



Commonwealth of Massachusetts
Department of Telecommunications and Cable
Shonda Green, Secretary
1000 Washington Street, Suite 600
Boston, MA 02118-6500

RE: Petition of the State 911 Department for Approval to Maintain the Monthly Enhanced 911 surcharge at \$1.50

October 10, 2023

Dear Secretary Green,

I am writing to express my strong support for the petition to maintain the monthly enhanced 911 surcharge at \$1.50. As the Commissioner of Emergency Communications and as a resident of Massachusetts, I am acutely aware of the incredible benefits that this funding provides to our 911 Communication Centers and, by extension, the safety and well-being of our communities. Additionally, the Massachusetts State 911 Department is solely funded by the surcharge, receiving no state appropriations, and our 911 Communication Centers receive significant support and training services from the State 911 Department.

The enhanced 911 surcharge has played a pivotal role in ensuring that our 911 centers remain equipped with the best technology, allowing them to respond swiftly and effectively to emergency calls. The \$1.50 surcharge has been instrumental in upgrading and maintaining critical infrastructure, such as call routing systems, mapping software, and communication tools, which are essential for dispatchers to coordinate emergency responses.

Furthermore, this funding has supported vital training programs for 911 operators and dispatchers, ensuring they are well-prepared to handle a wide range of emergency situations, from medical crises to natural disasters. These highly skilled professionals are often the first point of contact in times of distress, and their expertise can make a life-saving difference.

Maintaining the enhanced 911 surcharge at its current rate is not just a matter of convenience; it's a matter of public safety. Our 911 centers need a stable source of funding to continue their critical work, and the \$1.50 surcharge is a reasonable and necessary investment in our community's safety. A reduction in this surcharge will inevitably result in larger financial obligations to the already tight budgets of our public safety agencies and communities. This petition seeks to ensure level funding for the State 911 Department and its grant programs and is not a request to increase the monthly surcharge.

I urge you to consider the invaluable impact of the enhanced 911 surcharge on the lives of Massachusetts residents and maintain it at its current rate. The safety and security of our communities depends heavily on this grant funding to ensure adequate and appropriate operations of enhanced 911 services.

Thank you for your attention to this matter. I look forward to seeing continued support for our 911 centers and the vital services they provide.

Sincerely,

Charles R. Goodwin
Commissioner of Emergency Communications & Management
City of Worcester