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VIA ELECTRONIC MAIL AND OVERNIGHT MAIL

March 7, 2024

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

RE: Petition of the State 911 Department for Approval of Fiscal Year 2024 Expenditures, Approval of Fiscal Year 2025 Development Grant Amount, Approval of Fiscal Year 2025 Incentive Grant Amount for Regional PSAPs Serving 2 Municipalities, Approval of Fiscal Year 2025 Incentive Grant Amount for Regional PSAPs Serving 10 + Municipalities, Approval of Fiscal Year 2025 Incentive Grant Amount for Regional Emergency Communication Centers, and Approval of the Massachusetts Telecommunications Relay Service and Captioned Telephone Relay Service Request for Response.

Dear Ms. Green:

Pursuant to Massachusetts General Laws ("G.L.") Chapter 6A, §18H(b), the State 911 Department ("Department") hereby submits this Petition to the Department of Telecommunications and Cable ("DTC") for Approval of Fiscal Year 2024 Expenditures, Approval of Fiscal Year 2025 Development Grant Amount, Approval of Fiscal Year 2025 Incentive Grant Amount for Regional PSAPs Serving 2 Municipalities, Approval of Fiscal Year 2025 Incentive Grant Amount for Regional PSAPs Serving 10 + Municipalities, Approval of Fiscal Year 2025 Incentive Grant Amount for Regional Emergency Communication Centers, and Approval of the Massachusetts Telecommunications Relay Service and Captioned Telephone Relay Service Request for Responses (RFR).

The Department offers the following in support of the Petition.¹

¹Pursuant to G.L. c. 6A, § 18H(b), the Department is required to report annually to the DTC on the financial condition of the Enhanced 911 Fund and on the Department's assessment of the new developments affecting the enhanced 911 system. The Department respectfully requests that the DTC treat this petition as satisfying that requirement for Fiscal Year 2023.

I. FISCAL YEAR 2024 EXPENDITURES

The Department is required to seek the approval of the DTC for projected total expenditures that exceed total expenditures of the previous fiscal year by ten (10) per cent or more. *See* G.L. chapter 6A, §18H(c), which provides in pertinent part, as follows:

The department shall seek the approval of the department of telecommunications and cable for projected total expenditures that exceed total expenditures of the previous fiscal year by ten (10) per cent or more. The department of telecommunications and cable may investigate the reasonableness of the expenditures and shall conduct its review and issue a decision within 90 days from the date the department files its request for approval, but the request for approval shall be deemed approved if the department of telecommunications and cable does not issue its decision within such 90 days. The department of telecommunications and cable shall notify the department of its intent to investigate within 20 days of the date the department files its request for approval. The department's request for approval shall be deemed approved in the absence of the department of telecommunication and cable's notification to the department of its intent to investigate. If the department of telecommunication and cable notifies the department that it intends to investigate an expenditure, the department of telecommunications and cable may hire experts to assist in its investigation. The reasonable cost of the experts shall be charged to the Enhanced 911 Fund, but in no event shall such cost exceed \$200,000, which may be adjusted to reflect changes in the consumer price index.

An itemized breakdown of the Department's projected expenditures for Fiscal Year 2024 is set forth in Attachment A, along with the final expenditures for Fiscal Year 2023, attached hereto and made a part hereof. The expenditures are described in more detail below.

As set forth in Attachment A, the projected expenditures of the Department for Fiscal Year 2024 are \$258,147,961. This projected amount is more than ten (10) per cent greater than the actual expenditures of \$154,782,407 for Fiscal Year 2023. Accordingly, the Department hereby requests DTC approval of Fiscal Year 2024 projected expenditures.

II. ENHANCED 911 FUND

The legislation provides that the Department shall disburse funds from the Enhanced 911 Fund for prudently incurred expenses associated with the following:

. . . the lease, purchase, upgrade or modification of primary and regional PSAP customer premises equipment and the maintenance of such equipment; network development, operation and maintenance; database development, operation, and maintenance; training of 911 telecommunicators regarding the receipt and use of enhanced 911 service information; education of consumers regarding the operation,

limitation, role and responsible use of enhanced 911 service; grants associated with enhanced 911 service as set forth in subsection (i) and any other grant approved by the department associated with providing enhanced 911 service in the commonwealth; the recurring and nonrecurring costs of communication services providers in providing enhanced 911 service in the commonwealth to the extent required by federal or Massachusetts law or regulation or federal or Massachusetts agency decision or order; and other expenses incurred by the state 911 department in administering and operating the enhanced 911 system in the commonwealth. See G.L. c. 6A, § 18B(f).

As set forth more fully below, the Department's expenditures are prudently incurred, statutorily authorized expenses necessary to administer and operate the 911 system in the Commonwealth.

Projected Revenues and Expenditures

The Department has projected revenues and expenditures for the Enhanced 911 Fund for Fiscal Year 2024 through Fiscal Year 2028. See Attachment B.

Projected Surcharge Revenues

The revenue projection methodology is consistent with the Department's past revenue projection method. The subscriber line counts are based on the average number of subscribers available at the date of this filing and assumes no change in the number of access lines subject to the surcharge. The estimate of revenues for each fiscal year is derived from the beginning fund balance, the estimated net revenue, and interest earned. The total estimated revenue is reached by adding to the beginning fund balance, the estimated total net revenue and the estimated interest earned.

Beginning Fund Balance

The beginning fund balance of the Enhanced 911 Fund is arrived at by carrying over the Enhanced 911 Fund balance from the prior fiscal year.

Net Revenue

The estimate of the net revenue for each fiscal year is based on multiplying the then current surcharge and the then estimated number of subscribers and subtracting carrier administrative fees. The projection assumes a one (1) per cent carrier administrative fee.

Interest Earned

The Department does not earn interest on the total Enhanced 911 Fund balance. Interest is earned only on the invested funds. The interest earned each month is then reinvested, thereby increasing the invested funds. To estimate the interest earned, the Department utilizes the average interest rate as provided by the Office of the State Treasurer in its monthly reporting on the Massachusetts Municipal Depository Trust. The Department has applied an annual rate of 5.56 per cent as an estimate of the interest rate to be applied, on a monthly basis, to the invested fund balance.

