



Federal Communications Commission
Washington, D.C. 20554

Approved by OMB
3060-1122
Expires: March 31, 2018
Estimated time per response: 10-55
hours

Annual Collection of Information

Related to the Collection and Use of 911 and E911 Fees by States and Other Jurisdictions

Pursuant to OMB authorization 3060-1122 , the FCC’s Public Safety and Homeland Security Bureau seeks the following specific information in order to fulfill the Commission’s obligations under Section 6(f)(2) of the NET 911 Act:

A. Filing Information

1. Name of State or Jurisdiction

State or Jurisdiction
Massachusetts

2. Name, Title and Organization of Individual Filing Report

Name	Title	Organization
Frank Pozniak	Executive Director	State 911 Department



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B. Overview of State or Jurisdiction 911 System

1. Please provide the total number of active Public Safety Answering Points (PSAPs) in your state or jurisdiction that receive funding derived from the collection of 911/E911 fees during the annual period ending December 31, 2016:

PSAP Type ¹	Total
Primary	241
Secondary	72
Total	313

2. Please provide the total number of active telecommunicators² in your state or jurisdiction that were funded through the collection of 911 and E911 fees during the annual period ending December 31, 2016:

Number of Active Telecommunicators	Total
Full-Time	Approximately 5,000
Part-time	Unknown (The number of part-time active telecommunicators is included in the above number. The State 911 Department does not track full-time and part-time separately).

¹ A Primary PSAP is one to which 911 calls are routed directly from the 911 Control office. A secondary PSAP is one to which 911 calls are transferred from a Primary PSAP. See National Emergency Number Association, Master Glossary of 9-1-1 Terminology (*Master Glossary*), July 29, 2014, at 118, 126, available at https://c.ymcdn.com/sites/www.nena.org/resource/resmgr/Standards/NENA-ADM-000.18-2014_2014072.pdf.

² A telecommunicator, also known as a call taker or a dispatcher, is a person employed by a PSAP who is qualified to answer incoming emergency telephone calls and/or who provides for the appropriate emergency response either directly or through communication with the appropriate PSAP. See *Master Glossary* at 137.



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3. For the annual period ending December 31, 2016, please provide an estimate of the total cost to provide 911/E911 service in your state or jurisdiction.

Amount (\$)	<p>The estimated amount (based upon the amount contracted for Fiscal Year 2016) to provide E911 service is: \$28,694,312</p> <p>This estimated amount includes the costs associated with the legacy E911 service provider contracts, MassGIS, and the mobile PSAP. This estimated amount does not include costs associated with Next Generation 911, grant programs, training programs, disability access programs, public education, administrative costs, or other costs for the administration and programs of the State 911 Department.</p>
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3a. If an amount cannot be provided, please explain why.

4. Please provide the total number of 911 calls your state or jurisdiction received during the period January 1, 2016 to December 31, 2016.

Type of Service	Total 911 Calls
Wireline	2,867,145
Wireless	824,603
VoIP	See above
Other	See above
Total	3,691,748



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C. Description of Authority Enabling Establishment of 911/E911 Funding Mechanisms

1. Has your State, or any political subdivision, Indian tribe, village or regional corporation therein as defined by Section 6(f)(1) of the NET 911 Act, established a funding mechanism designated for or imposed for the purposes of 911 or E911 support or implementation (please include a citation to the legal authority for such mechanism)? *Check one.*

- Yes
- No

1a. If YES, provide a citation to the legal authority for such a mechanism.

Massachusetts General Laws (“M.G.L.”) Chapter 6A, Section 18H(a) imposes a surcharge on each subscriber or end user whose communication services are capable of accessing and utilizing an enhanced 911 system. M.G.L. Chapter 6A, Section 18H(d) states as follows: “The surcharge revenues shall be expended for the administration and programs of the [State 911] department including, but not limited to, salaries, enhanced 911 training programs, enhanced 911 public education programs, the creation of PSAP customer premises equipment for, and maintenance of, primary and regional PSAPs, the programs mandated by section 18B and sections 14A and 15E of chapter 166, and for the implementation and administration of enhanced 911 service in the commonwealth.”

1b. If YES, during the annual period January 1, 2016 to December 31, 2016, did your state or jurisdiction amend, enlarge, or in any way alter the funding mechanism.

No. (The funding mechanism was not altered. However, the Enhanced 911 Surcharge was adjusted from \$1.25 to \$1.00, effective July 1, 2016.)



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2. Which of the following best describes the type of authority arrangement for the collection of 911/E911 fees? Check one.

