



The Commonwealth of Massachusetts
EXECUTIVE OFFICE OF PUBLIC SAFETY AND SECURITY
STATE 911 DEPARTMENT

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GINA K. KWON

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Lieutenant Governor

FRANK POZNIAK

Executive Director

September 8, 2026

To the Great and General Court of the Commonwealth of Massachusetts:

On behalf of the State 911 Department (Department), I am pleased to issue our Annual Report for Calendar Year 2025, and to include information on Calendar Years 2023 and 2024. Please note that for each fiscal year (FY) covering Calendar Years 2023 through 2025, the Department filed a Petition to the Department of Telecommunications and Cable (DTC) on the financial condition of the enhanced 911 fund in accordance with Massachusetts General Laws, Chapter 6A, Section 18H(b). Those Petitions detail Department programs, projects, and budgets for the FY, sought approval for the budgets for each FY along with other matters related to the administration of the 911 system and grant expenditures. Those Petitions and the DTC orders on those Petitions can be found by clicking on to the link contained in footnote 1 below,¹ and supplement the information provided herein. This Annual Report contains an overview of the enhanced 911 program, specific information about agency activities for Calendar Years 2023 through 2025, and a grant expenditure report by community for Fiscal Year 2025.

On July 31, 2008, the Legislature passed, and the Governor signed into law Chapter 223 of the Acts of 2008 (or Chapter 223) that, amongst other things, changed the name and organizational structure of the agency, which from 1991 up to that date had been known as the Statewide Emergency Telecommunications Board (SETB). In its place, Chapter 223 created the Department and the State 911 Commission.

¹ FY23: www.mass.gov/doc/dtc-23-2-state-911-dept-petition/download
www.mass.gov/doc/dtc-23-2-state-911-dept-final-order/download

FY24: www.mass.gov/doc/dtc-24-2-state-911-department-petition/download www.mass.gov/doc/dtc-24-2-state-911-dept-final-order/download

FY25: www.mass.gov/doc/dtc-25-2-state-911-department-petition/download www.mass.gov/doc/dtc-25-2-state-911-dept-final-order/download

FY26: www.mass.gov/doc/dtc-26-2-petition-of-the-state-911-department-for-approval-of-fiscal-year-2026-expenditures-and-approval-of-fiscal-year-2027-development-grant-amount/download
www.mass.gov/doc/dtc-26-2-final-order/download

The Department is within the Executive Office of Public Safety and Security (EOPSS) and has the authority and responsibility to direct the day-to-day administration of the statewide enhanced 911 system. It has its own budgetary authority. The Department and its programs and projects are funded solely through a monthly surcharge imposed on any device that can access the 911 system. The monthly surcharge for all Calendar Years addressed in this Annual Report was \$1.50.

The Massachusetts statewide enhanced 911 system is one of the largest systems per capita in the United States. A person dialing 911 from anywhere in the Commonwealth is automatically connected to the Public Safety Answering Point (PSAP) handling emergencies in that area. The system provides the phone number and address of the telephone used to make the emergency call (wireline calls) or the phone number and approximate location of the caller (wireless calls), along with dispatching data for local police, fire and ambulance services. PSAP personnel dispatch, either directly or indirectly, emergency response services based upon the needs of the caller. The Next Generation 911 (NG911) system in the Commonwealth was enhanced to now provide text to 911 communication for its citizens and visitors.

The State 911 Commission, also within EOPSS, consists of 22 members and is charged with providing strategic oversight and guidance to the Department and in all matters regarding enhanced 911 service.² The State 911 Commission is also charged with approving all formulas, percentages, guidelines, or other mechanisms used to distribute grants, all major contracts that the Department proposes to enter into for enhanced 911 services, and all regulations and standards proposed by the Department.

Chapter 223 directed the Department to review and assess new communications technologies that may include, but are not limited to, wireless, video, broadband, and IP enabled applications that may serve as the NG911 technology platforms, consistent with Federal Communications Commission decisions and federal law. In August 2014, the Department entered into a contract with General Dynamics Information Technology, Inc. (GDIT) to provide a comprehensive, end-to-end, fully featured, standards based NG911 system to replace the previous enhanced 911 system. Calendar year 2018 was the first full year that this new NG911 system was deployed and operating. In December 2018, the NG911 system began to provide texting to 911 without picture and video. In 2019, the contract for the provision of the NG911 system was assigned from GDIT to Comtech. That contract remained in effect through August 3, 2024. Through a request for responses process, a new contract was awarded to Comtech for a five-year period ending in August 2029. The NG911 system in place in Massachusetts is the largest i3 end-to-end fully integrated next generation core service (NGCS), Emergency Services IP Network (ESInet), logging and recording, and hosted call handling system in the United States. Massachusetts has among the most PSAPs per capita and area, which makes it one of the largest and most complex NG911 systems in the country.

² Chapter 177 of the Acts of 2022 added three new members to the State 911 Commission; the Commissioner of the Department of Mental Health; a representative of the Association for Behavioral Healthcare, Inc, with experience delivering psychiatric emergency services; and an individual with lived experience with behavioral health conditions and interactions with police.

Chapter 223 also directed the Department to undertake a 911 regionalization effort through an incentive grant program. Pursuant to that Chapter, the Department continues its regionalization efforts to reduce the number of public safety answering points (PSAP) in the Commonwealth and enhance public safety. In Calendar Years 2023 through 2025 the Department regionalized an additional eighteen (18) PSAPs. That brought the total number of PSAPs to 195, three (3) of which are operated by the Department, with 69 PSAPs becoming regionalized through either a regional PSAP or a regional emergency communications center (RECC) since Chapter 223.

Finally, the Department expresses much gratitude and appreciation to all State 911 Commission members, public safety partners, PSAPs and their telecommunicators in the Commonwealth for their ongoing efforts and commitment to ensuring that rapid response to emergencies by first responders will continue to save lives. The Department, and the citizens and visitors of the Commonwealth thank you!

Sincerely,



FRANK POZNIAK

Executive Director

The State 911 Commission members at the end of Calendar Year 2025 were as follows, with any member in Calendar Years 2023 or 2024, or at some point in Calendar Year 2025 being different will be so noted:

Gina K. Kwon – Chair, (Susan Terrey (2025); Terrence Reidy (2023-2025))

Secretary of the Executive Office of Public Safety and Security

Designee: Kerry Collins

Undersecretary for Forensic Sciences and Technology, Executive Office of Public Safety and Security

Jason Snyder, Secretary

Executive Office of Technology Services and Security

Designee: Matt Moran, Assistant Secretary

Geoffrey Noble, Colonel, (John Mawn, Jr. (2023-2024), Christopher Mason (2023))

Department of State Police

Designee: Matt Barstow, Director of Communications

Jon Davine State Fire Marshal, (Peter Ostroskey (2023))

Department of Fire Services

Designee: David Clemons, Director of Operations

Michael Cox, Police Commissioner

Boston Police Department

Designees: Carman Curry, Deputy Superintendent (2023-2024, part of 2025)
Christopher Markunas, Director of Quality Assurance Dispatch Operations
Shawn Romanoski, Director of Communications

Allan Motenko, Director, (Mary McCauley (2023-2024))

Massachusetts Office on Disability

Designee: Jeffrey Dougan

Robert Goldstein, Commissioner

Department of Public Health

Designees: Susan Lewis Acting Director, Office of Emergency Medical Services
Bureau of Health Care Safety and Quality

