



STATE OF MAINE
PUBLIC UTILITIES COMMISSION

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ADMINISTRATIVE DIRECTOR

July 22, 2015

Mr. Timothy May
Public Safety and Homeland Security Bureau
Federal Communications Commission
Washington, D.C. 20554

Re: Annual Information Collection As Mandated by the New and Emerging Technologies 911 Improvement Act
of 2008 (NET911 Act) due July 31, 2015

Dear Mr. May:

Please find attached the responses from the State of Maine in compliance with the NET 911 Act for the annual
period ending December 31, 2014.

Sincerely,

Harry Lanphear
Administrative Director

Attached: Maine NET 911 Act Questionnaire

Cc: Maria P. Jacques, ENP, Director, ESCB



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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
State of Maine

2. Name, Title and Organization of Individual Filing Report

Name	Title	Organization
Harry Lanphear	Administrator	Public Utilities Commission (PUC)

Prepared by:

Maria P. Jacques, ENP, Director, Emergency Services Communication Bureau, PUC



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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, 2014:

PSAP Type ¹	Total
Primary	26
Secondary	
Total	26

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, 2014:

Number of Active Telecommunicators	Total
Full-Time	0
Part-time	0

3. For the annual period ending December 31, 2014, please provide an estimate of the total cost to provide 911/E911 service in your state or jurisdiction.

Amount	\$10,253,498
(\$)	State Share Only

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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3a. If an amount cannot be provided, please explain why.

The State of Maine provides for a statewide 911 system. The cost above is limited to the services we provide. We do not collect information on the local costs of PSAPs not funded through the 911 surcharge.

4. Please provide the total number of 911 calls your state or jurisdiction received during the period January 1, 2014 to December 31, 2014.

Type of Service	Total 911 Calls
Wireline	184,681
Wireless	417,648
VoIP	44,464
Other (Text)	107
Total	646,900

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.

The State of Maine imposes a surcharge at the state level for E911 support and implementation. The law governing the collection of Surcharge is MRSA Title 25 Chapter 352 Section 2927.
<http://www.mainelegislature.org/legis/statutes/25/title25sec2927.html>



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1b. If yes, during the annual period January 1 - December 31, 2014, did your state or jurisdiction amend, enlarge, or in any way alter the funding mechanism.

No

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
- 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.

The Emergency Services Communication Bureau was established to implement and manage E911 for the State of Maine. Funds are not made available to localities as they are used solely to support a statewide system. See MRSA Title 25 Chapter 352 Section 2926



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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	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Local (e.g., county, city, municipality)	<input type="checkbox"/>	<input checked="" type="checkbox"/>
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.)		

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

- Yes
- No

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

The Emergency Services Communication Bureau within the Public Utilities Commission has the authority to approve the expenditures of funds collected for 911 purposes. (MRSA Title 25 Chapter 352 Section 2927) The Chapter identifies certain programs that the surcharge will support.

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



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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.**

The State of Maine has a statewide 911 system. In 2014 the system was upgraded to an end-to end NG911 system. The Emergency Services Communication Bureau administers the program, which includes a contract for E911 Services. This contract provides for a single NG911 system that serves every municipality and Indian Reservation in the state. It includes all network and database services, customer premise equipment at each of the 26 municipal, state or county Public Safety Answering Points (PSAPs), and 24 x 7 support and maintenance. There is no funding that flows through to the PSAPs or to municipalities, counties or state agencies for other purposes.

For calendar year 2014, funds were expended for the following activities:

- Administrative expenses of the Emergency Services Communication Bureau
- Statewide Contract for E911 Services
- Statewide Contract for NG911 Services
- Quality Assurance Program
- Community Addressing and Mapping Support
- Training for E911 Call Takers and Dispatchers including topics such as NG911 software certification and Basic Dispatcher
- Emergency Medical Dispatch training and administrative costs
- Reimbursement of telephone companies for ALI data base provisioning



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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)	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	Lease, purchase, maintenance of computer aided dispatch (CAD) equipment (hardware and software)	<input type="checkbox"/>	<input checked="" type="checkbox"/>
	Lease, purchase, maintenance of building/facility	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Personnel Costs	Telecommunicators' Salaries	<input type="checkbox"/>	<input checked="" type="checkbox"/>
	Training of Telecommunicators	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Administrative Costs	Program Administration	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	Travel Expenses	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Dispatch Costs	Reimbursement to other law enforcement entities providing dispatch	<input type="checkbox"/>	<input checked="" type="checkbox"/>
	Lease, purchase, maintenance of Radio Dispatch Networks	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Grant Programs		<input type="checkbox"/> If Yes, see 2a.	<input checked="" type="checkbox"/>
2a. During the annual period ending December 31, 2014, describe the grants that your state paid for through the use of collected 911/E911 fees and the purpose of the grant.			



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E. 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	0.45 cents	State
Wireless	0.45 cents	State
Prepaid Wireless	0.45 cents	State
Voice Over Internet Protocol (VoIP)	0.45 cents	State
Other		

2. For the annual period ending December 31, 2014, please report the total amount collected pursuant to the assessed fees or charges described in Question F 1.

