



**COMMONWEALTH OF MASSACHUSETTS
DEPARTMENT OF TELECOMMUNICATIONS AND CABLE**

D.T.C. 26-2

June 15, 2026

Petition of the State 911 Department for Approval of Fiscal Year 2026 Expenditures, and
Approval of Fiscal Year 2027 Development Grant Amount

FINAL ORDER

APPEARANCES:

Frank Pozniak, Executive Director
Dennis Kirwan, General Counsel
State 911 Department
151 Campanelli Drive, Suite A
Middleborough, MA 02346
FOR: STATE 911 DEPARTMENT
Petitioner

TABLE OF CONTENTS

I. INTRODUCTION AND PROCEDURAL HISTORY	3
II. ANALYSIS AND FINDINGS.....	4
A. Analysis of FY 2026 Projected Expenditures.....	6
1. Administration	7
2. Grant Programs	9
3. 9-1-1 Administration & Operation	11
a. NG 911 (Recurring and Non-Recurring)	12
b. Statewide Radio Infrastructure	12
c. Wireless Center, 911 Call Center (North Shore), Interpretive Services (Language Line)	14
d. Mobile PSAP	14
e. 911 Call Center (Western).....	14
4. Programs	15
5. Conclusion	16
B. Analysis of FY 2027 Development Grant Amount	16
III. CONCLUSION	17
IV. ORDER	18

I. INTRODUCTION AND PROCEDURAL HISTORY

On March 24, 2026, the State 911 Department (“911 Department”) petitioned the Department of Telecommunications and Cable (“DTC”) for approval of increases to certain budgetary items, as outlined by statutory requirements (“Petition”). Specifically, the 911 Department requests approval for increases to: (1) projected Fiscal Year (“FY”) 2026 expenditures and (2) the FY 2027 regional development grant (“Development Grant”) amount. DTC is permitted 90 days to review and issue a final decision on the Petition before these requests are deemed approved. *See* G.L. c. 6A, §§ 18B(i), 18H(c).

DTC issued its first set of Information Requests (“IRs”) to the 911 Department on April 10, 2026. *First Set of Information Requests of the Department of Telecommunications and Cable to the State 911 Department*, D.T.C. 26-2. The 911 Department submitted proof of its publication of the Notice of Hearing on April 21, 2026. *911 Department’s Proof of Publication*, D.T.C. 26-2. The 911 Department filed its responses on April 27, 2026. *Responses to First Set of Information Requests of the Department of Telecommunications and Cable to the State 911 Department*, D.T.C. 26-2 (“IR 1-1 through IR 1-28”). DTC submitted its second set of IRs to the 911 Department on May 6, 2026. *Second Set of Information Requests of the Department of Telecommunications and Cable to the State 911 Department*, D.T.C. 26-2. The 911 Department filed its responses on May 14, 2026. *Responses to Second Set of Information Requests of the Department of Telecommunications and Cable to the State 911 Department*, D.T.C. 26-2 (“IR 2-1 through IR 2-10”). On May 20, 2026, DTC conducted a public and evidentiary hearing on these matters via the Microsoft Teams videoconferencing platform. *See generally Transcript of Record* (“Tr.”).

On June 1, 2026, the 911 Department responded to six record requests DTC issued at the

evidentiary hearing. *Responses to Record Requests of the Department of Telecommunications and Cable to the State 911 Department*, D.T.C. 26-2 (“R.R. 1-1 through R.R. 1-6”).