- The State collects the fees X
- A Local Authority collects the fees
- A hybrid approach where two or more governing bodies
(e.g., state and local authority) collect the fees

3. Describe how the funds collected are made available to localities.

Funds collected are made available to communities in Massachusetts for network, database and CPE; PSAP personnel; PSAP facilities; PSAP CAD and technology; dispatcher training; and PSAP supplies. These funds are made available to the communities by the State 911 Department directly purchasing, installing and maintaining enhanced 911 customer premises equipment used by communities at local and regional PSAPs, provisioning of training services, and through the development and administration of grant programs to assist PSAPs and regional emergency communications centers in providing enhanced 911 service and fostering the development of regional PSAPs, regional secondary PSAPs and regional emergency communications centers.

M.G.L. Chapter 6A, Section 18B(f) states as follows: “The [State 911] department shall disburse funds from the Enhanced 911 Fund for prudently-incurred expenses associated with: the lease, purchase, upgrade or modification of primary and regional PSAP customer premises equipment and the maintenance of such equipment; network development, operation and maintenance; database development, operation, and maintenance; training of 911 telecommunicators regarding the receipt and use of enhanced 911 service information; education of consumers regarding the operation, limitation, role and responsible use of enhanced 911 service; grants associated with enhanced 911 service as set forth in subsection (i) and any other grant approved by the [State 911] department associated with providing enhanced 911 service in the commonwealth; the recurring and nonrecurring costs of communication services providers in providing enhanced 911 service in the commonwealth to the extent required by federal or Massachusetts law or regulation or federal or Massachusetts agency decision or order; and other expenses incurred by the [State 911] department in administering and operating the enhanced 911 system in the commonwealth.” The State 911 Department has established written guidelines for all grants administered under the authority of M.G.L. Chapter 6A, Section 18B (i) that allow communities to apply directly to the State 911 Department to receive grant funding for 911 related activities specified in that section. These Grant Guidelines are available on the State 911 Department’s website at www.mass.gov/e911.



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D. Description of State or Jurisdictional Authority That Determines How 911/E911 Fees are Spent

1. Indicate which entities in your state have the authority to approve the expenditure of funds collected for 911 or E911 purposes.		
Jurisdiction	Authority to Approve Expenditure of Funds (Check one)	
	Yes	No
State	X	<input type="checkbox"/>
Local (e.g., county, city, municipality)	<input type="checkbox"/>	X
1b. Please briefly describe any limitations on the approval authority per jurisdiction (e.g., limited to fees collected by the entity, limited to wireline or wireless service, etc.)		
The State 911 Department, the Massachusetts State 911 Commission ("Commission"), and the Department of Telecommunications and Cable are the entities that have the authority to approve the expenditure of funds collected for 911 or E911 purposes within Massachusetts.		

2. Has your state established a funding mechanism that mandates *how* collected funds can be used? Check one.

- Yes **X**
- No

2a. If you checked YES, provide a legal citation to the funding mechanism of any such criteria.

M.G.L. Chapter 6A, Section 18B(f).

2b. If you checked NO, describe how your state or jurisdiction decides how collected funds can be used.



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E. Description of Uses of Collected 911/E911 Fees

- 1. Provide a statement identifying with specificity all activities, programs, and organizations for whose benefit your state, or political subdivision thereof, has obligated or expended funds collected for 911 or E911 purposes and how these activities, programs, and organizations support 911 and E911 services or enhancements of such services.**

Funds collected are made available to communities in Massachusetts for network, database and CPE; PSAP personnel; PSAP facilities; PSAP CAD and technology; dispatcher training; and PSAP supplies. These funds are made available to the communities by the State 911 Department directly purchasing, installing and maintaining enhanced 911 customer premises equipment used by communities at local and regional PSAPs and through the development, provisioning of training services, and administration of grant programs to assist PSAPs and regional emergency communications centers in providing enhanced 911 service and fostering the development of regional PSAPs, regional secondary PSAPs and regional emergency communications centers.

