



COMMONWEALTH OF MASSACHUSETTS
DEPARTMENT OF TELECOMMUNICATIONS AND CABLE

D.T.C. 26-2

April 10, 2026

Petition of the State 911 Department for Approval of Fiscal Year 2026 Expenditures, and
Approval of Fiscal Year 2027 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 “NG 911” means Next Generation 911.
10. The term “Petition” means the Petition filed by the 911 Department to initiate this proceeding, as filed on March 24, 2026.
11. The term “PSAP” means a “public safety answering point” as that term is defined by G.L. c. 6A, § 18A.
12. The term “RECC” means a “regional emergency communication center” as that term is defined by G.L. c. 6A, § 18A.
13. 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.
14. File responses with Ursula Estremera, Secretary of the Department, not later than the close of business on **April 27, 2026**.

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 2025. In addition, provide a calculation of the net surcharge revenue for FY 2026-2028 showing the number of subscribers used in the projections.
- D.T.C. 1-2 Explain what is the 911 Department's approach to maintaining an ending balance? Is a specific percent buffer aimed for year to year?
- D.T.C. 1-3 Explain what amount of the 911 Department's ending balance is unencumbered, and what amount is already allocated to prospective grants, roll-overs, or expenditures.
- D.T.C. 1-4 Refer to Attachment A under Salary Costs.
- A. How many Full Time Employees are attributable to the Salary line item? Of these, how many are contractors?
 - B. What cost increases under the line item Salary account for the 21% increase from FY25 actual expenditures to FY26 projections?
 - C. Refer to line item CC. Why was the actual expenditure more than double the projected amount?
- D.T.C. 1-5 Refer to Attachment A under Agency Expenses.
- A. Explain why \$827 out of a projected \$4,613 was expended for Operational Supplies(FF).
 - B. See line item Utilities/Space Rental(GG). Explain the final expenditure amount for FY25 and where the cost savings came from.
 - C. See line item Consultant(HH). Explain the FY26 projected amount of \$600,000.
 - D. See line item Equipment Purchases(KK). Explain which equipment purchases planned for FY25 did not come to fruition, and why. Have these purchases been deferred to FY26?

- D.T.C. 1-6 See line item Capital Projects. Explain which Capital Project expenses were planned for FY25 that did not come to fruition, and why. Is this work deferred to FY26?
- D.T.C. 1-7 Refer to the Petition at 4, *Capital Project*. Explain why the building repairs for the North Shore Regional 911 Center are attributed to Capital Projects and not the 911 Call Center (North Shore) line item.
- D.T.C. 1-8 Refer to the Petition at 4, *Capital Project*.
- A. What is the project timeline for the new training center in Billerica?
 - B. Is the new Billerica training center expected to replace any existing 911 facilities?
 - C. Has the precise location of the Billerica training center been determined, and if so, is it state-owned land or a leased property?
- D.T.C. 1-9 Refer to the Petition at 7. Which 15 PSAPs are expressing interest in regionalizing, and to which PSAP?
- A. Which PSAPs have regionalized since D.T.C. 25-2, and to where?
- D.T.C. 1-10 Refer to the Petition at 8, regarding NG 911.
- A. Please elaborate on the AI functionality the Department is seeking to utilize within NG 911.
 - B. Explain what “enhanced mapping” means in this context and why it is not covered through existing mapping contracts or under the line item *Map Data*.
 - C. Has the 911 Department received quotes or bids for any of this work? What are the expected costs and timelines to completion?
- D.T.C. 1-11 How many texts did the Massachusetts 911 system receive in 2025? What percentage of communication with 911 in Massachusetts was initiated over text in 2025?

- D.T.C. 1-12 Since the beginning of the PSAP/RECC grant program, has any sheriff of Essex, Berkshire, or Suffolk County served in a leadership position in the 911 Department or in a leadership role at any organization with membership on the state 911 Commission? If so, provide their names, roles, and leadership terms.
- D.T.C. 1-13 Page 8 of the Petition states that the Department intends to introduce new technology to the fully transitioned Massachusetts NG 911 system. How will additional technology affect inter-state interoperability with those states who are not fully transitioned to NG 911? Will POTS users and people connected via TDM be negatively affected by the introduction of these new technologies? How many users in Massachusetts fit this description? Is funding for these technologies covered within the statutory mandate of the NG 911 order?
- D.T.C. 1-14 Explain whether it was the original intention of the PSAP/RECC program for the 911 Department to operate PSAPs and RECCs directly?
- D.T.C. 1-15 Page 15 of the Petition states that the State Police Department agreed to assume the monthly lease cost of moving a communications site in Framingham. What was the initial site that the departments moved from? Why did the State Police Department assume the cost of the lease for a CoMIRS project instead of the planning committee paying from the CoMIRS budget? How will the departments transfer the lease when the original lease expires, if at all?
- D.T.C. 1-16 Refer to the Petition at 15, *Wireless Center*. Please clarify what is meant by “private safety departments.”
- D.T.C. 1-17 Please list all wireless/call centers/training facilities that are being operated by 911 Department staff.
- D.T.C. 1-18 Has the Berkshire RECC, NSRC, or any other facility currently under the operation of the 911 Department received any amount of regionalization or Development Grant funding at any time?
- D.T.C. 1-19 Please clarify the expected timeline of moving the Berkshire RECC to the Pittsfield area.
- D.T.C. 1-20 Do satellite providers integrate fully into the NG 911 system? How does 911 calling work via satellite provider? Do satellite providers offer the same speed and reliability of emergency calling as other technologies?

- D.T.C. 1-21 Refer to the Petition at 16, *Interpretive Services*.
- A. Clarify what contractor is providing Interpretive Services, and when the contract is expected to end.
 - B. Per page 16, please clarify how the Interpretive Services contract factors into specialized customer premises equipment.
- D.T.C. 1-22 Please list deployments of the Mobile PSAP that have taken place within the past fiscal year.
- D.T.C. 1-23 Explain how the mobile PSAP is staffed per deployment. Where are these staffing costs attributable to in the line item budget?
- D.T.C. 1-24 Explain the costs incurred under the Programs line item Training, and why they are not under the Grants line item Training Grant.
- D.T.C. 1-25 Refer to Attachment A, line item Public Education.
- A. Why were FY25 actual expenditures significantly less than projected?
 - B. What percentage of the FY25 projected public education budget went towards promoting awareness that Massachusetts 911 is text-enabled?
 - C. Has the 911 Department conducted any public education regarding the 988 hotline?
 - D. What public service announcements were conducted in FY25, on what topic(s), and over what medium(s)?
- D.T.C. 1-26 Refer to Attachment B, line item Public Education. Please explain the FY27 projection of \$500,000.

D.T.C. 1-27 What is the average time span of a completed Development Grant-supported project?

A. What is the oldest on-going Development Grant project?

B. How many PSAPs/RECCs are currently receiving Development Grant funds from previous fiscal years?

C. Can a PSAP apply for additional Development Grant funds while allocating awards from previous years?

D.T.C. 1-28 Explain how the Development Grant Roll-over projection is calculated.