Projected Expenses

The following is a description of the budgeted categories of expenses for the Enhanced 911 Fund. These expenses are prudently incurred and are necessary to meet the legislation's directives.

Administration

Salary Costs

The Department's projected expenses include salaries and overhead costs for employees, excluding salary costs associated with the operation of the wireless and 911 centers since those costs are included in the line item for each such center discussed below, and contract employees. The projected salary costs are attributable to full time employee ("FTE") and contract positions. These positions are necessary to fulfill the Department's statutory obligations. The Department has projected salary expenses that reflect contractual cost of living and step increases and estimated cost of living adjustments that may be negotiated by the National Association of Government Employees union and the Commonwealth.

Agency Expenses

The category of agency expenses includes employee reimbursements, administrative expenses, operational supplies, utilities/space rental, consultant services, operational services, equipment purchases, lease, maintenance, and repair services, building maintenance and repairs, and IT services and equipment.

Capital Project

The Department's projections include funding for the replacement of radio consolettes at the 911 call center (North Shore), relocation and expansion of the Department's wireless and training centers, radio systems at the wireless center and 911 call center (North Shore), upgrade of the fire alarming, and upgrade of information technology infrastructure.

Grant Programs

The legislation requires the Department to develop and administer grant programs to assist public safety answering points ("PSAP") and regional emergency communications centers ("RECC") in providing enhanced 911 service and to foster the development of regional PSAPs, regional secondary PSAPs, and RECCs. See G.L. c. 6A, 18B(i). The legislation requires that the Department fund the following grant programs: the PSAP and Regional Emergency Communications Center Training Grant ("Training Grant"); the PSAP and Regional Emergency Communication Center Support Grant ("Support Grant"); the Regional PSAP and Regional Emergency Communication Center Incentive Grant ("Incentive Grant"); the Wireless State Police PSAP Grant; and the Regional and Regional Secondary PSAP and Regional Emergency Communications Center Development Grant ("Development Grant"). See G.L. c. 6A, § 18B(i)(1)-(5). The legislation also permits the Department to introduce new grants associated with providing enhanced 911 service in the Commonwealth. See G.L. c. 6A, § 18B(f). As discussed below, as permitted by the legislation, in 2011, the Department introduced a new grant, the Emergency

Medical Dispatch (“EMD”) Grant.² The EMD Grant was renamed the EMD/Regulatory Compliance Grant in Fiscal Year 2014. In Fiscal Year 2020, the Grant went back to being named the EMD Grant. Also, as discussed below, and as permitted by the legislation, in 2023, the Department introduced a new grant, the Telecommunicator Emergency Response Taskforce (TERT) Grant.³

The legislation provides that the State 911 Commission (“Commission”) shall approve all formulas, percentages, guidelines, or other mechanisms used to distribute these grants. *See* G.L. c. 6A, § 18B(a). The eligibility requirements, purpose, use of funding, including categories of use of funds, application process, grant review and selection process, and grant reimbursement process for each of these grants are set forth in the Grant Guidelines that are approved by the Commission.

Training Grant

The Training Grant reimburses primary PSAPs, regional PSAPs, regional secondary PSAPs, and RECCs for allowable expenses related to the training and certification of enhanced 911 telecommunicators.

The Department’s projections strive to maintain a funding level for the Training Grant to provide sufficient funding for primary PSAPs, regional PSAPs, regional secondary PSAPs, and RECCs to meet the minimum training and certification requirements for enhanced 911 telecommunicators.

Emergency Medical Dispatch Grant

The purpose of the Department’s EMD Grant is to reimburse primary PSAPs, regional PSAPs, regional secondary PSAPs, and RECCs, for allowable expenses relating to emergency medical dispatch services provided through a certified emergency medical dispatch resource, emergency medical dispatch protocol reference systems (EMDPRS), and for allowable expenses for other emergency medical dispatch and quality assurance of emergency medical dispatch services.

The Department’s projections strive to maintain a funding level for the EMD Grant to provide sufficient funding for primary PSAPs, regional PSAPs, regional secondary PSAPs, and RECCs to meet the minimum requirements governing EMD.

Support and Incentive Grants

The Support and Incentive Grants provide funding to primary PSAPs, regional PSAPs, regional secondary PSAPs, and RECCs for allowable expenses related to enhanced 911 personnel and equipment costs. In addition to amounts allocated as part of the Support Grant, incentive funds are awarded to regional PSAPs and RECCs that serve multiple communities.

The Department’s projections present a funding level for the Support Grant to provide funding for primary PSAPs, regional PSAPs, regional secondary PSAPs, and RECCs for personnel, equipment, and other allowable expenses. Further, in response to Chapter 177 of the Acts of 2022, the Support Grant, beginning with FY 2024, provides funding to primary PSAPs, regional PSAPs,

² The EMD Grant was approved by the DTC by Order dated May 27, 2011 in D.T.C. 11-2.

³ The TERT Grant was approved by the DTC by Order dated June 14, 2023 in D.T.C. 23-2.

regional secondary PSAPs and RECC that dispatch mobile behavioral health crisis response services.

The legislation requires that the Incentive Grant shall provide regional PSAPs and RECCs with funds, in addition to amounts allocated as part of the Support Grant, to be used for reimbursement of allowable expenses. See G.L. c. 6A, §18B(i)(4). The legislation uses a formula that applies a specified percent of total surcharge revenues for the previous fiscal year based on the number of municipalities to be served by the regional PSAP or RECC. See G.L. c. 6A, § 18B(i)(4).

The Department's projections present a funding level for the Incentive Grant to provide additional funding for regional PSAPs and RECCs for personnel, equipment, and other allowable expenses, and to allow the Department to meet its statutory obligations to maximize effective enhanced 911 services and regional interoperability and will further the Department's goals of increased regionalization which will, in turn, lead to a more efficient and effective use of resources and improve public safety.

Wireless State Police PSAP Grant

Currently, 911 calls placed from wireless callers in western Massachusetts, not otherwise assigned, are routed to a wireless state police PSAP for directly dispatching emergency response services or transferring the calls to local PSAPs for local police, fire, and emergency medical services dispatch.