Opeoluma Sotonwa, Commissioner

Massachusetts Commission for Deaf/Hard of Hearing

Designee: Jonathon O'Dell, Assistive Technology Manager

Brooke Doyle, Commissioner

Department of Mental Health

Designee: Mio Tamanaha

Christopher Delmonte, Vice-Chair, Bridgewater Police Chief
Massachusetts Chiefs of Police Association

Michael Murphy, Deputy Superintendent, Brookline Police Department
Massachusetts Police Association

Kyle Heagney, Attleboro Police Chief
Massachusetts Major City Police Chiefs Association

Robert Reardon, Duxbury Fire Chief, (Timothy Bradshaw, former Taunton Fire Chief (2023))
Massachusetts Fire Chiefs Association

Michael Kelleher, Foxborough Police Chief
Massachusetts Fire Chiefs Association

Ralph Dowling, Captain, Boston Fire Department
Professional Fire Fighters of Massachusetts

Robert Ogden, Dukes County Sheriff
Massachusetts Sheriffs Association

James Boudreau, Scituate Town Manager
Massachusetts Municipal Association

Vacant (Richard Patterson, former Dracut Deputy Fire Chief (2023-2024))
Massachusetts Emergency Medical Care Advisory Board

Stacey Harren
Massachusetts Ambulance Association

Kevin Lessard, Deputy Director, Middlesex RECC, (Steven Hooke, Holbrook Emergency Management Director (former Vice-Chair), (2023-2024))
Massachusetts Communications Supervisors Association

Wendy Botelho
Association for Behavioral Healthcare, Inc.

Vacant, (Howard Trachtman, (2023-2024))
Individual Experienced with Behavioral Health Conditions and Interactions with Police

State 911 Department Employees:

The total number of Department employees at the end of Calendar Year 2025 was 122. For Calendar Year 2024, the year-end number of employees was 120, and for Calendar Year 2023, the year-end number was 122. The Department managers as of the end of Calendar Year 2025 were as follows:

Frank Pozniak (Executive Director)
Normand Fournier II (Deputy Executive Director)
Dennis Kirwan (General Counsel)
Karen Robitaille (Fiscal Division, Director)
Angela Pilling (Fiscal Division, Grants Manager)
Gregory Che (Fiscal Division, Procurement Manager)
Shahri Moin (911 Systems Division Director)
Monna Wallace (Programs Division Director)
Ana Alves (Human Resources Manager)
Alyson Dell Isola, (PSAP Operations Division, Director, North Shore Regional 911 Center)
Christopher Ryan (PSAP Operations Division, Deputy Director, North Shore Regional 911 Center)
Lee Delp (PSAP Operations Division, Operations Manager, North Shore Regional 911 Center)
Peter Kinnas (Director of Special Projects)
Kristina Morin (PSAP Operations Division, Deputy Director, Milford)
Michael Gethin (PSAP Operations Division, Operations Manager, Milford)
Donald Tryon (PSAP Operations Division, Director, Berkshire Regional Emergency Communications Center)
Kendra Lagoy (PSAP Operations Division, Operations Manager, Berkshire Regional Emergency Communications Center)

OVERVIEW

Since 1991, the SETB, and now the Department, has implemented and managed wireline and wireless enhanced 911 service for all 351 municipalities in the Commonwealth. These services are provided through PSAPs, which by the end of Calendar Year 2025 totaled 195 in the Commonwealth. The Department directly provides network, database, customer premises equipment (CPE), maintenance, training and support services, and grant funding to these PSAPs.

The Department has established technical and operational standards to ensure accurate and timely responses to enhanced 911 calls. In 2022, the Department initiated an effort to revise such standards and has trained thousands of dispatchers and call-takers in the nationally accepted method of answering enhanced 911 calls. In late 2006, the PSAP training grant was established to reimburse PSAPs for a portion of their training costs. In 2008, pursuant to Chapter 223 of the Acts of that year, the Department expanded its grant programs to provide personnel and equipment support to PSAPs across the Commonwealth, and to encourage regionalization of the PSAPs.

Finally, the Department continued with the administration of the Disability Access Program that provides telecommunication relay service, captioned telephone relay service, and specialized customer premises equipment distribution service to people with disabilities in the Commonwealth.

FUNDING

The Department's budgets in FY 2023 (July 1, 2022 – June 30, 2023), FY 2024 (July 1, 2023 – June 30, 2024), and FY 2025 (July 1, 2024 – June 30, 2025) was funded from the Enhanced 911 Fund, which was established by Chapter 223 of the Acts of 2008. This Fund was supported by a monthly surcharge of \$1.50 assessed on subscribers of wireline, wireless service, including pre-paid wireless, VoIP, and any other device that can access the 911 system. On November 30, 2023, the DTC approved the Department's Petition to maintain the monthly surcharge of \$1.50, which was set to revert to \$1.00 as of January 1, 2024. The DTC approval maintains the surcharge at \$1.50 until December 31, 2028.³

The Department's total actual budget for FY 2023 (\$154,782,407) funded the administrative costs of the agency (\$7,815,207); grant programs (\$83,314,117); 911 administration & operation (\$63,004,269); and other programs (\$1,005,741). For FY 2024, the total actual budget (\$154,781,122) funded the administrative costs of the agency (\$14,132,438); grant programs (\$84,161,399); 911 administration & operation (\$54,922,459); and other programs (\$1,564,825). Lastly, for FY 2025, the total actual budget (\$169,888,446) funded the administrative costs of the agency (\$7,807,113); grant programs (\$109,945,826); 911 administration & operation (\$50,458,417); and other programs (\$1,677,090).⁴

³ <https://www.mass.gov/doc/dtc-23-3-state-911-department-final-order/download>

⁴ The budget for these FYs can be found in the link provided in Footnote 1.

ACCOMPLISHMENTS

The following outlines the major accomplishments over the three Calendar Years of 2023-2025.

Next Generation 911 (NG911)

On August 4, 2014, the Department entered into a contract with GDIT to provide a comprehensive, end-to-end, fully featured, standards based NG911 system to replace the previous enhanced 911 system. The transition to the new NG911 system was completed in December 2017 and was fully operational in 2018. The NG911 contract was assigned to Comtech in 2019.

The previous enhanced 911 system was an analog-based system that was designed in the 1960s. The system has been successful in delivering 911 services for many years. However, the types of analog services that are embedded in that system are becoming obsolete and are being discontinued throughout the country. Technological advancements have created the necessity for a more advanced system that will offer capabilities (e.g., text and video messaging) that simply did not exist using that enhanced 911 system. Throughout the nation, enhanced 911 systems are being overhauled and replaced with new and emerging technologies. This need was recognized by the Legislature with the passage of Chapter 223 of the Acts of 2008, and, therefore, in accordance with this law, it was necessary to replace the previous enhanced 911 system with one that uses advanced communications technologies in the infrastructure itself.

