

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

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

D.T.C. 26-2  
April 27, 2026

Responsible Person: Frank Pozniak

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.

**RESPONSE:**

The chart below provides a summary of actual subscriber counts, surcharge revenue, and uncollectible revenue for FY 2025.

Carrier Type	Revenue	Subscriber Count	Uncollectible
Wireline	\$10,451,014.25	7,037,944	\$958.14
Wireless	\$114,604,248.92	77,174,477	\$0.00
VoIP	\$27,747,009.83	18,704,002	\$353.01
Pre-Paid Wireless	\$14,988,373.06	10,093,178	\$1.20

The surcharge revenue for FY 2026 – FY 2028 was calculated utilizing actual revenue received from July through November 2025 and then averaging this amount to obtain an average monthly revenue amount which was then projected for seven months to get an annual projection. The actual revenue was added to the seven-month projection for the overall projected amount.

The 911 Department recognizes that this methodology varies from that used in the past. However, the database normally utilized to report this data was off-line for approximately 7 months. The data was therefore unavailable at the time of the 911 Department's filing.

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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?

RESPONSE:

The 911 Department has, historically, deliberately structured its budget to build an ending balance sufficient to not only carry it in the next fiscal year without disruption to operations but to also ensure that it has the capacity to address any significant expenditures, such as those that may impact the Next Generation (NG) 9-1-1 system.

The ending balance allows the 911 Department to readily implement new NG 9-1-1 technologies, such as replacement of the call handling software or enhancements, such as TERT, to its grants programs without impact to the surcharge rate and therefore the consumer. Further, the ending balance enables the 911 Department to implement these technologies and programs while sustaining funding levels for all other programs.

In addition, the ending balance enables the 911 Department to invest a portion of its funding. The monthly interest is then reinvested thereby assisting the 911 Department in its goal of maintaining a stable surcharge for consumers while maintaining compliance with its governing statute.

It should be noted that the 911 Department's structure is such that it is solely funded by the 9-1-1 surcharge. The 911 Department has no means of addressing shortfalls within its budget year to year. This structure requires that an ending balance be maintained so as to allow for continuity in its programs year to year and more importantly provide a level of confidence to the municipalities supporting PSAPs that grant funding will be maintained.

Since the passage of Chapter 223 of the Acts of 2008, which defines the 911 Department's existing structure, the 911 Department has sought an increase in the surcharge only twice in this eighteen (18) year period.

While the ending balance appears significant, it enables the 911 Department to enter each fiscal year confident that it can continue to provide a NG 9-1-1 systems that the citizens have come to rely upon while also maintaining its existing grants and programs at stable levels. A review of the three-year projections demonstrates how this ending balance affords the 911 Department to maintain a stable surcharge (for what will be ten years) without impact to the NG 9-1-1 system and existing grants and programs.

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**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.

**RESPONSE:**

Attachment B demonstrates the projected expenditures and ending balances for each fiscal year. Roll-overs for FY 2027 and 2028 are unknown at this time. However, it would be a net of zero because as the obligation rolls over so does the funding to support the obligation.

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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?

RESPONSE:

- A. There are fifty-one (51) full-time equivalent positions attributed to the Salary line item; six (6) of which are contract employees.
- B. The FY 2026 projections fund positions that were vacant for part or all of FY 2025, which resulted in decreased spending over that projected for FY 2025.
- C. The 911 Department was fortunate to obtain three (3) summer interns as well as retain prior interns from the previous year's program to assist with administrative functions for the Department.

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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?

**RESPONSE:**

- A. The 911 Department budgets a nominal amount for Operational Supplies to ensure funding is available for purchase of supplies that may be needed throughout the fiscal year.
- B. Expenditures in Utilities/Space Rental(GG) were offset by the "repayment" of one time costs associated with the build out of the Milford facility.
- C. The 911 Department increased funding for Consultant Services (HH) for FY 2026 includes funding for an independent review and assessment of regionalization efforts and strategies.
- D. The 911 Department budgets a nominal amount for equipment purchases to ensure funding is available for purchase and/or replacement of equipment that may be needed throughout the fiscal year.

