-367-7474) | Web: www.ftgtechnologies.com | email: rcrehan@ftgtechnologies.com



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From: Rich Crehan <rcrehan@ftgtechnologies.com>

Sent: Monday, February 05, 2018 10:55 AM EST

To: Chuck Wade <Chuck Wade <Chuck@Interisle.net>>; Scott Wilder <swilder@brooklinema.gov>; Sarah Plowman <Sarah Plowman <sarah.plowman@boston.gov>>; Gerry Reardon <Gerry Reardon <greardon@cambridgefire.org>>

CC: Fred Goldstein (Fred@Interisle.net) <Fred Goldstein (Fred@Interisle.net) <Fred@Interisle.net>>; Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>; PSNET <PSNET <PSNET@ftgtechnologies.com>>; PS NET Support <PS NET Support <psnetsupport@ftgtechnologies.com>>; Joe <Joe <jpepjonovich@quincyma.gov>>

Subject: RE: PSNet Alert

Attachment(s): "smime.p7s"

Good Morning Chuck,

Good to go – Thank you for updating!

V/r,

Richard Crehan | Project Manager | FTG Technologies

2 Batterymarch Park, Suite 401 | Quincy, MA 02169

Office: 617-367-7474 | Web: www.ftgtechnologies.com | email: rcrehan@FtgTechnologies.com



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From: Chuck Wade [mailto:Chuck@Interisle.net]

Sent: Monday, February 05, 2018 10:45 AM

To: Rich Crehan <rcrehan@ftgtechnologies.com>; Scott Wilder <swilder@brooklinema.gov>; Sarah Plowman <sarah.plowman@boston.gov>; Gerry Reardon <greardon@cambridgefire.org>

Cc: Fred Goldstein (Fred@Interisle.net) <Fred@Interisle.net>; Eric Johnson <ejohnson@lan-tel.com>; PSNET <PSNET@ftgtechnologies.com>; PS NET Support <psnetsupport@ftgtechnologies.com>; Joe <jpepjonovich@quincyma.gov>

Subject: Re: PSNet Alert

Rich,

I reviewed this first thing this morning, and confirmed that this was a power outage at the site. Since the outage occurred in the middle of the night (started at 02:34), lasted for 49 minutes, and the network equipment came back up with no subsequent problems, I deemed this a minor event. Also, the Quincy Police Marina PSnet connection is only used for cameras at this time.

...Chuck

Chuck Wade, Principal
Interisle Consulting Group
+1 508 435-3050 Office
+1 508 277-6439 Mobile
www.interisle.net

On 2/5/18 10:30 AM, Rich Crehan wrote:

Good Morning,

We had an alert come in this morning from Quincy Police Marina. This issue has resolved itself, and I will monitor the site closely for the next 24 hours.

First Event

02/05 02:33:34: Message from InterMapper 6.1.4 (IM at Cambridge Datacenter)

Event: **Down**

Name: QncPM-SwB

Map: Quincy S-R-F

Address: [REDACTED]

Probe Type: SNMP - CiscoSwitch (port 161 SNMPv2c)

Condition:

[Previous Condition was: OK]

Time since last reported down: 15 days, 8 hours, 5 minutes, 0 seconds Device's up time: 236 days, 20 hours, 6 minutes, 38 seconds

Second Event

02/05 03:22:28: Message from InterMapper 6.1.4 (IM at Cambridge Datacenter)

Event: **Up**

Name: QncPM-SwB

Map: Quincy S-R-F

Address: [REDACTED]

Probe Type: SNMP - CiscoSwitch (port 161 SNMPv2c)

Condition:

[Previous Condition was: Down]

Time since last reported down: 48 minutes, 54 seconds Device's up time: 2 minutes, 1 second

Thank you,

Richard Crehan | Project Manager | FTG Technologies

2 Batterymarch Park, Suite 401 | Quincy, MA 02169

Office: 617-367-7474 | Web: www.ftgtechnologies.com | email: rcrehan@FtgTechnologies.com



To open a new service request, please email servicecenter@ftgtechnologies.com or call 617-367-7474 to speak with someone in our 24 hour Network Operations Center.

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From: Kate Waldron <kwaldron@lan-tel.com>

Sent: Tuesday, February 06, 2018 9:07 AM EST

To: Eric Johnson <Eric Johnson <ejohnson@Lan-Tel.com>>; Jessica Jones <Jessica Jones <jessica.jones@boston.gov>>

Subject: RE: FAC64 Statewide Contract FATPOT

Good Morning Jess,

The signed original contract documents will go out in today's mail to your attention.
Thanks very much for your help with this,

Kate

From: Eric Johnson

Sent: Thursday, February 01, 2018 4:57 PM

To: Jessica Jones <jessica.jones@boston.gov>

Cc: Kate Waldron <kwaldron@lan-tel.com>

Subject: Re: FAC64 Statewide Contract FATPOT

Jessica

Thank you for the great news ! I am including VP Kate Waldron who handles the official contract duties and also had a question on delivery back to OEM .

It was great seeing you at the training as well . Very informative.



Respectfully,

Eric Johnson
Security Project Manager
1400 PROVIDENCE HIGHWAY, SUITE 3100
NORWOOD, MA 02062

M 617.785.8254

F 781.551.8667

ejohnson@lan-tel.com ☛

TWITTER : @ejctown

<http://linkedin.com/in/eric-johnson-9702a62b>

www.lan-tel.com

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On Feb 1, 2018, at 1:08 PM, Jessica Jones <jessica.jones@boston.gov> wrote:

Hello Eric,

Thank you for your submission for the MBHSR camera controls and legacy server retirement on statewide contract FAC64. Your quote has been reviewed and we have decided to move ahead. Attached you will find contracting documentation for your review and signature. Please complete and return the following attached documents.

