



COMMONWEALTH OF MASSACHUSETTS
DEPARTMENT OF TELECOMMUNICATIONS AND CABLE

D.T.C. 25-2

April 9, 2025

Petition of the State 911 Department for Approval of Fiscal Year 2025 Expenditures, and
Approval of Fiscal Year 2026 Development Grant Amount

**FIRST SET OF INFORMATION REQUESTS
OF THE DEPARTMENT OF TELECOMMUNICATIONS AND CABLE
TO THE STATE 911 DEPARTMENT**

Pursuant to 207 C.M.R. § 1.06(6)(c), the Department of Telecommunications and Cable (“Department”) submits to the State 911 Department (“911 Department”) the following information requests:

Instructions:

1. Each request should be answered in writing on a separate page with a recitation of the request, a reference to the request number, the docket number of the case, and the name of the person responsible for the answer. When providing a PDF, please provide it in a form that is searchable.
2. These requests shall be deemed continuing so as to require supplemental responses if the 911 Department or its witness(es) receives or generates additional information within the scope of these requests between the time of the original response and the close of the record in this proceeding.
3. The term “provide complete and detailed documentation” means: Provide all data, assumptions, and calculations relied upon. Provide the source of and basis for all data and assumptions employed. Include all studies, reports, and planning documents from which data, estimates, or assumptions were drawn and support for how the data or assumptions were used in developing the projections or estimates. Provide live Excel spreadsheets where applicable.
4. The term “document” is used in its broadest sense and includes, without limitation, writings, drawings, graphs, charts, photographs, phono-records, microfilm, microfiche, computer printouts, correspondence, press releases, handwritten and/or typed notes, records, reports, bills, checks, articles from journals and/or other sources, e-mails, SMS text messages, blog postings, RSS feeds, web pages, social media postings such as

Facebook and Twitter, and/or other data compilations from which information can be obtained and all copies of such documents that bear notations or other markings that differentiate such copies from the original.

5. The term “CoMIRS” refers to the Commonwealth of Massachusetts Interoperable Radio System.
6. The term “Development Grant” refers to the Regional and Regional Secondary PSAP and RECC Development Grant outlined in G.L. c. 6A, § 18B(i)(5).
7. The term “E911” means Enhanced 911.
8. The term “FY” means fiscal year.
9. The term “TERT” means Telecommunicator Emergency Response Taskforce.
10. The term “Incentive Grant” refers to the Regional PSAP and RECC Incentive Grant and its four mechanisms, the Regional PSAPs Serving Two Municipalities mechanism, the Regional PSAPs Serving Three to Nine Municipalities mechanism, the Regional PSAPs serving Ten or More Municipalities mechanism, and the RECCs mechanism, outlined in G.L. c. 6A, § 18B(i)(4).
11. The term “NG 911” means Next Generation 911.
12. The term “Petition” means the Petition filed by the 911 Department to initiate this proceeding, as filed on March 18, 2025.
13. The term “PSAP” means a “public safety answering point” as that term is defined by G.L. c. 6A, § 18A.
14. The term “RECC” means a “regional emergency communication center” as that term is defined by G.L. c. 6A, § 18A.
15. If any one of these requests is ambiguous, notify the Department so that the request may be clarified prior to the preparation of a written response.
16. File responses with Shonda D. Green, Secretary of the Department, not later than the close of business on **April 22, 2025**.

Requests

- D.T.C. 1-1 Provide a summary by provider type (wireline, wireless, VoIP, prepaid) of actual subscriber counts, surcharge revenue, and uncollectible revenue for FY 2024. In addition, provide a calculation of the net surcharge revenue for FY 2025-2028 showing the number of subscribers used in the projections.
- D.T.C. 1-2 Refer to Attachment A and the Petition at page 4. Provide a breakdown and a status update of the \$3,372,500 projected for FY 2025 Capital Projects for each of the following categories:
- A. Radio Consolettes;
 - B. Relocation of Wireless & Training Center;
 - C. Radio Equipment;
 - D. Wireless/North Shore Call Centers; and
 - E. Replacement Vehicle.
- D.T.C. 1-3 Refer to Attachment A.
- A. Provide a breakdown of the \$6,191,038 spent for Capital Projects for FY 2024 Final Expenditures.
 - B. Provide a breakdown of the \$3,372,500 for FY 2025 Projected Budget projected to be spent for Capital Projects that was originally planned to be spent in FY 2024.
- D.T.C. 1-4 Explain how the subcategories of Salary Costs have been calculated for FY 2025 Projected Budget.
- D.T.C. 1-5 Refer to Attachment B. Explain why no Capital Project expenditure estimates have been provided for FY 2027-2029.
- D.T.C. 1-6 Refer to the line item Consultant Services (HH) in Attachment B. Explain the FY 2026 Projected Expenditure amount of \$600,000.
- D.T.C. 1-7 Refer to the Petition at page 4. Provide the location of the new training facility as mentioned under Capital Project. Explain whether the land and building for the new facility is 911 Department-owned.
- D.T.C. 1-8 Refer to Attachment A. Explain how the Prior Year Training Grant and the Prior Year S&I Grant were calculated for the FY 2025 Projected Budget.
- D.T.C. 1-9 See the Petition at page 6. Identify which PSAPs and RECCs dispatch mobile behavioral health crisis response services. Of these, identify which receive support grant funds for this purpose.

