



The Commonwealth of Massachusetts
EXECUTIVE OFFICE OF PUBLIC SAFETY AND SECURITY
STATE 911 DEPARTMENT

1380 Bay Street, Building C ~ Taunton, MA 02780-1088
Tel: 508-828-2911 ~ TTY: 508-828-4572 ~ Fax: 508-828-2585
www.mass.gov/e911



CHARLES D. BAKER
Governor

KARYN E. POLITO
Lieutenant Governor

DANIEL BENNETT
Secretary of Public Safety
and Security

FRANK POZNIAK
Executive Director

April 21, 2015

VIA ELECTRONIC MAIL AND HAND DELIVERY

Ms. Sara Clark,
Secretary and Paralegal Specialist
Massachusetts Department of Telecommunications and Cable
1000 Washington Street, Suite 820
Boston, Massachusetts 02118-6500

RE: D.T.C. 15-2, Petition of the State 911 Department to Adjust the Enhanced 911 Surcharge

Dear Ms. Clark:

In connection with the above matter, enclosed herewith for filing are the State 911 Department's responses to the First Set of Information Requests of the Department of Telecommunications and Cable to the State 911 Department.

Thank you for your attention to this matter.

Sincerely,

Louise M. McCarthy
General Counsel

Enclosures

**COMMONWEALTH OF MASSACHUSETTS
DEPARTMENT OF TELECOMMUNICATIONS AND CABLE**

Petition of the State 911 Department to Adjust
the Enhanced 911 Surcharge

)
)
)
)

D.T.C. 15-2

CERTIFICATE OF SERVICE

I hereby certify that I have this day served the foregoing document upon each person designated on the official service list compiled by the Secretary in this proceeding, dated this April 21, 2015.



Louise M. McCarthy
General Counsel
State 911 Department
1380 Bay Street, Building C
Taunton, Massachusetts 02780
Telephone: (508) 821-7223
Email: louise.mccarthy@state.ma.us
Facsimile: (508) 828-2585

Commonwealth of Massachusetts
State 911 Department
Enhanced 9-1-1 Service Surcharge

Monthly Report Template

Company Name: _____
Address: _____
Federal Tax ID#: _____

Contact Name: _____
Phone: _____
Fax: _____
E-Mail: _____

Reporting Period (Month/Year) _____
Type of Service Provider _____ (Enter Wireline, Wireless, Pre-Paid W)

Number of Subscribers/End Users/Customers*	#
Rate*	\$ 0.75
Subtotal (Subscribers/End Users/Customers multiplied by Rate)	\$
Less Uncollectible Amount (if applicable)	\$
Less Administrative Fee Retained (1% of total surcharge collected):	\$
Total Service Surcharge Remitted:	\$

*rate@ \$0.75 pursuant to M.G.L. c. 6A, Section 18H

I declare under penalties of perjury that the above return
is true, correct and complete to the best of my
knowledge and belief.

Signature

Date

Title

PAYMENT DUE NOT LATER THAN 30 DAYS AFTER END OF COLLECTION MONTH

Prepaid Carriers ONLY:

*Please check one: ☐ Actual Number of Subscribers/End Users/Customers
☐ Calculated Number of Subscribers/End Users/Customers (ARPU)

Send Check and Form To:

Commonwealth of Massachusetts
State 911 Department
1380 Bay Street, Bldg C
Taunton, MA 02780

For inquiries and comments, please contact Michelle Hallahan at (508) 821-7216

COMMONWEALTH OF MASSACHUSETTS
DEPARTMENT OF TELECOMMUNICATIONS AND CABLE
FIRST SET OF INFORMATION REQUESTS OF THE DEPARTMENT OF
TELECOMMUNICATIONS AND CABLE TO THE STATE 911 DEPARTMENT
D.T.C. 15-2
April 21, 2015

Responsible Person: Frank Pozniak

D.T.C. 1-1 Referring to Exhibit B of the Petition, Estimated Fund Revenue interest is projected at \$75,000 for FY2015, but projected interest was not provided in FY2016, FY2017, FY2018 and FY2019. Please update Exhibit B to reflect all projected interest.

