**Approved by OMB**

**3060-1122**

**Expires: March 31, 2025**

**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 (the Bureau) seeks the following specific information in order to fulfill the Commission’s obligations under Section 6(f)(2) of the NET 911 Act, as amended by Section 902.[[1]](#footnote-2)

**Instructions for Filling Out the Questionnaire**

**Please read and follow these general instructions:**

* Please complete all sections of this form.
* Please enter only numeric responses where requested.
	+ Dollar or percentage signs, decimal points, and thousands separator commas are acceptable.
	+ Blank responses, “None”, “Unknown”, or “N/A” are also acceptable.
	+ To facilitate the Bureau’s calculations for the Annual Fee Report, please avoid stray characters such as: \*, ~, (), or [] in numeric responses.
* Use the associated Addendum fields to enter other information, such as footnotes, qualifiers, text, descriptions, and/or explanations.
* All responses should pertain to calendar year (January 1 – December 31), not fiscal year.
* Unless otherwise directed, please provide requested information directly on this form, rather than submit, refer to, and/or rely on supplemental materials.
* Please consolidate separate response forms (and/or responses to individual questions) completed by counties, municipalities, or other local jurisdictions into one response form for the entire state, using sums and averages as appropriate.
1. **Filing Information**

**A1. Name of State or Jurisdiction**

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| **State or Jurisdiction** |
| Massachusetts |

**A2. Name, Title and Organization of Individual Filing Report**

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| **Name** | **Title** | **Organization** |
| Frank Pozniak | Executive Director | State 911 Department |

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| **Addendum Section A** |
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1. **Overview of State or Jurisdiction 911 System**

**B1. Please provide the total number of active primary and secondary 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, 2023. PSAPs that did not receive funding derived from the collection of 911/E911 fees need not be included in the response boxes, but may be reported in Addendum Section B1.**

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| **PSAP Type[[2]](#footnote-3)** | **Number of PSAPs** |
| Primary | 206 |
| Secondary | 4 |
| **Total** | 210 |

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| **Addendum Section B1** |
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**B2. Please provide the total number of active telecommunicators[[3]](#footnote-4) in your state or jurisdiction that were funded through the collection of 911 and E911 fees during the annual period ending December 31, 2023. Telecommunicators that were not funded through the collection of 911 and E911 fees need not be included in the response boxes, but may be reported in Addendum Section B2.**

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| **Telecommunicator Type** | **Number of Active Telecommunicators Funded by 911/E911 Fees** |
| Full Time | 5,000 |
| Part Time | Included in Full-Time Response |

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| **Addendum Section B2** |
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**B3. For the annual period ending December 31, 2023, please provide an estimate of the total cost to provide 911/E911 service in your state or jurisdiction.**

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| **Amount ($)** | The estimated amount to provide 911 Service is: $49,102,581 This estimated amount includes the costs associated with the Next Generation 911 service provider contract, MassGIS, Radio, and the mobile PSAP. This estimated amount does not include costs associated with grant programs, training programs, disability access programs, public education, administrative costs, or other costs for the administration and programs of the State 911 Department. |

**B3a. If an amount cannot be provided, please explain why.**

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| **Addendum Section B3** |
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**B4. Please provide the total number of 911 voice calls that your state or jurisdiction received during the period January 1, 2023 to December 31, 2023.**

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| **Type of Service** | **Total 911 Voice Calls** |
| Wireline | 696,998 |
| Wireless  | 2,511,017 |
| VoIP | 445,161 |
| Other (report 911 texts separately below in B.4a) |       |
| **Total** | 3,653,176 |

**B4a. Please provide the total number of 911 texts that your state or jurisdiction received during the period January 1, 2023 to December 31, 2023.**

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| Texts to 911 | 6,841 |

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| **Addendum Section B4** |
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1. **Description of Authority Enabling Establishment of 911/E911 Funding Mechanisms**

**C1. 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 ………………….. [x]
* No ………………..….. [ ]

**C1a. If YES, provide a citation to the legal authority for such a mechanism.**

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| 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 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.” |

**C1b. If YES to C1, during the annual period January 1, 2023 to December 31, 2023, did your state or jurisdiction amend, enlarge, or in any way alter the funding mechanism?** *Check* ***one*** *(leave blank if NO to C1).*

* Yes ………………….. [ ]
* No ………………..….. [x]
* Unknown ………..….. [ ]

**C1c. If YES to C1b., provide a description of amendments, enlargements, or alterations to the funding mechanism, if applicable.**