The benefits of a NG911 system are significant given the additional information capabilities inherent to NG911. Using NG911 will ultimately allow for additional data to be sent with the voice call, including telematics crash data, text to 911 with or without picture and video, medical records of the caller, etc. In fact, in December 2018, texting to 911 without picture and video became available in the Commonwealth. Text-to-911 is a critical need for the deaf, hard of hearing and speech impaired. Previously, the only way for those constituents to contact 911 directly was by using a teletypewriter (TTY) device. TTY is an archaic means of communication and has mostly been abandoned in exchange for using text to communicate. Texting will also allow for communication with a PSAP in a situation where the person is fearful for his or her life but is unable to convey that information verbally (e.g., active shooter, domestic violence, home invasion, etc.).

Improved PSAP capabilities allow for more efficient PSAP management. For instance, with NG911, a PSAP may send telecommunicators to neighboring PSAPs during a major event for call overflow management. Simply by logging into a position at a different PSAP, that call taker can receive calls destined for his or her home PSAP without any intervention by the 911 service provider or the Department. By logging in remotely, the PSAP is creating a larger virtual PSAP during a crisis. In addition, because the NG911 system is IP-based, it allows for faster call setup time reducing the time it takes for a 911 call to start ringing at the PSAP, and remote monitoring capabilities give the Department greater system management capabilities.

The telecommunicators at the PSAPs benefit from a much-enhanced mapping system that not only provides property parcel data information to pinpoint the location of a caller but also shows roof outlines of structures on the property. A secondary tab on the mapping system gives the telecommunicators an aerial view providing information regarding obstacles or hazards in the area. The reporting capabilities are greatly enhanced with the NG911 system.

The current NG911 contract with Comtech expired on August 3, 2024. In 2023, the Department continued the request for proposal process to ensure that a NG911 service provider was in place beyond August 3, 2024. Through this process, Comtech again was selected in June 2024 to continue to support the NG911 system for an initial term of five (5) years with option to extend for an additional five (5) years.

In Calendar Year 2025, the Department submitted a Request for Information to replace the call handling solution since it is now ten (10) years old and to add new technologies to enhance public safety. The new technologies requested in addition to the call handling are a PSAP operational display, Artificial Intelligence (AI), video, enhanced 3D mapping and a resident portal. The operational display will give the PSAPs greater situational awareness by displaying 911 call flow and dispatcher workload in real time. AI will provide language translations and transcriptions that will allow a quicker response to people that do not speak English. Live video will provide valuable on-scene information to assist first responders to allow incoming video as well as requesting live stream video from citizens and visitors to the Commonwealth who are at the scene of an incident. The enhanced 3D mapping will allow 3D images as well as floor plans for buildings and other structures to be presented to the dispatchers. This will aid the dispatchers in guiding the first responders to exactly where they need to go in a large structure instead of searching the entire building or structure. The resident portal will allow citizens of the Commonwealth to add critical emergency needs and challenges. A couple of examples would be informing dispatchers that an address has a person with dementia or is nonverbal. The process to replace the call handling solution has continued in Calendar Year 2026.

Telecommunicator Emergency Response Taskforce Program

In 2022, EOPSS, the Department, and the Statewide Interoperability Coordinator established the Telecommunicator Emergency Response Taskforce (TERT) program within the Commonwealth. The TERT program is designed to support 911 communications centers requiring assistance. TERT deployments assist PSAPs that are stretched beyond their capabilities as the result of an unprecedented event such as an aftermath of a disaster or other special circumstances event. TERT was implemented in the Commonwealth on December 1, 2022. On June 14, 2023, the DTC approved the TERT Grant Guidelines.

TERT members are certified and TERT credentialed telecommunicators are drawn from different PSAPs across four regions of the Commonwealth to be deployed as necessary. In Calendar Year 2025, there were 65 TERT members, up from Calendar Years 2023 and 2024 when there were 52 and 42 TERT members, respectively. In Calendar Year 2025, there were 8 TERT deployments, while in Calendar Year 2023 there were 3 deployments and in Calendar Year 2024 there were 4 deployments.

One deployment to highlight was the Andover deployment in Calendar Year 2025. Following a request for assistance, TERT members were on scene within approximately 30 minutes, ensuring continuity of emergency communications while the agency navigated the sudden loss of its longtime Dispatch Supervisor. The deployment spanned four (4) operational periods over two (2) weekends and was staffed by TERT members and leadership from across the Commonwealth. The operation demonstrated the strength of the Massachusetts TERT program, showcasing the team's ability to rapidly mobilize qualified personnel, coordinate resources across multiple agencies, and provide seamless operational support during a time of extraordinary need. The professionalism, compassion, and dedication of TERT members allowed the Andover communications center to continue serving the community while its staff grieved and honored a respected colleague.

Public Safety Answering Point Operations Division

In December 2024, the Department's Public Safety Answering Point Operations Division (PSAP Operations Division) expanded when it assumed operations of the Berkshire Regional Emergency Communications Center (BRECC) that has previously been operated by the Berkshire County Sheriff. The BRECC, which provides 911 services to 25 communities in the Western part of Massachusetts, is located at the Berkshire County Sheriff's Office in Pittsfield, but the process has begun in the current Calendar Year to relocate the BRECC in the Pittsfield and surrounding area.

In addition to the BRECC, the PSAP Operations Division includes responsibility for the operation of the 911 wireless PSAP currently located at 31 Maple Street in Milford, and the North Shore Regional 911 Center (NSR911) in Middleton located at the Essex County Sheriff's Office. Previously, the 911 wireless PSAP was operated by the State Police in Framingham, and NSR911 by the Essex County Sheriff. The Department assumed operation of the wireless PSAP in Framingham in 2018, and of the NSR911 in 2019. Both, as well as the BRECC, were transitioned to the Department through an effort engaged in by EOPSS 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.

With respect to the wireless PSAP, in 2023, the Department, through the Division of Capital Asset Maintenance and Management (DCAMM), continued the process that began in the previous year of finding a new location for the 911 wireless PSAP. In December 2022, DCAMM on behalf of the Department, entered into a lease with the property owners of a building on 31 Maple Street in Milford that now houses the 911 wireless PSAP, and also a Department training center that had previously been located in Maynard. The Department began occupation of the new space in Milford for the wireless PSAP and the training center in January 2024.

560 CMR 2.00 (APPENDIX A) Standards

In 2022, the Department initiated an effort to revise the 560 CMR 2.00 (Appendix A) technical and operational 911 standards. The then existing standards, which were initially promulgated in the 1990's, were outdated and needed to be updated to reflect the new NG911 technology and system. The Department began the process of drafting the necessary revision in Calendar Year 2022. The comprehensive re-write of Appendix A was undertaken and entailed hundreds of internal meetings, meetings with the Standards Committee of the State 911 Commission, and meetings with an Operation Standards Workgroup formed of representatives of PSAPs from around the Commonwealth. The Department conducted six (6) separate Operations

Working Group meetings, as well as 5 Standards Committee meetings, after which several changes were made. The Department also collaborated with MassGIS and the Executive Office of Technical Services and Security and conducted two (2) separate Public Hearings and two separate Public Comment periods. The result of these efforts culminated in the new 560 C.M.R. 2.00 (Appendix A) technical and operational standards, which went into effect on April 6, 2023. In 2025, the Department began the process of reviewing and revising these standards where necessary. That review is still on-going in Calendar Year 2026.