In this Order, DTC approves the 911 Department’s projected FY 2026 expenditures and the FY 2027 Development Grant amount.¹

II. ANALYSIS AND FINDINGS

State law requires the 911 Department to petition DTC for approval of certain budgetary expenditures and percentage allocations for funds disbursed from the Enhanced 911 Fund (“Fund”). In particular, the 911 Department must petition DTC if: (1) projected total expenditures exceed total expenditures of the previous fiscal year by 10% or more; (2) the Training Grant allocation equals or exceeds 7.5% of the total 911 service surcharge (“surcharge”) revenues of the previous fiscal year; (3) the Support Grant allocation equals or exceeds 31.25% of the total surcharge revenues of the previous fiscal year; (4) the Wireless State Police Public Safety Answering Point (“PSAP”) Grant allocation equals or exceeds 6% of the total surcharge revenues of the previous fiscal year; (5) an adjustment that increases the initial total allocation of the incentive grant² by 10% or more; or (6) the projected expenditures for the Development Grant exceed the initial total Development Grant allocation of \$7.5 million by 10% or more. G.L. c. 6A, §§ 18B(i)(1)-(5), 18H(c); *see also Final Order* at 3, D.T.C. 19-2 (May 16, 2019) (“19-2 Order”).

¹ The 911 Department also requested that DTC consider the Petition as satisfying the requirement under G.L. c. 6A, § 18H(b) that the 911 Department report annually to the DTC on the financial condition of the Fund. *See Petition* at 1 n.1. DTC has previously clarified this requirement. *See Final Order* at 16, D.T.C. 20-1 (May 26, 2020) (“20-1 Order”). DTC grants the 911 Department’s request.

² The statute specifies allocations for each Incentive Grant category as follows: (1) for regional PSAPs serving 2 municipalities, 0.5% of the total surcharge revenues of the previous fiscal year; (2) for regional PSAPs serving 3 to 9 municipalities, 1.0% of the total surcharge revenues of the previous fiscal year; (3) for regional PSAPs serving 10 or more municipalities, 1.5% of the total surcharge revenues of the previous fiscal year; and (4) for RECCs, 2.0% of the total surcharge revenues of the previous fiscal year. *See* G.L. c. 6A, § 18B(i)(4); *see also* 2008 Mass. Acts, 223 (“for regional PSAPs serving 10 or more municipalities, 1½ per cent of the total surcharge revenues of the previous fiscal year”).

State law also requires that expenditures from the Fund be prudently

incurred and:

[A]ssociated with: 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 [911 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 [911 Department] in administering and operating the enhanced 911 system in the commonwealth.

G.L. c. 6A, § 18B(f). Thus, when reviewing 911 Department petitions, DTC must determine whether the 911 Department's allocations and expenditures are, or will be, prudently incurred. *See Final Order at 3-6, D.T.C. 17-1 (Apr. 10, 2017) ("17-1 Order"); Order at 5-6, D.T.C. 10-1, (Apr. 5, 2010); G.L. c. 6A, § 18B(f).* When examining whether an expense is, or will be, prudently incurred, DTC assesses whether circumstances, at the time the decision was made, adequately justified the reasonableness of the expense. *See Order at 7, 9, 19, D.T.C. 07-7 (Feb. 8, 2008) ("07-7 Order").* DTC will not substitute its own judgment for that of the 911 Department as to what is reasonably required to perform the 911 Department's statutory obligations, and the 911 Department has the authority to determine which categories of equipment, training, and support expenditures it will submit to DTC for approval. *See Order at 16, D.T.E. 03-63-Phase I (July 14, 2003) (finding that although the Statewide Emergency Telecommunications Board ("SETB"))*³ must "support the reasonableness of its proposed

³ The SETB was the predecessor agency to the 911 Department and was dissolved on February 1, 2009. *See* 2008 Mass. Acts, c. 223.

expenditures, the [Department of Telecommunications and Energy (“DTE”)⁴] lacks the jurisdiction to tell the SETB what categories of expenditure it is required to propose”). However, even though the 911 Department may decide that a certain expense is needed, all expenses must still be prudently incurred. *See 07-7 Order* at 8. Expenses are deemed prudent if they are necessary for the funding of the 911 Department’s provision of enhanced 911 services and programs in the Commonwealth and, at the same time, maintain a reasonable, stable surcharge level in order to protect the interests of communications service ratepayers. *See Order* at 4-5, D.T.C. 11-2 (May 27, 2011) (“11-2 Order”); *07-7 Order* at 9; *Interim Order* at 7, D.T.C. 07-7 (Nov. 30, 2007); *Order* at 27-28, 35, D.T.E. 06-4 (Dec. 1, 2006).