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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?

**RESPONSE:**

Noted below are the capital projects that were planned for in FY 2025 that were not completed.

- Radio Equipment;
- Wireless/North Shore Call Centers; and
- Replacement Vehicle.

The projects have been delayed due to regionalization efforts, bid processes and lack of compliant responses to bids, and staffing shortages. These projects are included in the capital projections for FY2026.

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**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.

**RESPONSE:**

The building repairs for the North Shore Regional 911 Center are attributed to Capital Projects as the repairs are one-time major construction repairs needed and not part of the overall operational budget for the North Shore Regional 911 Center. Day-to-day building maintenance is included in the 911 Call Center (North Shore) line-item.

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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?

RESPONSE:

- A. The new training center in Billerica is expected to open in May 2026.
- B. The Billerica training center will be an addition to current training centers located in Middleborough, Milford, and Springfield.
- C. The Billerica training center is located at 85 Rangeway Road, Billerica, in leased space.

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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?

**RESPONSE:**

The PSAPs are: Sterling into the Nashoba Valley RECC; Hamilton and Boxford into the North Shore RECC (North Shore Regional 911 Center or NSRC); Auburn, Charlton, Oxford, Spencer, Sturbridge, and Sutton into the Central Mass RECC; Dover into the Norfolk County Emergency Communication Center; Sandwich and Yarmouth into the proposed Barnstable Regional PSAP with Barnstable to be located in Barnstable; Natick and Wayland into the proposed Middlesex RECC with Framingham to be located in Framingham; and Grafton and Southborough into the proposed Metrowest RECC in Westborough to be located in Westborough.

Since the filing of the Petition on March 24, 2026, Hamilton joined the North Shore RECC on April 14, 2026. In addition, Quincy and Milton have signed an inter-municipal agreement (IMA) to form a RECC in Quincy, and South Hadly signed an IMA with the Westfield RECC to join that RECC.

A. The PSAPs that have regionalized since D.T.C 25-2 are: Groveland and North Reading into the North Shore RECC; Hudson into the Nashoba Valley RECC; and Avon into the Norfolk County Emergency Communications Center.

Please see the attached PSAP Consolidation map.

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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?

**RESPONSE:**

- A. The goal is to utilize AI capabilities of transcription and translation to allow dispatchers to read in English what the caller said using a non-English language. The solution will further take the English verbal or typed text from a dispatcher, apply the translation to the caller's language, create, and play audio in the open audio stream.
- B. The current mapping service is robust but lacks two features. First, the FCC has mandated that CRMS providers deliver z axis (i.e., height over ellipsoid) to PSAPs, which they have started doing. We do not have a tool that takes the numerical value of 'height' and displays an actionable way for dispatchers. Second, an improvement to mapping revolves around the ability for a dispatcher to see within a building that has a multiline telephone system. The 911 Department's current map shows the roof of the building but does not allow dispatchers to provide guidance about where a caller is within a building. The 911 Department's MLTS regulations require a dispatchable location, so as an example a 9-1-1 call from a "store name" at 123 Main Street, Anytown MA, UNIT:203. The store is in a mall, where is unit 203 in the mall? What entrance is best to enter? In order for the available data to be actionable, it needs to be visualized by the dispatcher.
- C. The features and functionality are included in an active RFI procurement. Responses to the RFI have been received and the selection process is ongoing.

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**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?**

**RESPONSE:**

**8,268 text messages representing 0.003% of all 9-1-1 calls.**

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**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.

**RESPONSE:**

Since the passage of Chapter 223 of the Acts of 2008, which was the beginning of the PSAP/RECC grant program as set forth in Chapter 223, the Massachusetts Sheriffs Association have a statutory representative on the State 911 Commission, nominated by that Association and appointed by the Governor. The only Sheriff appointed to the Commission from the Counties listed in the above request was the former Berkshire County Sheriff Carmen Massimiano, who served on the Commission from 2008-2010.

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**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?