The Wireless State Police PSAP Grant reimburses the wireless state police PSAP at Northampton for allowable expenses related to training, enhanced 911 personnel, and equipment costs. The Department's projections present the funding level for the Wireless State Police PSAP Grant, providing funding for allowable expenses.

Telecommunicator Emergency Response Taskforce (TERT) Grant

The TERT program is designed to support 911 communications centers requiring assistance. TERT deployments assist PSAPs that are stretched beyond their capabilities as the result of an unprecedented event. The TERT program helps provide much-needed relief to dispatchers. The Department has developed TERT Grant Guidelines, to allow for the continued operation of the TERT program throughout the Commonwealth, as well as a curriculum and certification process for telecommunicators. This initial TERT Grant began on July 1, 2023 and will run through June 30, 2026.

TERT members/teams typically respond to a PSAP when an agency needs a team due to a major event or special circumstances. The purpose of TERT is to provide relief to personnel of a communications center that has experienced a major event to augment the staffing of that center. The TERT can be activated in instances, which may include, natural disasters such as hurricanes, large wildfires, tornados, coverage for line of duty deaths, augment staffing due to widespread illness in center, staff relief after major events, including for Critical Incident Stress Management, or other instances as approved by the Department.

Development Grant

The Development Grant supports the development and startup of regional PSAPs, regional secondary PSAPs, and RECCs, including the expansion or improvement of existing regional PSAPs and RECCs. Since the inception of the grant programs in Fiscal Year 2009, the Department has witnessed a significant interest in regionalization among the PSAPs and RECCs. Through the Development Grant, the Department has provided funding for a number of significant regionalization projects. The Department has received requests for funding and has awarded funding for feasibility studies, construction, and equipment for proposed regional PSAPs and RECCs; and construction to expand and new equipment for existing regional PSAPs and RECCs. The regional projects funded under this Grant are often complex and are completed over multiple fiscal years. The expenditures are recorded in the fiscal year in which they are incurred. Grants funded under the Development Grant, due to their complexity, often cross fiscal years. The Department's projections increase the funding level for the Development Grant to \$50 million to provide funding for these important regionalization efforts. These projections also contain funding to support those projects awarded under a prior fiscal year grant program that have been extended through June 30, 2024. There are currently two hundred twelve (206) PSAPs in the Commonwealth, with fifty-eight (58) PSAPs that have become regionalized since the Development Grant program began. The Department expects that thirteen (13) additional PSAPs will regionalize over the next five (5) years. The Department is seeing an increase in interest in either joining an existing RECC or in creating a new RECC that serves multiple communities.

9-1-1 Administration & Operation

Map Data

Through an interdepartmental service agreement between the Department and the Commonwealth's Office of Geographic Information ("MassGIS"), MassGIS provides updated, synchronized mapping data and information to the Department for use by PSAPs. As part of ongoing maintenance, MassGIS will continue updating the street database by adding missing streets and correcting erroneous streets. This is part of the core component of the GIS data used in support of the Next Generation 911 system. MassGIS acquires aerial imagery used for verification of streets and structures as part of the maintenance effort. MassGIS will contract with an outside vendor to identify the roofline of every structure in the Commonwealth and provide an outline of every building. This is necessary to attach street addresses to structures. Parcel data creation will continue to be part of the workflow process necessary to keep the data current. This entails collecting digital and paper maps and incorporating individual parcel line work into the statewide data set. Once new parcel data has been incorporated, MassGIS will use that data to update emergency service zones that will ultimately be used to route 911 calls to the proper PSAP. The services in support of Next Generation 911 consist of updated, synchronized mapping data and information and maintenance for the database and aerial imagery, and updates to the emergency services zones. These services are critical to the base operation of the Next Generation 911 system.

Next Generation 911 Recurring and Non-Recurring Costs

A contract for Next Generation 911 products and services was executed with General Dynamics Information Technology (“GDIT”) on August 4, 2014. The deployment of the Next Generation 911 system began in Fiscal Year 2017 and concluded in December 2017. All Massachusetts PSAPs are now operating within the Next Generation 911 system.

On April 29, 2019, the contract for Next Generation 911 products and services executed with GDIT was assigned to Comtech NextGen LLC. At that time the option to renew for an additional five (5) years was also executed, extending the contract for Next Generation 911 products and services through August 3, 2024.

The Department has projected recurring and non-recurring costs for the Next Generation 911 system based on the contract executed on April 29, 2019, and scheduled to expire on August 3, 2024.

The Department has posted an RFR (bid number BD-23-1044-EPS90-1044E-84666) for the provision of Next Generation 911 products and services for the successor contract. It should be noted that the projections provided for fiscal years 2025 – 2028 are the Department’s best estimate based upon the proposed structure of this RFR, anticipated contract start date, and information currently available to the Department.

Radio Infrastructure

In 2018, the Department received authorization from the DTC to increase the Enhanced 911 Surcharge for a period of five years to fund several approved initiatives. Among the initiatives approved, was the modernization, upgrade, and expansion of the Commonwealth’s Public Safety Interoperable Radio System (see DTC Order 18-2). As stated by the DTC in its 20-1 Order, “[t]he Commonwealth of Massachusetts Interoperable Radio System (“CoMIRS”) is an existing state-wide interoperable radio network that serves as the primary communications tool for many public safety first responders including the Massachusetts State Police. As such, PSAPs utilize the CoMIRS network to quickly and efficiently dispatch and relay emergency 911 information to first responders. Because of PSAPs’ direct reliance on CoMIRS and the fact that CoMIRS is used for 911 dispatch, the DTC has ruled that certain dispatch-related costs of the CoMIRS network are appropriately reimbursed by the [Enhanced 911 Trust] Fund.”

The “CoMIRS+P25” project is managed and funded through a formal collaborative business relationship between the Department and the Executive Office of Technology Services and Security (EOTSS). Project management has been conferred upon EOTSS, while oversight of the financial transactions remains with the Department. To ensure the proper use and oversight of project expenditures, the Department mandates that EOTSS file quarterly and annual reports with the Department. All quarterly and annual reports have been forwarded to the DTC for review and inclusion in the respective docket.