- CM10/11
- CM06
- CM09
- CM15 A/B

- LW2
- LW8
- CM14
- OEM Non-Disclosure Agreement
- CM16

All documents must be signed in blue ink and hard copies of the original signatures returned via mail to:

City of Boston
Office of Emergency Management
Boston City Hall, Room 204
Boston, MA 02201
Attn: Jessica Jones

I look forward to working with you on this contract. If you have any questions or concerns, please do not hesitate to reach out.

Thank you,
Jess

--

Jessica Jones

Regional Planner
Mayor's Office of Emergency Management
Boston City Hall, Room 204
One City Hall Square | Boston, MA 02201
Office: [617.635.1350](tel:617.635.1350)
Cell: [617.913.6063](tel:617.913.6063)
Fax: [617.635.2974](tel:617.635.2974)

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<supplemental_it_terms_for_form_cm_10_060217_1_june_2017.pdf>
<LAN-TEL Standard Contract_CM10.pdf>

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From: Jessica Jones <jessica.jones@boston.gov>
Sent: Tuesday, February 06, 2018 9:11 AM EST
To: Kate Waldron <Kate Waldron <kwaldron@lan-tel.com>>
CC: Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>
Subject: Re: FAC64 Statewide Contract FATPOT

Great, thank you, Kate!

Have a good day,

Jess

On Tue, Feb 6, 2018 at 9:07 AM, Kate Waldron<kwaldron@lan-tel.com> wrote:

Good Morning Jess,

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Cc: Kate Waldron <kwaldron@lan-tel.com>
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Respectfully,

Eric Johnson

Security Project Manager

[1400 PROVIDENCE HIGHWAY, SUITE 3100](#)

[NORWOOD, MA 02062](#)

M [617.785.8254](tel:617.785.8254)

F [781.551.8667](tel:781.551.8667)

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www.lan-tel.com

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Thank you,

Jess

--

Jessica Jones

Regional Planner

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One City Hall Square | Boston, MA 02201

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Cell: [617.913.6063](tel:617.913.6063)

Fax: [617.635.2974](tel:617.635.2974)

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<lw-8_fy_2018.pdf>

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<OEM NDA Final.pdf>

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<supplemental_it_terms_for_form_cm_10_060217_1_june_2017.pdf>

<LAN-TEL Standard Contract_CM10.pdf>

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--

Jessica Jones

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Cell: [617.913.6063](tel:617.913.6063)

Fax: [617.635.2974](tel:617.635.2974)

From: Mary Milligan <mmilligan@lan-tel.com>

Sent: Wednesday, February 07, 2018 9:06 AM EST

To: Jessica Jones <Jessica Jones <jessica.jones@boston.gov>>

CC: Eric Johnson <Eric Johnson <ejohnson@Lan-Tel.com>>; Dennis Drain <Dennis Drain <ddrain@lan-tel.com>>; Jeff Bodio <Jeff Bodio <jeffb@lan-tel.com>>; Kate Waldron <Kate Waldron <kwaldron@lan-tel.com>>; Rich Ahern <Rich Ahern <rahern@lan-tel.com>>>

Subject: January CIMS Billing

Attachment(s): "9917293-DOINNOV-2-07-2018-2.PDF","January 2018 CIMS Backup Final .xls"

Good Day,

Please see the attached invoice (9917293) and backup for CIMS work completed in January 2018.

Feel free to reach out to me for any additional information.

Thanks

Mare



Mare Milligan

Accounting Specialist

1400 PROVIDENCE HIGHWAY, SUITE 3100
NORWOOD, MA 02062

T 781.352.4717 | F 781.551.8667

mmilligan@lan-tel.com | www.lan-tel.com

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From: Jessica Jones <jessica.jones@boston.gov>

Sent: Thursday, February 08, 2018 10:36 AM EST

To: Jessica Jones <Jessica Jones <jessica.jones@boston.gov>>

BCC: feinbergs@bcmcontrols.com <feinbergs@bcmcontrols.com>; jonathan.hipsh@siemens.com <jonathan.hipsh@siemens.com>; wbissonnette@sullymac.com <wbissonnette@sullymac.com>; Kate Waldron <Kate Waldron <kwaldron@lan-tel.com>>; Brian Heger <Brian Heger <brian.heger@boston.gov>>

Subject: Request for Quotes: State Contract FAC64 Cambridge Camera Replacement

Attachment(s): "FAC64 Contract User Guide (1).pdf"

Good afternoon,

Deadline for responses: Thursday, February 15, by 5pm, ET

Quotes must be submitted via email to jessica.jones@boston.gov with the subject line "Quote for FAC64 Cambridge Camera Replacement"

For more information please see scope of work below as well as FAC64 Contract User Guide.

SCOPE OF WORK

-Provide and deliver 12 each Axis P3225-LVE cameras with SD card, wall mount kit and pendant adapters at existing camera locations across 8 Cambridge Fire Department locations.

-Vendor must remove existing camera, mount the new camera with new mounts and new adapters.

-Vendor will be responsible for aiming, focusing and IP addressing each new camera.

-Customer will provide IP address for each camera being replaced.

--

Jessica Jones

Regional Planner

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