560 C.M.R. 5.00 Behavioral Health

In the 2022 legislative session, Chapter 177 of the Acts of 2022 was passed. Section 81 of the Act required that the State 911 Department update our training regulations to integrate training on identification of and response to callers experiencing behavioral health crises. It also required the Department to incorporate the training into our certification standards. The Department drafted those changes, which were approved by the State 911 Commission on April 6, 2023. The Department then received final Administration & Finance (A&F) approval for the regulation change to 560 CMR 5.00. Please note that A&F suggested clarification language to reflect that the minimum two (2) hours of the annual sixteen-hour continuing education requirement “shall be developed in accordance with best practices in consultation with the Executive Office of Health and Human Services (EOHHS).” The Department worked with EOHSS to develop the curriculum for the two-hour continuing education requirement. To integrate changes contained in Chapter 177, the Department added a definition for Behavioral Health Crisis. The Department also updated 560 CMR 5.04, requiring training for new and existing telecommunicators in identifying and responding to callers experiencing behavioral health crises in accordance with the statutory mandate. After a public comment period and public hearing, the Department promulgated the updated regulations in Calendar Year 2024. Further, the Department’s Programs Division added training courses to accomplish the goals of Chapter 177.

The 911 Surcharge

The Department, in the interest of public safety, filed a Petition to the Department of Telecommunications and Cable (DTC) in DTC 23-3 requesting that the surcharge not be reduced to \$1.00 on January 1, 2024, as set forth by the DTC in its Order DTC 18-2, but rather that the surcharge remain at \$1.50 on January 1, 2024, and beyond. In DTC 18-2 the requested increase from \$1.00 to \$1.50 was in part to fund the Commonwealth of Massachusetts Interoperable Radio System (CoMIRS) project with the balance being made available to support the Grant programs and upgrades/expansion to the Next Generation 911 system. The Department maintained that a return of the surcharge to \$1.00 at the completion of the CoMIRS project did not account for the activity under the grant programs or upgrades/expansion to the Next Generation 911 system. Nor did the return of the surcharge to \$1.00 factor in the impact of cost-of-living increases and inflation on the Department’s overall budget. Application of then inflation rate would have the effect of increasing the surcharge to \$1.83. Projections demonstrated that at a surcharge level of \$1.00, the Department could not maintain the statutory grant programs the Department administers at current levels, thus negatively impacting the municipalities/governmental entities operating PSAPs.

Numerous letters of support were sent to the DTC by public safety partners in support of the Petition. On November 30, 2023, the DTC issued its Final Order. The petition to maintain the Enhanced 911 Surcharge at \$1.50 per month was approved by the DTC and shall remain in effect from the date of the DTC Order through December 31, 2028; it was further Ordered that the Enhanced 911 Surcharge shall revert to \$1.00 per month on January 1, 2029, unless the 911 Department petitions the DTC.

Multi-Line Telephone System Compliance

The Federal Communications Commission (FCC) Report and Order regarding Kari's Law and The RAY BAUM's Act took effect in February 2020.⁵ The Kari's Law portion of the FCC Order requires that all Multi-Line Telephone System (MLTS) put into service or substantially upgraded after February 16, 2020, be capable of and configured to call 911 directly without the need to enter any additional digits other than the digits 911. The RAY BAUM's Act concerns the information that gets sent to the PSAP with each call and gives the first responders 'the right door to kick down.' This requirement extends to every device capable of initiating a 911 call on the MLTS (basically every office phone in the Commonwealth). The Department, in 2022, revised and published new MLTS Regulations (560 CMR 4.00), consistent with and enhancing the provisions of Kari's Law and The RAY BAUM's Act.

In addition, the Department created and implemented the MLTS Compliance Program, a first in the nation program designed to educate organizations that have deployed MLTS as to what is required and how to achieve compliance. As part of that effort, the Department sent a mass mailing to every Commonwealth public and private school, and to every municipality to inform them of the program and to emphasize the important public safety benefit to MLTS compliance. The second goal of this Program is to enforce compliance with the MLTS Regulations by communicating directly with organizations that are non-compliant with follow up on-site testing and MLTS audits. So forward thinking is the MLTS Compliance Program that the FCC reached out to the Department to inquire about how we implemented it and its success. Since the inception of the MLTS Compliance Program, in early 2023, hundreds of entities have 'graduated' and have become compliant with Kari's Law, The RAY BAUM's Act and our updated MLTS (560 CMR 4.00) Regulations. This list includes 60 medical facilities, nursing homes and hospitals, and 46 schools, school systems and municipalities.

Federal Communications Commission (FCC) 24-78 Response

On June 18, 2024, the FCC adopted Report and Order (RO) FCC 24-78, which aims to advance the transition to NG911. Unlike the traditional 911 service, NG911 uses IP-based format and routing to allow for the sending of texts, photos, and videos to 911 centers. The RO describes the multi-phase approach, readiness criteria, implementation deadlines, and cost allocation for the two phases of implementation. However, Originating Service Providers (OSPs) and 911 Authorities are permitted to amend the provided rules and deadlines if the parties agree to the other terms. The Department is tasked with being cooperative, which we have been. The RO called for a two-phased approach. Before providing a request to begin Phase 1, the 911 Authority must certify that it has the

⁵ Kari's Law and the RAY BAUM's Act are codified at 47 Code of Federal Regulations at Sections 9.1-9.7.

necessary infrastructure to receive 911 traffic in Session Initiation Protocol (SIP) format and transmit it to PSAPs. The 911 Authority must also identify the NG911 Delivery Points it will be using and relay that information to the OSPs. The Department's Next Generation Service Provider (NGSP), Comtech, helped the Department to certify in both phases. The Department filed its 'All OSP Phase 1 Request' with the FCC on April 4, 2025 (this applied to all service providers and gave them 6 months to comply with the FCC RO). When a 911 Authority provides a request to begin Phase 1, an OSP must begin delivering 911 traffic in IP-based SIP format to in-state NG911 Delivery Points designated by that 911 Authority. The Department was the first State Authority to submit an All- OSP Phase 1 request with the FCC.

The Department filed its All OSP Phase 2 Request with the FCC on October 6, 2025. When a 911 Authority provides a request to begin Phase 2, an OSP must begin delivering 911 traffic to the in-state NG911 Delivery Points designated in Phase 1 in an IP-based SIP format that complies with NG911 commonly accepted standards identified by the 911 Authority. Essentially, the Department's Phase 2 Request, like our existing MLTS regulations, call for information to be sent with the 911 call that allows the police, fire and ambulance responders to know the right door to kick down. Once again, the Department's All OSP Phase 2 Request was a nationwide first, demonstrating the enhanced capabilities of the Commonwealth's NG911 system.

Public Education

The Department's public education initiative seeks to ensure that individuals are prepared for any emergency situation. The Department's public education team attends outreach events, public meetings, and other forums connecting with the public, educating on 911 in Massachusetts, and representing the Department. In Calendar Year 2023, the Department's public education team attended 122 community outreach events (*i.e.*, schools visits, council on aging presentations, outdoor community events resource tables, etc.), in Calendar Year 2024, 130 community outreach events, and in Calendar year 2025, 152 community outreach events. During the various events, Department staff educated on two lifesaving features of the NG911 system: The Silent Call Procedure and Text-to-911. The Silent Call Procedure allows a person that is unable to speak to call 911 and when the call is answered by the dispatcher to press the following digits on their phone – 1 for police, 2 for fire, 3 for an ambulance – so that the dispatcher can immediately send help. Text-to-911 allows a person that is unable to speak or hear to communicate via text with a 911 dispatcher. Educating the public on these two features is imperative as they are both valuable and can provide the ability to save a life when used. Also, at some of the community events in those Calendar Years, the Department's Mobile PSAP was made available for touring by the public.