A. Analysis of FY 2026 Projected Expenditures

The 911 Department requests DTC approval of projected expenditures of \$288,761,348 for FY 2026. *Petition* at 2; *State 911 Department Petition – Corrected Attachment A*, D.T.C. 26-2 (Mar. 31, 2026) (“Corrected Attachment A”). Since the 911 Department incurred \$169,888,446 in actual expenditures for FY 2025, the 911 Department’s projected FY 2026 expenditures represent an increase of greater than 10% from the previous fiscal year’s spending.

Revenue for the Fund is “derived from a monthly surcharge assessed on each subscriber or end user whose communications services are capable of accessing and utilizing an enhanced 911 system.” *Final Order* at 2, D.T.C. 23-3 (November 30, 2023) (citing to G.L. c. 6A, § 18H(a)-(b)) (“23-3 Order”). The 911 Department maintains a surcharge of \$1.50 which will revert to \$1.00 on January 1, 2029. *See id.* at 11. The 911 Department indicated that in a future surcharge petition, it would, at the minimum, seek to maintain the \$1.50 surcharge though its

⁴ The DTE was the predecessor agency to DTC and was dissolved on April 11, 2007. *See* 2007 Mass. Acts, c. 19.

position is not yet finalized. *Tr.* at 12. DTC will review whether any modifications to the surcharge amount are prudently incurred, including performing a comprehensive review of the “reasonableness of the 911’s Department’s revenue projections.” *23-3 Order* at 7. DTC’s review will particularly benefit from an examination of the 911 Department’s historical and projected ending balances, whether the surcharge has resulted in stable revenues, and the amount and type of encumbered and unencumbered funds. *See IR 1-3.*

As discussed above, the 911 Department is required to seek approval for projected total expenditures that exceed the total actual expenditures of the previous fiscal year by 10% or more, and DTC reviews the reasonableness of such requests by inquiring into whether these expenses are, or will be, prudently incurred. *See G.L. c. 6A, § 18H(c).* The 911 Department’s projected expenses for FY 2026 include four categories: (a) Administration; (b) Grant Programs; (c) 9-1-1 Administration & Operation; and (d) Programs. *Petition* at 4-18; *Corrected Attachment A*. DTC analyzes the prudence of the projected expenditures in each category below and determines that the 911 Department’s projected FY 2026 expenditures are necessary in order to provide enhanced 911 services and programs and are, or will be, prudently incurred.

1. Administration

The 911 Department’s projected FY 2026 Administration expenses include Salary Costs, Agency Expenses, and Capital Projects, totaling \$13,432,502. *Corrected Attachment A*. The largest line item in the Administration category is salary costs, which the 911 Department projects to be \$7,277,638 for FY 2026. *Id.* This represents an increase over the FY 2025 actual salary costs of \$6,314,590. The 911 Department explains that this increase is needed to cover contractual step increases and cost-of-living adjustments required by union contracts. *See Petition* at 4. Further, the 911 Department explained that certain positions were vacant for FY 2025 which resulted in

decreased spending relative to the amount projected for FY 2025. *IR 1-4(b)*.

The next largest line item is Capital Projects, which the 911 Department projects at \$4,527,000 for FY 2026. *Corrected Attachment A*. The 911 Department had FY 2025 Final Expenditures of \$640,934 and had a FY 2025 Projected Budget of \$3,372,500. The 911 Department noted that the Radio Equipment, Wireless/North Shore Call Centers, and Replacement Vehicle projects were “delayed due to regionalization efforts, bid processes and lack of [compliant responses] to bids, and staffing shortages” and that they were “included in the capital projections for FY2026.” *IR 1-6*. The 911 Department stated that \$1,815,869.39 for the Radio Equipment and \$500,000 for the Wireless/North Shore Call Centers were encumbered to date to be expended toward the completion of the projects. *IR 2-3*.