Service Type	Total Amount Collected (\$)
Wireline	\$2,068,738 (estimated) ¹
Wireless	\$4,304,298 (estimated) ¹
Prepaid Wireless	\$982,520
Voice Over Internet Protocol	\$975,945 (estimated) ¹
Other (Interest)	\$8,650



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Total	\$8,340,150
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2a. If an amount cannot be provided, please explain why.

¹The State of Maine tracks the remittance of surcharge based on the month due, not the month submitted. A percentage of overall remittance was calculated for each service type to provide the amounts in question 2.

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

General Fund Appropriation

Question	Yes	No
<p>4. For the annual period ending December 31, 2014, 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? Check one.</p>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<p>4a. If Yes, please describe the federal, state or local funds and amounts that were combined with 911/E911 fees.</p>		
<p>General Fund Appropriation for implementation of NG911</p>		



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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	70 percent
Local 911 Fees	
General Fund - State	30 percent
General Fund - County	
Federal Grants	
State Grants	



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

Question		Yes	No
1. In the annual period ending December 31, 2014, were funds collected for 911 or E911 purposes in your state or jurisdiction made available or used solely for purposes designated by the funding mechanism identified in Question 5? Check one.		<input checked="" type="checkbox"/>	<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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G. 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? Check one.	<input checked="" type="checkbox"/>	<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, 2014. (Enter "None" if no actions were taken.)		
<p>The Emergency Services Communication Bureau reports to the Maine Legislature's Joint committee on Energy, Utilities and Technology annually on planned expenditures for the coming year and expenditures for the previous year. (MRSA Title 25 Chapter 352 Section 2927.)</p>		

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? Check one.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
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, 2014. (Enter "None" if no actions were taken.)		
<p>None</p>		



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H. 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.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
1a. If yes, in the space below, please cite any specific legal authority:		
<p>The State of Maine expanded the definition of Enhanced 911 to include Internet protocol enabled services. (See MSRA Chapter 25 Section 2921 http://www.mainelegislature.org/legis/statutes/25/title25sec2921.html.) It also gave the Emergency Services Communication Bureau the authority to deploy and manage Internet protocol enabled services. (See MRSA Chapter 25 Section 2926 http://www.mainelegislature.org/legis/statutes/25/title25sec2926.html).</p> <p>It then gave permission to use E911 surcharge for the deployment and management of Internet protocol enabled services. (See MRSA Chapter 25 Section 2927 http://www.mainelegislature.org/legis/statutes/25/title25sec2927.html.)</p>		

Question	Yes	No
2. In the annual period ending December 31, 2014, has your state or jurisdiction expended funds on Next Generation 911 programs? Check one.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
2a. If yes, in the space below, please enter the dollar amount that has been expended.		
Amount (\$) 	\$6,418,849 (estimated).	



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3. For the annual period ending December 31, 2014, 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 checked="" type="checkbox"/>	<input type="checkbox"/>	26	<input type="checkbox"/>	<input checked="" type="checkbox"/>
b. Local (e.g., county) ESInet	<input type="checkbox"/>	<input checked="" type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>
c. Regional ESInets	<input type="checkbox"/>	<input checked="" type="checkbox"/>	[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, 2014.

A contract was executed with FairPoint Communications in March 2013 for NG911 services to transition Maine’s aging E911 system to a modern standards-based system capable of handling new communication. The process required the legacy E911 system and the NG911 system to operate simultaneously until all PSAPs were on the NG911 network. The first PSAP was transitioned in March 2014. An aggressive implementation schedule resulted in all 26 PSAPs being successfully cutover to the new system by July 23, 2014. This completed one of the nation’s first statewide end-to-end NG911 system deployment based on the Detailed Functional and Interface Standards for the National Emergency Number Associations i3 Solution, positioning Maine well for accepting new applications.

Question	Total PSAPs Accepting Texts
5. During the annual period ending December 31, 2014, how many PSAPs within your state implemented text-to-911 and are accepting texts?	2
Question	Estimated Number of PSAPs that will Become Text Capable
6. In the next annual period ending December 31, 2015, how many PSAPs do you anticipate will become text capable?	26



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I. Description of Cybersecurity Expenditures

Question	Check the appropriate box		If Yes, Amount Expended (\$)
1. During the annual period ending December 31, 2014, did your state expend funds on cybersecurity programs for PSAPs?	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>	Unable determined as it is part of the overall services required of the NG911 System Service Provider contract.

Question	Total PSAPs
2. During the annual period ending December 31, 2014, how many PSAPs in your state either implemented a cyber security program or participated in a regional or state-run cyber security program?	26 As required by CJIS for NCIC

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

The NG911 service provider is required by contract to comply at a minimum with the following security standards:

- NENA NG-SEC Document 75-001
- NENA i3 Technical Requirements Document 08-751
- NENA Detailed Function and Interface Standards for NENA (i3) Solution State 3 08-003.



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J. 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.**

All state 911 funds are used to support a statewide 911 system and are not distributed locally. In 2014, the State of Maine completed a statewide, end-to-end NG911 deployment, positioning it well for new technologies as they are developed and tested. The ongoing yearly cost of this system is actually lower than the legacy E911 system it replaced.