Since filing its last petition on March 16, 2023, the Department reports the following Radio Infrastructure Project activities:

- The CoMIRS Program Management Office (PMO) completed all purchase activities for the replacement of 2,600 portable radios and 3,846 mobile radios for the one-hundred and fourteen (114) municipal operable user agencies and the fourteen (14) state/county operable user agencies.
 - All 6,446 replacement radios were purchased through the CoMIRS Radio Upgrade Grant Program (RUP) at a cost of ~\$17.48M.
 - All radios have been received, paid for, and properly recorded. All agencies have completed the required close-out for the grant program.
 - A separate program to address feature set upgrades for approved digital ready radios for public safety agencies is being considered for calendar year 2024.
- The CoMIRS PMO reported the completion and approval of the following contract project milestones based on submitted deliverables from the project prime contractor, Motorola Solutions:
 - Milestone 8-4 System Installation (Infrastructure-8-4A1A): This project milestone was approved on September 18, 2023, in the amount of \$2,533,872.00, for the installation of Fixed Network Equipment at Phase 1A sites. Motorola Solutions has attested that these sites have Fixed Network Equipment (FNE) installed and ready for site cutover. FNE includes equipment like routers, switches, and combiners.
 - Milestone Integration 6 GADI Equipment (Integration-6A): This project milestone was approved on September 18, 2023, in the amount of \$414,926.80, for the completed delivery and installation of equipment required to implement GADI services as defined in the CoMIRS Modernization Contract. GADI is a required component of establishing and maintaining critical public safety communications across the existing and new systems as users transition to the new radio system.
 - Milestone 8-3 System Staging and Delivery (Infrastructure-8-3A2): This project milestone was approved on September 29, 2023, in the amount of \$2,815,413.00, for completion of staging and delivery of microwave and direct current (DC) power equipment for Phase 1A sites.
 - Milestone 8-2 Final Design Phases 1B+ CDR (Services-8-2B1): This project milestone was approved on September 18, 2023, in the amount of \$143,414.00, for the completion of Final Contract Design Review (CDR) for Phases 1B, 1C, and 1D.
 - Milestone 8-2 Final Design Phase 1A NTP (Services-8-2A2): This project milestone was approved on December 7, 2023, in the amount of \$157,406.00, for the completion of system design and the initiation of notices to proceed for construction activities for Phase 1A sites.
 - Phase 1B, 1C, and 1D Fixed Network Equipment (FNE) Staging: These project milestones were approved on December 7, 2023, in the total amount of \$4,896,372.00, for the staging of Fixed Network Equipment of Phase 1B, 1C, and 1D sites. Project milestones were approved for:
 - Phase 1B Fixed Network Equipment Infrastructure-8-3B1, \$2,448,186.00
 - Phase 1C Fixed Network Equipment Infrastructure-8-3C1, \$1,224,093.00
 - Phase 1D Fixed Network Equipment Infrastructure-8-3D1, \$1,224,093.00
 - To date, 14 of 54 contract milestones have been approved, totaling \$26,755,283.00.

- EOTSS approved the following contract Change Order with Motorola Solutions. Change orders are used, in part, to adjust the scope of services included in the fixed price deliverables due from with Motorola Solutions.
 - Change Order 003: This was an omnibus change order for accumulated, agreed upon changes to scope for Phase 1A sites as of August 8, 2023. There was no change to the overall value of the Motorola Solutions contract (\$97,632,394.00, inclusive of the Allowance Budget). This Change Order was approved on September 12, 2023, in the overall not to exceed value of \$2,205,683.84. Payments due resulting from this change order are to be paid via Task Order 003 (Phase 1A civil and RF fixed price scope adjustments), Task Order 010 (Phase 1A site improvements, not to exceed), and Task Order 011 (Phase 1A custom mounts, not to exceed).
- The CoMIRS PMO reported the completion and approval of the following Task Orders based on submitted deliverables and services provided from the project prime contractor, Motorola Solutions. Task Orders are used to approve, track, and pay for changes of scope from the agreement originally entered into with Motorola Solutions. Task Orders are paid for from the Project Allowance Budget.
 - Task Order 002 Floor Loading Analysis, approved for payment March 30, 2023, in the amount of \$4,024.39.
 - Task Order 007 Sturbridge Concrete Testing, approved for payment March 30, 2023, in the amount of \$5,487.80.
 - Task Order 006 Full NEPA Studies, approved for payment August 31, 2023, in the amount of \$35,670.73.
 - Task Order 009 Full NEPA Studies, approved for payment August 31, 2023, in the amount of \$2,439.02.
 - Task Order 008 Warwick-Mt Grace Antenna Clearing, approved for payment August 31, 2023, in the amount of \$17,167.23.
 - Task Order 004 Tower Remediation Design, approved for payment October 13, 2023, in the amount of \$24,634.15.
 - Task Order 003 Fixed Cost Statement of Work Equipment Changes from Change Order 003, approved for payment October 13, 2023, in the amount of \$766,086.58. Included in this Task Order includes:
 - Antenna Model Changes for Phase 1A sites
 - Wireless access points and installation
 - Removal of DC plant at Peru and DC plant reconfiguration at Great Barrington-Butternut (credit)
 - Diesel fuel tank sensors
 - Fuel tank type changes for Phase 1A sites
 - DC TRIMM panels for existing CoMIRS sites
 - Additional project management and engineering services for Phase 1A
 - Task Order 003 Fixed Cost Statement of Work Site Civil Adjustments to Phase 1A Statements of Work from Change Order 003, approved for payment October 13, 2023, in the amount of \$94,091.64.
 - To date, 13 task order payments have been approved for payment, totaling \$1,514,130.16.