The other line item within the Administration category, Agency Expenses, is comprised of: (1) Employee Reimbursements; (2) Administrative Expenses; (3) Operational Supplies; (4) Utilities/Space Rental; (5) Consultant Services; (6) Operational Services; (7) Equipment Purchases; (8) Lease, Maintenance, Repair Services; (9) Building Maintenance and Repairs; and (10) IT Services and Equipment.⁵ *Petition at 4; Attachment A*. The 911 Department’s projected total Agency Expenses for FY 2026 are \$1,627,864, which is an increase from the 911 Department’s FY 2025 Final Expenditures of \$851,589. *Corrected Attachment A*. Under Consultant expenses, a sub-category under Agency Expenses, the 911 Department had FY 2025 Final Expenditures of \$97,490 and has a projected FY 2026 Projected Budget of \$600,000. The 911 Department stated that the “increased funding for Consultant Services (HH) for FY 2026 includes funding for an independent review and assessment of regionalization efforts and strategies.” *IR 1-5(c); see also IR 2-2*. The 911

⁵ These categories and permissible associated expenses derive from the Office of the Comptroller of the Commonwealth, which oversees and implements the Commonwealth’s accounting system. *See 17-1 Order at 10*.

Department stated that it will provide a final report provided by the consultant, Mission Critical Partners, once the report is available. *See R.R. 1-5.*

Consistent with the *25-2 Order*, DTC finds that the 911 Department's Administration expenses are necessary in order to provide enhanced 911 services and programs and are, or will be, prudently incurred.

2. Grant Programs

Massachusetts law requires the 911 Department to administer several grant programs related to the provision of enhanced 911 services. *See* G.L. c. 6A, § 18B(f), (i). The 911 Department's projected program expenditures for these categories in FY 2026 total \$201,253,494.⁶ *Corrected Attachment A.* Massachusetts statute establishes minimum and/or maximum spending levels for several of the 911 Department's grant programs, spending beyond which requires the 911 Department to seek DTC approval. *See* G.L. c. 6A, § 18B(i). Even if the 911 Department's projected expenditures for a particular grant do not exceed the spending minimums or maximums that trigger required DTC approval, DTC must determine whether projected spending for these grants in FY 2026 will be prudently incurred as a part of its review of the 911 Department's total proposed FY 2026 expenditures.

The 911 Department proposes little change to the FY 2026 projected spending amount for the PSAP and RECC ("Regional Emergency Communication Center") Training Grant ("Training Grant")⁷ as compared to the previous year's projection. *See Corrected Attachment A.* The amount

⁶ In 2019, DTC approved an increase in the RECC grant percentage of previous year's surcharge revenue to 10%. *See 19-2 Order* at 19-20.

⁷ The Training Grant is used to "reimburse primary, regional and regional secondary PSAPs and regional emergency communication centers for allowable expenses related to the training and certification of enhanced 911 telecommunicators." G.L. c. 6A, § 18B(i)(1). Massachusetts law requires the 911 Department to allocate 5% of the prior year's surcharge revenues to the Training Grant, or other amount determined by the 911 Department and approved by the 911 Commission but not less than 3.75% of the prior year's surcharge revenues. *See id.*

remains within the grant’s statutorily prescribed allocation. *See* G.L. c. 6A, § 18B(i)(1).

The 911 Department proposes a decrease to the FY 2026 projected spending amount for the FY 2026 Support Grant⁸ as compared to the previous year. *See Corrected Attachment A*. The proposed FY 2026 expenditure remains within the grant’s statutorily prescribed allocation. *See* G.L. c. 6A, § 18B(i) (2).

