



The Commonwealth of Massachusetts
Executive Office of Public Safety and Security
STATE 911 DEPARTMENT

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Frank Pozniak
Executive Director

May 14, 2026

VIA ELECTRONIC MAIL

Ms. Ursula Estremera, Secretary
Massachusetts Department of Telecommunications and Cable
One Federal Street, Suite 0740
Boston, Massachusetts 02110

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

Dear Ms. Estremera:

In connection with the above matter, attached herewith for filing is the State 911 Department's Responses to the Second Set of Information Requests of the D.T.C., along with an attachment and a Certificate of Service. Please feel free to call if you have any questions regarding this matter.

Very truly yours,

Dennis J. Kirwan
General Counsel

Enclosures

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

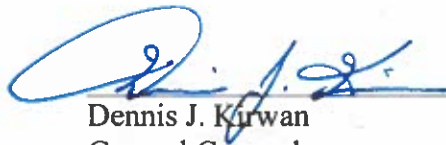
DOCKET # D.T.C 26-2

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

CERTIFICATE OF SERVICE

I hereby certify that I have this day served the foregoing document upon each person, via Electronic mail, to the parties listed on the Service List provided by the Department of Telecommunications and Cable in the above-entitled matter.

Respectfully submitted,



Dennis J. Kirwan
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BBO#: 550149

Dated: May 14, 2026

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

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

**D.T.C. 26-2
May 14, 2026**

Responsible Person: Frank Pozniak

D.T.C. 2-1 What are the annual fixed costs for maintaining the Massachusetts NG 911 system? What are these costs as a percentage of the total requested 911 Department budget?

RESPONSE:

The NG 911 recurring expenses for the Massachusetts NG 911 system are projected to be \$29,987,864 for fiscal years 2026 – 2028. The NG 911 recurring expenses represent ten percent (10%) of the 911 Department's budget for fiscal years 2026 and 2027 and twelve percent (12%) of the 911 Department's budget for fiscal year 2028.

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D.T.C. 2-2 Please refer to the 911 Department response to D.T.C. 1-5 (C) and the Attachment B line item *Consultant Services(HH)*.

- Please elaborate on the scope and intention of the review and assessment of the regionalization project.
- Is there a contract in place for this project, and if so, what is the start date and duration?
- What is the anticipated end date and end product of this project?

RESPONSE:

The scope of work and intention of the review and assessment of the regionalization project is noted below.

Assessment: Document the milestones, challenges, and successes of regionalization efforts that have taken place thus far. Gather documentation on past and current regionalization efforts. Review and assess the financial impact on completed regionalization projects.

Evaluation: Conduct in-depth case studies of existing regional centers in Massachusetts; Analyze metrics for success, growth potential, and operational sustainability; Assess each center's glide path, future viability, and need or potential for integration with other centers; Review operational data, including call volumes, staffing, and service quality; and, Perform a cost-benefit analysis of regionalization and potential consolidation scenarios.

Analysis: Benchmark Massachusetts efforts against national best practices and trends; Evaluate internal strengths and weaknesses of the regionalization efforts that have taken place to date; Identify external opportunities and threats, including regulatory, technological, financial, and operational factors; Conduct interviews, focus groups, and/or surveys with stakeholders such as regional center leaders, field responders, and policymakers; Document perspectives on the feasibility and implications of further regionalization; Develop scenarios for continued regionalization or consolidation; and, Provide recommendations on governance, funding models, and operational strategies.

Yes, a contract was awarded to Mission Critical Partners on August 7, 2025, and runs through June 30, 2030.

The 911 Department anticipates receiving the final report relative to the tasking noted above during the 4th quarter of FY 2026/1st quarter of FY 2027.

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D.T.C. 26-2
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D.T.C. 2-3 Refer to the 911 Department response to D.T.C. 1-6. What percent complete are each of the unfinished Capital Projects?

RESPONSE:

D.T.C. 1-6 noted the below capital projects that were planned for in FY 2025 that were not completed. Also, noted are the dollars encumbered to date to be expended toward the completion of the projects.

- Radio Equipment: \$1,815,869.39
- Wireless/North Shore Call Centers: \$500,000
- Replacement Vehicle – This procurement has not yet been initiated.

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D.T.C. 26-2
May 14, 2026

Responsible Person: Frank Pozniak

D.T.C. 2-4 Please refer to the 911 Department response to D.T.C. 1-8 (C), regarding the Billerica Training Center.

- A. Why was a leased space chosen for this facility?
- B. What is the duration of the lease and is the training center expected to stay in this location long-term?

RESPONSE:

- A. 911 Department, working with Division of Capital Asset Management and Maintenance, chose leased space over state-owned buildings after determining that no state-owned buildings existed in the search location for the training center.
- B. The lease is a 10-year lease, and the expectation at this time is to stay beyond the 10-year term.

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Responsible Person: Frank Pozniak

D.T.C. 2-5 Explain the 22% increase in actual expenditure for Relay from FY24 to FY25.

RESPONSE:

The 911 Department award a new contract for the provision of relay services in the first quarter of fiscal year 2025. (Award was made effective August 4, 2024.) This contract resulted in a price increase of 100 percent (100%) per conversation minute for relay services and an increase of one hundred thirty-one percent (131%) per conversation minute for speech-to-speech relay services. This increase in pricing was offset by a reduction in usage therefore resulting in an overall 22% increase in spending.