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| **Addendum Section C1** |
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**C2. Which of the following best describes the type of authority arrangement for the collection of 911/E911 fees**? *Check* ***one***. *If both State and local authorities collect fees, please check the “hybrid approach” box only.*

* 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 …………….. [ ]

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| **Addendum Section C2** |
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**C3. Describe how the funds collected are made available to localities.**

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| Pursuant to M.G.L. Chapter 6A Section 18B(i), the State 911 Department administers an extensive grant program that provides funding to localities hosting a PSAP.  |

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

**D1. Indicate which entities in your state have the authority to approve the expenditure of funds collected for 911 or E911 purposes.** *Check* ***one***.

* The State has authority to approve the expenditure of funds ………………….….. [x]
* One or more local authorities has authority to approve the expenditure of funds… [ ]
* A hybrid approach where two or more governing bodies (e.g., state or local authority) have authority to approve the expenditure of funds ………………………………. [ ]

**D1a. 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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| 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 next generation 911 purposes within Massachusetts. |

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| **Addendum Section D1** |
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**D2. Has your state established a funding mechanism that mandates *how* collected funds can be used?** *Check* ***one***.

* Yes ………………….. [x]
* No ………………..….. [ ]

**D2a.** **If you checked YES, provide a legal citation to the funding mechanism of any such criteria.**

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| Funds collected are made available to communities in Massachusetts for network, database and CPE; PSAP personnel; PSAP facilities; PSAP CAD and technology; dispatcher training; emergency medical dispatch protocol reference systems, and PSAP equipment. These funds are made available to the communities by the Department directly purchasing, installing and maintaining next generation 911 customer premises equipment used by communities at local and regional PSAPs and through the Department developing and administering grant programs to assist PSAPs and regional emergency communications centers in providing next generation 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 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 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 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 Department to receive grant funding for 911 related activities specified in that section. These guidelines may be found on the Department’s website at www.mass.gov/e911 .  |

**D2b.** **If you checked NO, describe how your state or jurisdiction decides how collected funds can be used.**

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1. **Description of Uses of Collected 911/E911 Fees**

**E1. 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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| Funds collected have been made available for the following activities, programs, and communities in Massachusetts for network, database and CPE; PSAP personnel; PSAP facilities; PSAP CAD and technology; dispatcher training; training materials, emergency medical dispatch reference protocol systems, and PSAP equipment. These funds have been made available to the communities by the Department directly purchasing, installing and maintaining next generation 911 customer premises equipment used by communities at local and regional PSAPs and through the Department developing and administering grant programs to assist PSAPs and regional emergency communications centers in providing next generation 911 service and fostering the development of regional PSAPs, regional secondary PSAPs and regional emergency communications centers. Funds collected have also been expended for the Department’s training and public education programs, for Department’s disability access programs, and for administrative costs required to support all programs. These activities and programs support 911 and next generation 911 services by providing funding for PSAPs to meet the minimum training and certification requirements for E911 telecommunicators, including emergency medical dispatch requirements, and are used for the support of 911. |

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| **E2. Please identify the uses of the collected funds.[[4]](#footnote-5) *Check all that apply*.** |
| **Type of Cost** | **Yes** | **No** |
| **PSAP operating costs, including technological innovation that supports 911** | Lease, purchase, maintenance, replacement, and upgrade of customer premises equipment (CPE) (hardware and software) | **[x]**  | **[ ]**  |
| Lease, purchase, maintenance, replacement, and upgrade of computer aided dispatch (CAD) equipment (hardware and software) | **[x]**  | **[ ]**  |
| Lease, purchase, maintenance, replacement, and upgrade of PSAP building/facility | **[x]**  | **[ ]**  |
| NG911, cybersecurity, pre-arrival instructions, and emergency notification systems (ENS) | **[x]**  | **[ ]**  |
| **PSAP personnel costs** | Telecommunicators’ Salaries | **[x]**  | **[ ]**  |
| Training of Telecommunicators | **[x]**  | **[ ]**  |
| **PSAP administrative costs** | Program Administration | **[x]**  | **[ ]**  |
| Travel Expenses | **[x]**  | **[ ]**  |
| **Costs for integration and interoperability of 911 systems and public safety/first responder radio systems** | Integrating public safety/first responder dispatch and 911 systems, including lease, purchase, maintenance, and upgrade of CAD hardware and software to support integrated 911 and public safety dispatch operations | **[x]**  | **[ ]**  |
| Providing for the interoperability of 911 systems with one another and with public safety/first responder radio systems | **[x]**  | **[ ]**  |
| **Grant programs** |  | **[x]** **If YES, see E2a.** | **[ ]**  |
| **E2a. During the annual period ending December 31, 2023, describe the grants that your state paid for through the use of collected 911/E911 fees and the purpose of such grants.** |
| 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 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 two new grants, 1) the Emergency Medical Dispatch (“EMD”) Grant and 2) the Telecommunicator Emergency Response Taskforce (TERT) 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 .  |