M.G.L. Chapter 6A, Section 18B(f) states as follows: “The [State 911] department shall disburse funds from the Enhanced 911 Fund for prudently-incurred expenses associated with: the lease, purchase, upgrade or modification of primary and regional PSAP customer premises equipment and the maintenance of such equipment; network development, operation and maintenance; database development, operation, and maintenance; training of 911 telecommunicators regarding the receipt and use of enhanced 911 service information; education of consumers regarding the operation, limitation, role and responsible use of enhanced 911 service; grants associated with enhanced 911 service as set forth in subsection (i) and any other grant approved by the [State 911] department associated with providing enhanced 911 service in the commonwealth; the recurring and nonrecurring costs of communication services providers in providing enhanced 911 service in the commonwealth to the extent required by federal or Massachusetts law or regulation or federal or Massachusetts agency decision or order; and other expenses incurred by the [State 911] department in administering and operating the enhanced 911 system in the commonwealth.” The State 911 Department has established written guidelines for all grants administered under the authority of M.G.L. Chapter 6A, Section 18B (i) that allow communities to apply directly to the State 911 Department to receive grant funding for 911 related activities specified in that section. These Grant Guidelines are available on the State 911 Department’s website at www.mass.gov/e911.



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2. Please identify the allowed uses of the collected funds. Check all that apply.			
Type of Cost		Yes	No
Operating Costs	Lease, purchase, maintenance of customer premises equipment (CPE) (hardware and software)	X	<input type="checkbox"/>
	Lease, purchase, maintenance of computer aided dispatch (CAD) equipment (hardware and software)	X	<input type="checkbox"/>
	Lease, purchase, maintenance of building/facility	X	<input type="checkbox"/>
Personnel Costs	Telecommunicators' Salaries	X	<input type="checkbox"/>
	Training of Telecommunicators	X	<input type="checkbox"/>
Administrative Costs	Program Administration	X	<input type="checkbox"/>
	Travel Expenses	X	<input type="checkbox"/>
Dispatch Costs	Reimbursement to other law enforcement entities providing dispatch	X	<input type="checkbox"/>
	Lease, purchase, maintenance of Radio Dispatch Networks	X	<input type="checkbox"/>
Grant Programs		X If YES, see 2a.	<input type="checkbox"/>
2a. During the annual period ending December 31, 2016, describe the grants that your state paid for through the use of collected 911/E911 fees and the purpose of the grant.			
The State 911 Department has developed and administers grant programs to assist PSAPs and regional emergency communication centers, or RECCs, in providing enhanced 911 service and to foster the development of regional PSAPs, regional secondary PSAPs, and RECCs. M.G.L. Chapter 6A, Section 18B(i) requires that the State 911 Department fund the following grant programs: the PSAP and Regional			



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Emergency Communications Center Training Grant (“Training Grant”); the PSAP and Regional Emergency Communication Center Support Grant (“Support Grant”); the Regional PSAP and Regional Emergency Communication Center Incentive Grant (“Incentive Grant”); the Wireless State Police PSAP Grant; and the Regional and Regional Secondary PSAP and Regional Emergency Communications Center Development Grant (“Development Grant”). See MG.L. Chapter 6A, Sections 18B(i)(1)-(5). The statute also permits the State 911 Department to introduce new grants associated with providing enhanced 911 service in the Commonwealth. See MG.L. Chapter 6A, Section 18B(f). As permitted by the statute, in 2011, the State 911 Department introduced a new grant, the Emergency Medical Dispatch (“EMD”) Grant. The statute provides that the State 911 Commission shall approve all formulas, percentages, guidelines, or other mechanisms used to distribute these grants. See M.G.L. Chapter 6A, Section 18B(a). The eligibility requirements, purpose, use of funding, including categories of use of funds, application process, grant review and selection process, and grant reimbursement process for each of these grants are set forth in the Grant Guidelines that are approved by the State 911 Commission. These Grant Guidelines are available on the State 911 Department website at www.mass.gov/e911.

F. Description of 911/E911 Fees Collected

1. Please describe the amount of the fees or charges imposed for the implementation and support of 911 and E911 services. Please distinguish between state and local fees for each service type.		
Service Type	Fee/Charge Imposed	Jurisdiction Receiving Remittance (e.g., state, county, local authority, or a combination)
Wireline	\$1.25 per month effective July 1, 2015. \$1.00 per month effective July 1, 2016.	State
Wireless	\$1.25 per month effective July 1, 2015. \$1.00 per month effective July 1, 2016.	State
Prepaid Wireless	\$1.25 per month effective July 1, 2015. \$1.00 per month effective July 1, 2016.	State
Voice Over Internet	\$1.25 per month	State



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Protocol (VoIP)	effective July 1, 2015. \$1.00 per month effective July 1, 2016.	
Other		

2. For the annual period ending December 31, 2016, please report the total amount collected pursuant to the assessed fees or charges described in Question F 1.

