



Holbrook Regional Emergency Communications Center

Director Stephan A. Hooke
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September 26, 2023

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

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Mass. Dept. of
Telecommunications & Cable

Dear Ms. Green,

Please allow me to introduce myself. My name is Stephan Hooke and I am the Director of Communications at the Holbrook Regional Emergency Communications Center (HRECC) which answers 911 calls and dispatches Police and Fire for several communities in the south shore region of MA.

I am writing you today in support of the petition filed by the State 911 Department for approval to Maintain the Monthly Enhanced 911 Surcharge at \$1.50; Docket# D.T.C. 23-3, and to express the detrimental effect this reduction would have on regional communications centers such as ours in the Commonwealth, should the surcharge revert back to \$1.00.

The HRECC started as a regional emergency communications center in 2008 and has successfully onboarded seven (7) communities since then. Additionally, we have fully executed Intermunicipal Agreements with another four (4) communities and are in the process of integrating their Public Safety Answering Point (PSAPs) and dispatch responsibilities into our operation with several additional interested communities in the pipeline.

The team at the HRECC has worked tirelessly for many years to provide high-quality service to the responders and the citizens of our partner communities. Coupled with the assessment fees charged to each community to help fund the public safety communications services for their respective agencies, this operation relies heavily on the grant funding to continue to support regionalization efforts by maximizing effective 911 and dispatch services as well as regional interoperability. A decrease in the surcharge would increase financial obligations to Towns who are budget-strapped and who elected to join this operation due in part to financial constraints their communities have faced or are facing.

The revenue loss from the reduction in the surcharge is projected to be approximately \$62 million each year beginning in FY25. The grant programs would be adversely affected by \$56.7 million in FY25 and \$70.5 million in FY26 and FY27. This department alone has received nearly \$17 million in grant funding this year through grant programs administered by the State 911 Department and EOPSS, so you can imagine the statewide effect this reduction would cause, particularly for regional communications centers. Because the State 911 Department is statutorily required to administer grant funding to PSAPs that is based upon a percentage of the surcharge rate, the HRECC and all other centers in the Commonwealth will strongly feel the impact.



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If the surcharge is reverted back to \$1.00 on January 1, 2024 this agency will likely have to decline the opportunity to partner with future communities who have expressed interest in joining this operation due to the uncertainty of stability and may even have to consider withdrawing from the onboarding projects, we have worked so hard to prepare to roll out.

As the Director of a rapidly growing regional emergency communications center, I humbly ask for you to support the State 911 Department's petition to maintain the Monthly Enhanced 911 Surcharge at \$1.50.

I thank you and the DTC for your time and attention to this matter and would be happy to answer any questions or provide any additional input as required. Please find my direct contact information below.

Respectfully submitted,

Stephan A. Hooke

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