Response:

The budget projections submitted for FY2016 through FY2019 do not include projections for interest, since the State 911 Department anticipates that it will need to reduce its investment to zero (0) dollars to meet operational needs. Therefore, the State 911 Department does not anticipate receipt of interest during the above-referenced fiscal years.

COMMONWEALTH OF MASSACHUSETTS
DEPARTMENT OF TELECOMMUNICATIONS AND CABLE
FIRST SET OF INFORMATION REQUESTS OF THE DEPARTMENT OF
TELECOMMUNICATIONS AND CABLE TO THE STATE 911 DEPARTMENT
D.T.C. 15-2
April 21, 2015

Responsible Person: Frank Pozniak

D.T.C. 1-2 The Petition projects an increase in Salary Costs from \$3,526,764 in FY2014 to \$5,165,972 in FY2015 due in part to the following full time employee new hire positions: One (1) Human Resources Director, One (1) Fiscal Manager, One (1) Operations Manager, One (1) Programs Manager, three (3) Systems Analysts, two (2) Accountants, and One (1) Trainer. Petition at 9-10, Exh. A. For each position or group of positions, please explain how the position(s) is necessary to fulfill the 911 Department's statutory obligations in FY2015.

Response: Chapter 223 of the Acts of 2008 ("Chapter 223") increased the State 911 Department's statutory obligations and responsibilities. In accordance with Chapter 223, the Department administers the following: (1) six separate grant programs that in total involve all 249 PSAPs in the Commonwealth; (2) a training program that includes telecommunicator certification and emergency medical dispatch certification requirements for approximately 6,000 telecommunicators throughout the Commonwealth; and (3) the enhanced 911 system in the Commonwealth that, as required by Chapter 223, is transitioning to the Next Generation 911 platform. In fulfilling these statutory obligations and responsibilities, additional resources are necessary.

The State 911 Department has a statutory obligation to administer the enhanced 911 system and programs with sufficient resources. The Human Resource Director will provide the support function to meet this statutory requirement in order to ensure that the State 911 Department is adequately staffed to timely process grant applications and reimbursements, maintain a training program to meet the telecommunicator certification requirements embodied in Chapter 223, and to deploy and monitor the new Next Generation 911 system.

The State 911 Department has a statutory obligation to administer grant programs to eligible Public Safety Answering Points (PSAPs), Regional PSAPs, and Regional Emergency Communications Center. The Fiscal Manager and two (2)

COMMONWEALTH OF MASSACHUSETTS
DEPARTMENT OF TELECOMMUNICATIONS AND CABLE
FIRST SET OF INFORMATION REQUESTS OF THE DEPARTMENT OF
TELECOMMUNICATIONS AND CABLE TO THE STATE 911 DEPARTMENT
D.T.C. 15-2
April 21, 2015

Responsible Person: Frank Pozniak

Accountants will provide financial support to meet this statutory requirement. For example, in each of the last two complete Fiscal Years, the State 911 Department has received and processed more than 2,000 grant reimbursement requests, overwhelming the few staff resources performing this duty and creating backlogs. The additional staff will help ensure timely processing of these requests. In addition, the Fiscal Manager will provide managerial and financial support on fiscal matters as assigned by the Fiscal Director.

The State 911 Department has a statutory obligation to coordinate and effect the implementation of enhanced 911 service in the Commonwealth. The Operations Manager and the three (3) Systems Analysts will provide technical and operation support for the enhanced 911 system, particularly with the Next Generation 911 project, to meet this statutory responsibility. The Next Generation 911 system is a new system that will bring many 911 enhancements to the benefit of the citizens of the Commonwealth. But this new system will require the technical and operational expertise that the Operations Manager and System Analysts will add to State 911 Department resources. In addition, the Operations Manager will provide managerial, technical and operation support on 911 system matters as assigned by the 911 Systems Director.

The State 911 Department has a statutory obligation to provide training to enhanced 911 telecommunicators. With the passage of Chapter 223 that required certification requirements for enhanced 911 telecommunicators and emergency medical dispatch certification requirements, and bringing Next Generation 911 to the Commonwealth and the associated training of the telecommunicators on the new Next Generation 911 equipment, this statutory obligation has grown significantly. The Programs Manager and the Trainer will provide the training support to meet this statutory responsibility. In addition, the Programs Manager will provide managerial, public education, and training support on 911 matters as assigned by the Programs Director, and support on the disability access program as assigned by the Programs Director.

