**Approved by OMB**

**3060-1122**

**Expires: March 31, 2021**

**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:

1. **Filing Information**
2. **Name of State or Jurisdiction**

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| **State or Jurisdiction** |
| State of Florida |

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

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| **Name** | **Title** | **Organization** |
| Leon Simmonds | Statewide 911 Coordinator | Florida Dept. of Management Services |

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| **Addendum Section A** |
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1. **Overview of State or Jurisdiction 911 System**
2. **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, 2019:**

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| **PSAP Type[[1]](#footnote-1)** | **Total** |
| Primary | 147 |
| Secondary | 55 |
| **Total** | 202 |

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| **Addendum Section B1** |
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1. **Please provide the total number of active telecommunicators[[2]](#footnote-2) in your state or jurisdiction that were funded through the collection of 911 and E911 fees during the annual period ending December 31, 2019:**

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| **Number of Active Telecommunicators** | **Total** |
| Full-Time | 1560 |
| Part-time | 146 |

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| **Addendum Section B2** |
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1. **For the annual period ending December 31, 2019, please provide an estimate of the total cost to provide 911/E911 service in your state or jurisdiction.**

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| **Amount**  **($)** | $221,540,357 |

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

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| **Addendum Section B3** |
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1. **Please provide the total number of 911 calls your state or jurisdiction received during the period January 1, 2019 to December 31, 2019.**

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| **Type of Service** | **Total 911 Calls** |
| Wireline | 716,882 |
| Wireless | 11,456,313 |
| VoIP | 1,407,893 |
| Other | 416,893 |
| **Total** | 13,997,981 |

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| **Addendum Section B4** |
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1. **Description of Authority Enabling Establishment of 911/E911 Funding Mechanisms**
2. **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.**

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| E911 fees are collected as required by section 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 section 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. |

**1b. If YES, during the annual period January 1, 2019 to December 31, 2019, did your state or jurisdiction amend, enlarge, or in any way alter the funding mechanism.**

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| Yes |

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| **Addendum Section C1** |
| The statutes calls for a certain percentage of the fee to be allocated for dusbursement to the counties. In Janauary 2019, the wireless allocation to the counties was increase. This increase sunsets on December 31, 2022 unless renewed. |

1. **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 ……………..

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

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| E911 fee revenue is disbursed as required by section 365.173, Florida Statutes. Initial E911 allocation percentages are determined by the Florida Legislature. If necessary, the Florida E911 Board adjusts the allocation percentages, per section 365.172(8)(h), Florida Statutes, to ensure full cost recovery or to prevent the over recovery of costs incurred in the provision of E911 services. Service providers collect the E911 fee from subscribers and retain a 1 percent administrative fee.  Additionally, the prepaid E911 fee of 40 cents is imposed per retail transaction. Each seller may retain 5 percent of the prepaid wireless E911 fees that are collected by the seller as a retailer collection allowance. Both service providers and sellers submit the remainder of collected fees to the E911 Board, which distributes the moneys back to the 67 counties through monthly disbursements, the E911 Board grant programs, and special disbursements. |

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

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| 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 |  |  |
| Local  (*e.g.*, county, city, municipality) |  |  |
| **1b. Please briefly describe any limitations on the approval authority per jurisdiction (*e.g.*, limited to fees collected by the entity, limited to wireline or wireless service, etc.)** | | |
| The fees may be expended only on 911-related equipment and services. The E911 Board, with oversight from the Department of Management Services, approves disbursements from the Emergency Communications Number E911 System Fund (E911 Trust Fund) to county governments and wireless service providers and for 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 rest with the Board of County Commissioners. | | |

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| **Addendum Section D1** |
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1. **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.**

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| The legislative intent in section 365.172(2)(e), Florida Statutes, is to ensure that the fee established is used exclusively for the recovery of costs by wireless providers and counties for costs associated with developing and maintaining E911 systems and networks in a manner that is competitively and technologically neutral as to all voice communications services providers. At the state level, 911 fee revenues and funds collected for 911 purposes are used only for purposes designated in sections 365.172 and 365.173, Florida Statutes. Section 365.172(10), Florida Statutes, details the authorized expenditure of 911 fee revenue. Paragraph (a) provides the function of E911 service; paragraph (b) lists all costs directly attributable to E911 service; and paragraph (c) prohibits county utilization of 911 funds for purposes other than those related to 911. |