Additionally, the Department distributed over 40,000 Silent Call Procedure and Text to 911 cards (pictured on next page) to roughly 134 Schools across the Commonwealth over those three Calendar Years as part of the ongoing school education program.

The Silent Call Procedure
If you need to call 9-1-1 and you are unable to speak for any reason, once the call is answered:

Press

#1 If you need police 	If the 9-1-1 dispatcher asks questions, press
#2 If you need fire 	#4 For YES 
#3 If you need an ambulance 	#5 For NO 

Source: MA State 911 Department and the Executive Office of Public Safety and Security
www.mass.gov/e911

FOR 9-1-1 EMERGENCIES IN MASSACHUSETTS:

**CALL IF YOU CAN;
 TEXT IF YOU CAN'T.**

  

Source: MA State 911 Department and the Executive Office of Public Safety and Security
www.mass.gov/e911

Grant Program

Pursuant to Chapter 223 of the Acts of 2008, the Department expanded its grant program to support the PSAPs in the Commonwealth and to develop and encourage the creation of regional PSAPs and RECCs throughout the Commonwealth. A description of each of these grant programs is contained below.

- PSAP and Regional Emergency Communication Center Training Grant: Reimburses primary, regional and regional secondary PSAPs and RECCs for allowable expenses related to the training and certification of enhanced 911 telecommunicators.
- Public Safety Answering Point and Regional Emergency Communication Center Support and Incentive Grant: Provides funding to primary, regional and regional secondary PSAPs and RECCs for allowable expenses related to enhanced 911 personnel and equipment costs. Incentive funds are awarded in addition to amounts allocated as part of the Support Grant using a formula that applies a specified percent of total surcharge revenues based on number of municipalities to be served by regional PSAPs or RECCs.
- Wireless State Police Public Safety Answering Point Grant: Reimburses wireless Massachusetts State Police PSAPs for allowable expenses related to enhanced 911 personnel, training and equipment costs.
- Regional and Regional Secondary Public Safety Answering Point, and Regional Emergency Communication Center Development Grant: Supports the development and startup of regional PSAPs, regional secondary PSAPs and RECCs, including the expansion or upgrade of existing regional and regional secondary PSAPs, and RECCs, to maximize effective emergency 911 and dispatch services as well as regional interoperability.

Chapter 223 permits the Department to introduce new grants associated with providing enhanced 911 services in the Commonwealth. In order to support the PSAPs in meeting new training requirements described below, the Department introduced a new grant in 2011, the Emergency Medical Dispatch (EMD) Grant. The EMD Grant was approved by the State 911

Commission, and then by the DTC by Order dated May 27, 2011, and was renamed the EMD/Regulatory Compliance Grant in 2013. The EMD/Regulatory Compliance Grant provides funding, not provided under the Training Grant, for EMD services provided through a certified EMD resource and provides supplemental funding for expenses needed to meet the minimum training and certification requirements and minimum EMD requirements established by the Department.

In addition, as described above, beginning in FY 2024, the Department added the TERT Grant Guidelines.

The amount allocated to each Grant in FY 23 through FY 25 is contained below.

	FY23	FY 24	FY25
Training Grant	\$6,063,936	\$6,219,809	\$6,312,281
EMD Grant	\$2,263,870	\$2,264,010	\$2,297,670
Support & Incentive	\$64,277,726	\$65,929,975	\$80,376,376
S&I – Behavioral Health - Dispatch		\$7,214,978	\$7,322,246
Wireless MSP	\$3,234,099	\$3,317,231	\$3,366,550
TERT		\$280,000	\$280,000
Development	\$30,000,000	\$40,000,000	\$50,000,000
Total	\$105,839,631	\$125,226,003	\$149,955,123

911 Regionalization

Since the passage of Chapter 223 of the Acts of 2008, the Department has embarked on 911 regionalization effort to reduce the number of PSAPs in the Commonwealth. The main driver of the 911 regionalization is the Development Grant. The Development Grant supports the development and startup of regional PSAPs, regional secondary PSAPs, and RECCs, including the expansion or improvement of existing regional PSAPs and RECCs. Since the inception of the grant programs in FY 2009, the Department has witnessed a significant interest in regionalization among the PSAPs and RECCs. Through the Development Grant, the Department has provided funding for a number of significant regionalization projects. The Department has received requests for funding and has awarded funding for feasibility studies, construction, and equipment for proposed regional PSAPs and RECCs, and construction to expand and new equipment for existing regional PSAPs and RECCs. The regional projects funded under this Grant are often complex and are completed over multiple fiscal years. The expenditures are recorded in the fiscal year in which they are incurred. Due to their complexity, projects funded under the Development Grant often cross fiscal years

In Calendar Year 2023, the Department regionalized seven (7) PSAPs. In Calendar Year 2024, the Department regionalized seven (7) PSAPs, one of which was a merger between two existing RECCs. In calendar year 2025, the Department regionalized an additional six (6) PSAPs.

By the end of Calendar Year 2025, the number of PSAPs in the Commonwealth stood at 195, down from the original count of 264 in FY 2009, which is a reduction of over 26%. Ongoing Department support, coupled with the success of the Grant programs and partnership with communities and RECCs, has led to this reduction. This reduction is significant given the voluntary nature of regionalization driven by the statutory grant program administered by the department to incent the 911 regionalization effort. This reduction also shows the forward progression and realization across municipalities that regionalization is working and has a number of benefits that help improve public safety.

Disability Access Program (Specialized Customer Premises Equipment, Telecommunications Relay Services, Captioned Telephone Relay Service)

Chapter 223 of the Acts of 2008 transferred to the Department the responsibility for administration and oversight of disability access programs. Chapter 223 directs the Department to provide and maintain a Specialized Customer Premises Equipment, or SCPE, distribution service. This program, which has been expanded to include wireless phones, provides specialized devices that allow access to telephone networks for people with hearing, speech, vision, mobility or cognitive disability. The Department has entered into contracts with various equipment vendors to provide the SCPE to people with disabilities. In addition, the Department executed contracts with the Commission for the Deaf and Hard of Hearing and other entities to support this program. In Calendar Year 2023, the Department distributed 884 devices. In Calendar Year 2024, the Department distributed 876 devices, and in Calendar Year 2025, it distributed 836 devices.

Chapter 223 also directs the Department to administer telecommunication relay service (TRS), and captioned telephone relay service (CTRS), throughout the Commonwealth. The Department has procured the services of a contractor to provide both TRS and CTRS throughout the Commonwealth.

