



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
Florida

2. Name, Title and Organization of Individual Filing Report

Name	Title	Organization
Wink Infinger	Statewide 911 Coordinator	Department of Management Services



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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	158
Secondary	55
Total	213

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	Unknown, information not collected
Part-time	Unknown, information not collected

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 (\$)	\$215,503,763
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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.

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	2,713,611
Wireless	16,927,140
VoIP	442,533
Other	96,964
Total	20,180,248

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.

E911 fees are collected as required by subsection 365.172(8) and (9), Florida Statutes, and deposited into the Emergency Communications Number E911 System Fund as required by section 365.173, Florida Statutes. Florida Statutes provide for segregation into three separate categories based on wireless, prepaid wireless and non-wireless service. Local governments may not levy the fee or any additional fee on providers or subscribers for the provision of E911 service per paragraph 365.172(8)(k), Florida Statutes. The state E911 fee is not assessed on Indian tribal areas and to our knowledge they do not have a separate fee collected by the service providers.



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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.

2014 legislation, signed into law, clarified the existing statutes and provided for the collection of the prepaid wireless service E911 fee at 40 cents per retail transaction. Retail transaction collection of prepaid wireless E911 fees began Jan. 1, 2015. The 2014 statutes decreased the fee rate from 50 cents to 40 cents for both non-wireless and wireless categories on Jan. 1, 2015. New E911 fee revenue disbursement allocations percentages were established in the 2014 legislation to begin March 1, 2015.

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.

E911 fee revenue is disbursed as required by section 365.173, Florida Statutes. Initial E911 allocation percentages are set by the legislature. The Florida E911 Board adjusts the allocation percentages per paragraph 365.172(8)(h) Florida Statutes, if necessary to assure full cost recovery or prevent over recovery of costs incurred in the provision of E911 service. Service providers collect the E911 fee from subscribers, retain a 1 percent administrative fee, and submit the remainder of collected fees to the E911 Board, which distributes the monies back to the 67 counties through monthly disbursements and E911 Board grant programs and to wireless service providers in response to sworn invoices for E911 service. In 2014, wireless E911 fee revenue allocation percentages remained at: 71 percent distributed each month to counties for the purposes of providing E911 service (payments are based on the number of wireless subscribers in each county); 25 percent available for distribution to wireless service providers in response to sworn invoices for the actual costs incurred in providing E911 service; 3 percent used to provide assistance to rural counties for providing 911 or E911 service and 1 percent of the fund is retained by the E911 Board for administrative and operational purposes. Non-wireless E911 fee revenue allocation percentages stayed at: 97 percent distributed each month to counties for the purposes of providing E911 service (payments are based on the number of non-wireless subscribers in each county); 2 percent used to provide assistance to rural counties for providing 911 or E911 service; 1 percent of the fund is retained by the E911 Board for administrative and operational purposes. E911 statutory criteria established in section 365.173, Florida Statutes, specify the allowable uses



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of the collected E911 funds. In addition, detailed authorized expenditures are in subsection 365.172(10), Florida Statutes.



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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 checked="" type="checkbox"/>	<input 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.)		
<p>The E911 Board, with oversight of the Department of Management Services, approves disbursements from the E911 trust fund to county governments, wireless service providers and the administrative costs for the E911 Board as required by section 365.173, Florida Statutes. In accordance with section 365.171, Florida Statutes, the State E911 Plan and Rule 60FF-6.004(1), Florida Administrative Code, the Board of County Commissioners in each county is established as the responsible fiscal agent. The funds collected and interest earned are appropriated for E911 purposes by the county commissioners for the county 911 system and operations. Ultimate responsibility and authority within a county for the E911 System rests with the Board of County Commissioners.</p>		

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 legislative intent in paragraph 365.172(2)(e), Florida Statutes, is to ensure that the fee established is used exclusively for recovery by wireless providers and by counties for costs associated with developing and maintaining E911 systems and networks in a manner that is



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competitively and technologically neutral as to all voice communications services providers. At the state level, no E911 fee revenues and funds collected for 911 or E911 purposes are used for any other purposes other than those designated in by sections 365.172 and 365.173, Florida Statutes. Subsection 365.172(10), Florida Statutes, details the authorized expenditure of E911 fee revenue. Paragraph (a) provides the function of E911 service, paragraph (b) lists E911 service directly attributable costs, and paragraph (c) prohibits county utilization of E911 funds for purposes other than E911 purposes.

