



Federal Communications Commission  
Washington, D.C. 20554

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:

**A. Filing Information**

**1. Name of State or Jurisdiction**

State or Jurisdiction
State of Florida

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

Name	Title	Organization
Leon Simmonds	Statewide 911 Coordinator	FL Dept. 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, 2018:

PSAP Type <sup>1</sup>	Total
Primary	147
Secondary	54
<b>Total</b>	<b>201</b>

2. Please provide the total number of active telecommunicators<sup>2</sup> in your state or jurisdiction that were funded through the collection of 911 and E911 fees during the annual period ending December 31, 2018:

Number of Active Telecommunicators	Total
Full-Time	1787
Part-time	168

3. For the annual period ending December 31, 2018, please provide an estimate of the total cost to provide 911/E911 service in your state or jurisdiction.

<sup>1</sup> 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](https://cdn.ymaws.com/www.nena.org/resource/resmgr/standards/NENA-ADM-000.22-2018_FINAL_2.pdf).

<sup>2</sup> A telecommunicator, also known as a call taker or a dispatcher, is a person employed by a PSAP who is qualified to answer incoming emergency telephone calls and/or who provides for the appropriate emergency response either directly or through communication with the appropriate PSAP. See *Master Glossary* at 192.



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<b>Amount</b> (\$)	\$222,556,957
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3a. If an amount cannot be provided, please explain why.

N/A
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4. Please provide the total number of 911 calls your state or jurisdiction received during the period January 1, 2018 to December 31, 2018.

Type of Service	Total 911 Calls
Wireline	1,810,262
Wireless	11,515,622
VoIP	585,950
Other	327,986
<b>Total</b>	<b>14,239,820</b>

**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 .....



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**1a. If YES, provide a citation to the legal authority for such a mechanism.**

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, 2018 to December 31, 2018, did your state or jurisdiction amend, enlarge, or in any way alter the funding mechanism.**

The E911 Board voted to change the wireless fee allocation percentage during the September 2018 E911 Board meeting. The fee allocation to the counties was changed from 76 percent to 88 percent. This change went into effect January 16, 2019.

**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 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



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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.



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

<b>1. Indicate which entities in your state have the authority to approve the expenditure of funds collected for 911 or E911 purposes.</b>		
<b>Jurisdiction</b>	<b>Authority to Approve Expenditure of Funds</b> <i>(Check one)</i>	
	<b>Yes</b>	<b>No</b>
State	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Local <i>(e.g., county, city, municipality)</i>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>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.)</b>		
<p>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.</p>		

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

- Yes .....
- No .....



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

365.172(2)(e), F.S. establishes that the fee exclusively used 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.**

N/A



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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.**

Chapter 365, F.S. establishes and implements 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 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. 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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<b>2. Please identify the allowed uses of the collected funds. Check all that apply.</b>			
<b>Type of Cost</b>		<b>Yes</b>	<b>No</b>
<b>Operating Costs</b>	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"/>
<b>Personnel Costs</b>	Telecommunicators' Salaries	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	Training of Telecommunicators	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>Administrative Costs</b>	Program Administration	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	Travel Expenses	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>Dispatch Costs</b>	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"/>
<b>Grant Programs</b>		<input checked="" type="checkbox"/> If YES, see 2a.	<input type="checkbox"/>

**2a. During the annual period ending December 31, 2018, describe the grants that your state paid for through the use of collected 911/E911 fees and the purpose of the grant.**



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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.

**F. Description of 911/E911 Fees Collected**

<b>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.</b>		
<b>Service Type</b>	<b>Fee/Charge Imposed</b>	<b>Jurisdiction Receiving Remittance (e.g., state, county, local authority, or a combination)</b>
Wireline	\$.40	State
Wireless	\$.40	State
Prepaid Wireless	\$.40	State
Voice Over Internet Protocol (VoIP)	\$.40	State
Other	N/A	N/A

**2. For the annual period ending December 31, 2018, please report the total amount collected pursuant to the assessed fees or charges described in Question F 1.**

<b>Service Type</b>	<b>Total Amount Collected (\$)</b>
Wireline	\$10,028,885



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Wireless	\$65,626,832
Prepaid Wireless	\$24,040,353
Voice Over Internet Protocol (VoIP)	\$18,251,397
Other	\$0
<b>Total</b>	<b>\$117,947,467</b>