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| **Addendum Section E2** |
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1. **Description of 911/E911 Fees Collected**

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| **F1. Please describe the amount of 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 – provide *either* fee ($) or percentage (%)** *(leave inapplicable cell blank for each type)* | **Fee/Charge Imposed** | **Jurisdiction Receiving Remittance***Check* ***one*** *for each Service Type. If both State and County/Local Authorities receive remittances, please check the “Combination” box only.* |
| **State** | **County or Local Authority** | **Combination of State and County/Local** |
| **Wireline – monthly fee ($) or percentage (%)** | $1.50 per month for the period ending December 31, 2023. | **[x]**  | **[ ]**  | **[ ]**  |
|      % |
| **Wireless – monthly fee ($) or percentage (%)** | $1.50 per month for the period ending December 31, 2023. | **[x]**  | **[ ]**  | **[ ]**  |
|      % |
| **Prepaid Wireless –flat fee ($) or percentage (%) per retail transaction**  | $1.50 per month for the period ending December 31, 2023. | **[x]**  | **[ ]**  | **[ ]**  |
|      % |
| **Voice Over Internet Protocol (VoIP) – monthly fee ($) or percentage (%)** | $1.50 per month for the period ending December 31, 2023. | **[x]**  | **[ ]**  | **[ ]**  |
|      % |
| **Other – monthly fee ($) or percentage (%)** | $      | **[ ]**  | **[ ]**  | **[ ]**  |
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| **Addendum Section F1** |
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**F2. For the annual period ending December 31, 2023, please report the total amount collected pursuant to the assessed fees or charges described in Question F1.**

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| **Service Type** | **Total Amount Collected ($)** |
| Wireline | $12,117,322.63 |
| Wireless | $112,529,364.38 |
| Prepaid Wireless | $29,071,700.39 |
| Voice Over Internet Protocol (VoIP) | $13,367,836.07 |
| Other | $0.00 |
| **Total** | $167,086,223.47 |

**F2a. If an amount cannot be provided, please explain why.**

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| **Addendum Section F2** |
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**F3. Please identify any other sources of 911/E911 funding.**

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| N/A |

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| **Question** | **Yes** | **No** |
| **F4. For the annual period ending December 31, 2023, 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****.* | **[ ]**  | **[x]**  |
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| **Addendum Section F4** |
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| **F5. 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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| **Addendum Section F5** |
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1. **Description of Diversion or Transfer of 911/E911 Fees for Other Uses**

For the purposes of this questionnaire, diversion is the obligation or expenditure of a 911 fee or charge for a purpose or function other than the purposes and functions identified in 47 CFR § 9.23 of the Commission’s rules as acceptable.