- The CoMIRS+P25 Project officially transitioned to construction activities with the build-out of Phase 1A sites starting in December 2023. Construction activities are expected throughout 2024 and 2025.
 - Phase 1A sites are being readied for construction and managed in construction. Sites are approved for construction when the site has passing FAA and NEPA studies, passing tower structural analyses, approved construction drawings, approved microwave path studies, approved electromagnetic energy (EME) studies, utility approvals, signed lease amendments or owner agreements, established fiber connectivity, site access improvements, and other construction prerequisites.
 - The CoMIRS PMO and the Department of State Police have filed, or are in the process of filing, applications for new contracts or contract amendments with the tower owners at numerous communications sites. Contract negotiations are active and on-going.
 - Phase 1B, 1C, and 1D sites are in the design and lease exhibit phase of the project.
-
- EOTSS and the Department of State Police have actively overseen and managed a new department contract for commercial communication towers, including the finalization of master service agreements with three major tower vendors in Massachusetts. New tower leases for this project and others may be entered into using this new department contract vehicle.
 - The CoMIRS PMO tracks major project metrics across 54 categories of project activities. Project to date metrics for key project activities include:
 - 91 site walks completed;
 - 43 lease exhibits completed;
 - 43 statements of work completed;
 - 16 lease amendments completed;
 - 40 tower mappings completed;
 - 20 foundation mappings completed;
 - 17 geotechnical analyses completed;
 - 25 structural analyses completed;
 - 4 custom mounts designed;
 - 8 foundation designs completed;
 - 39 NEPA reviews conducted;
 - 42 FAA screenings completed;
 - 1 site survey completed;
 - 28 100% construction drawings submitted;
 - 12 building permits pulled;
 - 11 notices to proceed to construction issued;
 - 9 site civil construction activities started;
 - 1 site clearing completed;
 - 1 generator foundation completed;
 - 1 underground utilities installed;
 - 5 underground grounding completed;
 - 1 compound final grade completed;

- 1 gate installed;
 - 6 antenna and line improvements completed;
 - 6 line sweeps completed;
 - 4 site restorations completed; and
 - 7 new HVAC completed.
- The CoMIRS PMO conducted a series of primary stakeholder meetings with current CoMIRS core-connected users to discuss the scope and status of the modernization project, the options available to user agencies for future core-connectivity, and the technical requirements for accessing the new system. Communications and coordination with future CoMIRS+P25 users are on-going.
 - The project timeline remains focused on completion of the system build-out by the middle of 2026. The vast majority of Phase 1A sites are planned for completed construction in 2024, with a transition to the new system for western MA users in 2025. Below is a high-level summary of the project budget and timeline by phase and project milestones.

Fixed Price Project Milestones		
Description	Cost	Scheduled
System Setup	\$ 10,908,106.00	FY22 Q3 – FY26 Q3
Integrations	\$ 2,784,989.00	FY26 Q2 – FY26 Q4
Work Phase 1A	\$ 33,784,960.00	FY23 Q1 – FY25 Q3
Work Phase 1B	\$ 14,689,114.00	FY23 Q4 – FY26 Q4
Work Phase 1C	\$ 7,344,558.00	FY24 Q1 – FY26 Q4
Work Phase 1D	\$ 9,644,113.00	FY24 Q1 – FY26 Q4
TOTAL	\$ 79,155,840.00	

Wireless Center

The Department began operating a Wireless Center after the Department took over responsibility for receiving wireless 911 calls formerly assigned to two wireless state police PSAPs and, as appropriate, relaying emergency 911 calls to public or private safety departments or PSAPs. The Wireless Center operated by Department employees was located at the location that formerly housed the Framingham wireless state police PSAP. The Department worked with the Division of Capital Asset Management and Maintenance (“DCAMM”) to relocate this Wireless Center, which will allow for expansion. The Wireless Center began operations at 31 Maple Street in Milford, Massachusetts on January 22, 2024. In addition, the Department’s training center in Maynard relocated to the 31 Maple Street location effective February 5, 2024.

911 Call Center – North Shore

The Department assumed operational responsibility of a RECC effective Fiscal Year 2020. The transition of the North Shore Regional 911 Center (“NSRC”), formerly known as the Essex County Sheriff RECC, was completed in July 2019. The NSRC receives and processes 9-1-1 calls from six (6) municipalities, with Manchester by the Sea being added on March 1, 2023. The NSRC expects to begin providing service to an additional community, North Reading, in September 2025.

In addition, the NSRC receives and processes wireless 911 calls for that region of the Commonwealth.

911 Call Center – Western Massachusetts

The Department is assessing the feasibility of assuming operational responsibility of a RECC located in Berkshire County. The possible transition of this RECC is targeted for July 2025. This RECC currently receives and processes 911 calls from twenty-six (26) municipalities.

Interpretive Services

Interpretive services, through a third-party vendor, continue to be provided to PSAPs throughout the Commonwealth and for the equipment distribution program (“EDP”) pursuant to a statewide contract with a contractor.

Mobile PSAP

The Department owns, operates, controls, and maintains a mobile PSAP. The mobile PSAP is a vehicle outfitted with six (6) Next Generation 911 answering positions, one (1) administrative workstation, and seven (7) administrative telephones. It is housed in a 2010 Kenworth vehicle. The mobile PSAP is available 24 x 7 to respond to and temporarily replace and assist PSAPs that are rendered non-operational due to structural failure, equipment failure, infrastructure failure, or other emergency and/or pre-planned events. The mobile PSAP is deployed for training, public education, PSAP conversions and build outs, and as an emergency backup PSAP. With the upgrade to Next Generation 911, the mobile PSAP is more capable and easily deployed. The Department has included projected expenses of maintenance and monitoring and overall support for the mobile PSAP.

Programs

Training Program

The legislation requires the Department to train enhanced 911 telecommunicators regarding the receipt and use of enhanced 911 service information. *See* G.L. c. 6, § 18B(f). Since the inception of the training program, the Department has engaged in an effort to offer a comprehensive training program that has expanded through the addition of many new approved courses due to procedural, operational and technology changes like Next Generation 911.

The legislation also directs the Department to establish, with the Commission's approval, certification requirements for enhanced 911 telecommunicators that include EMD and quality assurance of EMD programs.