The 911 Department proposes little change to the FY 2026 projected spending amount for the Emergency Medical Dispatch Grant (“EMD Grant”) as compared to the projections for the previous year. *See Corrected Attachment A*. DTC approved the establishment of the EMD Grant with an initial allocation factor of 3% of the total surcharge revenues of the prior fiscal year. *See 11-2 Order* at 8-12. The projected FY 2026 expenditures for the EMD Grant remain below the initial allocation for this grant. *See id.*; *see also Corrected Attachment A*.

The 911 Department proposes little change to the FY 2026 projected spending amount for the Telecommunicator Emergency Responses Taskforce (“TERT Grant”) as compared to the projects for the previous year. *See Corrected Attachment A*. Further, the 911 Department noted that “in FY 2027, the TERT Grant is being incorporated into the Training Grant and Support Grant as a means of streamlining the processes.” *Petition* at 7.

DTC determines that projected FY 2026 expenditures for the Training Grant, Support Grant,

⁸ This grant reimburses: “primary, regional and regional secondary PSAPs and [RECCs] for allowable expenses related to enhanced 911 telecommunicator personnel costs, and the acquisition and maintenance of heat, ventilation and air-conditioning equipment and other environmental control equipment, computer-aided dispatch systems, console furniture, dispatcher chairs, radio consoles, and fire alarm receipt and alert equipment associated with providing enhanced 911 service; regional PSAPs and [RECCs] for allowable expenses related to the acquisition and maintenance of public safety radio systems; regional secondary PSAPs for allowable expenses related to PSAP customer premises equipment maintenance; and primary, regional, and regional secondary PSAPs and [RECCs] for any other equipment and related maintenance associated with providing enhanced 911 service as approved by the [911 Department].” G.L. c. 6A, § 18B(i)(2). Massachusetts law requires the 911 Department to allocate 25% of the prior year’s surcharge revenues to the Support Grant, or other amount determined by the 911 Department and adopted by the 911 Commission, but not less than 18.75% of the prior year’s surcharge revenues. *See id.*

EMD Grant, and TERT Grant are necessary for the 911 Department to meet its statutory obligations, and finds that these projected expenditures are, or will be, prudently incurred.

The 911 Department proposes little change to the FY 2026 projected spending amount for the Wireless State Police Grant as compared to the projections for FY 2025. *See Corrected Attachment A*. The projected FY 2026 expenditures remain within the grant’s statutorily prescribed allocation. *See* G.L. c. 6A, § 18B(i)(3).

Additionally, for each Incentive Grant, the proposed FY 2026 expenditures are within the approved allocation formulas and do not require additional DTC approval under G.L. c. 6A, § 18B(i)(4).⁹ Because the projected expenditures on each of these grants are within approved allocations, DTC finds that they are, or will be, prudently incurred.

The 911 Department projections maintain the funding of \$50 million in FY 2026 for the Development Grant. *See Corrected Attachment A*. The Development Grant supports PSAP regionalization efforts to achieve the goal of maintaining an efficient and consistent 911 service. The 911 Department notes that 70 PSAPs have regionalized since the inception of the Development Grant in 2009. *See Petition* at 7. The 911 Department states that it expects regionalization of 15 additional PSAPs over the next five years. *Id.*

DTC determines, for the reasons discussed above, that the 911 Department’s projected grant expenses for FY 2026 are necessary for the 911 Department to meet its statutory obligations and are, or will be, prudently incurred.

3. 9-1-1 Administration & Operation

The third category of projected FY 2026 expenses is 9-1-1 Administration & Operation

⁹ The Department has allowed adjustments to two of the four statutory allocations, as permitted by G.L. c. 6A, § 18B(i)(4). *See Final Order* at 18-19, D.T.C. 22-1 (June 1, 2022) (“22-1 Order”) (increasing to 3% the allocation for PSAPs serving three to nine municipalities;); *see also 24-2 Order* at 15 (increasing to 18% the RECC allocation).

which the 911 Department projects to be \$71,904,061 for FY 2026. *Corrected Attachment A*. As discussed below, DTC determines the 911 Department’s projected 9-1-1 Administration & Operation expenses for FY 2026 are, or will be, prudently incurred, subject to the conditions DTC has placed on such expenditures.

