



STATE OF MAINE
PUBLIC UTILITIES COMMISSION

Philip L. Bartlett, II
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Harry Lanphear
ADMINISTRATIVE DIRECTOR

April 28, 2021

Ms. Lisa M. Fowlkes, Chief
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 June 30, 2021

Dear Ms. Fowlkes:

Please find attached the responses from the State of Maine in compliance with the NET 911 Act for the annual
period ending December 31, 2020.

Sincerely,

Harry Lanphear
Administrative Director

Attached: Maine NET 911 Act Questionnaire

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



Federal Communications Commission
Washington, D.C. 20554

Approved by OMB
3060-1122
Expires: March 31, 2024
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
Maine

2. Name, Title and Organization of Individual Filing Report

Name	Title	Organization
Harry Lanphear	Administrative Director	Public Utilities Commission

Addendum Section A
The Public Utilities Commission houses the Emergency Services Communication Bureau which is responsible for the statewide 9-1-1 system.

B. Overview of State or Jurisdiction 911 System



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1. Please provide the total number of active Public Safety Answering Points (PSAPs) in your state or jurisdiction that received funding derived from the collection of 911/E911 fees during the annual period ending December 31, 2020:

PSAP Type ¹	Total
Primary	24
Secondary	
Total	24

Addendum Section B1



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, 2020:

Number of Active Telecommunicators	Total
Full Time	0
Part Time	0

Addendum Section B2

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*), Apr. 13, 2018, at 162, available at https://cdn.ymaws.com/www.nena.org/resource/resmgr/standards/NENA-ADM-000.22-2018_FINAL_2.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 192.



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3. For the annual period ending December 31, 2020, please provide an estimate of the total cost to provide 911/E911 service in your state or jurisdiction.

Amount (\$)	\$6,682,152
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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 E911 surcharge.

Addendum Section B3

4. Please provide the total number of 911 calls your state or jurisdiction received during the period January 1, 2020 to December 31, 2020.

Type of Service	Total 911 Calls
Wireline	84,044
Wireless	435,516
VoIP	48,166
Other	905
Total	568631

Addendum Section B4



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Texts to 911 are in OTHER.

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 25 M.R.S. ch. 352, §2927.
<http://www.mainelegislature.org/legis/statutes/25/title25sec2927.html>

1b. If YES, during the annual period January 1, 2020 to December 31, 2020, did your state or jurisdiction amend, enlarge, or in any way alter the funding mechanism.

No

Addendum Section C1

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



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- 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

Addendum Section C2

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 25 M.R.S. ch. 352 §2926.

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 <i>(Check one)</i>	
	Yes	No
State	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Local <i>(e.g., county, city, municipality)</i>	<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.)		



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[Redacted]

Addendum Section D1

[Redacted]

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. (25 M.R.S. ch. 352) 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.

[Redacted]

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.



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The State of Maine has a statewide 911 system. In 2014 the system was upgraded to an end-to end NENA i3 aligned NG911 system. In 2020, the system went through a total refresh. The Emergency Services Communication Bureau administers the program, which includes a contract for NG911 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 24 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 2020, funds were expended or obligated for the following activities:

- Administrative expenses of the Emergency Services Communication Bureau
- 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, software, and administrative costs
- Emergency Fire Dispatch training, software and administrative costs
- Reimbursement of telephone companies for ALI/LIS data base provisioning
- Grants to support consolidation of dispatch only emergency communications centers (secondary PSAPs) into Primary PSAPs

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"/>



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	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 type="checkbox"/>	<input checked="" 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 checked="" type="checkbox"/> If YES, see 2a.	<input type="checkbox"/>
2a. During the annual period ending December 31, 2020, describe the grants that your state paid for through the use of collected 911/E911 fees and the purpose of the grant.			
No grant funds were paid out in 2020.			

Addendum Section E2

Administrative Costs above include the office space for the the Emergency Services Communication Bureau as well as its 911 training center.



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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	.35	state
Wireless	.35	state
Prepaid Wireless	.35	state
Voice Over Internet Protocol (VoIP)	.35	state
Other		

Addendum Section F1
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2. For the annual period ending December 31, 2020, please report the total amount collected pursuant to the assessed fees or charges described in Question F 1.

