

October 10, 2023

Shonda Green, Secretary
Department of Telecommunications and Cable
1000 Washington Street, Suite 600
Boston, MA 02118

Sent via email to shonda.green@mass.gov

RECEIVED



Re: Notice of Public Hearing
D.T.C. 23-3 (Enhanced 911 Surcharge)

OCT 13 2023

To Whom It May Concern:

Mass. Dept. of
Telecommunications & Cable

I am writing on behalf of the Boston Police Department in support of the State 911 Department's request to maintain the Monthly Enhanced 911 surcharge at \$1.50. With the current surcharge set to "sunset" on January 1, 2024, and decrease to the former surcharge of \$1.00 per month, there is an anticipated sixty million dollar (\$60,000,000) impact on the State 911 Department's operations and its ability to provide crucial grant funding to local municipalities and 911 centers, including the center here at the Boston Police Department.

Revenues collected by the State 911 Department fund and support the provision and maintenance of the Commonwealth's current Next-Generation 911 ("NG911") system as well as the critical training and certification required of 911 telecommunicators statewide. Additionally, the grants provided by the State 911 Department help support these important operations on the local level.

Currently, the City of Boston receives over four million dollars (\$4,000,000) in Support Grant funding and five hundred thousand dollars (\$500,000) in 911 training funds each fiscal year. These funds support personnel staffing, provide maintenance to critical emergency response systems, including the City's Computer Aided Dispatch ("CAD") system, digital logging records and the acquisition and replacement of critical components of the emergency response ecosystem. Support Grant funds have also allowed the Boston Police Department to outfit the City's primary Public Safety Answering Point with industry standard, 24 hour ergonomic seating for personnel and provide necessary intensive maintenance of the 911 center. Training Grants are also an essential part of these operations, allowing the Department to train and certify all 911 telecommunicators in accordance with state 911 regulations and industry standard best practices and to satisfy all annual continuing education requirements. Additionally, Training Grant funds allow for back fill of telecommunicators so that everyone employed in the 911 center receive this critical training.

A reduction of the Monthly Enhanced 911 surcharge will shift significant costs of these important services from state funds to an already burdened municipal budget, inevitably resulting in a negative impact on 911 operations in the City and across the Commonwealth.

Thank you for your consideration of the request to maintain the current monthly surcharge at \$1.50.

Sincerely,

A handwritten signature in black ink, appearing to read "Michael A. Cox". The signature is written in a cursive style with a large, stylized initial "M".

Michael A. Cox
Police Commissioner

cc: Christopher Markunas, Director of Operations Division