Service Type	Total Amount Collected (\$)
Wireline	\$14,294,139
Wireless	\$55,040,600
Prepaid Wireless	\$23,509,312
Voice Over Internet Protocol (VoIP)	\$25,039,848
Other	
Total	\$117,883,898

2a. If an amount cannot be provided, please explain why.

3. Please identify any other sources of 911/E911 funding.

None.

Question	Yes	No
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4. For the annual period ending December 31, 2016, were any 911/E911 fees that were collected by your state or jurisdiction combined with any federal, state or local funds, grants, special collections, or general budget appropriations that were designated to support 911/E911/NG911 services? <i>Check one.</i>	<input type="checkbox"/>	X
4a. If YES, please describe the federal, state or local funds and amounts that were combined with 911/E911 fees.		



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5. Please provide an estimate of the proportional contribution from each funding source towards the total cost to support 911 in your state or jurisdiction.	Percent
State 911 Fees	100%
Local 911 Fees	
General Fund - State	
General Fund - County	
Federal Grants	
State Grants	



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G. Description of Diversion or Transfer of 911/E911 Fees for Other Uses

Question		Yes	No
1. In the annual period ending December 31, 2016, were funds collected for 911 or E911 purposes in your state or jurisdiction made available or used solely for the purposes designated by the funding mechanism? Check one.		X	<input type="checkbox"/>
1a. If NO, please identify what amount of funds collected for 911 or E911 purposes were made available or used for any purposes other than the ones designated by the funding mechanism or used for purposes otherwise unrelated to 911 or E911 implementation or support, including any funds transferred, loaned, or otherwise used for the state's general fund. Along with identifying the amount, please include a statement identifying the non-related purposes for which the collected 911 or E911 funds were made available or used.			
Amount of Funds (\$)	Identify the non-related purpose(s) for which the 911/E911 funds were used. (Add lines as necessary)		



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H. Oversight and Auditing of Collection and Use of 911/E911 Fees

Question	Yes	No
1. Has your state established any oversight or auditing mechanisms or procedures to determine whether collected funds have been made available or used for the purposes designated by the funding mechanism or otherwise used to implement or support 911? <i>Check one.</i>	X	<input type="checkbox"/>
1a. If YES, provide a description of the mechanisms or procedures and any enforcement or other corrective actions undertaken in connection with such auditing authority, for the annual period ending December 31, 2016. (Enter "None" if no actions were taken.)		

Question	Yes	No
2. Does your state have the authority to audit service providers to ensure that the amount of 911/E911 fees collected from subscribers matches the service provider's number of subscribers? <i>Check one.</i>	<input type="checkbox"/>	X*
2a. If YES, provide a description of any auditing or enforcement or other corrective actions undertaken in connection with such auditing authority, for the annual period ending December 31, 2016. (Enter "None" if no actions were taken.)		
None.		
*Pursuant to M.G.L. Chapter 6A, Section 18E, "The attorney general may, at the request of the [State 911] department or on the attorney general's own initiative, institute civil proceedings against . . . any . . . communication services provider, to enforce sections 18A to 18J, inclusive."		



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I. Description of Next Generation 911 Services and Expenditures

Question	Yes	No
1. Does your state or jurisdiction classify expenditures on Next Generation 911 as within the scope of permissible expenditures of funds for 911 or E911 purposes? Check one.	X	<input type="checkbox"/>
1a. If YES, in the space below, please cite any specific legal authority:		
<p>The Commonwealth of Massachusetts classifies expenditures on Next 911 Generation as within the scope of permissible expenditures of funds for 911 or E911 purposes. M.G.L. Chapter 6A, Section 18A defines “Next generation 911” as “an enhanced 911 system that incorporates the handling of all 911 calls and messages, including those using IP-enabled services or other advanced communications technologies in the infrastructure of the 911 system itself.” M.G.L. Chapter 6A, Section 18B(h) states, in part, as follows: “The [State 911] department shall review and assess new communications technologies that may include, but are not limited to, wireless, video, broadband, and IP-based applications that may serve as the next generation 911 technology platforms, consistent with FCC decisions and federal law.” M.G.L. Chapter 6A, Section 18D(c) provides, in part, as follows: “The [State 911] department shall develop and maintain a statewide plan for the implementation and maintenance of enhanced 911 service consistent with federal law and regulation, including next generation 911 and IP-enabled 911 services and, if the technological and operational capability and financial feasibility exists, the routing of 911 wireless calls to primary and regional PSAPs.”</p>		

Question	Yes	No
2. In the annual period ending December 31, 2016, has your state or jurisdiction expended funds on Next Generation 911 programs? Check one.	X	<input type="checkbox"/>
2a. If YES, in the space below, please enter the dollar amount that has been expended.		
Amount (\$)	\$5,426,445	