Service Type	Total Amount Collected (\$)
Wireline	\$1,013,267



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Wireless	\$ 3,609,147
Prepaid Wireless	\$1,022,199
Voice Over Internet Protocol (VoIP)	\$ 848,151
Other	[REDACTED]
Total	\$6,492,764

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

The 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.

Addendum Section F2

[REDACTED]

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

Federal Grant

Question	Yes	No
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4. For the annual period ending December 31, 2020, 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.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
4a. If YES, please describe the federal, state or local funds and amounts that were combined with 911/E911 fees.		
911 Federal Grant Program \$17,238.94		

Addendum Section F4
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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	99.7%
Local 911 Fees	Unknown
General Fund - State	0
General Fund - County	Unknown
Federal Grants	0.3%
State Grants	0

Addendum Section F5
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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, 2020, 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? <i>Check one.</i>	<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. <i>(Add lines as necessary)</i>	
<input type="text"/>	<input type="text"/>	
<input type="text"/>	<input type="text"/>	
<input type="text"/>	<input type="text"/>	
<input type="text"/>	<input type="text"/>	
<input type="text"/>	<input type="text"/>	

Addendum Section G1



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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? 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, 2020. (Enter "None" if no actions were taken.)		
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 (25 M.R.S. ch 352§2927). http://www.mainelegislature.org/legis/statutes/25/title25sec2927.html		

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"/>



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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, 2020. (Enter "None" if no actions were taken.)

None



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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.	<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 25 M.R.S. ch. 352, §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 25 M.R.S. Chapter 352 §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 25 M.R.S. Chapter 352 §2927 http://www.mainelegislature.org/legis/statutes/25/title25sec2927.html</p>		

Question	Yes	No
2. In the annual period ending December 31, 2020, 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 (\$)	\$5,202,319	

Addendum Section I2
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3. For the annual period ending December 31, 2020, 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"/>	<input type="checkbox"/>	█	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Local (e.g., county) ESInet	<input type="checkbox"/>	<input type="checkbox"/>	█	<input type="checkbox"/>	<input checked="" type="checkbox"/>
c. Regional ESInets	<input type="checkbox"/>	<input 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 checked="" type="checkbox"/>
Name of Regional ESInet 1: █			█	<input type="checkbox"/>	<input type="checkbox"/>
Name of Regional ESInet 2:			█	<input type="checkbox"/>	<input type="checkbox"/>



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[REDACTED]			
Name of Regional ESInet 3: [REDACTED]	[REDACTED]	<input type="checkbox"/>	<input type="checkbox"/>
Name of Regional ESInet 4: [REDACTED]	[REDACTED]	<input type="checkbox"/>	<input type="checkbox"/>
Name of Regional ESInet 5: [REDACTED]	[REDACTED]	<input type="checkbox"/>	<input type="checkbox"/>
Name of Regional ESInet 6: [REDACTED]	[REDACTED]	<input type="checkbox"/>	<input type="checkbox"/>
Name of Regional ESInet 7: [REDACTED]	[REDACTED]	<input type="checkbox"/>	<input type="checkbox"/>
Name of Regional ESInet 8: [REDACTED]	[REDACTED]	<input type="checkbox"/>	<input type="checkbox"/>
Name of Regional ESInet 9: [REDACTED]	[REDACTED]	<input type="checkbox"/>	<input type="checkbox"/>
Name of Regional ESInet 10: [REDACTED]	[REDACTED]	<input type="checkbox"/>	<input type="checkbox"/>
Name of Regional ESInet 11: [REDACTED]	[REDACTED]	<input type="checkbox"/>	<input type="checkbox"/>
Name of Regional ESInet 12: [REDACTED]	[REDACTED]	<input type="checkbox"/>	<input type="checkbox"/>