Accordingly, effective July 1, 2012, the Department promulgated 560 CMR 5.00: State 911 Department Regulations Establishing Certification Requirements for Enhanced 911 Telecommunicators, Governing Emergency Medical Dispatch, and Establishing 911 Call Handling Procedures (“EMD regulations”). The EMD regulations impose certification requirements in order for a person to act as an enhanced 911 telecommunicator. These regulations

require the successful completion of a minimum of two (2) days of 911 equipment and basic telecommunicator training offered by the Department and successful completion of a minimum of forty (40) hours of Department-approved basic telecommunicator training (or the equivalent). In order to maintain certification as an enhanced 911 telecommunicator, it is necessary to successfully complete thereafter a minimum of sixteen (16) hours of Department-approved continuing education annually (or the equivalent). In addition, the EMD regulations impose requirements for PSAPs to provide EMD services either through certified emergency medical dispatchers or by arranging for EMD to be provided through a certified EMD resource. The EMD regulations require that, in order to act as a certified emergency medical dispatcher for a PSAP, an individual shall: obtain and maintain certification as an enhanced 911 telecommunicator; obtain and maintain CPR certification; and obtain and maintain certification in EMD through an EMD certification organization approved by the Department. The EMD regulations require that, in order to act as a certified EMD resource, the entity shall submit a request for approval that shall include the EMD protocol and documentation that each emergency medical dispatcher is certified.

The EMD regulations require that all certified enhanced 911 telecommunicators complete sixteen (16) hours of continuing education annually. Further, the EMD regulations require newly hired enhanced 911 telecommunicators to complete a minimum of two (2) days of 911 equipment and basic training and to complete a minimum of forty (40) hours of Department-approved basic telecommunicator training, plus certification in EMD (at either twenty-four (24) hours or thirty-two (32) hours depending on the vendor) if providing EMD in-house and a four (4) hour cardiopulmonary resuscitation (CPR) course. The training is managed by the PSAPs, and the courses vary. The Department maintains a listing of eligible courses that are supported by the Training Grant program.

In compliance with Chapter 177 of the Acts of 2022, 560 CMR 5.00 is being modified to require training dedicated to the identification and response to callers experiencing behavioral health crisis.

Public Education

The legislation provides for the education of consumers regarding the operation, limitation, role and responsible use of enhanced 911 service. The Department continues with its strong commitment to educate the public regarding enhanced 911 service throughout the Commonwealth. The Department continues to attend outreach events across the Commonwealth, including furnishing literature and information about enhanced 911 service, telecommunications relay service (or “TRS”), specialized customer premises equipment (or “SCPE”), and conducting public service announcements, or PSAs.

Specialized Customer Premises Equipment, Telecommunications Relay Services, Captioned Telephone Relay Service

The legislation transferred to the Department the responsibility for administration and oversight of disability access programs. The legislation directs the Department to provide and maintain a specialized customer premises equipment, distribution service.⁴ The SCPE program, which has been expanded to include wireless phones, makes specialized devices that provide access to telephone networks for people with hearing, speech, vision, mobility or cognitive disability. The

⁴ The statutory definition of “SCPE” is set forth in G.L. c. 166, § 15E.

legislation also directs the Department to administer telecommunication relay service,⁵ and captioned telephone relay service, or CTRS, throughout the Commonwealth.⁶ The Department has entered into contracts with various equipment vendors to provide the SCPE to persons with disabilities. Further, the Department executes contracts with the Commission for the Deaf and Hard of Hearing to support this program. In addition, the Department has procured the services of a contractor to provide both TRS and CTRS throughout the Commonwealth. This contract expires on June 30, 2024. The Department's projections maintain funding levels to support these services. The Department shall, prior to the implementation of services, along with the Massachusetts Commission for the Deaf and Hard of Hearing, issue an RFP subject to the DTC's review and approval seeking competitive bids from qualified vendors to provide such services. Communications services providers shall be permitted to submit a competitive bid to provide the aforementioned services. In any rate proceeding conducted under chapter 159 in which a common carrier seeks to reflect the costs for such services in rates, the carrier shall submit to the DTC information about such requests for proposals such that the DTC may determine whether the carrier's proposal would provide such services at a cost to the carrier that reflects the least cost to its ratepayers with due regard for standards of reliability and quality, consistent with the public interest.

On January 29, 2024, the Department issued a RFR for the provision of telecommunications relay services and captioned telephone relay services. This RFR is contained in Attachment C.

III. FISCAL YEAR 2025 DEVELOPMENT GRANT AMOUNT

The legislation requires that the Development Grant shall provide regional PSAPs and RECCs with funds to support the development and startup of regional and regional secondary PSAPs and regional emergency communication centers. *See* G.L. c. 6A, §18B(i)(5). The Department seeks to increase funding to \$50 million for the Fiscal Year 2025 Development Grant.

With respect to the Development Grant, the legislation provides as follows:

The regional and regional secondary PSAP and regional emergency communication center development grant shall support the development and startup of regional and regional secondary PSAPs and regional emergency communication centers, including the expansion or upgrade of existing regional and regional secondary PSAPs, to maximize effective emergency 911 and dispatch services as well as regional interoperability. The eligibility for criteria, amount and allocation of funding shall be contained in guidelines established by the department, with commission approval. The grant shall reimburse allowable expenses related to such development and startup, or expansion or upgrade. Any subsequent adjustments that increase the initial funding allocated to this grant by 10 per cent or more shall be approved by the department of telecommunications and cable, upon the petition of the department. The department of telecommunications and cable shall conduct its review and issue a decision within 90 days of the date of the filing of the petition, but the request for approval shall be deemed approved if the

⁵ The statutory definition of "telecommunications relay service" or "TRS" is set forth in G.L. c. 166, § 15E.

⁶ The statutory definition of "captioned telephone service" is set forth in is set forth in G.L. c. 166, § 15E.

department of telecommunications and cable does not issue its decision within 90 days. *See* G.L. c. 6A, §18B(i)(5).

The initial Development Grant allocation amount that was established in Fiscal Year 2009 by the Department, with Commission approval, was \$7.5 million.