COMMONWEALTH OF MASSACHUSETTS
DEPARTMENT OF TELECOMMUNICATIONS AND CABLE
FIRST SET OF INFORMATION REQUESTS OF THE DEPARTMENT OF
TELECOMMUNICATIONS AND CABLE TO THE STATE 911 DEPARTMENT
D.T.C. 15-2
April 21, 2015

Responsible Person: Frank Pozniak

D.T.C. 1-3

Exhibit A of the Petition shows that Consultant Services (HH) expenditures in FY2014 were \$105,061. The Petition projects Consultant Services (HH) expenditures to increase to \$267,000 in FY2015 to support operations as the 911 Department transitions to the Next Generation 911 system, and to remain constant at \$267,000 through FY2019. Petition at 11, Exh. B. Please explain why the projected expenditures remain at the increased level after the Next Generation 911 system becomes fully operational by the end of FY2016.

Response:

Although these expenses may decrease once the Next Generation 911 system has been deployed, the State 911 Department expects that continued Consultant Services will be necessary during the post-deployment implementation of the Next Generation 911 system. These project management duties are expected to include, but are not limited to, the following: review and measurement of project performance against objectives; assessment of results; evaluation of deviations from project plans; monitoring and reporting to stakeholders regarding post-transition implementation matters; inventory tracking; oversight of service levels; communication with third party vendors relative to maintenance and monitoring services, including without limitation, tracking of troubles and other maintenance issues; project closeout; coordination and tracking of software upgrades; and management of moves, add, and changes. In addition, the project management services will include the Wireless Direct project rollout; oversight of the project to ensure carrier compliance with the FCC wireless accuracy rules; and project management duties necessitated by the activities and projects identified in the response to D.T.C. 1-6 below.

COMMONWEALTH OF MASSACHUSETTS
DEPARTMENT OF TELECOMMUNICATIONS AND CABLE
FIRST SET OF INFORMATION REQUESTS OF THE DEPARTMENT OF
TELECOMMUNICATIONS AND CABLE TO THE STATE 911 DEPARTMENT
D.T.C. 15-2
April 21, 2015

Responsible Person: Frank Pozniak

D.T.C. 1-4 The Petition projects Operational Services (JJ) expenditures to increase from \$239,059 in FY2014 to \$360,000 in FY2015 on account of the hiring of temporary staff, including one (1) Receptionist, three (3) Grant Support staff, one (1) Accounts Payable position, and one (1) Administrative position for training. Petition at 11, Exh. A. For each position or group of positions, please explain how the position(s) is necessary to fulfill the 911 Department's statutory obligations in FY2015.

Response: As with most agencies the size of the State 911 Department, a receptionist is necessary to maintain the front desk and greet and direct visitors (for training classes, meetings, and other purposes), receive and distribute mail, answer and transfer telephone calls, and perform other administrative support duties as necessary.

The State 911 Department has a statutory obligation to administer grant programs to eligible Public Safety Answering Points (PSAPs), Regional PSAPs, and Regional Emergency Communications Center. The three (3) Grant Support staff will provide financial and administrative support function to meet this statutory requirement, particularly with assisting in the timely processing of grant applications and reimbursements.

The State 911 Department has a statutory obligation to coordinate and effect the implementation of enhanced 911 service and administer such service in the Commonwealth. The one (1) Accounts Payable position will provide fiscal support to the management of the Next Generation 911 contract.

The State 911 Department has a statutory obligation to provide training to enhanced 911 telecommunicators. The Administrative position for training will provide administrative support to the daily operations of the Training Division, particularly as the State 911 Department transitions to Next Generation 911 and the training of the enhanced 911 telecommunicators on the new Next Generation 911 equipment.

COMMONWEALTH OF MASSACHUSETTS
DEPARTMENT OF TELECOMMUNICATIONS AND CABLE
FIRST SET OF INFORMATION REQUESTS OF THE DEPARTMENT OF
TELECOMMUNICATIONS AND CABLE TO THE STATE 911 DEPARTMENT
D.T.C. 15-2
April 21, 2015

Responsible Person: Frank Pozniak

D.T.C. 1-5 The Petition states that IT Services and Equipment (UU) expenditures relate to the hiring of IT staff augmentation (and associated costs) to support the 911 Department's operations, Enhanced 911, and Next Generation 911 implementation. Petition at 11. Please provide a list of projects that are being undertaken under this line item in FY2015.