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FY 2025 Grant Expenditures								
AWARD RECIPIENT	Training Grant	Scholarship	EMD/Regulatory Compliance Grant	TERT	Support Grant	Incentive Grant	TOTAL Support & Incentive	Development Grant
Acton	\$ 14,281.64		\$ 10,824.00		\$ 114,950.00		\$ 114,950.00	
Acushnet	\$ 4,080.50				\$ 39,302.72		\$ 39,302.72	
Agawam					\$ 43,128.60		\$ 43,128.60	
Amherst	\$ 6,999.76				\$ 166,774.60		\$ 166,774.60	
Andover					\$ 119,678.14		\$ 119,678.14	
Arlington	\$ 21,751.40				\$ 138,704.00		\$ 138,704.00	
Ashburnham	\$ 832.88				\$ 30,890.00		\$ 30,890.00	
Ashland	\$ 8,816.41		\$ 25,000.00		\$ 55,758.00		\$ 55,758.00	
Attleboro	\$ 111,673.49				\$ 149,322.82		\$ 149,322.82	
Auburn	\$ 21,248.54		\$ 2,520.00	\$ 403.36	\$ 65,862.51		\$ 65,862.51	
Avon	\$ 7,057.32				\$ 31,457.00		\$ 31,457.00	
Ayer Shirley RDC	\$ 22,197.13		\$ 5,362.50		\$ 76,331.00	\$ 348,894.14	\$ 425,225.14	\$ 259,890.83
Barnstable County Sheriff	\$ 21,734.35		\$ 7,079.80		\$ 731,523.00	\$ 2,434,872.13	\$ 3,166,395.13	
Barnstable	\$ 21,146.65		\$ 9,858.14	\$ 495.11	\$ 330,026.00		\$ 330,026.00	
Bedford					\$ 41,103.78		\$ 41,103.78	
Bellingham	\$ 16,133.28				\$ 55,942.00		\$ 55,942.00	
Belmont	\$ 17,899.12		\$ 571.00	\$ 650.32	\$ 103,377.00		\$ 103,377.00	
Berkley	\$ 23,851.96				\$ 31,388.00		\$ 31,388.00	
Berkshire County ECC Sheriff	\$ 1,211.40				\$ 396,731.00	\$ 528,547.60	\$ 925,278.60	
Beverly	\$ 117,408.00				\$ 153,849.95		\$ 153,849.95	
Billerica	\$ 8,538.00				\$ 94,971.64		\$ 94,971.64	
Blackstone	\$ 2,786.00				\$ 36,175.00		\$ 36,175.00	
Boston	\$ 170,250.08				\$ 4,125,000.00		\$ 4,125,000.00	
Bourne	\$ 53,482.08		\$ 36,579.94		\$ 140,918.00		\$ 140,918.00	
Boxford	\$ 2,249.07		\$ 2,520.00		\$ 51,229.73		\$ 51,229.73	
Boylston			\$ 25,000.00	\$ 599.53	\$ 27,052.32		\$ 27,052.32	
Braintree	\$ 29,117.90				\$ 201,517.00		\$ 201,517.00	
Bridgewater	\$ 57,588.83		\$ 2,369.89		\$ 105,244.93		\$ 105,244.93	
Brockton	\$ 194,691.73				\$ 668,005.95		\$ 668,005.95	
Brookline	\$ 14,464.37				\$ 247,567.75		\$ 247,567.75	
Burlington	\$ 87,609.02				\$ 146,179.00		\$ 146,179.00	
Cambridge	\$ 49,357.99		\$ 5,401.08		\$ 573,451.00		\$ 573,451.00	
Canton	\$ 51,187.09				\$ 121,759.00		\$ 121,759.00	
Carlisle	\$ 15,788.85				\$ 31,256.00		\$ 31,256.00	
Carver					\$ 44,496.00		\$ 44,496.00	
Charlton	\$ 8,952.54		\$ 1,416.55	\$ 1,842.93	\$ 49,102.00		\$ 49,102.00	
Chelmsford	\$ 21,651.86				\$ 152,760.00		\$ 152,760.00	
Chelsea	\$ 14,687.79		\$ 24,500.00		\$ 130,899.79		\$ 130,899.79	
Clinton	\$ 18,110.16		\$ 17,717.95		\$ 47,238.89		\$ 47,238.89	
Concord	\$ 8,484.44		\$ 465.55		\$ 64,853.00		\$ 64,853.00	
Dalton	\$ 7,785.55				\$ 50,686.00	\$ 119,213.99	\$ 169,899.99	
Danvers	\$ 10,527.20		\$ 20,216.86		\$ 154,272.00		\$ 154,272.00	
Dartmouth	\$ 2,283.57		\$ 5,000.00		\$ 178,347.25		\$ 178,347.25	
Dedham	\$ 8,537.58				\$ 104,880.12		\$ 104,880.12	
Dennis	\$ 64,479.75		\$ 36,745.58		\$ 67,462.00		\$ 67,462.00	
Dighton					\$ 33,177.00		\$ 33,177.00	
Douglas	\$ 4,797.54				\$ 49,578.86		\$ 49,578.86	
Dover	\$ 21,329.68				\$ 30,244.00		\$ 30,244.00	
Dukes County Sheriff	\$ 12,981.40		\$ 6,500.00		\$ 279,334.00	\$ 1,221,520.60	\$ 1,500,854.60	
Eastham			\$ 6,500.00		\$ 32,885.94		\$ 32,885.94	
Easthampton	\$ 10,197.87				\$ 161,491.00	\$ 58,447.58	\$ 219,938.58	\$ 581,077.73
Fall River	\$ 24,198.40		\$ 5,000.00		\$ 510,516.93		\$ 510,516.93	
Fitchburg	\$ 25,932.80				\$ 160,809.84		\$ 160,809.84	
Framingham	\$ 100,660.27				\$ 286,472.00		\$ 286,472.00	\$ 361,292.40
Freetown	\$ 11,944.88				\$ 40,279.50		\$ 40,279.50	
Gardner	\$ 10,189.61				\$ 83,714.00		\$ 83,714.00	
Georgetown	\$ 24,230.08			\$ 5,331.61	\$ 49,234.00		\$ 49,234.00	
Gloucester	\$ 83,525.12		\$ 33,309.60		\$ 102,928.00		\$ 102,928.00	
Grafton	\$ 2,077.40				\$ 81,732.00		\$ 81,732.00	
Granby	\$ 6,625.59				\$ 32,093.00		\$ 32,093.00	
Great Barrington	\$ 28,776.87				\$ 63,477.86		\$ 63,477.86	
Greenfield	\$ 12,728.73				\$ 142,550.00		\$ 142,550.00	
Groveland	\$ 9,209.12		\$ 29,052.00		\$ 46,080.00		\$ 46,080.00	
Hadley	\$ 19,873.96			\$ 1,110.69	\$ 56,656.00		\$ 56,656.00	
Hamilton	\$ 2,786.00		\$ 980.00		\$ 27,500.26		\$ 27,500.26	
Haverhill	\$ 80,059.84		\$ 11,900.00		\$ 353,328.00		\$ 353,328.00	
Holyoke	\$ 12,515.38		\$ 24,500.00		\$ 287,370.81		\$ 287,370.81	