**RESPONSE:**

Interstate interoperability is constrained by the least capable entity. PSAPs on the border have relationships with the neighbor agency. As an example, if Massachusetts received an inbound video call, we may not be able to 'transfer' the video if the receiving PSAP is not capable, but we will be able to conference via voice to that PSAP. TDM and POTS are voice only technologies, so there are no video or text capabilities and would not be not negatively affected.

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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?

**RESPONSE:**

At the time of passage of Chapter 223 of the Acts of 2008, it was not the intention for the 911 Department to directly assume 9-1-1 operations. In the 2016-2018 timeframe, the Executive Office of Public Safety and Security (EOPSS) engaged in an effort to evaluate the mission and structure of each agency within its secretariat in order to identify opportunities to streamline and enhance the delivery of services to the public. As a result, it was determined that the responsibilities arising from the Commonwealth's wireless 9-1-1 service, which at the time was provided by the Department of State Police at its headquarters in Framingham, would be transferred to the 911 Department. In doing so, EOPSS would better align the financial and operational responsibilities associated with this service and appropriately realign agency mission and core functions within each respective agency. For similar reasons at both the Berkshire County and Essex County Sheriff Departments -- to better align the financial and operational responsibilities associated with 9-1-1 service, and appropriately realign agency mission and core functions, and at the request of each respective Sheriff of those Counties, the 911 Department assumed 9-1-1 operations at the centers formerly operated by those Sheriff Departments.

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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?

**RESPONSE:**

The initial planned radio site on Nobscot Hill in Framingham is an existing site owned and operated by the natural gas utility company Enbridge Inc. (along the Algonquin Gas Transmission pipeline).

When engineering the planned changes to the tower to accommodate the new digital antenna systems and microwave dishes needed for the new system, significant tower enhancements were identified as needed to accommodate the proposed changes. The costs to remediate the tower were determined by the CoMIRS PMO to be cost-prohibitive and alternatives were evaluated.

In September 2025, the CoMIRS PMO issued a solicitation to tower companies that had previously bid on the Land Mobile and Microwave Radio Communication Equipment Site and Tower Installation Rights Procurement (original COMMBUYS Bid# BD-22-1060-ITD00-ITD00-70921 and PCR-22-00672) to obtain quotes for communications sites in the vicinity of Nobscot Hill in Framingham. Multiple bids were received. The CoMIRS PMO is working to finalize a lease based on a selected bid.

The new lease will be executed by the Massachusetts Department of State Police (MSP). The MSP has agreed to pay for this lease on an ongoing basis. As with other new sites or significant changes to existing sites, the CoMIRS Project is funding the first year of new lease expenses as a project expense (charged to Object Code U09 of the project budget). These new lease expenses are funded by an ISA between EOTSS and MSP (see MMARS DOC ID ISAITDCOMIRSHWPOL26B). New leases are expected to be budgeted for by MSP in the subsequent fiscal year.

The existing lease at the Enbridge communication site will remain until the systems currently installed there are decommissioned or moved in full to the new communications site.

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D.T.C. 1-16 Refer to the Petition at 15, *Wireless Center*. Please clarify what is meant  
by “private safety departments.”

**RESPONSE:**

Pursuant to Chapter 223 of the Acts of 2008, a “private safety department” is  
defined as “an entity, except for a municipality or a public safety department, that  
provides emergency police, fire, ambulance or medical services.”

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**D.T.C. 1-17 Please list all wireless/call centers/training facilities that are being operated by  
911 Department staff.**

**RESPONSE:**

**The 911 Department operates the Berkshire RECC, the North Shore Regional 911  
Center (NSRC), and the wireless center at Milford. The 911 Department also  
operates training facilities in Middleborough, Milford, and Springfield. It also  
soon will begin operation of a training facility in Billerica in May 2026.**

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**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?**

**RESPONSE:**

**Prior to the 911 Department assuming operation of the Berkshire RECC and the NSRC, both centers received Development Grant funding.**

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**D.T.C. 1-19 Please clarify the expected timeline of moving the Berkshire RECC to the  
Pittsfield area.**

**RESPONSE:**

The 911 Department, working with the Division of Capital Asset Management and Maintenance, has begun the process of finding a new location for the Berkshire RECC in the Pittsfield area. It is the 911 Department's expectation that this can be accomplished in a two-year time frame.