Response:

The following projects are being undertaken under this line item in FY2015: Next Generation 911 project; Digital Logging Recorder project; Wireless Direct project; Regionalization (equipment from closing PSAPs); and support for the Emergency Medical Dispatch (EMD) program and the Mobile PSAP.

COMMONWEALTH OF MASSACHUSETTS
DEPARTMENT OF TELECOMMUNICATIONS AND CABLE
FIRST SET OF INFORMATION REQUESTS OF THE DEPARTMENT OF
TELECOMMUNICATIONS AND CABLE TO THE STATE 911 DEPARTMENT
D.T.C. 15-2
April 21, 2015

Responsible Person: Frank Pozniak

D.T.C. 1-6 Exhibit A of the Petition shows that IT Services and Equipment (UU) expenditures in FY2014 were \$755,252. The Petition projects IT Services and Equipment (UU) expenditures to increase to \$1,000,000 in FY2015 and to remain constant at \$1,000,000 through FY2019. Petition at 11, Exh. B. Please explain why the projected expenditures remain at the increased level after the Next Generation 911 system becomes fully operational by the end of FY2016.

Response:

Although these expenses may decrease once the Next Generation 911 system has been deployed, the State 911 Department expects that these services will continue to be necessary during the post-deployment implementation of the Next Generation 911 system. The services are expected to include, but not be limited to, site visits at all PSAPs to ensure that the Next Generation 911 system performs at an optimal level; oversight and coordination of PSAP moves, adds, and changes; oversight of software updates; and surplus inventory management (breakdown, testing, and preparation for surplus). In addition, the services will include duties associated with the addition of enhanced capabilities to the Next Generation 911 system (such as the receipt of videos and images, advanced routing capabilities, and interconnection to Next Generation networks in other jurisdictions). Please see the response to D.T.C. 1-5 above for a list of the projects that are being undertaken under this line item.

COMMONWEALTH OF MASSACHUSETTS
DEPARTMENT OF TELECOMMUNICATIONS AND CABLE
FIRST SET OF INFORMATION REQUESTS OF THE DEPARTMENT OF
TELECOMMUNICATIONS AND CABLE TO THE STATE 911 DEPARTMENT
D.T.C. 15-2
April 21, 2015

Responsible Person: Frank Pozniak

D.T.C. 1-7 The Petition projects FY2015 expenditures of \$2,831,037 for “Wireless Center (ESN 601),” and of \$3,933,000 for “Wireless State Police PSAP Grant.” Petition at Exh. B. Please provide complete and detailed documentation of these FY2015 projected expenditures for both “Wireless Center (ESN 601)” and the “Wireless State Police PSAP.” Please compare and contrast these two wireless centers with respect to the number of calls handled, geographical area covered, and number of staff employed.

Response:

The FY2015 projected expenditures for both “Wireless Center (ESN 601)” and the “Wireless State Police PSAP” are set forth below, together with a comparison of the number of calls handled, geographical area covered, and number of staff employed.

Funding Category	Wireless State Police PSAP	Wireless Center (ESN 601)
Personnel (includes fringe and indirect costs)	\$3,829,800	\$2,594,839
Training	\$ 93,299	\$ 5,900
Operational Support	\$ 9,901	\$ 230,298
Total:	\$3,933,000	\$2,831,037

Center	Number of Calls	Number of Staff Employees
Wireless State Police PSAP	1,458,254	76
Wireless Center (ESN 601)	382,163	41

COMMONWEALTH OF MASSACHUSETTS
DEPARTMENT OF TELECOMMUNICATIONS AND CABLE
FIRST SET OF INFORMATION REQUESTS OF THE DEPARTMENT OF
TELECOMMUNICATIONS AND CABLE TO THE STATE 911 DEPARTMENT
D.T.C. 15-2
April 21, 2015

