



COMMONWEALTH OF MASSACHUSETTS

DEPARTMENT OF TELECOMMUNICATIONS AND CABLE

D.T.C. 25-2

April 29, 2025

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

SECOND 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 “CISM” means Critical Incident Stress Management.
6. The term “CoMIRS” refers to the Commonwealth of Massachusetts Interoperable Radio System.
7. 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).
8. The term “E911” means Enhanced 911.
9. The term “FCC” refers to the Federal Communications Commission.
10. The term “FY” means fiscal year.
11. The term “TERT” means Telecommunicator Emergency Response Taskforce.
12. 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).
13. The term “NG 911” means Next Generation 911.
14. The term “Petition” means the Petition filed by the 911 Department to initiate this proceeding, as filed on March 18, 2025.
15. The term “PSAP” means a “public safety answering point” as that term is defined by G.L. c. 6A, § 18A.
16. The term “RECC” means a “regional emergency communication center” as that term is defined by G.L. c. 6A, § 18A.
17. 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.
18. File responses with Shonda D. Green, Secretary of the Department, not later than the close of business on **May 12, 2025**.

Requests

- D.T.C. 2-1 Refer to the 911 Department's response to D.T.C. 1-2 (C). Clarify the expected expenditure amount as a result of the radio equipment purchase orders.
- D.T.C. 2-2 Refer to the 911 Department's response to D.T.C. 1-2 (D). Provide the expected expenses/types of expenses for subcategory D, Wireless/North Shore Call Centers.
- D.T.C. 2-3 Refer to the 911 Department's response to D.T.C. 1-3 (B). Explain what projects are funded under the "New Projects" category and provide their approximate FY completion dates.
- D.T.C. 2-4 Refer to the 911 Department's response to D.T.C. 1-19 (C).
- A. Explain whether this change in approach has resulted in a change to any existing contracts. Provide the updated document(s), if applicable.
 - B. Clarify whether the projected expenditures in Attachment B, NG 911 - Non-Recurring include only expected expenditures for the call handling software solution in FYs 2025, 2026, and 2027.
- D.T.C. 2-5 Refer to the 911 Department's response to D.T.C. 1-25. Explain how the 911 Department will compel municipalities to implement inter-system communications compliant with the FCC's recently proposed guidelines (*see In the Matter of Wireless E911 Location Accuracy Requirements*, Sixth Further Notice of Proposed Rulemaking, PS Docket No. 07-114, FCC 25-22 (March 27, 2025)).
- D.T.C. 2-6 From 2022-2024, provide the percentage of the TERT budget that was spent on coverage for line of duty deaths, coverage for CISM, and coverage for widespread illness and staff relief after major events. Include both a dollar amount and the percentage of the total TERT spending and total TERT budget over the period.
- D.T.C. 2-7 List the languages included in the 911 Department's interpretation services. Explain whether (1) callers requesting interpretation services receive similar response times as other callers and (2) callers requesting interpretation services receive comparable quality to other callers using other existing 911 Department services.
- D.T.C. 2-8 Refer to Massachusetts State 911 Department Comments in PS Docket No. 18-64 (July 8, 2022). On page 2, the 911 Department explained, "(o)nly one carrier has connected to Massachusetts NG911 via IP for voice calls. The lack of SIP end to end creates operational issues."
- A. Explain whether and to what extent carriers have made progress implementing IP-to-IP interconnection with Massachusetts NG 911.

- B. To the extent this is an ongoing issue, elaborate on the comment that the “lack of SIP end to end creates operational issues,” including whether and to what extent there are costs borne by the 911 Department by those operational issues.

D.T.C. 2-9 Refer to 560 CMR 2.00, State 911 Department Standards for 911/ Next Generation 911, at Appendix A, effective May 5, 2023.

- A. Affirm these standards are still in effect.
- B. In part, these standards require Communications Service Providers that carry more than 1% of the Commonwealth’s total 911 call volume to connect to more than one aggregation point. Identify the number of Communications Service Providers that meet this call volume standard and how many of those providers connect to more than one aggregation point as required.
- C. In part, the standards require Communications Service Providers to comply with the NG 911/i3data interoperability standard and format and require Communication Service Providers who are not capable of complying to submit a remediation plan to the 911 Department. Identify the number of Communication Service Providers that have submitted a remediation plan as required by these standards.