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

N/A

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

Interest earned on funds deposited in the Emergency Communications Number E911 Trust Fund

Question	Yes	No
<p><b>4. For the annual period ending December 31, 2018, 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></b></p>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<p><b>4a. If YES, please describe the federal, state or local funds and amounts that were combined with 911/E911 fees.</b></p>		



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For the annual period ending Dec. 31, 2018, the 911 fees collected provided approximately 43 percent of operating expenses for 911 operations, with local county general budget appropriations providing the remaining 57 percent of funding to support 911 operations.

Based on the data submitted by the counties during our annual survey for county fiscal year ending September 2018, Florida counties spent \$115,809,445 of local funds along with 911 fees revenues to support 911 operations in their counties.



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<b>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.</b>	<b>Percent</b>
State 911 Fees	39
Local 911 Fees	0
General Fund - State	0
General Fund - County	57
Federal Grants	0
State Grants	4



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

Question		Yes	No
<b>1. In the annual period ending December 31, 2018, 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.</b>		<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>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.</b>			
Amount of Funds (\$)	Identify the non-related purpose(s) for which the 911/E911 funds were used. <i>(Add lines as necessary)</i>		
N/A	N/A		
N/A	N/A		
N/A	N/A		
N/A	N/A		
N/A	N/A		



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

Question	Yes	No
<b>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.</b>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>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, 2018. (Enter "None" if no actions were taken.)</b>		
<p>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 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.</p>		

Question	Yes	No
<b>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.</b>	<input type="checkbox"/>	<input checked="" type="checkbox"/>



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**2a. If YES, provide a description of any auditing or enforcement or other corrective actions undertaken in connection with such auditing authority, for the annual period ending December 31, 2018. (Enter "None" if no actions were taken.)**

N/A





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**I. Description of Next Generation 911 Services and Expenditures**

Question	Yes	No
<b>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></b>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>1a. If YES, in the space below, please cite any specific legal authority:</b>		
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.”		

Question	Yes	No
<b>2. In the annual period ending December 31, 2018, has your state or jurisdiction expended funds on Next Generation 911 programs? <i>Check one.</i></b>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>2a. If YES, in the space below, please enter the dollar amount that has been expended.</b>		
<b>Amount (\$)</b>	\$9,291,732	



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3. For the annual period ending December 31, 2018, 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"/>	N/A	<input type="checkbox"/>	<input type="checkbox"/>
b. Local (e.g., county) ESInet	<input checked="" type="checkbox"/>	<input type="checkbox"/>	65	<input checked="" type="checkbox"/>	<input 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 checked="" type="checkbox"/>	<input type="checkbox"/>
Name of Regional ESInet: <b>Tri-County System</b>			3	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Name of Regional ESInet: <b>North Florida Routing System</b>			15	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Name of Regional ESInet: <b>Central Florida Routing System</b>			17	<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, 2018.**

The state completed an NG911 roadmap study to map out the steps needed for the state to implement NG911 services statewide. The E911 Board is evaluating options proposed in the study.

Locally, counties are working on their GIS database, synchronizing the MSAG and ALI database with their GIS database to prepare for GIS based call routing. This is an ongoing project.

Question	Total PSAPs Accepting Texts
<b>5. During the annual period ending December 31, 2018, how many PSAPs within your state implemented text-to-911 and are accepting texts?</b>	75
Question	Estimated Number of PSAPs that will Become Text Capable
<b>6. In the next annual period ending December 31, 2018, how many PSAPs do you anticipate will become text capable?</b>	133



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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, 2018, did your state expend funds on cybersecurity programs for PSAPs?	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>	\$448,379

Question	Total PSAPs
2. During the annual period ending December 31, 2018, how many PSAPs in your state either implemented a cybersecurity program or participated in a regional or state-run cybersecurity program?	77

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

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 2018 report is linked below.

[https://www.dms.myflorida.com/content/download/144116/962915/E911\\_BOARD\\_2018\\_Annual\\_Report-Final.pdf](https://www.dms.myflorida.com/content/download/144116/962915/E911_BOARD_2018_Annual_Report-Final.pdf)