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D.T.C. 26-2
May 14, 2026

Responsible Person: Frank Pozniak

D.T.C. 2-6 Please refer to the 911 Department response to D.T.C. 1-26 regarding the Public Education campaign for aging adults in FY27.

- A. Are these funds expected to be utilized in a contract, and if so, at what stage is the contracting process?
- B. Please elaborate on the scope and intention of the project, and expected outcomes.
- C. What is the expected duration of the project?

RESPONSE:

- A. The 911 Department does expect to contract for services under statewide contract PRF86 Advertising, Marketing & Event Planning Services. The 911 Department is in process of forming the strategic sourcing services team and finalizing the statement of work.
- B. Executive Order 642 seeks to embed age-friendly policies and practices throughout the work of the Commonwealth to improve the health and wellbeing of aging adults. The intention of the project is launch a campaign to promote the silent call procedure, text to 911 and Massachusetts Equipment Distribution Program (MEDP) using a selected vendor. The expected outcomes are to educate aging adults on the silent call procedure and text to 911, and to ensure the MEDP is directly connecting with aging adults with a permanent disability educating them on the process to secure a free or low-cost telephone communication device to be used both in emergency and non-emergency situations.
- C. The project is targeted for completion in FY 2027.

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**D.T.C. 26-2
May 14, 2026**

D.T.C. 2-7 Please refer to the 911 Department response to D.T.C. 1-28. Please provide an example of calculating Development Grant roll-over amounts from an actual multi-year project.

RESPONSE:

An example of this calculation can be demonstrated with the FY 2024 Development Grant award to Barnstable County Sheriff. An award in the amount of \$930,495 was made for the replacement of a computer-aided dispatch (CAD) system. Due to project delays, there were no expenditures during FY24 or FY25, therefore for each of those years the \$930,495 “rolled forward” into the next fiscal year. These dollars are carried on the FY26 development grant under the PSAP Regional Development – Roll over budgetary line item. While there has been movement on this project in FY 2026, Barnstable County Sheriff’s Office has reported that completion of this project is not expected until FY 2027 and has therefore requested that \$317,488 be extended into FY 2027. This balance of \$317,488 will be “rolled” into FY 2027 to allow for the completion of the project.

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**D.T.C. 26-2
May 14, 2026**

D.T.C. 2-8 Please refer to the Petition under *Radio Infrastructure*. Provide a CoMIRS budget including all referenced line items, preferably as an excel spreadsheet.

RESPONSE:

Please see the submitted Microsoft Excel file "Response to DTC Question 2-8.xlsx.

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D.T.C. 2-9 Regarding CoMIRS:

- A. What is the current end date for the Motorola Solutions contract? Are there options to renew? How are these options executed?
- B. Please refer to the Petition at 15. Upon extension, would the 2021 rates and language protecting from inflation be preserved? Would this be preserved in a renewal?

RESPONSE:

- A. The current end date is June 30, 2028. In the RFR, the total term (including extensions) will be 15 years. The contract was signed November 9, 2021, which means the maximum term would be November 8, 2036. EOTSS would enter into an amendment to the contract for the extension (closer to June 2028).
- B. Regarding maintenance rates, we have the following language in the master services agreement: The Contractor and the Commonwealth have negotiated services and costs for Maintenance of the CoMIRS+P25 system for five (5) years following the end of Warranty services. (see table below for cost of maintenance) The language further says that the schedule presumes the end of Warranty services in the second quarter of 2028. Additionally, we have the ability to renegotiate pricing for maintenance if sufficient funding is not appropriated.

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TABLE 3. MAINTENANCE SCHEDULE

CoMIRS+P25 IS-1 Maintenance Cost Schedule					
Year	2028 (Q2)	2029 (Q2)	2030 (Q2)	2031 (Q2)	2032 (Q2)
Year 1	\$ 4,749,388.00				
Year 2		\$ 4,871,659.00			
Year 3			\$ 4,997,650.00		
Year 4				\$ 5,127,525.00	
Year 5					\$ 5,248,921.00
				5 Year Total	\$ 24,995,143.00
Worcester Maintenance Cost Schedule					
Year	2028 (Q2)	2029 (Q2)	2030 (Q2)	2031 (Q2)	2032 (Q2)
Year 1	\$307,761.98				
Year 2		\$312,254.60			
Year 3			\$316,878.07		
Year 4				\$321,646.93	
Year 5					\$326,561.18
				5 Year Total	\$ 1,585,102.76

Rates for services under the current contract for FY 2027 and FY 2028 are expected as part of a pending Change Order 008, expected in the 1st Quarter of FY2027.

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D.T.C. 2-10 Please refer to D.T.C. 25-2 IR Response 2-8 and D.T.C. 25-2 R.R. 1-2. The 911 Department stated that Massachusetts had one fully IP to IP connected NG 911 voice provider and that said provider transmitted 39% of 911 traffic. How many service providers are now fully interconnected IP to IP with the NG 911 system? What percentage of 911 traffic is transmitted by IP to IP interconnected carriers?

RESPONSE:

There is one IP Interconnected carrier. That carrier represents approximately 39% of the 911 call volume.