Consistent with the legislative intent and the goal of improving public safety and increasing regionalization of government services, the Development Grant is used to establish regional PSAPs and RECCs. Regional PSAPs and RECCs not only create more efficient and effective use of government resources, but also improve public safety for the residents they serve. Combining emergency communication resources through regional PSAPs and RECCs allows for increased staffing, thereby affording 911 telecommunicators the ability to more effectively interact with the public while gathering essential call information and providing potentially life-saving instructions and adequately responding to larger or multiple simultaneous incidents. Regional PSAPs and RECCs allow for increased coordination of a region's limited emergency response resources, including specialized fire, police and EMS vehicles and personnel, and leads to more efficient response to both routine requests for mutual aid and major disasters.

Since the inception of the Development Grant through FY 2024, the Department has allocated a total of \$227,331,497 under this program. Each grant cycle the Department has received requests for funding that total well in excess of the amount allocated to the grant. In Fiscal Year 2024, the Department received grant requests totaling over \$78 million.

Given the past interest shown in the Development Grant, the number of new and multi-year projects, and other regional projects on the horizon, and as a means of providing further incentives to encourage existing regional centers to add to their ranks, the \$50 million for FY 2025 will allow the Department to fund projects more fully than it has in the past several fiscal years. The FY 2025 application period closed on Thursday, March 7, 2024.

The legislation (G.L. 6A, §18B(b)) provides that the Commission “shall review and approve by a majority vote of those members present all formulas, percentages, guidelines or other mechanisms used to distribute the grants described in section 18B, and all major contracts that the [D]epartment proposes to enter into for enhanced 911 service.” At its meeting held on December 14, 2023, the Commission unanimously voted to authorize the Department to seek DTC approval of the \$50 million amount.

Accordingly, the Department requests that the DTC approve the Development Grant allocation of \$50 million for Fiscal Year 2025.

IV. FISCAL YEAR 2025 INCENTIVE GRANT REGIONAL PSAPS SERVING TWO COMMUNITIES CATEGORY AMOUNT

As noted above, the legislation requires that the Incentive Grant shall provide regional PSAPs and RECCs with funds, in addition to amounts allocated as part of the Support Grant, to be used for reimbursement of allowable expenses. *See* G.L. c. 6A, §18B(i)((4)). With respect to regional PSAPs, the legislation uses a formula that applies a specified percent of total surcharge revenues

for the previous fiscal year based on the number of municipalities to be served by the regional PSAP. *See* G.L. c. 6A, § 18B(i)(4). The legislation permits the Commission to adjust the percentages to ensure a proper allocation of funds as more regional PSAPs are added. *See* G.L. c. 6A, § 18B(i)(4).⁷

The Department seeks approval to increase the Fiscal Year 2025 Incentive Grant Regional PSAP Serving Two Communities Category percentage from $\frac{1}{2}$ of 1 per cent of surcharge revenues of the previous fiscal year to 1 per cent of the total surcharge revenues of the previous fiscal year. The legislation contemplates that the specified percentages may be adjusted to ensure a proper allocation of incentive funds as more regional PSAPs and RECCs are added.

The percentage adjustment is necessary to ensure a proper allocation and support for existing regional PSAPs. The Department believes that this adjustment will allow the Department to meet its statutory obligations to maximize effective enhanced 911 services and regional interoperability and will further the Department's goals of supporting regionalization which will, in turn, lead to a more efficient and effective use of resources and improve public safety.

Accordingly, the Department requests that the DTC approve an Incentive Grant Regional PSAP Serving Two Communities Category funding level of 1 per cent for this regional category of the Incentive Grant beginning in Fiscal Year 2025.

V. FISCAL YEAR 2025 INCENTIVE GRANT REGIONAL PSAPS SERVING TEN + COMMUNITIES CATEGORY AMOUNT

As noted above, the legislation requires that the Incentive Grant shall provide regional PSAPs and RECCs with funds, in addition to amounts allocated as part of the Support Grant, to be used for reimbursement of allowable expenses. *See* G.L. c. 6A, § 18B(i)(4). With respect to regional PSAPs, the legislation uses a formula that applies a specified percent of total surcharge revenues for the previous fiscal year based on the number of municipalities to be served by the regional PSAP. *See* G.L. c. 6A, § 18B(i)(4). The legislation permits the Commission to adjust the percentages to ensure a proper allocation of funds as more regional PSAPs are added. *See* G.L. c. 6A, § 18B(i)(4).

⁷ The regional PSAP and regional emergency communication center incentive grant shall provide regional PSAPs and regional emergency communication centers with funds in addition to amounts allocated as part of the PSAP and regional emergency communication center support grant to be used for reimbursement of allowable expenses as specified in the support grant for regional PSAPs and regional emergency communication centers in the following amounts: (i) for regional PSAPs serving 2 municipalities, $\frac{1}{2}$ of 1 per cent of the total surcharge revenues of the previous fiscal year; (ii) for regional PSAPs serving 3 to 9 municipalities, 1 per cent of the total surcharge revenues of the previous fiscal year; (iii) for regional PSAPs serving 10 or more municipalities, $1\frac{1}{2}$ per cent of the total surcharge revenues of the previous fiscal year; and (iv) for regional emergency communication centers, 2 per cent of the total surcharge revenues of the previous fiscal year. The percentages in clauses (i) to (iv), inclusive, may be adjusted by the commission to ensure a proper allocation of incentive funds as more regional PSAPs and regional emergency communication centers are added. Any such adjustments that increase the initial total allocation of the incentive grant by 10 per cent or more shall be approved by the department of telecommunications and cable, upon the petition of the department. The department of telecommunications and cable shall conduct its review and issue a decision within 90 days of the date of the filing of the petition, but the request for approval shall be deemed approved if the department of telecommunications and cable does not issue its decision within such 90 days. (emphasis added). *See* G.L. c. 6A, § 18B(i)(4).

This Department seeks approval to increase the Fiscal Year 2025 Incentive Grant Regional PSAP Serving Ten + Communities Category percentage from 1½ per cent of surcharge revenues of the previous fiscal year to 3 per cent of the total surcharge revenues of the previous fiscal year. The legislation contemplates that the specified percentages may be adjusted to ensure a proper allocation of incentive funds as more regional PSAPs and RECCs are added. This percentage adjustment requested in this Petition is intended to ensure a proper allocation of incentive funds due to the addition of regional PSAP.