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| **Question** | **Yes** | **No** |
| **G1. In the annual period ending December 31, 2023, were funds collected for 911 or E911 purposes in your state or jurisdiction obligated or expended solely for acceptable purposes and functions as provided under 47 CFR § 9.23?** *Check* ***one***. | **[x]**  | **[ ]**  |
| **G1a.** **If NO, please identify what amount of funds collected for 911 or E911 purposes were obligated or expended for purposes or functions other than those designated as acceptable under 47 CFR § 9.23, 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 purposes or functions for such funds.** |
| **Amount of Funds ($)** | **Identify the purposes or functions other than those designated as acceptable by the Commission for which the 911/E911 funds were obligated or expended. (*If you need more rows for your response, please enter the information in Addendum Section G1.*)** |
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| **Addendum Section G1** |
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| **Question** | **Yes** | **No** |
| **G2. In the annual period ending December 31, 2023, were funds collected for 911 or E911 purposes in your state or jurisdiction obligated or expended for the purchase, maintenance, replacement, or upgrade of public safety radios, networks, equipment, or related infrastructure?** *Check* ***one***. | **[x]**  | **[ ]**  |
| **G2a. If YES to G2, are all of the public safety radios, networks, equipment, or related infrastructure on which funds were obligated or expended used to deliver 911-originated information to emergency responders? For the purposes of this questionnaire, 911-originated information includes all data and information delivered between the 911 request for assistance and the emergency responders.**  | **[x]**  | **[ ]**  |
| **G2a(i). If NO to G2a, please explain.** |
|  |
| **G2b.** **If YES to G2, please itemize the amounts that were obligated or expended and include descriptions of the public safety radios, networks, equipment, or related infrastructure.**  |
| **Amount of Funds ($)** | **Description of such obligations or expenditures. (*If you need more rows for your response, please enter the information in Addendum Section G2.*)** |
| $18,845,134 | CoMIRS interoperable radio network  |
| $7,671,131 | Grant funding for radio equipment, infrastructure, installation & maintenance |
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| **Addendum Section G2** |
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**Safe Harbor for Multi-Purpose Fees**. Section 9.23(d) of the rules provides an elective safe harbor for states and taxing jurisdictions that designate multi-purpose fees or charges for “public safety,” “emergency services,” or other similar purposes where a portion of those fees or charges supports 911 services. *See* 47 CFR § 9.23(d). The rule provides that the obligation or expenditure of such a fee or charge will not constitute diversion if the state or taxing jurisdiction (i) specifies the amount or percentage of such fees or charges that is dedicated to 911 services; (ii) ensures that the 911 portion of such fees or charges is segregated and not commingled with any other funds; and (iii) obligates or expends the 911 portion of such fees or charges for acceptable purposes and functions as defined under the Commission’s rules.

**G3. Does your state or taxing jurisdiction collect multi-purpose fees or charges designated for “public safety,” “emergency services,” or other similar purposes where a portion of those fees or charges supports 911 services?**[[5]](#footnote-6) *Check* ***one****.*

* Yes ………………….. [ ]
* No ………………..….. [x]

**If YES to G3, please answer Questions G3a – G3c below. If NO to G3 above, leave Questions G3a – G3c below blank.**

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| **Question**  | **Yes** | **No** |
| **G3a. Does the state or taxing jurisdiction specify the amount or percentage of such fees or charges that is dedicated to 911 services?** *Check* ***one****.* | **[ ]**  | **[ ]**  |
| **Question** | **Response** |
| **G3a(i). Cite to the authority by which the state or taxing jurisdiction specifies the amount or percentage.**  |       |
| **G3a(ii). Indicate the amount or percentage of such a fee dedicated to 911 services. Provide *either* dollar amount or percentage.** *(Leave inapplicable cell blank.)* | $      |
|      % |
| **Question**  | **Yes** | **No** |
| **G3b. Does the state or taxing jurisdiction ensure that the 911 portion of such fees or charges is segregated and not commingled with any other funds?** *Check* ***one****.* | **[ ]**  | **[ ]**  |
| **G3b(i). Cite to the authority by which the state or taxing jurisdiction segregates such fees.** |
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| **Question**  | **Yes** | **No** |
| **G3c. Does the state or taxing jurisdiction obligate or expend the 911 portion of such fees or charges only for the purposes and functions designated by the Commission as acceptable pursuant to 47 CFR § 9.23?** *Check* ***one****.* | **[ ]**  | **[ ]**  |
| **G3c(i). If NO to G3c, please explain.** |
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| **Addendum Section G3** |
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1. **Oversight and Auditing of Collection and Use of 911/E911 Fees**

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| **Question** | **Yes** | **No** |
| **H1. Has your state established any oversight or auditing mechanisms or procedures to determine whether collected funds have been obligated or expended for acceptable purposes and functions as designated under the Commission’s rules?** *Check* ***one****.* | **[x]**  | **[ ]**  |
| **H1a.** **If YES, provide a description of: (i) the mechanisms or procedures and (ii) any enforcement or other corrective actions undertaken in connection with such auditing authority, for the annual period ending December 31, 2023.** *(Enter “None” if no actions were taken.)* |
| M.G.L. Chapter 6A, Section 18B(f) explicitly authorizes the State 911 Department to disburse funds from the Enhanced 911 Fund for specific E911 purposes (described above). M.G.L. Chapter 6A, Section 18B(b) reserves specific approval authority of grant distribution formulas and major contracts for the State 911 Commission which is made up of eight (8) state public safety and disability agency heads and eleven (11) members appointed by the Governor representing various 911 related constituencies. M.G.L. Chapter 6A, Section 18B(b) states as follows: “The [State 911] commission shall review and approve by a majority vote of those members present all formulas, percentages, guidelines or other mechanisms used to distribute the grants described in section 18B, and all major contracts that the [State 911] department proposes to enter into for enhanced 911 services.” Additionally, M.G.L. Chapter 6A, Section 18B grants the Department of Telecommunications and Cable certain approval authority over expenditures of 911 related funds by the State 911 Department. The State 911 Department files an annual petition with the Department of Telecommunications and Cable for its review and approval. This petition includes the State 911 Department's prior year expenditures and budget projections for a five year period. In addition, the State 911 Department is subject to audit by the Office of the State Auditor.  |