FY 2025 Grant Expenditures								
AWARD RECIPIENT	Training Grant	Scholarship	EMD/Regulatory Compliance Grant	TERT	Support Grant	Incentive Grant	TOTAL Support & Incentive	Development Grant
Hudson				\$ 1,161.36	\$ 102,385.00		\$ 102,385.00	
Ipswich	\$ 5,964.50				\$ 46,812.00		\$ 46,812.00	
Kingston	\$ 3,440.07		\$ 15,000.00		\$ 45,759.56		\$ 45,759.56	
Lakeville	\$ 9,366.38				\$ 40,799.04		\$ 40,799.04	
Lawrence	\$ 175,144.77				\$ 403,374.99		\$ 403,374.99	
Leominster	\$ 13,335.47		\$ 14,837.52		\$ 163,812.00		\$ 163,812.00	
Lexington					\$ 109,744.00		\$ 109,744.00	
Lincoln					\$ 33,578.00		\$ 33,578.00	
Littleton	\$ 6,105.17				\$ 52,995.00		\$ 52,995.00	
Lowell	\$ 29,933.09				\$ 539,722.08		\$ 539,722.08	
Ludlow	\$ 14,003.40				\$ 78,894.00		\$ 78,894.00	
Lynn Fire	\$ 3,126.47		\$ 18,297.00		\$ 299,178.00		\$ 299,178.00	
Lynn Police	\$ 74,079.33				\$ 782,309.00	\$ 440,058.36	\$ 1,222,367.36	
Lynnfield	\$ 14,673.08		\$ 18,000.00		\$ 43,486.00		\$ 43,486.00	
Malden	\$ 92,896.28		\$ 24,500.00		\$ 316,332.00		\$ 316,332.00	
Marblehead	\$ 13,011.18				\$ 114,600.00		\$ 114,600.00	
Marion	\$ 19,489.44		\$ 5,000.00		\$ 30,027.43		\$ 30,027.43	
Marlboro	\$ 50,414.29		\$ 25,231.29		\$ 199,087.80		\$ 199,087.80	
Marshfield	\$ 54,490.32		\$ 69,951.27		\$ 122,719.00		\$ 122,719.00	
Mattapoisett	\$ 26,557.62				\$ 31,686.27		\$ 31,686.27	
Maynard	\$ 2,919.62				\$ 47,439.00		\$ 47,439.00	
Medfield	\$ 23,663.46				\$ 41,395.62		\$ 41,395.62	
Medford	\$ 81,137.42				\$ 250,395.99		\$ 250,395.99	
Medway	\$ 3,779.72			\$ 2,522.30	\$ 62,692.08		\$ 62,692.08	
Melrose	\$ 81,536.50		\$ 18,000.00		\$ 90,505.00		\$ 90,505.00	
Merrimac	\$ 9,219.80				\$ 29,602.68		\$ 29,602.68	
Metacomet	\$ 67,779.76		\$ 8,064.38		\$ 437,358.00	\$ 1,076,452.69	\$ 1,513,810.69	\$ 178,608.59
Methuen	\$ 88,447.16		\$ 11,727.39		\$ 174,316.81		\$ 174,316.81	
Metro North	\$ 25,377.16		\$ 24,500.00		\$ 545,409.00	\$ 1,264,193.00	\$ 1,809,602.00	\$ 740,210.80
Middleboro	\$ 78,438.94				\$ 92,965.41		\$ 92,965.41	
Milford	\$ 2,457.13				\$ 111,259.00		\$ 111,259.00	
Millbury	\$ 9,760.91		\$ 5,374.87		\$ 49,567.00		\$ 49,567.00	
Millis					\$ 28,030.08		\$ 28,030.08	
Milton	\$ 44,422.16		\$ 4,369.27		\$ 96,077.00		\$ 96,077.00	
Montague	\$ 4,066.34				\$ 34,292.00		\$ 34,292.00	
Nahant	\$ 14,328.00		\$ 12,398.01		\$ 20,459.36		\$ 20,459.36	
Nantucket				\$ 6,195.42	\$ 87,500.00		\$ 87,500.00	
Nashoba Valley	\$ 54,402.28		\$ 22,505.86		\$ 456,826.00	\$ 678,010.12	\$ 1,134,836.12	\$ 650,766.60
Natick	\$ 11,192.31		\$ 2,000.00		\$ 119,804.00		\$ 119,804.00	
Needham	\$ 26,528.32				\$ 133,450.60		\$ 133,450.60	
New Bedford	\$ 35,749.10		\$ 56,451.57		\$ 550,286.48		\$ 550,286.48	
New Braintree State Police	\$ 23,854.08		\$ 11,615.52		\$ 193,539.00	\$ 380,062.00	\$ 573,601.00	
Newbury			\$ 18,000.00		\$ 46,908.00		\$ 46,908.00	
Newburyport	\$ 11,970.00		\$ 18,000.00		\$ 61,191.95		\$ 61,191.95	
Newton	\$ 26,252.92		\$ 20,592.00		\$ 292,319.28		\$ 292,319.28	
Norfolk County (Holbrook)	\$ 50,003.69	\$ 7,883.96	\$ 27,000.00		\$ 2,167,099.00	\$ 2,197,428.94	\$ 4,364,527.94	\$ 16,994,399.61
North Adams	\$ 3,303.02				\$ 108,908.00	\$ 240,005.87	\$ 348,913.87	\$ 790,037.64
North Andover					\$ 86,502.47		\$ 86,502.47	
North Attleboro	\$ 10,113.96				\$ 99,161.00		\$ 99,161.00	
North Reading	\$ 68,257.81				\$ 34,558.37		\$ 34,558.37	
Northampton	\$ 7,665.98		\$ 17,200.00		\$ 173,471.00		\$ 173,471.00	
Northboro	\$ 1,679.24				\$ 51,709.00		\$ 51,709.00	
Northbridge	\$ 11,746.72				\$ 54,680.88		\$ 54,680.88	
Northern Middlesex (formerly Tewksbury)	\$ 32,590.61		\$ 27,848.00	\$ 5,105.72	\$ 345,927.00	\$ 865,103.82	\$ 1,211,030.82	\$ 503,306.10
Oxford	\$ 6,655.16				\$ 51,570.00		\$ 51,570.00	
Palmer Police					\$ 48,805.37		\$ 48,805.37	
Patriot Regional Emergency Communications Center					\$ 216,051.00	\$ 516,161.63	\$ 732,212.63	\$ 1,054,940.25
Peabody	\$ 42,399.88		\$ 24,500.00		\$ 232,060.00		\$ 232,060.00	
Pembroke	\$ 47,509.64		\$ 50,000.00		\$ 62,956.00		\$ 62,956.00	
Pittsfield	\$ 4,615.79		\$ 8,098.94		\$ 293,928.36		\$ 293,928.36	
Plymouth County Sheriff	\$ 57,821.51				\$ 247,155.44		\$ 247,155.44	
Provincetown			\$ 6,500.00		\$ 30,184.46		\$ 30,184.46	
Quincy	\$ 115,845.45				\$ 430,812.00		\$ 430,812.00	
Randolph	\$ 60,784.42		\$ 449.55		\$ 178,754.00		\$ 178,754.00	