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3. For the annual period ending December 31, 2016, please describe the type and number of NG911 Emergency Service IP Network(s) (ESInets) that operated within your state.					
Type of ESInet	Yes	No	If Yes, Enter Total PSAPs Operating on the ESInet	If Yes, does the type of ESInet interconnect with other state, regional or local ESInets?	
				Yes	No
a. A single, state-wide ESInet	<input type="checkbox"/>	X		<input type="checkbox"/>	<input type="checkbox"/>
b. Local (e.g., county) ESInet	<input type="checkbox"/>	X		<input type="checkbox"/>	<input type="checkbox"/>
c. Regional ESInets	<input type="checkbox"/>	X	[If more than one Regional ESInet is in operation, in the space below, provide the total PSAPs operating on each ESInet]	<input type="checkbox"/>	<input type="checkbox"/>
Name of Regional ESInet:				<input type="checkbox"/>	<input type="checkbox"/>
Name of Regional ESInet:				<input type="checkbox"/>	<input type="checkbox"/>



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4. Please provide a description of any NG911 projects completed or underway during the annual period ending December 31, 2016.

On August 4, 2014, the Department entered into a contract with General Dynamics Information Technology, Inc. to provide a comprehensive, end-to-end, fully featured, standards-based Next Generation 911 system to replace the current enhanced 911 system. During the annual period ending December 31, 2016, significant testing, training, data center testing and installations, training center installations, PSAP pilot deployments, installation of circuits, PSAP deployments, integration of digital logging recorders, and other activities were undertaken.

Question	Total PSAPs Accepting Texts
5. During the annual period ending December 31, 2016, how many PSAPs within your state implemented text-to-911 and are accepting texts?	None.
Question	Estimated Number of PSAPs that will Become Text Capable
6. In the next annual period ending December 31, 2017, how many PSAPs do you anticipate will become text capable?	The State 911 Department anticipates that the Commonwealth of Massachusetts will have two PSAPs that will accept text-to-911 during the annual the period ending December 31, 2017, and that the Commonwealth of Massachusetts will migrate to an i3 text-to-911 solution in which all PSAPs will become text capable in the future.



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J. Description of Cybersecurity Expenditures

Question	Check the appropriate box		If Yes, Amount Expended (\$)
1. During the annual period ending December 31, 2016, did your state expend funds on cybersecurity programs for PSAPs?	Yes <input type="checkbox"/>	No X	

Question	Total PSAPs
2. During the annual period ending December 31, 2016, how many PSAPs in your state either implemented a cybersecurity program or participated in a regional or state-run cybersecurity program?	Unknown.

Question	Yes	No	Unknown
3. Does your state or jurisdiction adhere to the National Institute of Standards and Technology <i>Framework for Improving Critical Infrastructure Cybersecurity</i> (February 2014) for networks supporting one or more PSAPs in your state or jurisdiction?	<input type="checkbox"/>	<input type="checkbox"/>	X



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K. Measuring Effective Utilization of 911/E911 Fees

- 1. Please provide an assessment of the effects achieved from the expenditure of state 911/E911 or NG911 funds, including any criteria your state or jurisdiction uses to measure the effectiveness of the use of 911/E911 fees and charges. If your state conducts annual or other periodic assessments, please provide an electronic copy (*e.g.*, Word, PDF) of the latest such report upon submission of this questionnaire to the FCC or provide links to online versions of such reports in the space below.**

Pursuant to M.G.L. Chapter 6A, Section 18B(j), “the [State 911] department shall file a written annual report with the governor and shall file a copy thereof with the state secretary, the clerks of the house of representatives and the senate who shall forward such report to the joint committee on public safety and homeland security and the house and senate ways and means committees. The [State 911] department shall review and monitor the expenditures incurred under the grant programs established in this section to ensure compliance with grant guidelines. The [State 911] department shall include a reporting of grant expenditures by municipality in the written annual report. Not later than June 30, every 3 years, the [State 911] department shall prepare a report documenting the expenditures of each recipient of funds from surcharge revenues to ensure compliance with applicable statutes and regulations. In addition, pursuant to M.G.L. Chapter 6A, Section 18H(b), the State 911 Department is required to report annually to the department of telecommunications and cable on the financial condition of the Enhanced 911 Fund and on the department’s assessment of new developments affecting the enhanced 911 system.” Additional information is available on the State 911 Department’s website at www.mass.gov/e911.