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.**

Florida statute establishes and implements a comprehensive statewide emergency telecommunications number system that provides users of voice communications services within the state with rapid direct access to public safety agencies by accessing the telephone number 911. Florida statutes and the State E911 Plan and rules provide E911 fee revenue to counties to pay certain costs associated with their county and local jurisdiction public safety answering point E911 or 911 systems and to contract for E911 services including NG-911. E911 service includes the functions of database management, call taking, location verification, and call transfer. Department of Health certification and recertification and training costs for 911 public safety telecommunications, including dispatching, are functions of 911 services. This statewide system, the State E911 Plan including individual county 911 plans and E911 functions assure that the 911 systems are operational, being upgraded and maintained in all counties throughout Florida. E911 Board administration and operations costs and expenses incurred for the purposes of managing, administering, and overseeing the receipts and disbursements from the fund and other activities as defined in subsection 365.172(6), Florida Statute. Wireless service provider sworn invoices submitted to the board reimburse the actual costs incurred to provide 911 or E911 service, including the costs of complying with FCC orders and include costs and expenses incurred by wireless providers to design, purchase, lease, program, install, test, upgrade, operate, and maintain all necessary data, hardware, and software required to provide E911 service.



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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 checked="" type="checkbox"/>	<input 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 checked="" type="checkbox"/> If Yes, see 2a.	<input 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.			
The E911 Board awarded a total of \$5,089,605 to 34 counties in cost reimbursement grants during fiscal year 2013-14. Maintaining enhanced 911, E911 Phase II, and funding of several NG-911 projects were the direct result of the grant programs.			



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The E911 board disbursed a total of \$1,812,374 to 30 rural counties in fiscal year 2013-14, in response to submitted grant applications. These grants provide the funds necessary for E911 deployment and maintenance.

Annualized State and Rural County grant expenditures were calculated at \$12,294,267

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	50 cents per month per each service identifier. The fee applies uniformly and is imposed throughout the state, except for three counties that, before July 1, 2007, had adopted an ordinance or resolution establishing a fee less than 50 cents per month per access line.	State
Wireless	50 cents per month per each service identifier	State
Prepaid Wireless	50 cents per month per each service identifier	State
Voice Over Internet Protocol (VoIP)	50 cents per month per each service identifier	State
Other		



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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	\$23,210,317
Wireless	\$66,583,250
Prepaid Wireless	See Item 2a.
Voice Over Internet Protocol	\$18,531,186
Other	
Total	\$108,324,754

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

Prepaid wireless was not segregated in 2014 wireless collections.

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

Emergency Communications Number E911 System Fund Interest

Question	Yes	No
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? <i>Check one.</i>	<input checked="" type="checkbox"/>	<input type="checkbox"/>



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4a. If Yes, please describe the federal, state or local funds and amounts that were combined with 911/E911 fees.

Emergency Communications Number E911 System Fund Interest = \$322,455

County General Revenues \$105,569,226

Annualized State and Rural County grant expenditures were calculated at \$12,294,267



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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	45
Local 911 Fees	0
General Fund - State	0
General Fund - County	49
Federal Grants	0
State Grants	6



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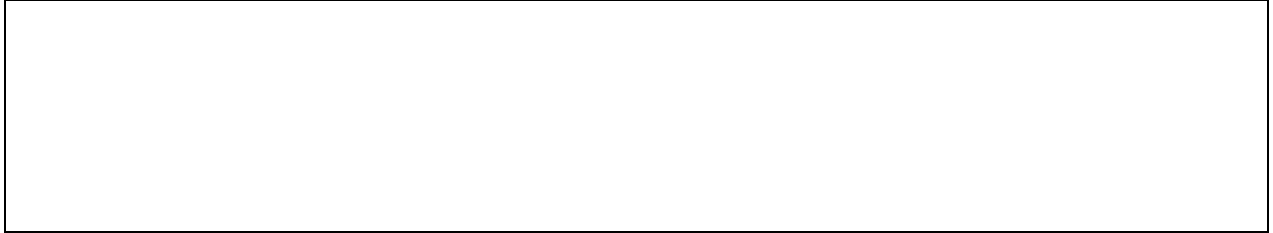
H. Oversight and Auditing of Collection and Use of 911/E911 Fees