FY 2025 Grant Expenditures								
AWARD RECIPIENT	Training Grant	Scholarship	EMD/Regulatory Compliance Grant	TERT	Support Grant	Incentive Grant	TOTAL Support & Incentive	Development Grant
Raynham	\$ 12,513.36		\$ 1,132.90		\$ 55,262.00		\$ 55,262.00	
Reading	\$ 4,606.49				\$ 114,870.00		\$ 114,870.00	
Rehoboth	\$ 8,099.26				\$ 41,199.00		\$ 41,199.00	
ROCC (Duxbury)	\$ 75,214.41		\$ 16,579.66	\$ 6,199.17	\$ 371,792.00	\$ 1,722,675.55	\$ 2,094,467.55	\$ 871,329.57
Rockport	\$ 10,272.28		\$ 323.00		\$ 34,188.00		\$ 34,188.00	
Rutland	\$ 5,238.44		\$ 3,000.00		\$ 141,296.00	\$ 438,631.95	\$ 579,927.95	\$ 39,099.00
Salem	\$ 122,550.97		\$ 21,500.00		\$ 218,862.00		\$ 218,862.00	
Salisbury	\$ 6,701.45		\$ 18,000.00		\$ 34,017.12		\$ 34,017.12	
Sandwich	\$ 11,373.60		\$ 6,500.00		\$ 111,901.19		\$ 111,901.19	
Saugus	\$ 23,257.97				\$ 110,891.00		\$ 110,891.00	
Scituate	\$ 39,614.72				\$ 55,504.22		\$ 55,504.22	
Seekonk	\$ 8,913.04		\$ 520.00	\$ 2,292.71	\$ 51,565.00		\$ 51,565.00	
Sharon	\$ 22,055.88				\$ 56,886.00		\$ 56,886.00	
Shelburne Falls State Police	\$ 24,660.70		\$ 5,742.55		\$ 337,923.00	\$ 1,214,387.25	\$ 1,552,310.25	
Shrewsbury	\$ 16,213.27				\$ 173,283.00		\$ 173,283.00	
Somerset	\$ 13,258.35		\$ 5,000.00		\$ 65,689.81		\$ 65,689.81	
Somerville	\$ 115,227.34		\$ 24,500.00		\$ 295,461.86		\$ 295,461.86	
South Hadley Police	\$ 23,089.21		\$ 2,278.74		\$ 76,093.44		\$ 76,093.44	
South Shore	\$ 51,599.28			\$ 6,663.30	\$ 408,233.00	\$ 968,269.39	\$ 1,376,502.39	\$ 76,155.31
South Worcester (Webster)	\$ 16,971.80		\$ 13,395.76		\$ 180,738.00	\$ 450,363.87	\$ 631,101.87	\$ 415,050.13
Southborough	\$ 10,453.32				\$ 40,160.00		\$ 40,160.00	
Southbridge			\$ 751.23		\$ 69,699.00		\$ 69,699.00	
Southeastern Mass RECC	\$ 55,758.98	\$ 9,797.30		\$ 2,048.08	\$ 597,212.00	\$ 1,248,063.00	\$ 1,845,275.00	\$ 3,285,005.94
Spencer	\$ 5,810.00				\$ 54,636.00		\$ 54,636.00	\$ 74,999.50
Springfield	\$ 80,094.25			\$ 6,799.94	\$ 1,117,816.00		\$ 1,117,816.00	
Sterling					\$ 30,255.36		\$ 30,255.36	
Stoneham	\$ 62,463.40		\$ 25,000.00		\$ 111,825.90		\$ 111,825.90	
Stow	\$ 17,530.67				\$ 31,689.00		\$ 31,689.00	
Sturbridge	\$ 1,180.60				\$ 13,515.51		\$ 13,515.51	
Sutton	\$ 4,344.74		\$ 2,585.90		\$ 31,862.10		\$ 31,862.10	
Swansea	\$ 7,980.00		\$ 26,302.00		\$ 59,385.00		\$ 59,385.00	
Taunton	\$ 76,198.10				\$ 234,847.00		\$ 234,847.00	
Templeton					\$ 54,714.00	\$ 135,118.00	\$ 189,832.00	
Truro	\$ 6,364.68		\$ 6,500.00		\$ 40,272.53		\$ 40,272.53	
Tyngsboro	\$ 4,500.78				\$ 55,372.00		\$ 55,372.00	
Upton	\$ 8,767.78		\$ 2,000.00		\$ 75,464.00	\$ 196,602.60	\$ 272,066.60	\$ 419,254.13
Uxbridge	\$ 3,861.14		\$ 2,277.00		\$ 67,889.77		\$ 67,889.77	
Wachusett (Holden)	\$ 32,500.50		\$ 29,135.05		\$ 202,106.00	\$ 569,635.80	\$ 771,741.80	\$ 257,206.75
Wakefield	\$ 60,513.07		\$ 18,000.00		\$ 88,746.98		\$ 88,746.98	
Walpole	\$ 33,377.71				\$ 80,779.00		\$ 80,779.00	
Waltham	\$ 57,256.59		\$ 12,150.17		\$ 271,609.18		\$ 271,609.18	
Wareham			\$ 2,295.51	\$ 837.97	\$ 103,600.08		\$ 103,600.08	
Watertown	\$ 12,762.52		\$ 18,000.00		\$ 112,232.45		\$ 112,232.45	
Wayland	\$ 8,403.47				\$ 45,413.00		\$ 45,413.00	
Wellesley	\$ 16,412.33				\$ 127,770.00		\$ 127,770.00	
West Bridgewater	\$ 21,624.63				\$ 39,895.12		\$ 39,895.12	
West Newbury	\$ 4,346.48				\$ 23,599.84		\$ 23,599.84	
West Springfield	\$ 77,080.75				\$ 188,686.00		\$ 188,686.00	
Westboro					\$ 77,476.00		\$ 77,476.00	
Westcomm	\$ 48,616.79	\$ 5,062.85		\$ 1,882.83	\$ 1,046,868.00	\$ 2,132,112.57	\$ 3,178,980.57	\$ 2,022,779.00
Westfield	\$ 13,262.90		\$ 2,888.00	\$ 1,751.59	\$ 302,793.00	\$ 666,406.98	\$ 969,199.98	\$ 100,000.00
Westford	\$ 8,484.45		\$ 907.92		\$ 83,046.00		\$ 83,046.00	
Weston	\$ 7,594.33				\$ 67,410.00		\$ 67,410.00	
Westport	\$ 3,550.99				\$ 54,528.00		\$ 54,528.00	
Westwood	\$ 9,662.03	\$ 9,771.14		\$ 2,024.89	\$ 54,492.94		\$ 54,492.94	
Weymouth	\$ 17,509.90				\$ 282,496.00		\$ 282,496.00	
Wilbraham	\$ 7,022.61		\$ 3,759.60	\$ 2,992.68	\$ 193,813.00	\$ 479,443.25	\$ 673,256.25	\$ 2,754,831.99
Williamstown					\$ 38,392.00		\$ 38,392.00	
Winchendon	\$ 14,082.21				\$ 68,417.00	\$ 97,369.79	\$ 165,786.79	
Winchester	\$ 15,716.40				\$ 65,701.13		\$ 65,701.13	
Woburn	\$ 83,677.48		\$ 115,000.00		\$ 153,170.00		\$ 153,170.00	
Worcester	\$ 58,284.26				\$ 1,514,567.00	\$ 1,484,789.24	\$ 2,999,356.24	\$ 667,776.80
Yarmouth	\$ 44,418.88				\$ 182,075.60		\$ 182,075.60	
							\$ -	
Grand Total	\$ 5,312,784.19	\$ 32,515.25	\$ 1,328,927.87	\$ 58,911.51	\$ 37,020,015.48	\$ 24,172,841.71	\$ 61,192,857.19	\$ 33,098,018.67

FY 2025 Grant Expenditures								
AWARD RECIPIENT	Training Grant	Scholarship	EMD/Regulatory Compliance Grant	TERT	Support Grant	Incentive Grant	TOTAL Support & Incentive	Development Grant
Wireless State Police	FY 2025		\$ 3,225,979.05					