The percentage adjustment is necessary to ensure a proper allocation in recognition of the addition of the expansion of a regional PSAP and to maintain existing regional PSAPs at their recognized level of funding. The Department believes that this adjustment will allow the Department to meet its statutory obligations to maximize effective enhanced 911 services and regional interoperability and will further the Department's goals of increased regionalization which will, in turn, lead to a more efficient and effective use of resources and improve public safety.

Accordingly, the Department requests that the DTC approve an Incentive Grant Regional PSAP Serving Ten + Communities Category funding level of 3 per cent for this regional category of the Incentive Grant beginning in Fiscal Year 2025.

VI. FISCAL YEAR 2025 INCENTIVE GRANT REGIONAL EMERGENCY COMMUNICATIONS CENTERS CATEGORY AMOUNT

As noted above, the legislation requires that the Incentive Grant shall provide regional PSAPs and RECCs with funds, in addition to amounts allocated as part of the Support Grant, to be used for reimbursement of allowable expenses. *See* G.L. c. 6A, §18B(i)(4). With respect to regional PSAPs, the legislation uses a formula that applies a specified percent of total surcharge revenues for the previous fiscal year based on the number of municipalities to be served by the regional PSAP. *See* G.L. c. 6A, § 18B(i)(4). The legislation permits the Commission to adjust the percentages to ensure a proper allocation of funds as more regional PSAPs are added. *See* G.L. c. 6A, § 18B(i)(4.)

This Department seeks approval to increase the Fiscal Year 2025 Incentive Grant Regional Emergency Communications Centers Category percentage from 12 per cent of surcharge revenues of the previous fiscal year to 18 per cent of the total surcharge revenues of the previous fiscal year. The legislation contemplates that the specified percentages may be adjusted to ensure a proper allocation of incentive funds as more regional PSAPs and RECCs are added. This percentage adjustment requested in this Petition is intended to ensure a proper allocation of incentive funds and support for RECCs.

The percentage adjustment is necessary to ensure a proper allocation in recognition of the addition of the new regionalization projects, expansion of existing RECCs and to maintain existing regional PSAPs at their recognized level of funding. The Department believes that this adjustment will allow the Department to meet its statutory obligations to maximize effective enhanced 911 services and regional interoperability and will further the Department's goals of increased regionalization which will, in turn, lead to a more efficient and effective use of resources and improve public safety.

Accordingly, the Department requests that the DTC approve an Incentive Grant Regional Emergency Communications Centers Category funding level of 18 per cent for the RECC category of the Incentive Grant beginning in Fiscal Year 2025.

VII. MASSACHUSETTS TELECOMMUNICATIONS RELAY SERVICES (TRS) AND CAPTIONED TELEPHONE RELAY SERVICES (CTRS) RFR

The Department is soliciting bidders for the acquisition of telecommunications relay services and captioned telephone relay service for the deaf, hard of hearing, speech disabled, and deaf-blind populations of Massachusetts.

The Department is responsible for coordinating and administering enhanced 911 service throughout Massachusetts to ensure a consistent statewide approach for enhanced 911 service.⁸ The Department provides and maintains a specialized customer premises equipment distribution service for qualified Massachusetts subscribers. The Department administers TRS and CTRS throughout the Commonwealth.

To ensure that the needs of the Massachusetts user community are met, the contractor shall provide services that shall ensure that the following objectives are met for TRS and CTRS:

- to allow Massachusetts deaf, hard of hearing, speech disabled and deaf-blind population access to telephone service on a basis comparable to that available to people without such disabilities, and vice versa, in a functionally equivalent manner;
- to establish TRS and CTRS that is flexible for implementation of technological advances as they become available;
- to establish a Speech to Speech service for those individuals who need assistance in making their speech understandable;
- to establish deaf-blind relay services for an underserved population;
- to establish a reporting system that provides pertinent information needed to manage the service and for periodic assessment of the level of access and quality of service; and,
- to establish procedures to maximize service delivery/cost ratios which permit the most cost-effective operation of the relay and captel service, without negatively affecting quality of service.

The Department has released a RFR for such services in consultation with the Massachusetts Commission for the Deaf and Hard of Hearing and has posted the RFR on CommBuys (BD-24-1044-EPS90-1044E-90945). A copy of the RFR is attached hereto as Attachment C.

Accordingly, the Department requests that the DTC review and approve the attached RFR.

VI. CONCLUSION

All of the expenditures and projected expenditures are prudently incurred expenses designed to fulfill the Department's statutory responsibility to coordinate and effect the implementation of

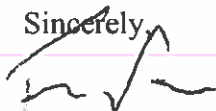
⁸ M.G.L.c. 6A, § 18 (B) (m).

enhanced 911 service, to administer such service in the Commonwealth, and to administer and support the disability access programs in the Commonwealth.

Accordingly, the Department requests DTC Approval of Fiscal Year 2024 Expenditures, Approval of Fiscal Year 2025 Development Grant Amount, Approval of Fiscal Year 2025 Incentive Grant Amount for Regional PSAPs Serving 2 Municipalities, Approval of Fiscal Year 2025 Incentive Grant Amount for Regional PSAPs Serving 10 + Municipalities, Approval of Fiscal Year 2025 Incentive Grant Amount for Regional Emergency Communication Centers, and Approval of Massachusetts Telecommunications Relay Service and Captioned Telephone Relay Services Request for Responses.

Thank you for your attention to this matter, and please feel free to contact me for further information.

Sincerely,



Frank Pozniak
Executive Director

cc (w/encs.): Kerry Collins, Undersecretary, EOPSS
Sarah K. Monahan, General Counsel, DTC
Mary R. Gardner, Assistant Attorney General, Office of the Attorney General
Adriana Bakhos, Litigation Support Specialist, Office of the Attorney General
Normand Fournier II, Deputy Executive Director, State 911 Department
Dennis Kirwan, General Counsel, State 911 Department
Karen Robitaille, Finance Director, State 911 Department