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**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?**

**RESPONSE:**

Satellite providers do not provide direct connectivity to 9-1-1. Satellite providers partner with land-based telecom providers by connecting their base station to the land-based carrier. Audio quality and reliability are dependent on atmospheric conditions. Emergency calls are sent to the providers call center and are transferred to public safety.

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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.

**RESPONSE:**

- A. Propio LS, LLC is the contractor providing Interpreter Services, with a current contract end date of June 30, 2026. This contract has an extension period, which the Department intends to take advantage that would allow for services through June 30, 2027.
- B. The Massachusetts Equipment Distribution Program (EDP) has a call center located within the 911 Department offices in Middleborough, which is staffed with one Manager and four Customer Service Representatives (CSR). From their desk, each CSR and the Manager can conference in Interpreter Services when they are speaking with an EDP client that does not speak English

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**D.T.C. 1-22 Please list deployments of the Mobile PSAP that have taken place within the  
past fiscal year.**

**RESPONSE:**

**There was 1 deployment to Methuen Police during facility renovation. There  
were 13 deployments at public education events.**

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**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?**

**RESPONSE:**

At public education events, the Mobile PSAP is staffed by 911 Department personnel who conduct demonstrations. 911 Department personnel costs are attributed to the administrative salary line item.

When deployed at PSAPs, it is staffed by PSAP personnel at the PSAP's cost.

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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.

**RESPONSE:**

The Programs line-item Training covers costs incurred by the 911 Department to support the operations of its Training Division. The 911 Department is the sole means of providing training for the Next Generation 9-1-1 systems. In addition, the 911 Department hosts forty (40) hour telecommunicator certification courses and academies (5 weeks) to train and certified new telecommunicators for PSAPs, regional PSAPs and RECCs, as well as conducting a telecommunicator certification program to prepare those who are seeking or may seek employment in this field. Finally, this line item 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.

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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)?

**RESPONSE:**

- A. Most events attended during FY 2025 were free of charge to the 911 Department as a state entity.
- B. \$2,444, or approximately 5% of the projected public education budget went towards promoting awareness that Massachusetts 9-1-1 is text-enabled.
- C. The 911 Department is not handling the public education program for the 988 hotline.
- D. The 911 Department utilized Facebook to make public service announcements, as well as our monthly newsletter. Topics ranged from text to 911, silent calls, our newsletter, night outs, training courses available, job openings and accomplishments of PSAP personnel. Otherwise, the Department did not conduct any public service announcements in FY 2025.

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**Responsible Person: Frank Pozniak**

**D.T.C. 1-26 Refer to Attachment B, line item Public Education. Please explain the  
FY27 projection of \$500,000.**

**RESPONSE:**

**The 911 Department, in coordination with the Office of the Governor and  
Secretary of the Executive Office of Public Safety and Security, will be  
conducting a public education campaign targeting aging adults within the  
Commonwealth in FY 2027.**

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

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

D.T.C. 26-2

April 27, 2026

Responsible Person: Frank Pozniak

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?

**RESPONSE:**

The average time span for completion of a Develop Grant -supported project is three (3) to four (4) years.

- A. The oldest on-going Development Grant project is an award made to the Town of Rutland in FY 2017.
- B. There are twenty (20) regional PSAPS or RECCs that have Development Grant awards from a prior fiscal year active in FY 2026.
- C. Yes, an applicant is eligible to apply for Development Grant funds if they have open awards from previous fiscal years.

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**D.T.C. 26-2  
April 27, 2026**

**Responsible Person: Frank Pozniak**

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

**RESPONSE:**

**The Development Grant Roll-over projection is calculated based upon the extensions executed and the value of funding remaining in the contract that “rolled” into the fiscal year.**