a. *NG 911 (Recurring and Non-Recurring)*

The 911 Department awarded a five-year contract to NextGen Communications, Inc. (Comtech) on August 1, 2024 for the provision of Next Generation 911 products and services. *Petition* at 8. The 911 Department stated that it is attempting to further enhance its Next Generation 911 system to include features relating to Artificial Intelligence (“AI”), a resident portal, central messaging, dispatcher status display, text video and text, and enhanced mapping. *Id.* The 911 Department stated that the AI services may assist in transcription and translation between English and non-English language, and it provided examples of methods of improvements to mapping service such as providing height and visualization of buildings. *IR I-10(a), (b)*. The 911 Department noted that the features “are included in an active RFI procurement” which is ongoing. *IR I-10(c)*

DTC finds that the projected FY 2026 recurring and non-recurring NG 911 expenses are necessary to achieve the 911 Department’s statutorily mandated goals. These FY 2026 expenditures therefore are, or will be, prudently incurred.

b. *Statewide Radio Infrastructure*

The 911 Department projects that it will spend \$24,300,416 in FY 2026 on radio infrastructure, including on spending related to the Commonwealth of Massachusetts Interoperable Radio System (“CoMIRS”). *See Corrected Attachment A; see also Petition* at 8-15. The 911 Department provides detailed reporting on its radio infrastructure activities and spending. *See Petition* at 8-15. CoMIRS is “an existing statewide interoperable radio network

that serves as the primary communications tool for many public safety-first responders including the Massachusetts State Police.” *Id.* at 8. PSAPs “utilize the CoMIRS network to quickly and efficiently dispatch and relay emergency 911 information to first responders.” *Id.* Through prior orders, DTC has ensured that 911 surcharge funds are not used on CoMIRS expenses unrelated to 911 functions. *See, e.g., 24-2 Order* at 9-11; *23-2 Order* at 9-10. For example, DTC directed the 911 Department to develop detailed formal guidance for the project administrator, the Executive Office of Technology Services and Security (“EOTSS”), on how to determine whether an expenditure is related to 911 dispatch. *See 20-1 Order* at 15-16.

DTC also directed the 911 Department to include in its annual reports going forward, detailed information on compliance with these guidelines, including a detailed (1) account of CoMIRS project updates, (2) list of current fiscal year CoMIRS expenditures separate from its general operational expenditures, and (3) list of funding sources for the CoMIRS project, including the total CoMIRS cost and the funding contribution from each source. *See id.* at 16. Finally, DTC directed the 911 Department to file copies of the quarterly reports due to the 911 Department from EOTSS under the entities’ interdepartmental service agreement. *See id.*

DTC again finds that the 911 Department has complied with the above directives, which demonstrate how the 911 Department and EOTSS continue to ensure that 911 surcharge funds are spent only on 911 functions. *See, e.g., 911 Department Response to the DTC Order*, D.T.C. 20-1 (Sept. 9, 2020) (providing the requested EOTSS Guidance Document); *see also FY 2025 CoMIRS Annual Report*, D.T.C. 20-1 (Jan. 15, 2026). The 911 Department additionally provided a CoMIRS budget which included all referenced line items for the FY 2027 budget. *See IR 2-8.*

Subject to and consistent with the findings and conditions DTC has placed on the use of 911 surcharge funds for CoMIRS, DTC finds that the 911 Department’s proposed FY 2026

expenditures on the radio infrastructure projects are, or will be, prudently incurred.

c. *Wireless Center, 911 Call Center (North Shore), Interpretive Services (Language Line)*

The projected expenses for the Wireless Center, 911 Call Center (North Shore), and Interpretive Services (Language Line), and Mobile PSAP for FY 2026 are largely unchanged from FY 2025 actual expenditures. *See Corrected Attachment A.* DTC finds that the 911 Department's proposed FY 2026 expenditures for these items are, or will be, prudently incurred.