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| **Addendum Section H1** |
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| **Question** | **Yes** | **No** |
| **H2. 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****.* | **[ ]**  | **[x]**  |
| **Question** | **Yes** | **No** | **N/A** |
| **H2a. Did your state conduct an audit of service providers in connection with such auditing authority during the annual period ending December 31, 2023?** *Check* ***one****; check N/A if Question H2 response above is NO*.  | **[ ]**  | **[ ]**  | **[x]**  |
| **H2b. If YES to H2 and H2a, 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, 2023.** *(Leave blank if not applicable / no actions were taken.)* |
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| **Addendum Section H2** |
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1. **Description of Next Generation 911 Services and Expenditures**

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| **Question** | **Yes** | **No** |
| **I1. Does your state or jurisdiction classify expenditures on Next Generation 911 (NG911) as within the scope of acceptable purposes and functions for the obligation or expenditure of 911 fees or charges?** *Check* ***one****.* | **[x]**  | **[ ]**  |
| **I1a. If YES, please cite any specific legal authority:** |
| 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.”  |

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| **Question** | **Yes** | **No** |
| **I2. In the annual period ending December 31, 2023, has your state or jurisdiction expended funds on NG911 programs?** *Check* ***one****.* | **[x]**  | **[ ]**  |
| **I2a. If YES, please enter the dollar amount that has been expended during the annual period.** |
| **Amount****($)** | $49,102,581 |

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| **Addendum Section I2** |
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| **I3. For the annual period ending December 31, 2023, please provide the number of PSAPs that operated on each type 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** |
| I3a. A single, state-wide ESInet | **[x]**  | **[ ]**  | All PSAPs | **[ ]**  | **[x]**  |
| I3b. Local (*e.g.*, county) ESInet(s) | **[ ]**  | **[x]**  |       | **[ ]**  | **[ ]**  |
| I3c. Regional ESInets | **[ ]**  | **[x]**  | [If one Regional ESInet is in operation, provide the total PSAPs on the first line below. If more than one Regional ESInet is in operation, provide the total PSAPs operating on each ESInet.] |  |  |
| Name of Regional ESInet 1:      |       | **[ ]**  | **[ ]**  |
| Name of Regional ESInet 2:      |       | **[ ]**  | **[ ]**  |
| Name of Regional ESInet 3:      |       | **[ ]**  | **[ ]**  |
| Name of Regional ESInet 4:      |       | **[ ]**  | **[ ]**  |
| Name of Regional ESInet 5:      |       | **[ ]**  | **[ ]**  |
| Name of Regional ESInet 6:      |       | **[ ]**  | **[ ]**  |
| Name of Regional ESInet 7:      |       | **[ ]**  | **[ ]**  |
| **If more Regional ESInets operate in your state or taxing jurisdiction, please list the names of Regional ESInets 8 and higher, and numbers of associated PSAPs, in the space below:** |
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| **Addendum Section I3** |
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**I4. Please provide a description of any NG911 projects completed or underway during the annual period ending December 31, 2023.**

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| The State 911 Department is working with its Next Generation 911 service provider to explore interstate connectivity with a bordering state. |

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| **I4a. Based on your response to I4, please indicate which categories of NG911 expenditures from this non-exhaustive list apply.** | ***Check all that apply*.** |
| **General Project or Not Specified** | **[ ]**  |
| **Planning or Consulting Services** | **[x]**  |
| **ESInet Construction** | **[ ]**  |
| **NG911 Core Services** | **[ ]**  |
| **Hardware or Software Purchases or Upgrades** | **[ ]**  |
| **GIS** | **[ ]**  |
| **NG911 Security Planning** | **[ ]**  |
| **Training** | **[ ]**  |

**I5. As of December 31, 2023, how many PSAPs within your state have implemented text-to-911 and are accepting texts? Please refrain from non-numeric responses such as “all PSAPs.” Enter any text in Addendum Section I5.**