Responsible Person: Frank Pozniak

Geographical Area Covered

Wireless State Police PSAP

Abington	Braintree	Devens
Acushnet	Brewster	Dighton
Adams	Bridgewater	Douglas
Agawam	Brimfield	Dover
Alford	Brockton	Dudley
Amherst	Brookfield	Duxbury
Aquinnah	Brookline	East Bridgewater
Ashburnham	Buckland	East Brookfield
Ashby	Cambridge	East Longmeadow
Ashfield	Canton	Eastham
Ashland	Carver	Easthampton
Athol	Charlemont	Easton
Attleboro	Charlton	Edgartown
Auburn	Chatham	Egremont
Avon	Cheshire	Erving
Ayer	Chester	Fairhaven
Barnstable	Chesterfield	Fall River
Barre	Chicopee	Falmouth
Becket	Chilmark	Fitchburg
Belchertown	Clarksburg	Florida
Bellingham	Clinton	Foxborough
Belmont	Cohasset	Framingham
Berkley	Colrain	Franklin
Berlin	Conway	Freetown
Bernardston	Cummington	Gardner
Blackstone	Dalton	Gill
Blandford	Dartmouth	Goshen
Bolton	Dedham	Gosnold
Bourne	Deerfield	Grafton
Boylston	Dennis	Granby

COMMONWEALTH OF MASSACHUSETTS
DEPARTMENT OF TELECOMMUNICATIONS AND CABLE
FIRST SET OF INFORMATION REQUESTS OF THE DEPARTMENT OF
TELECOMMUNICATIONS AND CABLE TO THE STATE 911 DEPARTMENT
D.T.C. 15-2
April 21, 2015

Responsible Person: Frank Pozniak

Wireless State Police PSAP

Granville	Lakeville	Montague
Great Barrington	Lancaster	Monterey
Greenfield	Lanesborough	Montgomery
Groton	Lee	Mount Washington
Hadley	Leicester	Natick
Halifax	Lenox	Needham
Hampden	Leominster	New Ashford
Hancock	Leverett	New Bedford
Hanover	Leyden	New Braintree
Hanson	Longmeadow	New Marlborough
Hardwick	Ludlow	New Salem
Harvard	Lunenburg	Newton
Harwich	Mansfield	Norfolk
Hatfield	Marion	North Adams
Hawley	Marlborough	North Attleborough
Heath	Marshfield	North Brookfield
Hingham	Mashpee	Northampton
Hinsdale	Mattapoissett	Northborough
Holbrook	Medfield	Northbridge
Holden	Medway	Northfield
Holland	Mendon	Norton
Holliston	Middleborough	Norwell
Holyoke	Middlefield	Norwood
Hopedale	Milford	Oak Bluffs
Hopkinton	Millbury	Oakham
Hubbardston	Millis	Orange
Hudson	Millville	Orleans
Hull	Milton	Otis
Huntington	Monroe	Oxford
Kingston	Monson	Palmer

COMMONWEALTH OF MASSACHUSETTS
DEPARTMENT OF TELECOMMUNICATIONS AND CABLE
FIRST SET OF INFORMATION REQUESTS OF THE DEPARTMENT OF
TELECOMMUNICATIONS AND CABLE TO THE STATE 911 DEPARTMENT
D.T.C. 15-2
April 21, 2015

Responsible Person: Frank Pozniak

Wireless State Police PSAP

Paxton	Sharon	Upton	Whately
Pelham	Sheffield	Uxbridge	Whitman
Pembroke	Shelburne	Wales	Wilbraham
Pepperell	Sherborn	Walpole	Williamsburg
Peru	Shirley	Waltham	Williamstown
Petersham	Shrewsbury	Ware	Winchendon
Phillipston	Shutesbury	Wareham	Windsor
Pittsfield	Somerset	Warren	Worcester
Plainfield	South Hadley	Warwick	Worthington
Plainville	Southampton	Washington	Wrentham
Plymouth	Southborough	Watertown	Yarmouth
Plympton	Southbridge	Wayland	
Princeton	Southwick	Webster	
Provincetown	Spencer	Wellesley	
Quincy	Springfield	Wellfleet	
Randolph	Sterling	Wendell	
Raynham	Stockbridge	West Boylston	
Rehoboth	Stoughton	West Bridgewater	
Richmond	Sturbridge	West Brookfield	
Rochester	Sudbury	West Springfield	
Rockland	Sunderland	West Stockbridge	
Rowe	Sutton	West Tisbury	
Royalston	Swansea	Westborough	
Russell	Taunton	Westfield	
Rutland	Templeton	Westhampton	
Sandisfield	Tisbury	Westminster	
Sandwich	Tolland	Weston	
Savoy	Townsend	Westport	
Scituate	Truro	Westwood	
Seekonk	Tyringham	Weymouth	

