



THE COMMONWEALTH OF MASSACHUSETTS
EXECUTIVE OFFICE OF PUBLIC SAFETY



MASSACHUSETTS EMERGENCY MANAGEMENT AGENCY

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FOR IMMEDIATE RELEASE
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MEMA ADJUSTS HOURS OF CITIZENS INFO-LINE

Change Dictated By Call Volume

Framingham, MA – The Massachusetts Emergency Management Agency Headquarters in Framingham is adjusting the hours of the ‘Citizens’ Information Service’ Telephone Center at the State Emergency Operations Center. Beginning Thursday, May 18, 2006, the hours of service are now **7:00am to 7:00pm** until further notice. The number remains **1-800-293-4031** for Flood-related issues. Any emergency of a life-threatening nature should continue to use their local **911**.

The Massachusetts Emergency Management Agency (MEMA) is the state agency responsible for coordinating federal, state, local, voluntary and private resources during emergencies and disasters in the Commonwealth of Massachusetts. MEMA provides leadership to: develop plans for effective response to all hazards, disasters or threats; train emergency personnel to protect the public; provide information to the citizenry; and assist individuals, families, businesses and communities to mitigate against, prepare for, and respond to and recover from emergencies, both natural and man made. For additional information about MEMA and All Hazards Preparedness, go to the MEMA website at www.mass.gov/mema.