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| **Total Number of PSAPs Accepting Texts as of December 31, 2023** | 210 |

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| **Addendum Section I5** |
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**I6. By the end of the *next* annual period ending December 31, 2024, how many *total* PSAPs do you anticipate will have implemented text-to-911 and will be accepting texts?**

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| **Estimated Total Number of PSAPs Accepting Texts as of December 31, 2024** | 210 |

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| **Addendum Section I6** |
| All PSAPs are accepting Text-to-911.  |

1. **Cybersecurity Expenditures**

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| **Question** | **Check the appropriate box** | **If Yes,****Amount Expended ($)** |
| **J1. During the annual period ending December 31, 2023, did your state expend funds on cybersecurity programs for PSAPs?**  | Yes**[x]**  | No**[ ]**  | Although not broken out as a separate line item, monitoring, alerting, and prevention of external attacks is undertaken under the Next Generation 911 service provider contract. The boundary of the network is protected with Anti-Malware, Anti-Virus, Firewall, and Network Intrusion Protection capabilities, monitored 24x7x365 by a Security Operations Center. A second layer of Firewalls protect the data centers (the brains of the systems) from the Internet DMZ and ESInet/PSAPs. This provides blocks to prevent both malware and internal user threats from accessing key systems. Finally, the PSAP system is isolated on the Massachusetts Next Generation 911 networks, they do not share any connections or networks with the police stations or fire stations in which they are installed, and all VPN applications have a cyber-security brief.  |

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| **Addendum Section J1** |
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| **Question** | **Total PSAPs** |
| **J2. During the annual period ending December 31, 2023, how many PSAPs in your state either had a cybersecurity program or participated in a regional or state-run cybersecurity program?** | Unknown |

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| **Addendum Section J2** |
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| **Question** | **Yes** | **No** | **Unknown** |
| **J3. Does your state or jurisdiction adhere to the National Institute of Standards and Technology *Framework for Improving Critical Infrastructure Cybersecurity* (April 2018) for networks supporting one or more PSAPs in your state or jurisdiction?**[[6]](#footnote-7) *Check* ***one****.* | **[x]**  | **[ ]**  | **[ ]**  |

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| **Addendum Section J3** |
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1. **Measuring Effective Utilization of 911/E911 Fees**

**K1. 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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| 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.gove/e911 . |

1. **Underfunding of 911**

For the purposes of this questionnaire, underfunding occurs when funding levels are below the levels required for optimal performance of 911 operations.

**L1. Describe the impact of any underfunding of 911 services in your state or taxing jurisdiction during the annual period ending December 31, 2023.** *Indicate N/A if your state or taxing jurisdiction did not experience underfunding*.

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| N/A |

**L2. Describe how any fee diversion affected 911 underfunding in your state or taxing jurisdiction during the annual period ending December 31, 2023.** *Indicate N/A if your state or taxing jurisdiction did not divert.*

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| N/A |

**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.**

1. *See* Consolidated Appropriations Act, 2021, Public Law 116-260, Division FF, Title IX, section 902. [↑](#footnote-ref-2)
2. 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 (NENA), Master Glossary of 9-1-1 Terminology at 174 (June 22, 2021), <https://cdn.ymaws.com/www.nena.org/resource/resmgr/standards-archived/nena-adm-000.24-2021_final_2.pdf>. [↑](#footnote-ref-3)
3. For the purposes of this questionnaire, 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 voice, text, and multi-media calls and/or who provides for the appropriate emergency response either directly or through communication with the appropriate PSAP. *See* <https://nenawiki.org/wiki/Telecommunicator>. [↑](#footnote-ref-4)
4. *See* 47 CFR § 9.23(b)(1)–(5). [↑](#footnote-ref-5)
5. For purposes of this question, please report only multi-purpose fees or charges “applicable to commercial mobile services, IP-enabled voice services, or other emergency communications services,” where a portion of those fees or charges supports 911 services. 47 CFR § 9.22. Please do not report multi-purpose fees or charges applicable to other types of items (e.g., do not report multi-purpose fees on real estate where a portion of those fees supports 911 services). [↑](#footnote-ref-6)
6. National Institute of Standards and Technology, Framework for Improving Critical Infrastructure Cybersecurity (2018), <https://nvlpubs.nist.gov/nistpubs/cswp/nist.cswp.04162018.pdf>. [↑](#footnote-ref-7)