d. *Mobile PSAP*

For Mobile PSAP, the FY 2025 Final Expenditures was \$13,793 and the FY 2026 Projected Budget is \$31,827. The 911 Department noted that it has "included projected expenses of maintenance and monitoring and overall support for the mobile PSAP." *Petition* at 16. Further, it has stated that there were 14 deployments within the past fiscal year. *See IR 1-22.* DTC finds that the 911 Department's proposed FY 2026 expenditures for Mobile PSAP is, or will be, prudently incurred.

e. *911 Call Center (Western)*

For the 911 Call Center (Western), the FY 2025 Final Expenditures were \$874,456 and the FY 2026 Projected Budget is \$1,930,500. The 911 Department noted that the call center is "in the early stages of trying to find a new location." *Tr.* at 17. Further, it noted that the call center has "only been operational for a little over a year" and indicated that a detailed comparison has not yet been performed though the 911 Department is examining the costs related to its budget. *Id.* at 18-19. Accordingly, DTC finds that the 911 Department's proposed FY 2025 expenditures for the 911 Call Center (Western) are, or will be, prudently incurred.

4. Programs

The final category of projected expenses in FY 2026 includes other Programs, for which the 911 Department projects \$2,171,291 for the FY 2026 Projected Budget, an increase from the \$1,677,090 in FY 2025 Final Expenditures. *Corrected Attachment A*. This category comprises line items for training, public education, specialized customer premise equipment (“SCPE”), relay (telecommunications relay service or “TRS”), and CapTEL Captioned Telephone Service (“CapTel”).¹⁰ *Id.*

For the training program line item, the 911 Department stated that it “is the sole means of providing trainings for the Next Generation 9-1-1 systems” and that this line items “captures other operational expenses for the Training Division, such as leasing of space, printing services for job aids provided to PSAPs, regional PSAPs and RECCs, and office and facility supplies/services.” *IR 1-24*.

For public education line item, the 911 Department stated that it will be “conducting a public education campaign targeting aging adults within the Commonwealth in FY 2027.” *IR 1-26*; *see also IR 2-6*.

For the CapTel and SCPE line items, the 911 Department “has entered into contracts with various equipment vendors to provide the SCPE to persons with disabilities” and “has procured the services of a contract to provide both TRS and CTRS throughout the Commonwealth.” *Petition* at 18.

For the relay line item, the 911 Department noted that a new contract “resulted in a price contract of 100 percent (100%) per conversation minute for relay services and an increase of one

¹⁰ The 911 Department is statutorily mandated to administer the SCPE, TRS and CapTel programs. *See* G.L. c. 166, § 15E.

hundred thirty-one percent (131%) per conversation minute for speech-to-speech relay services” which “was offset by a reduction in usage” therefore resulting in an overall 22% increase in spending. *See IR 2-5.*

DTC finds that the 911 Department’s projected FY 2026 expenses associated with these Programs are necessary to provide enhanced 911 services and adequately fund the programs, and are, or will be, prudently incurred.

5. Conclusion

DTC determines that the 911 Department’s projected FY 2026 expenditures are reasonable and are, or will be, prudently incurred, consistent with the above. Accordingly, DTC approves the expenditures pursuant to G.L. c. 6A, §§ 18B, 18H(b), (c).

B. Analysis of FY 2027 Development Grant Amount

The 911 Department seeks approval to maintain the Development Grant allocation of \$50 million for FY 2027. *See Petition* at 18-19. The 911 Department projected Development Grant expenditures, identified as “PSAP Regional Development” in the Department’s filing, of \$50 million for FY 2025 and \$50 million for FY 2026, with a projected Development Grant Rollover for FY 2026 of \$52,811,967. *Corrected Attachment A.* State law requires the 911 Department to obtain DTC approval of any adjustment in the Development Grant that increases the initial funding allocated to the Development Grant—\$7.5 million—by 10% or more. G.L. c. 6A, § 18B(i)(5).