**2b.** **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**
2. **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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| Florida Statutes establish and implement a comprehensive statewide emergency telecommunications number system that provides users of telecommunications services within the state with rapid, direct access to public safety agencies by dialing 911. Pursuant to Florida Statutes, the State E911 Plan and Admistrative rules provide for E911 fee revenue to be allocated to counties to pay certain costs associated with their county and local jurisdiction public safety answering points, NG911, E911, or 911 systems and to contract for E911 services including NG911. E911 service includes the functions of database management, call-taking, location verification, and call-transferring. Department of Health certification, recertification, and training costs for 911 public safety telecommunications, including dispatching, are functions of 911 services. This statewide system and the State E911 Plan, including individual county 911 plans and E911 functions, ensure that the 911 systems are operational and that they are being upgraded and maintained in all counties throughout Florida. The E911 Board administration receives funds for operating costs and expenses incurred for the purposes of managing, administering, and overseeing the receipts and disbursements from the fund and for other activities as defined in section 365.172(6), Florida Statutes. Wireless service providers’ sworn invoices, submitted to the E911 Board, are reimbursed at the actual costs incurred to provide 911 or E911 service. This includes the costs of complying with FCC orders and 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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| 1. **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) |  |  |
| Lease, purchase, maintenance of computer aided dispatch (CAD) equipment (hardware and software) |  |  |
| Lease, purchase, maintenance of building/facility |  |  |
| **Personnel Costs** | Telecommunicators’ Salaries |  |  |
| Training of Telecommunicators |  |  |
| **Administrative Costs** | Program Administration |  |  |
| Travel Expenses |  |  |
| **Dispatch Costs** | Reimbursement to other law enforcement entities providing dispatch |  |  |
| Lease, purchase, maintenance of Radio Dispatch Networks |  |  |
| **Grant Programs** |  | **If YES, see 2a.** |  |
| **2a. During the annual period ending December 31, 2019, describe the grants that your state paid for through the use of collected 911/E911 fees and the purpose of the grant.** | | | |
| Collected funds were used to fund the State Grant Program for counties in Florida to maintain and upgrade their E911 equipment as well as to conduct NG911 system upgrades. Funds were also used to support a Rural County Grant Program to specifically assist rural counties in maintaining their E911 systems. The E911 Board approved 50 grants under the Rural County Grant Program that totaled $1,909,546. The E911 Board also approved 23 grants that totaled $4,451,211 under the State Grant Program. | | | |

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

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| 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 | $.40 | State |
| Wireless | $.40 | State |
| Prepaid Wireless | $.40 | State |
| Voice Over Internet Protocol (VoIP) | $.40 | State |
| Other | N/A |  |

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| **Addendum Section F1** |
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1. **For the annual period ending December 31, 2019, please report the total amount collected pursuant to the assessed fees or charges described in Question F 1.**

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| **Service Type** | **Total Amount Collected ($)** |
| Wireline | $8,482,067 |
| Wireless | $68,770,263 |
| Prepaid Wireless | $23,944513 |
| Voice Over Internet Protocol (VoIP) | 18,472,903 |
| Other |  |
| **Total** | $119,669,746 |

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

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

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| Fees collected covers 48% of the cost of 911 operations. The remaining balance is covered by local taxes. |

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| **Question** | **Yes** | **No** |
| 1. **For the annual period ending December 31, 2019, 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.* |  |  |
| **4a.** **If YES, please describe the federal, state or local funds and amounts that were combined with 911/E911 fees.** | | |
| The fees collected each year do not cover all the cost to support 911 operations in the State of Florida. Collectively, Florida Counties appropriated $121,407,330.00 of their local tax dollars to support 911 operations in Florida. | | |

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| **Addendum Section F4** |
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| 1. **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 | 52 |
| General Fund - State |  |
| General Fund - County |  |
| Federal Grants |  |
| State Grants | 3 |

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| **Addendum Section F5** |
| A percentage of the fee remittance collected by the State is used to fund the State grant prograns. |

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

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| **Question** | | **Yes** | **No** |
| 1. **In the annual period ending December 31, 2019, were funds collected for 911 or E911 purposes in your state or jurisdiction made available or used solely for the purposes designated by the funding mechanism?** *Check one*. | |  |  |
| **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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| **Addendum Section G1** |
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1. **Oversight and Auditing of Collection and Use of 911/E911 Fees**

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| **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.* |  |  |
| **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, 2019.** *(Enter “None” if no actions were taken.)* | | |
| The E911 Board provides an annual report to the Governor and Legislature on the amounts collected and expended as well as the purposes for which expenditures were made and the status of E911 service throughout the state. The Auditor General’s Office audits the fund to ensure that monies in the fund are being managed as required by Florida Statutes. The Auditor General’s Office provides a report of the audit to the E911 Board and the Department of Management Services. Counties are required to establish an E911 account fund to be used exclusively for the receipt and expenditure of the revenues. The monies collected and interest earned in each county’s E911 fund are appropriated for statutorily defined 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. | | |

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| **Question** | **Yes** | **No** |
| 1. **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.* |  |  |
| **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, 2019.** *(Enter “None” if no actions were taken.)* | | |
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1. **Description of Next Generation 911 Services and Expenditures**