- D.T.C. 1-10 Refer to D.T.C. 24-2, Response to IR 1-22B. Identify how many PSAPs and/or RECCs were awarded the one-time increase in allocation based on the new FY 2025 grant guidelines, and how much funds were awarded per grantee.
- D.T.C. 1-11 Refer to D.T.C. 24-2, Response to IR 1-25. Provide an updated map delineating PSAPs and RECCs by location, number of communities served, and, where applicable, year of incorporation into the Incentive Grant category.
- D.T.C. 1-12 Provide the number of TERT deployments that have occurred per year since the program began. Also identify the necessitating event and length of support provided.
- D.T.C. 1-13 Explain what internal review the 911 Department intends to perform to assess the success of the initial TERT grant. Given the variable nature of TERT roll-out, explain how the funding for this grant is assessed.
- D.T.C. 1-14 Refer to the Petition at page 7. List the 15 PSAPs that the 911 Department expects to regionalize in the next 5 years. Include the current stage this process is in, what type of PSAP they currently are, and what type of PSAP they will become.
- D.T.C. 1-15 List all PSAPs and RECCs that have completed regionalization projects in the past 5 years.
- D.T.C. 1-16 For the Development Grant applications:
- A. Refer to the Petition at page 17. The Development Grant FY 2026 application period closed Thursday, March 6, 2025. Identify when the review period closes and when successful applicants are notified.
 - B. Identify the percentage of FY 2025 Development Grant applications that were approved.
- D.T.C. 1-17 Refer to Attachment A. Provide background on the PSAP Regional Development – Roll over FY 2024 Final Expenditures amount, including whether the remainder of these funds continue to roll over and how such amounts are tracked and accounted for by the 911 Department.
- D.T.C. 1-18 Refer to the Petition at page 16, Specialized Customer Premises Equipment, Telecommunications Relay Services, Captioned Telephone Relay Service. Please clarify what is meant by, “there are two 3-year options and one 1-year option that the Department may utilize.”
- D.T.C. 1-19 For NG 911 – Non-Recurring:
- A. Refer to Attachment A. Provide background and calculations for the FY 2025 Projected Budget amount of \$983,296.

- B. Refer to Attachment B. Provide background and calculations for the FY 2026 amount of \$33,244,320.
- C. Refer to D.T.C. 24-2, Attachment B. Explain why projected expenses for NG 911 - Non-Recurring were previously provided through FY 2028.

D.T.C. 1-20 Refer to the Petition at page 14:

- A. Explain whether the 911 Department has any responsibility over the land or building from the Maynard-located training facility.
- B. Explain why the 911 Department assumed operation of the Essex County and Berkshire County RECCs.

D.T.C. 1-21 Refer to Attachment B, line item 911 Call Center (Western Ma). Expenses for the Berkshire RECC/ Western Call Center are projected through 2029. Explain the Department's long-term plans for this Call Center.

D.T.C. 1-22 Clarify whether the mobile PSAP is ever utilized in TERT deployments.

D.T.C. 1-23 Identify what is the annual change in operating costs relative to calls received at the North Shore and Western Massachusetts RECCs. Explain how these rates compare to other call centers and how these rates compare to the North Shore and Western MA RECCs before the 911 department assumed their operation.

D.T.C. 1-24 Identify, on average, how many times per month the mobile PSAP is deployed.

D.T.C. 1-25 Refer to the Petition at page 13. Explain how the 911 Department addresses interoperability challenges between municipalities and CoMIRS.