The Development Grant was established by statute to, “support the development and startup of regional and regional secondary PSAPs and [RECCs], including the expansion or upgrade of existing regional and regional secondary PSAPs.” *Id.* The purpose of the Development Grant is to “maximize effective emergency 911 and dispatch services as well as regional interoperability.” *Id.* In accordance with statutory requirements, the 911 Department has established guidelines regarding

the “eligibility for criteria, amount and allocation of funding,” with the approval of the State 911 Commission. *See Petition* at 5. The 911 Department states that on March 4, 2026, the State 911 Commission voted unanimously to authorize the 911 Department to seek DTC approval of a \$50 million allocation amount for FY 2027. *Petition* at 19.

Statutory changes since the creation of the Development Grant have facilitated municipalities’ efforts to establish regional PSAPs and RECCs through the creation of regional 911 emergency communication districts. *See* 2014 Mass. Acts, c. 500 (codified at G.L. c. 6A, §§ 180-18V). The 911 Department notes that 70 PSAPs have become regionalized since the inception of the Development Grant in 2009, and it expects 15 additional PSAPs to regionalize in the next five years. *See Petition* at 7. Additionally, the 911 Department reports “seeing an increase in interest in either joining an existing RECC or in creating a new RECC that serves multiple communities.” *Id.* The 911 Department states that in each year since the Development Grant’s inception the combined total of the requests for funding has far exceeded the amount allocated to it. *Petition* at 19. Most recently, the 911 Department received total grant requests for more than \$134 million for FY 2026. *Id.*

DTC will also review the final report from Mission Critical Partners, which may provide analysis on the Development Grant and regionalization efforts in Massachusetts. *See R.R. 1-5.*

DTC finds that the 911 Department’s requested Development Grant allocation amount is necessary to meet its statutory obligation to maximize effective 911 services and regional interoperability, and that expenditures related to this funding level will be prudently incurred. Accordingly, DTC approves the Development Grant allocation of \$50 million for FY 2027.

III. CONCLUSION

DTC finds that all FY 2026 expenses have been prudently incurred based on not only a

review of this year's expenses but also comparing them to expenses from previous fiscal years.

DTC finds that the 911 Department's requested Development Grant allocation amount is necessary to meet its statutory obligation to maximize effective 911 services and regional interoperability, and that expenditures related to this funding level will be prudently incurred.

IV. ORDER

Accordingly, after notice, hearing, and due consideration, it is:

ORDERED: That the 911 Department's proposed FY 2026 expenditures are
APPROVED;

FURTHER ORDERED: That the 911 Department's proposed allocation for the
Development Grant for FY 2027 is APPROVED; and it is

FURTHER ORDERED: That the Petition satisfies the requirement of G.L. c. 6A, §
18H(b) that the 911 Department file an annual report on the financial condition of the Enhanced
911 Fund.

By Order of the Department of
Telecommunications and Cable,



Karen Charles
Commissioner

RIGHT OF APPEAL

Pursuant to G.L. c. 25, § 5, and G.L. c. 166A, § 2, an appeal as to matters of law from any final decision, order or ruling of the Department may be taken to the Supreme Judicial Court for the County of Suffolk by an aggrieved party in interest by the filing of a written petition asking that the Order of the Department be modified or set aside in whole or in part. Such petition for appeal shall be filed with the Secretary of the Department within twenty (20) days after the date of service of the decision, order or ruling of the Department, or within such further time as the Department may allow upon request filed prior to the expiration of the twenty (20) days after the date of service of said decision, order or ruling. Within ten (10) days after such petition has been filed, the appealing party shall enter the appeal in the Supreme Judicial Court for the County of Suffolk by filing a copy thereof with the Clerk of said Court. Appeals of Department Orders on basic service tier cable rates, associated equipment, or whether a franchising authority has acted consistently with the federal Cable Act may also be brought pursuant to 47 C.F.R. § 76.944.