COMMONWEALTH OF MASSACHUSETTS
DEPARTMENT OF TELECOMMUNICATIONS AND CABLE
FIRST SET OF INFORMATION REQUESTS OF THE DEPARTMENT OF
TELECOMMUNICATIONS AND CABLE TO THE STATE 911 DEPARTMENT
D.T.C. 15-2
April 21, 2015

Responsible Person: Frank Pozniak

Wireless Center (ESN 601)

Acton	Lynn	Tyngsborough
Amesbury	Lynnfield	Wakefield
Andover	Malden	Wenham
Arlington	Manchester	West Newbury
Bedford	Marblehead	Westford
Beverly	Maynard	Wilmington
Billerica	Medford	Winchester
Boxborough	Melrose	Winthrop
Boxford	Merrimac	Woburn
Burlington	Methuen	
Carlisle	Middleton	
Chelmsford	Nahant	
Chelsea	Newbury	
Concord	Newburyport	
Danvers	North Andover	
Dracut	North Reading	
Dunstable	Peabody	
Essex	Reading	
Everett	Revere	
Georgetown	Rockport	
Gloucester	Rowley	
Groveland	Salem	
Hamilton	Salisbury	
Haverhill	Saugus	
Ipswich	Somerville	
Lawrence	Stoneham	
Lexington	Stow	
Lincoln	Swampscott	
Littleton	Tewksbury	
Lowell	Topsfield	

COMMONWEALTH OF MASSACHUSETTS
DEPARTMENT OF TELECOMMUNICATIONS AND CABLE
FIRST SET OF INFORMATION REQUESTS OF THE DEPARTMENT OF
TELECOMMUNICATIONS AND CABLE TO THE STATE 911 DEPARTMENT
D.T.C. 15-2
April 21, 2015

Responsible Person: Frank Pozniak

D.T.C. 1-8 The Petition projects FY2015 expenditures of \$12,513,529 for “PSAP Regional Development Roll Over.” Petition at Exh. A. Please provide complete and detailed documentation of expenditures under this line item, including but not limited to a list of projects that are being rolled into the FY2015 budget and the current status of each such project.

Response:

The category “PSAP Regional Development Roll Over” captures the funding from prior fiscal year grant awards (FY11-FY14) that were not expended during the fiscal year in which they were awarded. Regionalization feasibility studies and projects can be lengthy processes. The State 911 Department has received and approved requests from awardees to extend awards for a period of time so as to allow for completion of the study and/or project. As these awards were accounted for in previous fiscal years they are not an additional cost to the State 911 Department’s budget. These “roll-overs” decrease the projected spending in one fiscal year while increasing those of another. A list of the projects that are being rolled into the FY2015 budget and the current status of each project is set forth below.

COMMONWEALTH OF MASSACHUSETTS
DEPARTMENT OF TELECOMMUNICATIONS AND CABLE
FIRST SET OF INFORMATION REQUESTS OF THE DEPARTMENT OF
TELECOMMUNICATIONS AND CABLE TO THE STATE 911 DEPARTMENT
D.T.C. 15-2
April 21, 2015