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Name of Regional ESInet 13: 		<input type="checkbox"/>	<input type="checkbox"/>
Name of Regional ESInet 14: 		<input type="checkbox"/>	<input type="checkbox"/>
Name of Regional ESInet 15: 		<input type="checkbox"/>	<input type="checkbox"/>
Name of Regional ESInet 16: 		<input type="checkbox"/>	<input type="checkbox"/>
Name of Regional ESInet 17: 		<input type="checkbox"/>	<input type="checkbox"/>
Name of Regional ESInet 18: 		<input type="checkbox"/>	<input type="checkbox"/>
Name of Regional ESInet 19: 		<input type="checkbox"/>	<input type="checkbox"/>
Name of Regional ESInet 20: 		<input type="checkbox"/>	<input type="checkbox"/>
Name of Regional ESInet 21: 		<input type="checkbox"/>	<input type="checkbox"/>
Name of Regional ESInet 22: 		<input type="checkbox"/>	<input type="checkbox"/>



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Name of Regional ESInet 23: 		<input type="checkbox"/>	<input type="checkbox"/>
Name of Regional ESInet 24: 		<input type="checkbox"/>	<input type="checkbox"/>
Name of Regional ESInet 25: 		<input type="checkbox"/>	<input type="checkbox"/>
Name of Regional ESInet 26: 		<input type="checkbox"/>	<input type="checkbox"/>
Name of Regional ESInet 27: 		<input type="checkbox"/>	<input type="checkbox"/>
Name of Regional ESInet 28: 		<input type="checkbox"/>	<input type="checkbox"/>
Name of Regional ESInet 29: 		<input type="checkbox"/>	<input type="checkbox"/>
Name of Regional ESInet 30: 		<input type="checkbox"/>	<input type="checkbox"/>
Name of Regional ESInet 31: 		<input type="checkbox"/>	<input type="checkbox"/>
Name of Regional ESInet 32: 		<input type="checkbox"/>	<input type="checkbox"/>



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Name of Regional ESInet 33: 		<input type="checkbox"/>	<input type="checkbox"/>
Name of Regional ESInet 34: 		<input type="checkbox"/>	<input type="checkbox"/>
Name of Regional ESInet 35: 		<input type="checkbox"/>	<input type="checkbox"/>

Addendum Section I3

4. Please provide a description of any NG911 projects completed or underway during the annual period ending December 31, 2020.

A total system refresh of Maine's NG911 system was completed in 2020.

Question	Total PSAPs Accepting Texts
5. During the annual period ending December 31, 2020, how many PSAPs within your state implemented text-to-911 and are accepting texts?	0
Question	Estimated Number of PSAPs that will Become Text Capable



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6. In the next annual period ending December 31, 2021, how many PSAPs do you anticipate will become text capable?	<input type="text" value="0"/>
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Addendum Section I5
All PSAPs are currently receiving text to 911 via MSRP

Addendum Section I6
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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, 2020, did your state expend funds on cybersecurity programs for PSAPs?	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>	Unable to determine as it is part of the overall services required of the NG911 System Service Provider

Addendum Section J1
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Question	Total PSAPs
2. During the annual period ending December 31, 2020, how many PSAPs in your state either implemented a	<input type="text" value="24"/>



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<p>cybersecurity program or participated in a regional or state-run cybersecurity program?</p>	
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Addendum Section J2

Question	Yes	No	Unknown
<p>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?</p>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Addendum Section J3

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.



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All 911 surcharge 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 system was refreshed in 2020 and continues to operate a much lower cost than the legacy E911 system it replaced.

We have estimated that your response to this collection of information will take an average of 10 to 55 hours. Our estimate includes the time to read the instructions, look through existing records, gather and maintain required data, and actually complete and review the form or response. If you have any comments on this estimate, or on how we can improve the collection and reduce the burden it causes you, please write the Federal Communications Commission, Office of Managing Director, AMD-PERM, Washington, DC 20554, Paperwork Reduction Act Project (3060-1122). We will also accept your PRA comments via the Internet if you send an e-mail to PRA@fcc.gov.

Please DO NOT SEND COMPLETED FORMS TO THIS ADDRESS. You are not required to respond to a collection of information sponsored by the Federal government, and the government may not conduct or sponsor this collection, unless it displays a currently valid OMB control number and/or we fail to provide you with this notice. This collection has been assigned an OMB control number of 3060-1122.

THIS NOTICE IS REQUIRED BY THE PAPERWORK REDUCTION ACT OF 1995, PUBLIC LAW 104-13, OCTOBER 1, 1995, 44 U.S.C. SECTION 3507.