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, 2014. (Enter "None" if no actions were taken.)		
<p>Oversight is provided at different levels throughout the process: The E911 Board provides annual reports to the governor and the legislature on amounts collected and expended based on an independent accounting firm report, the purposes for which expenditures have been made, and the status of E911 service in this state. The Auditor General's Office audits the fund to ensure that monies in the fund are being managed as required by statute. The Auditor General's Office provides a report of the audit to the E911 Board and the Department of Management Services (Report No. 2015-104, February 2015). Counties are required to establish a fund to be used exclusively for the receipt and expenditure of the revenues. The money collected and interest earned in the county's E911 fund is appropriated for the statutory E911 purposes by the county commissioners and incorporated into the annual county budget. The county E911 funds are included within the financial audit performed as required by section 218.39, Florida Statutes. County E911 funds have been periodically audited by the Auditor General and the Department of Management Services Inspector General's Office. In addition, the Florida Single Audit Act establishes state audit and accountability requirements for state financial assistance provided to the counties. The Florida Single Audit Act is codified in section 215.97, Florida Statutes.</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 type="checkbox"/>	<input checked="" 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.)		



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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? <i>Check one.</i>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
1a. If yes, in the space below, please cite any specific legal authority:		
<p>Paragraph 365.172(10)(b), Florida Statutes, provides that “Moneys derived from the fee may also be used for next-generation E911 network services, next-generation E911 database services, next-generation E911 equipment, and wireless E911 routing systems.”</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? <i>Check one.</i>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
2a. If yes, in the space below, please enter the dollar amount that has been expended.		
Amount (\$)	\$17,476,934.34	



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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 type="checkbox"/>	<input checked="" type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>
b. Local (e.g., county) ESInet	<input checked="" type="checkbox"/>	<input type="checkbox"/>	68	<input type="checkbox"/>	<input checked="" type="checkbox"/>
c. Regional ESInets	<input checked="" 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 type="checkbox"/>
Name of Regional ESInet: Lake/Orange			13	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Name of Regional ESInet: Walton/Okaloosa			13	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Name of Regional ESInet: Tri County			3	<input type="checkbox"/>	<input checked="" type="checkbox"/>



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Name of Regional ESInet: Martin/St. Lucie	4	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Name of Regional ESInet: North Florida System	15	<input type="checkbox"/>	<input checked="" 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.

In 2014, Next Generation 911 expenditures include county expenditures on county NG-911 projects. Expenditure information is collected and reported on the county fiscal year basis (October 1, 2013 - September 30, 2014). These expenditures include next-generation ESI network circuits and services, next-generation E911 database services, next-generation E911 call handling equipment, and NG-911 routing services. NG-911 map information on systems implementations for Florida's NG-911 projects is included in the E911 Board 2014 Annual Report, available at: http://www.dms.myflorida.com/business_operations/telecommunications/enhanced_911.

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?	Unknown, dependent on E911 System manufacturer available upgrades timing. These are outside county control and impact text capability.



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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, 2014, did your state expend funds on cybersecurity programs for PSAPs?	Yes <input type="checkbox"/>	No <input type="checkbox"/>	Information not Collected

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?	Information not Collected

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"/>	<input checked="" type="checkbox"/>



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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.**

Information and an assessment of Florida's funding mechanisms are evaluated by the E911 Board. The E911 Board includes the achieved progression of the county E911 systems funded by the revenues and grant programs in the E911 Board annual report information. The reports show the progress of Text-to-911 and NG-911 in addition to maintaining existing E911 capabilities statewide. The E911 Report links and information on Florida E911 systems is available at:
http://www.dms.myflorida.com/business_operations/telecommunications/enhanced_911/e911_board_information/board_reports.