Responsible Person: Frank Pozniak

PSAP	FUNDING CATEGORY	PROJECT STATUS
Adams	Feasibility Study, Project Management Services	Planning Phase
Barnstable County Sheriff	Feasibility Study, Project Management Services, Architectural & Engineering Services	In Operation
Duxbury	Equipment	In Operation
Holbrook	Project Management Services, Architectural & Engineering Services, Equipment	In Operation
Holden	Feasibility Study, Construction, Equipment	In Operation
Massachusetts State Police	Equipment	In Operation
Mendon	Construction, Equipment	In Operation
Metropolitan Area Regional Planning Council	Feasibility Study	Planning Phase
Monson	Project Management Services	Planning Phase
Nashoba Valley Regional Dispatch District	Equipment	In Operation
Revere	Project Management, Transition Expenses, Construction, Equipment, Administrative Expenses	Implementation Phase
Rutland	Feasibility Study, Project Management Services, Transition Expenses, Construction, Equipment	In Operation
South Shore Regional Emergency Communication Center	Project Management Services, Transition Expenses, Construction, Equipment, Administrative Expenses	In Operation
Webster	Project Management Services, Transition Expenses, Architectural & Engineering Services, Equipment	In Operation
Woburn	Feasibility Study, Project Management Services	Planning Phase
Worcester	Feasibility Study, Transition Expenses, Architectural & Engineering Services, Construction, Equipment	Planning Phase
Wrentham	Feasibility Study, Transition Expenses, Architectural & Engineering Services, Construction, Equipment, Administrative Expenses	Planning Phase

COMMONWEALTH OF MASSACHUSETTS
DEPARTMENT OF TELECOMMUNICATIONS AND CABLE
FIRST SET OF INFORMATION REQUESTS OF THE DEPARTMENT OF
TELECOMMUNICATIONS AND CABLE TO THE STATE 911 DEPARTMENT
D.T.C. 15-2
April 21, 2015

Responsible Person: Frank Pozniak

D.T.C. 1-9

The Petition states that 19 PSAPs in the Commonwealth have been regionalized, and that 15 additional PSAPs are expected to regionalize over the next five years. Petition at 17. Please provide the total expenditures for the regionalization of the 19 regionalized PSAPs, as well as the projected expenditures for the regionalization of the next 15 PSAPs.

Response:

The total Development Grant expenditures for the regional projects that have begun operation as a regional PSAP or RECC since passage of Chapter 223 that required the State 911 Department to administer and fund a grant program to incent regionalization of the Commonwealth's PSAPs is approximately \$27 million. At this time it is difficult to project what the expenditures may be for the regionalization of the next 15 PSAPs, given that the costs of critical items involved in regional projects such as equipment and type of construction are not known. However, Exhibit B of the Petition shows the Development Grant allocation for each year during FY2016 through FY2019, and that is the amount the State 911 Department can fund for new regional projects, as well as for existing regional PSAPs and RECCs that may apply for Development Grant funding to enhance their operations.

Each Fiscal Year since the passage of Chapter 223, the State 911 Department, with State 911 Commission approval, has issued Development Grant guidelines that contain new incentives to encourage and promote regionalization. Going forward, the State 911 Department intends to continue in this manner in an effort to provide more and better incentives, and plans to establish and convene a working group of key stakeholders whose purpose will be to strategize and develop incentives to achieve greater regionalization of the Commonwealth's PSAPs.

COMMONWEALTH OF MASSACHUSETTS
DEPARTMENT OF TELECOMMUNICATIONS AND CABLE
FIRST SET OF INFORMATION REQUESTS OF THE DEPARTMENT OF
TELECOMMUNICATIONS AND CABLE TO THE STATE 911 DEPARTMENT
D.T.C. 15-2
April 21, 2015

Responsible Person: Frank Pozniak

D.T.C. 1-10 Please provide the 911 Department's source(s) for the subscriber counts contained in the Petition. *See* Petition at 8. If the reported subscriber counts come directly from carriers, please provide the underlying carrier reports for FY2014.

Response:

The average subscriber counts set forth in the Petition are calculated by the Department. Pursuant to G.L. c. 6A, § 18H, communication service providers are required to report to the State 911 Department on a monthly basis the number of subscribers and the total surcharge revenues collected from subscribers, along with other information regarding the collection and remittance of the Enhanced 911 Surcharge. The State 911 Department compiles this information to determine the average subscriber counts. A template of the monthly report form is attached. The underlying carrier reports consist, in large part, of subscriber information and/or data submitted to the State 911 Department by the communication service providers. Such subscriber information and/or data is not subject to public disclosure pursuant to G.L. c. 6A, § 18H, except that aggregated information that does not identify or effectively identify specific subscriber information or data may be made public. Therefore, the State 911 Department releases only the aggregated subscriber information for all carriers and does not release the reports or the subscriber counts by carrier.