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| **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.* |  |  |
| **1a. If YES, in the space below, please cite any specific legal authority:** | | |
| Section 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.” | | |

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| **Question** | | **Yes** | **No** |
| 1. **In the annual period ending December 31, 2019, has your state or jurisdiction expended funds on Next Generation 911 programs?** *Check one.* | |  |  |
| **2a. If YES, in the space below, please enter the dollar amount that has been expended.** | | | |
| **Amount**  **($)** | $8,413,306 | | |

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| **Addendum Section I2** |
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| 1. **For the annual period ending December 31, 2019, 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** |
| 1. A single, state-wide ESInet |  |  |  |  |  |
| 1. Local (*e.g.*, county) ESInet |  |  | 65 |  |  |
| 1. Regional ESInets |  |  | [If more than one Regional ESInet is in operation, in the space below, provide the total PSAPs operating on each ESInet]  3 |  |  |
| Name of Regional ESInet 1:  Tri-County System | | | 3 |  |  |
| Name of Regional ESInet 2:  Charlotte County | | | 3 |  |  |
| Name of Regional ESInet 3:  Collier County | | | 2 |  |  |
| Name of Regional ESInet 4:  Duval County | | | 2 |  |  |
| Name of Regional ESInet 5:  Hamilton County | | | 2 |  |  |
| Name of Regional ESInet 6:  Hillsborough County | | | 10 |  |  |
| Name of Regional ESInet 7:  Martin County | | | 4 |  |  |
| Name of Regional ESInet 8:  Okaloosa County | | | 8 |  |  |
| Name of Regional ESInet 9:  Palm Beach County | | | 18 |  |  |
| Name of Regional ESInet 10:  Pinellas County | | | 3S |  |  |
| Name of Regional ESInet 11:  Sarasota County | | | 2 |  |  |
| Name of Regional ESInet 12:  Seminole County | | | 1 |  |  |
| Name of Regional ESInet 13: | | |  |  |  |
| Name of Regional ESInet 14: | | |  |  |  |
| Name of Regional ESInet 15: | | |  |  |  |
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| Name of Regional ESInet 34: | | |  |  |  |
| Name of Regional ESInet 35: | | |  |  |  |

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| **Addendum Section I3** |
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1. **Please provide a description of any NG911 projects completed or underway during the annual period ending December 31, 2019.**

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| The State of Florida was finalizing a statewide call routing plan that would be used as first step in developing a regional approach to implement NG-911 services throughout the state. This plan was initiated by legislation passed during the 2019 Florida Legislative session. |

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| **Question** | **Total PSAPs**  **Accepting Texts** |
| 1. **During the annual period ending December 31, 2019, how many PSAPs within your state implemented text-to-911 and are accepting texts?** | 120 |
| **Question** | **Estimated Number of PSAPs**  **that will Become Text Capable** |
| 1. **In the next annual period ending December 31, 2020, how many PSAPs do you anticipate will become text capable?** | 165 |

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| **Addendum Section I5** |
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| **Addendum Section I6** |
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1. **Description of Cybersecurity Expenditures**

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| **Question** | **Check the appropriate box** | | **If Yes,**  **Amount Expended ($)** |
| 1. **During the annual period ending December 31, 2019, did your state expend funds on cybersecurity programs for PSAPs?** | Yes | No | $1,263,290 |

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| **Addendum Section J1** |
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| **Question** | **Total PSAPs** |
| 1. **During the annual period ending December 31, 2019, how many PSAPs in your state either implemented a cybersecurity program or participated in a regional or state-run cybersecurity program?** | 103 |

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| **Addendum Section J2** |
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| **Question** | **Yes** | **No** | **Unknown** |
| 1. **Does your state or jurisdiction adhere to the National Institute of Standards and Technology *Framework for Improving Critical Infrastructure Cybersecurity* (February 2014) for networks supporting one or more PSAPs in your state or jurisdiction?** |  |  |  |

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| **Addendum Section J3** |
| The decision to adhere to this standard is made on the local level. For the period ending December 31, 2019, twenty-six counties reported that they adhered to this standard. |

1. **Measuring Effective Utilization of 911/E911 Fees**
2. **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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| The Florida E911 Board provides an annual report to the Governor and Legislature each February as required by Florida Statutes. The report provides an assessment of the fee usage in the state, and the vision and goal of the E911 Board in providing services to the residents and visitors of Florida. The 2019 report is linked below.  https://www.dms.myflorida.com/business\_operations/telecommunications/public\_safety\_communications/florida\_911/e911\_board\_information/e911\_board\_annual\_reports |

**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**](mailto:PRA@fcc.gov)**.**

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**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. 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>. [↑](#footnote-ref-1)
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. [↑](#footnote-ref-2)