



**The Commonwealth of Massachusetts**  
**Executive Office of Public Safety and Security**  
**One Ashburton Place, Room 2133**  
**Boston, Massachusetts 02108**

Tel: (617) 727-7775  
TTY Tel: (617) 727-6618  
Fax: (617) 727-4764  
[www.mass.gov/eops](http://www.mass.gov/eops)

**CHARLES D. BAKER**  
Governor

**KARYN E. POLITO**  
Lt. Governor

**DANIEL BENNETT**  
Secretary

February 13, 2018

Dear Municipal Chief Executive:

This letter is to provide you with advance notice of new requirements for funding under the State 911 Department's Support and Incentive Grants. This funding is important because it supports either your own 911 call center or a regional emergency communications center of which you are member. Compliance with these requirements is expected for Fiscal Year 2019 and will be required for Fiscal Year 2020.

Last year the State 911 Department completed the statewide deployment of a Next Generation 9-1-1 (NG9-1-1) system. The new system:

- Substantially improves handling of 9-1-1 calls made from cell phones.
- Supports texts and, eventually, multi-media communication.
- Enables quicker verification of call location, reducing response time.

The NG9-1-1 system relies on property parcel-based mapping of call center response areas combined with structure-level mapping of individual address locations to route calls to the correct responding agency. It also dramatically improves the map information available to dispatchers, enabling them to more effectively support emergency responders and citizens.

As part of the NG9-1-1 deployment by the State 911 Department, over the past seven years, the MassGIS office in the Executive Office of Technology and Security Services has spent over \$4,000,000 on mapping used by NG9-1-1. This funding was for standardizing municipal parcel mapping while also ensuring it still met municipal needs for tax assessment purposes. The parcel mapping was essential for mapping call center response areas and for mapping address locations. Tracking by MassGIS shows that all communities in the Commonwealth are able to provide updated standardized parcel mapping.

Keeping the response areas and the address point locations up-to-date is essential to the NG9-1-1 System's successful operation. The importance of up-to-date mapping for the NG9-1-1 System cannot be understated. Our 9-1-1 call takers and first responders depend on this system and its advanced mapping tools to respond to and deliver emergency services to all our Commonwealth's residents and visitors. Since the deployment of the NG9-1-1 system we have heard from numerous communities as to the quality and effectiveness of this mapping service and its positive impact to delivering 9-1-1 services.

MassGIS' ability to complete these updates relies on updated information from municipalities. Failure to update this address and parcel data by communities compromises public safety.

Accordingly, to help ensure that this most important goal is met, the State 911 Department will recommend to the State 911 Commission at an upcoming meeting to adopt grant guidelines that will require all municipalities that benefit from 9-1-1 services and/or receive grant funding from the State 911 Department program to comply with these data reporting requirements. The State 911 Department also will recommend that failure to comply with this requirement will result in a community being prohibited from receiving 9-1-1 grant funds beginning in Fiscal Year 2020.

The reporting requirements are as follows:

1. Municipalities must have provided MassGIS with updated standardized parcel mapping in the calendar year prior to the application, or, if they did not update their parcel mapping in the prior calendar year, communities must have provided a standardized extract from their assessor's database current as of January 1 of the calendar year of the grant application.
2. Municipalities must have provided MassGIS with timely notification of all new or changed addresses from the municipality or notice that there have been no new or changed addresses. It is in a community's best interest if MassGIS receives these updates whenever they are published. At a minimum, MassGIS must be notified twice a year by the addressing authority of all new or changed addresses, or if there are no address changes in a community, MassGIS must be so notified. Options available for providing MassGIS with address updates include written notification, email, filling out a web form and using a phone/tablet application. Further information on these options is available at <http://tinyurl.com/ybc4ldxq>.

Thank you,



Daniel Bennett, Secretary  
Executive Office of Public Safety and Security



Mark E. Nunnally, Secretary  
Executive Office of Technology Services and Security

cc: Frank Pozniak, Executive Director, State 911 Department